

City of Clovis Animal Shelter

Volunteer Handbook



CITY OF CLOVIS ANIMAL SHELTER OPERATIONS

Mission Statement: It is the mission of the Clovis Police Department to maintain an animal control team with the responsibility of enforcing city ordinances, as they relate to animals. The Animal Control team is charged with effective and efficient service to the public by insuring the safety and well-being of persons and animals alike. Animal Control officers provide service seven days a week. These officers patrol assigned areas and look for loose and stray animals. They respond to calls for patrol and handle all sick and injured animals.

The officers are also tasked with the maintaining of the Clovis Animal Shelter. The following is a sample of the duties assigned to the staff.

- **Communication center(Dispatching-telephone)-Staff only**
- **Adoptions (office work)**
- **Reunite lost animals with owners**
- **Work with rescue groups**
- **Kennel cleaning**
- **Feeding**
- **Wash dog/cat bedding**
- **Grooming**
- **Euthanasia**
- **Building/ grounds maintenance**

SHELTER STAFF:

Supervisor: Martin A. Martinez

ACO's Tim Blair, Dorian Montoya, Kylie Pieratt

Office: Marian Reynolds

Telephone: (575) - 769-7893 Clovis Police- (575)-763-9472

2203 East Brady Ave Clovis, NM 88101

HOURS OF OPERATION:

Monday-Friday 800AM-500PM- Field service

Shelter-1000AM-430PM

Saturday 1200-400PM-pending

Closed Sunday-Holidays

What happens to stray animals brought to shelter?

- **All animals are checked for wounds, ticks, fleas, and weighed.**

- All animals are scanned for a microchip and photographed.
- If an animal is without any identification, they are kept for 3 working days to give the owners an opportunity to reclaim. The animal will not be allowed to leave its kennel during the stray period.
- If an animal comes in with a form of identification (rabies tags, microchip, or personal Id.) the animal will be kept for five working days for the owner to reclaim.
- If the owner doesn't reclaim the animal within the time allotted, the animal will be evaluated for adoption or eligible for rescue placement. All animals will be given 1 day for the public to adopt before they are placed on the rescue list.
- Aggressive animals will not be adopted.

What happens to surrendered animals?

- When an animal is surrendered by the owner a full surrender form will be filled out before the animal is accepted.
- The animal will be evaluated by the staff for any medical or behavioral issue the animal may have. Known biters will not be adopted.
- The time allotted for adoption will be depending on space and time in shelter.
- All possible adopters must be at least 18 years old.
- The animal may be allowed to be walked outside.

Quarantines or Protective Custody Animals

- The West Building where the quarantine and protective custody animals are kept is a restricted area where only staff are permitted to enter.
- All quarantine animals can be reclaimed by owner only. They will not be allowed to be adopted or rescued.

Euthanasia

The City of Clovis uses lethal injection as the form of euthanasia for all animals. The euthanasia procedure is the final act of kindness that can be shown to an animal. It is the policy of the City of Clovis that animals be handled with respect and sensitivity. Staff will protect them from stress, fear, discomfort, or pain at all times while in the shelter even more so during the euthanasia process.

The Clovis Animal Control will continue to implement the current policy and procedures for selecting which animals will be humanely euthanized. This procedure gives adoptable animals every chance to be adopted out to a new home or placed with a rescue organization.

All animals will be checked for identification, tattoos, and microchips before being euthanized. All animals on the euthanasia list will be checked and approved by the

shelter supervisor to ensure all measures have been addressed. * ONLY STAFF WILL BE PRESENT DURING THE EUTHANASIA PROCEDURE*****

Cleaning of kennels

The policy of cleaning the kennels is to be followed by all staff, volunteers, and community workers. The proper removal of animal waste, cleaning and disinfecting each kennel, washing blankets, cleaning food and water bowls is vital in keeping parvo, distemper, and other infectious diseases out of the shelter.

The guide lines for using bleach, Kennel-Sol, soaps, and other chemical agents are set by the manufactures recommendations. The staff will ensure that these guide-lines are followed to prevent injury to the animals or workers and to prevent the waste of any cleaning agent. All workers will use gloves when cleaning the shelter kennels or work areas. The use of rubber boots will be required to prevent slips and falls during the cleaning process.

Animal Grooming

The grooming of animals is recommended to help with the adoption of each available dog and cat. The staff will advise which animals are to be groomed. The washing of dogs will be in assigned areas. The use of tick medication will be strictly monitored to keep the animals safe from injury to eyes, ears, or possible injury to workers. The grooming station will be cleaned and disinfected after the session is complete.

Restricted areas

The Clovis Animal Shelter will not allow any workers or visitors in any area deemed "RESTRICTED AREA". The area has been deemed this to prevent any accidents or thefts from occurring. The staff will ensure that this policy is followed. Any violation will result in the loss of volunteer privileges.

Walking Dogs

The removal of any animal from its assigned kennel will be the approval of any staff member. The locks are on the cages for policy reasons. All animals that are still listed as "stray" will not be allowed out of the kennel.

The dogs that are to be walked will be under the following guidelines.

- Only two dogs will be walked at any given time.**
- Aggressive dogs will not be walked. All dogs to be walked will be checked by staff before they are allowed outside the shelter.**
- Dogs will only be allowed to be walked on shelter grounds.**
- Grooming of long haired dogs will be permitted. All loose hair that is removed will be placed in the trash.**

- **All feces will be removed by the dog walkers after the dog is returned to the kennel.**

Volunteer's Role

As a volunteer for the City of Clovis Animal Shelter you are an essential piece of our constant efforts to help the homeless, abandoned and lost animals of our community. In order to accomplish our goals we must work together in a peaceful and educational environment. It is necessary to understand that your commitment is crucial to helping these animals find a home. The shelter expects volunteers to respect the decisions of the staff and follow all Animal Shelter policies and procedures. If you have any questions about those policies or some aspect of how we operate, please don't hesitate to ask; part of educating the public is being educated in what we do and why you do it here at the shelter.

We expect everyone to be friendly and welcoming to visitors. Staff and volunteers are expected to conduct themselves in a professional manner with the animals, co-workers and the public. Our goal is to educate and inform the public in a thoughtful, non-judgmental way.

Visitors do not know the difference between an employee and a volunteer. The wearing of a nametag will make you associated with the Clovis Animal Shelter and a representative of the organization in the eyes of the visiting public.

To truly help the animals, we must care for the people of our community, not only the animals under our roof. All employees and volunteers must be polite and courteous to visitors. If a visitor wants to meet an animal please direct them to the front desk to speak to one of the staff members.

Remember, The Clovis Animal Shelter is a refuge for the animals in our care and we are here to help them through this sometimes difficult transition period. Be conscious of your body language and the animals' body language, speak softly and kindly and remember they have been through a traumatic experience. Many of them will not act or behave the same way your pets do.

If you have any questions, concerns or new ideas please contact me. I am here to serve you and make your volunteer experience a positive one.

Thank you for volunteering at the Clovis Animal Shelter. We hope you will enjoy being part of our family.

Martin A. Martinez, Animal Control Supervisor

mmartinez@cityofclovis.org (575) 769-7893

The City of Clovis Animal Shelter Volunteer Policies

Commitment:

Because of the amount of time it takes to train and place each volunteer, we ask for a minimum commitment of at least 2 hours per week to the volunteer program. It is essential that volunteers be on time for each scheduled training or volunteer shift at the Clovis Animal Shelter.

Training:

All volunteer assignments or jobs require training. The goal of training is to minimize the risk of injury to you and the animals, provide education, and create a cohesive atmosphere throughout the City of Clovis Animal Shelter. If we find that your initial volunteer assignment is not a good fit we will attempt to find an alternate opportunity. We will encourage volunteers who feel they need additional training or support to contact any staff member of the Clovis Animal Shelter.

Grievance Policy:

If you have a complaint or concern please address it with any staff member first, if the issue is not resolved or if you have a policy concern please address it with the Clovis Animal Shelter Supervisor.

Accidents, Injury & Health Concerns:

Volunteers work here at their own risk; however, any accident or injury occurring when volunteering must be reported to a staff member immediately and an accident report must be filled out. Accident reports are available with the Clovis Animal Shelter Supervisor. We will strongly urge any person who is injured to seek immediate medical attention.

Volunteers are encouraged to speak to their doctor about keeping your tetanus vaccination current and discuss any other vaccines that might be appropriate. Please see your doctor before beginning your volunteer work at the Clovis Animal Shelter.

Emergency Evacuation & Fire Safety:

Evacuate the building immediately if any of the following occur:

- **Suspected gas leak**
- **Fire/smoke in building**
- **Large chemical spill**
- **Bomb threat**
- **Meeting Areas- There are two locations, the front parking lot or the rear of the shelter.**

All persons must evacuate the premises immediately in the event of a fire or alarm. No volunteer is required to fight a fire. Assist a person in immediate danger to safety if you can do so without risk to yourself.

Safe Work Practices:

- **Work areas should be kept neat and clean. If you see a spill, please put out "wet floor" sign and clean it up or report to a staff member right away.**
- **Do not use defective equipment-please report it?**
- **Ask for help when lifting heavy or bulky items.**
- **Please do not use your cell phone while volunteering at the animal shelter. It is important for you to keep your attention on the task at hand.**

Obtain full instructions before performing any task.

Drug/Alcohol Policy:

Volunteers may not volunteer work under the influence of illegal drugs or impaired by alcohol. If staff believes that a volunteer has violated this policy, the volunteer is subject to immediate termination.

- **Proper Attire:**
- **Clothes should be clean, neat, and presentable to the public. Shorts, tank tops, open-toed shoes, or any revealing clothing will not be allowed.**
- **All volunteers will wear a name tag identifying them as a Clovis Animal Shelter Representative.**

All valuables will be kept locked in a vehicle or kept at home. The City Of Clovis Animal Shelter will not be responsible for lost or stolen items.

Guests:

Volunteers may not bring friends or children to assist them with their duties. Tours of the shelter can be arranged with any staff member.

Harassment/Discrimination:

It is the policy of the Clovis Animal Shelter to provide a workplace free of harassment, discrimination, or intimidation by any employee, supervisor, customer, or volunteer. If you believe that you have personally experienced harassment or discrimination, please tell the person that you are offended by their remarks and to stop making such comments. If the problem continues contact the shelter supervisor. If you are a witness to harassment please bring it to the attention of the shelter supervisor or any staff member.

Animal & Human Health/Safety:

- **Diseases are transmitted from one animal to another by direct animal-to-animal contact or by indirect contact through hands, brushes, leashes, gloves, clothing, etc. Even if an animal is not exhibiting any signs of disease, your touch can still pass diseases on to uninfected animals.**
- **What to watch for:**
- **Diarrhea**
- **Vomiting**
- **Coughing**
- **Lethargy**
- **Blood or worms in the stool**
- **Limping**
- **Excessive scratching**
- **Ticks/Fleas**

Please report any symptoms you notice in the animals to the staff immediately.

Precautions:

If an animal shows any sort of aversion to your handling, be cautious and get assistance from a staff member.

An animal will rarely bite without warning. The staff members will not tolerate any abuse of the animals. The yelling, screaming, hissing, hitting, slapping, shaking, or any abuse of any animal can result in the termination of the volunteer.

We only promote and use positive reinforcement training. The rewards we use are your attention and treats, along with kindness and compassion.

VOLUNTEER APPLICATION FORM

CITY OF CLOVIS ANIMAL SHELTER

2203 E. BRADY CLOVIS NM 88101 PH# 575-769-7893

APPLICATION DATE: _____

Name: _____ Address: _____ City & Zip _____

Phone # Home (____) _____ Cell (____) _____ Work (____) _____

Email Address (Required): _____

Emergency Contact: _____ Phone # _____ Relation: _____

Why are you interested in Volunteering at the Shelter?

Please describe your experience with domestic animals:

Do you have any special talents, skills, or training in handling domestic animals?

Do you have a Health or Medical situation that would be affected by working at the shelter? Yes _____ No _____

If yes please explain: _____

The shelter is open from 10 am to 4:30 pm Mon-Fri, Volunteers are welcome during these hours and any day that is convenient. We appreciate the time you can offer us:

Monday	Tuesday	Wednesday	Thursday	Friday

Please check what you can help with:

☐ Assist with in-pound ☐ Dog walking ☐ Help with Photos ☐ Dog Training

☐ Cat/Dog Grooming ☐ Dogs only ☐ Cats only

Please read below and sign:

The City of Clovis Animal Shelter assumes no responsibility or liability for any injury sustained while working with Clovis Animal Control, its Officers or the animals that are at the shelter. The City of Clovis Animal Shelter reserves the right to refuse volunteer privileges at its discretion

Signature

Date