

**Forsyth County Department of Animal Control  
Shelter Division  
Policy Statement – Volunteers**

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Tim Jennings, Director

January 24, 2001, July 28, 2002  
Effective Date May 21, 2004  
Revised May 2004

**Purpose:** Forsyth County Animal Shelter welcomes the use of volunteers. Citizen volunteers are those who assist the department because of personal interest. This statement outlines the functions that each category of volunteer can and cannot perform while working at the Animal Shelter including work hours, work expectations and records.

**Policy:** Volunteers may be utilized at the Forsyth County Animal Shelter to perform specific tasks. Volunteers will be restricted to specific duties and responsibilities. Citizen volunteer will sign a waiver of liability prior to accepting a work assignment. Community service workers must complete the court required Place/Verification form.

**Interviews:** The Shelter Supervisor or his/her designee will interview all volunteers prior to that person starting to work. Upon completion of the interview, the volunteer will sign the interview form.

Citizen Volunteers will typically serve the adoption program and may perform the following tasks:

- Assist members of the public in selecting an animal and showing them the animal in the Pet Acquainted Room
- Assist members of the public with the adoption application process, answering questions about the adoption process and reviewing the completed application.
- Process the adoption application by contacting references, veterinarians, etc. and approving or disapproving the application.
- Coordinate with department staff on completing the adoption.
- Transport animals.
- Groom, bathe, socialize and exercise adoption animals (requires animal handling experience)

**Work Schedule:**

Citizen volunteers may have access during normal shelter hours of operation. Exceptions may be granted to CCP member organizations and upon documented approval of shelter management.

No volunteer is to be in any office area, tech room or county vehicle unless accompanied by department personnel.

Volunteers may not access, or alter, FCAC records unless accompanied by department personnel.

Volunteers:

Dog Walkers - At Shelter

Date: May 19, 2003

**Policy:** Proper documentation must accompany the movement of animals from their identified area within the FCAC animal shelter grounds.

**Procedure:** Animals removed from the shelter grounds for the purpose of walking, &/or, adoption promotion shall be handled pursuant to the procedure established with PS2-007 Community Care Program.

Animals removed from their designated custody /care holding area must be the property of FCAC and. no longer subject to the redemption hold periods of FCC 6-Animals.

Volunteer walkers shall:

1. Cooperate with FCAC staff regarding access to the shelter;
2. Not bring animals of their own, or under their custody/control, to the shelter while volunteering;
3. Protect shelter animals from exposure to isolation and quarantine areas that may expose the animals to illness, injury, or incidents that may mandate their removal from the adoption program;
4. Check in with FCAC personnel at the Customer Service Counter before beginning service;
5. Utilize the Volunteer Book to record hours and service provided at the shelter;
6. Wear an identifiable, Friends of the Shelter, or FCAC Volunteer shirt or smock;
7. Obtain an "ON GROUNDS" identification tag;
8. Place the "ON GROUNDS" indicator upon the kennel or cage the animal is removed from.
9. Only handle one dog at a time.
10. Maintain a leash attachment to all dogs removed from a kennel, or cage;
11. Sign out upon leaving the shelter grounds.