

**ESCAMBIA COUNTY ANIMAL SERVICES**



**200 WEST FAIRFIELD DRIVE  
PENSACOLA, FL 32501-1410  
(850) 595-3075  
(850) 595-3081-FAX**



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## **Welcome Volunteer!**

Congratulations and welcome to Escambia County Animal Services. We are delighted that you have decided to join our organization. As a volunteer, you will serve Escambia County residents in a useful and vital capacity, and we appreciate your time and commitment.

This Volunteer Manual will answer some of the questions you may have, and of course, staff will always be on hand to help you with your very valuable work. As you go through the orientation process, please remember that we will do our best to help you become a productive member of our staff through orientation and training.

In the next few weeks you will meet the employees of Animal Services, and other volunteers just like you. Feel free to get to know them and the work they perform.

Should, questions related to your assignment or volunteer service arise, ask your supervisor or contact person for assistance.

We are looking forward to a long-term relationship, and hope that you will find your experience here rewarding.

Sincerely,

Marilyn D. Wesley  
Deputy Bureau Chief  
Neighborhoods/Community Services Bureau

## About Animal Services

Escambia County Animal Services is a government agency that was established by the Escambia County Board of County Commissioners, and strives to protect the health and safety of the citizens and animals that reside within the county.

The Animal Services facility is located at 200 West Fairfield Drive (just past the railroad tracks and approximately one block west of Palafox Street on the north side of the road), and has a total enclosed area of 12,800 square feet (17,000 square feet if you count the outdoor portions of the 105 indoor/outdoor dog runs).

Animal Services has a total of eleven employees -- including a Division Manager, an Animal Control Supervisor, four office support positions, and five in kennel operations.

Serving as the focus for a majority the domestic animal issues arising in Escambia County, the division provides animal services to all residents of Escambia County including the City of Pensacola. A low-cost spay/neuter program is offered for those families that qualify, Animal Control Officers provide related services Monday through Friday from 6:30 a.m. to 5:30 p.m., and an on-call duty officer is available for emergency calls from 4:30 p.m. to 7:30 a.m., weekdays and 24 hours per day during weekends and holidays. Public hours are as follows:

Tuesday – Sunday: 12 p.m. – 6 p.m.

For routine animal services matters, during office hours, call (850) **595-3075**. For after-hours emergencies call (850) **595-3080**. The office fax number is (850) 595-3081.

As situations related to the humane care of domestic animals of Escambia County arise and are solved, Animal Services is dedicated to include education and encouragement to assure that the problem does not recur.

## **GENERAL INFORMATION**

### **Parking**

Parking for employees and volunteers is available on the grassed areas to the east of the building. Paved parking should be left for visitors and potential adopting families. **Please leave all personal items locked in your car.**

### **Entering/Exiting the Building**

It is requested that all volunteers enter and exit through the main entrance of the building.

### **Sign In/Sign Out**

1. Go to the designated Volunteer Station, sign in to begin work shift.
2. Locate your volunteer sheet, sign in, and record time of arrival.
3. Check the volunteer bulletin board for your assignment and/or any special notices.
4. Gather the items you will need for your shift. If the necessary items are low or out of stock, advise your supervisor or leave a note attached to the bulletin board.
5. If you will be exercising dogs, remember your exercise list, doggie treats, and leash.
6. If you will be socializing with the cats and kittens, remember that toys are only permitted in the free roaming area.
7. Please remember to sign out at the end of your work shift in order that your volunteer time can be tracked.

## **VOLUNTEER POLICIES AND GUIDELINES**

Escambia County Animal Services relies on its volunteers to help foster greater understanding between County government and the citizens served. It is important that they be dependable and effective during their volunteer hours. It is equally important that the Animal Services staff provide an atmosphere that is conducive to the needs and desires of its volunteers. If these commitments are met on both sides, the program is assured to operate smoothly and the maximum benefit will be derived for the animals.

### **Requirements**

1. **Age.** There are three age levels available for citizens to become involved in service to Escambia County Animal Services:
  - Ages 12 – 14 (Family Sponsor participation required)
  - Ages 15 – 17 (Parent consent required)
  - Ages 18 and up (Adult)
  
2. **Applications.** All volunteers are required to complete an application prior to providing volunteer service. In certain cases, applicants will be asked to provide information to be used for driver license and background checks. This information is requested in an effort to provide a safe and secure atmosphere for the citizens that visit the Animal Services facility. All information and reports received from the designated law enforcement facility will be used for the purpose of determining the applicant's eligibility as a volunteer with Animal Services.
  
3. **Screening/Interviewing/Processing.** Initial application screening will be handled by the Animal Services Volunteer Coordinator to assure that all areas are completed. After initial screening, applications will then be reviewed and prospective volunteers selected for interview by the Volunteer Committee (Volunteer Coordinator, Animal Services Division Manager, and Community Affairs Deputy Director). Volunteer interviews will then be scheduled and further processing of prospective volunteer applications will commence (driver license and background checks). Those prospective volunteers that successfully pass the driver license and background checks will be informed and scheduled for Volunteer Orientation. Those prospective volunteers that are turned away may appeal the decision as follows:
  - Any volunteer applying with the Escambia County Animal Services Volunteer Program that is turned away based on the background screening, will be notified by the Volunteer Coordinator's office of the findings via certified letter. The volunteer may then provide a written appeal to the Volunteer Coordinator for reconsideration. The volunteer must be willing to discuss with the Division's Volunteer Committee his or her previous record(s). Once the volunteer has presented his or her case, the Volunteer Committee will decide to uphold or reverse the screening decision. The Volunteer Committee's decision will be final concerning the volunteer's eligibility. (Volunteer Committee consists of: Volunteer Coordinator, Animal Services Division Manager and Community Affairs Deputy Director).

*Escambia County Animal Services reserves the right to make changes without notification to the guidelines set forth in the Driver License/Background Check Guidelines Eligibility Criteria whenever deemed necessary for the safety and protection of all citizens.*
  
4. **Volunteer Orientation/Training.** All volunteers are required to attend Volunteer Orientation that includes Cat and Dog Training. Upon completion you will be ready to volunteer. If you do

not schedule to start your volunteer work shift within two weeks after completion of the volunteer orientation your file will be placed in an inactive status for one week and will be destroyed at the end of that week. Should you desire to volunteer at a later date, you will again be required to attend the Volunteer Orientation.

### **Time Commitment & Attendance**

Volunteers are asked to commit to a minimum of 8 hours per month for at least six months. All volunteers must record their hours on the volunteer hours recording sheet (sign-in sheet) located at the designated Volunteer Station.

If you are unable to volunteer on a set shift, you may call in a minimum of 24 hours in advance to schedule to volunteer. If you want to volunteer for a Saturday shift, it is requested that you schedule to do so by noon on the Friday before the Saturday you wish to volunteer. All scheduling must be completed with the volunteer coordinator. No volunteer will be allowed to show up unannounced.

**Once your schedule to volunteer has been set and you have made a commitment to volunteer and if something should come up please call in. If you do not call in you may lose your volunteer status and/or work shift.**

### **Discipline**

It is necessary to approach volunteering with a sense of commitment, open-mindedness, resourcefulness and initiative. By doing so, volunteering will be a rewarding experience. Although volunteers are considered to be a part of the Escambia County government system, due to their non-paid status they are not eligible to participate in the County's grievance procedures. In the event that there is dissatisfaction by either the volunteer or supervisor, the appropriate action should be taken by the Division Manager and the Volunteer Committee if deemed necessary. At times there may be need to end service as a volunteer, some (but not limited to) of the reasons we may feel the need to terminate service are:

- ◆ Attendance; too frequent absences or arrives late and leaves early too often.
- ◆ Poor attitude; may be cynical, cannot accept suggestions or criticism; is negative to the public or co-workers; too much socializing with other workers or visitors.
- ◆ Difficulty with volunteer duties; requires extensive supervision (does not follow instructions when given); fails to recognize errors or problems; takes no initiative.
- ◆ Inappropriate use of County equipment.
- ◆ Failure to follow volunteer program policy or division rules.

Volunteers who commit minor violations of policy and procedure will be verbally counseled, in an effort to achieve acceptable compliance. Continued violations could result in dismissal.

### **Dress Code**

It is important that all volunteers be dressed in a manner that provides for his or her safety. It is suggested that only jeans or casual pants (NO SHORTS) be worn with plain t-shirts (emblem free), and non-skid rubber-soled shoes that are closed toed. Flip-flops or sandals will not be allowed. Volunteering with our animals can get messy; so please don't wear your best.

## **Conduct**

As a representative of Escambia County Animal Services, it is important that you are familiar with the policies and procedures as outlined in this manual, and those of the Animal Services Division. When dealing with citizens, you must always be polite, courteous, and helpful.

## **Solicitation**

1. Solicitation on or off County property is prohibited unless officially approved through the Volunteer Committee.
2. Printed or written announcements that are to be posted on Animal Services bulletin boards must be authorized by the Division Manager.

## **Gratuities/Gifts**

It is prohibited for volunteers to accept any gift or gratuity from any firm, contractor, consultant, individual, or others that may relate to the County business association of service provided. Items of value to include: food, alcoholic beverages, tickets to events, money, or similar items should not be accepted.

## **Use of County Vehicles**

Individuals that are not paid employees of Escambia County Board of County Commissioners are not allowed to drive, ride, or operate in any form a vehicle that is owned by Escambia County.

## **County Telephones**

Volunteers will be instructed on the proper use and procedures for telephones. Telephones should be used primarily for County business with limited personal usage. Long distance calling for personal use is prohibited.

## **County Computers**

County computers, software and Internet connections should be used for the purpose of conducting County business and learning/training purposes as approved by the supervisor.

## **Medical Liability**

As a volunteer, you will receive first aid and medical care for injuries. Escambia County's Workers' Compensation covers volunteers. The injury must be reported to the supervisor you are working with and you will receive further information for receipt of additional care.

Further, to the extent permitted by law and subject to any claim of sovereign immunity provided by Section 768.28, Florida Statutes, if a volunteer suffers losses or injury while providing the services agreed upon, you may be protected from liability claims filed against you.

## **Off-Limit Areas**

Certain areas of the shelter are off-limits to volunteers unless specifically authorized to enter. These areas will be defined according to your work assignment. Your supervisor will provide this information.

## **Smoking**

The Escambia County Board of County Commissioners in its meeting held July 24, 2008, voted to become a Non-Smoking Employer, effective October 1, 2010, and as such, smoking will not be permitted in any facility or on any grounds owned by it at that time. Presently, if you must smoke, you may do so only in those areas outside the facility that are designated for smoking purposes. Please check with your supervisor for the appropriate smoking section. Please use the ashtrays provided.

## **Privacy**

In the course of his or her duties, volunteers may have access to information or records pertaining to Escambia County Animal Services (including but not limited to names, addresses, phone numbers, social security numbers, etc.), which shall be treated as confidential and may not be disclosed except when required by law.

## **Adoptions**

Volunteers will have the same opportunity to adopt as the public.

## **ANIMAL INFORMATION**

### **Animal Information Cards**

When any animal enters Escambia County Animal Services, an animal information card must be completed. This card will follow the animal until it leaves the Animal Services facility, and provides basic information about the animal, and will be available for prospective adopters to view. If more information is required to assist in the adoption decision, the prospective adopter need only inquire at the front desk. The Front Desk or Kennel Staff is responsible for this task. This card will follow the animal until it leaves our facility.

### **Restricted Animals**

Unfortunately some of our animals are not eligible for adoption. These include, bite animals and some sick animals with no future of recovery. We will make every effort to treat a sick or injured animal so they will have the opportunity to be adopted. These animals will be located in various places and are restricted to the public without an escort.

### **Temperament**

Temperament describes the overall attitude/disposition of the animal. It is very important information that any noticed changes in attitude be reported immediately to Animal Services Staff. The temperament of any animal that can be described as anything other than friendly indicates that the animal should be removed from the general population, and not handled by a volunteer or citizen.

## **Disease and Prevention**

Please read all signs posted on the outside of each kennel run or cat cage before entering. Please do not enter those areas that are designated **Restricted** without the approval of your supervisor.

If a shelter animal shows any of the following symptoms, please notify your supervisor or the Volunteer Coordinator immediately:

1. Diarrhea
2. Vomiting
3. Ocular (eye) discharge
4. Nasal discharge
5. Sneezing or coughing
6. Anorexia (loss of appetite)
7. Lethargy (lack of energy)
8. Dehydration
9. Abnormal gait or muscle control
10. Excessive salivation

### **Steps for Disease Prevention**

1. Vaccination
2. Proper sanitation
3. Isolation of infected animal
4. Minimization of stress
5. Proper diet
6. Minimization of overcrowding
7. Proper ventilation and fresh air
8. Elimination of internal and external parasites

**Fees**

**Redemption of Impounded Animals**

**Licensed Animals:**

1 <sup>st</sup> Offense .....	\$15.00
2 <sup>nd</sup> Offense .....	\$25.00
3 <sup>rd</sup> Offense, fine plus mandatory alter.....	\$35.00

**Unlicensed Animals:**

1 <sup>st</sup> Offense .....	\$35.00
2 <sup>nd</sup> Offense .....	\$60.00
3 <sup>rd</sup> Offense, fine plus mandatory alter and court appearance .....	\$85.00

**Service Fees:**

Pick-up of owner's animal or carcass (up to 3 animals per call; additional- \$5 each).....	\$35.00
Animal brought to shelter for euthanasia .....	\$25.00
Daily board fee.....	\$7.00
Animal carcass brought to shelter for disposal .....	\$7.00

**Dangerous/Vicious Dog Registration (Annual Renewal) .....** \$200.00

**Animal Tags:**

Altered Animal .....	\$8.00
Senior Citizen (≥ 60 years of age) Rate.....	\$4.00
Unaltered Animal.....	\$27.00
Senior Citizen (≥ 60 years of age) Rate.....	\$9.00
Duplicate .....	\$3.00
Juvenile Animal (< 6 months of age).....	\$9.00
Service Animal .....	\$0.00

*As an exception to the normal fee schedule, once a pet owner has paid \$135.00 in Escambia County License Fees in any twelve (12) month period, additional license tags purchased by the same owner will be sold at the rate of \$4.00 per tag.*

**Adoption of Animals:**

Dogs/Puppies .....	\$40.00
Cats/Kittens.....	\$30.00
Other Animals.....	\$15.00

**Spay/Neuter:**

Dog (Female/Male).....	\$25.00/\$15.00
Cat (Female/Male).....	\$20.00/\$10.00

## **Adoption Procedures**

Animals are available for adoption at the Animal Services Office located at 200 West Fairfield Drive, during public viewing hours- Monday through Saturday between 9 a.m. and 4 p.m.

Upon entering the lobby, staff located at the front desk will assure that someone is available to assist you in reaching the Kennel Runs or Cat Cages that hold those animals that are available for adoption. Please tell them what type of pet you are interested in adopting. You will then be guided to the adoption areas that fit your desire.

The kennel area is located just behind the administrative offices. Dogs available for adoption will be in kennel runs marked 1-25 which is located on the right once you enter the screened enclosure.

Kennel Runs marked 26-105 are located to the left and house stray, quarantined, and legal hold animals that are not available for adoption. Information on stray animals is not shared with the general public because investigations are being conducted to locate the animals' owners. This area is open only for those individuals who are looking for their lost pet.

Before stray animals can be evaluated for possible adoption and ownership legally transferred, they must be held for a minimum of five (5) full business days. This does not count the first day of arrival at Animal Services, Sundays or holidays when we are closed to the public.

Information on the adoptable dogs is kept at the front desk and can be requested by simply telling the staff member which kennel (from 1-25) the dog is located. Information that is available will be shared on any of the dogs in the adoption section.

The kittens and cats that are available for adoption are in the glassed front room that is located next to the front lobby. Kittens are located in cages A-1 through A-8, and Cats can be found in cages A-9 through A-18. The available information on these adoptable animals can also be accessed at the front desk.

To complete the adoption, an Adoption Contract must be read, agreed upon, and signed by the person that will be the responsible pet owner, pay the necessary adoption fees.

Adoption fees are listed on page 11 of this manual.

Animals cannot be placed on hold or reserve, as all adoptions are done on a "first come, first served" basis.

For payment purposes, cash, checks, VISA and MasterCard are acceptable, however, debit cards are not accepted at this time.

Although every precaution is taken to ensure that all adoptable animals are healthy, Animal Services has no control over what an animal was exposed to before its arrival. Therefore, one of the provisions of the adoption contract is that the animal will be taken to a veterinarian for a checkup within seven (7) working days after its adoption.

### **Rabies Vaccination Requirement**

Florida State Law (FSS 828.30) requires **ALL** cats, dogs and ferrets, 4 months of age and older, to be vaccinated against rabies by a licensed veterinarian. The law further requires the veterinarian to provide both the pet owner and the local animal control authority with the certification of the rabies vaccination.

**NOTE:** For Escambia County, the local animal control authority is the Department of Animal Regulation and Control located at 200 West Fairfield Drive, Pensacola, FL 32501-1410. Telephone 595-3075. Violations of provisions of this law by pet owners or veterinarians shall be civil infractions, punishable as provided in FSS 828.27(2).

**Escambia County Animal Services  
200 West Fairfield Drive  
Pensacola, FL 32501-1410  
Phone: (850) 595-3075 Fax: (850) 595-3081**

**Adoption Contract**

This contract is made on 3/16/2009 between *Escambia County Animal Services* and *Dawn Harris*, the adopter. By signing below *Dawn Harris* acknowledges receipt from Escambia County Animal Services, *Purr*, a *cat*, described as an *orange male domestic mh*.

1. The Escambia County Animal Services agrees to the following:
  - a. To give *Dawn Harris*, title to, possession and control of *Purr, a cat*, described as an *orange male domestic mh* for so long as *Dawn Harris* complies with the terms of the contract.
  - b. To refund any fees paid for adopting this animal if the animal dies while being sterilized.
2. In return, I *Dawn Harris* agree to the following:
  - a. To take the animal to a Veterinarian within seven (7) days for a general physical check-up and any necessary vaccinations, worming medications or other treatment, **at my own expense.**
  - b. To have my pet vaccinated against rabies and purchase a County license tag annually as required by law, and to comply with all laws concerning the keeping of an animal. I agree to have the animal wear its County License tag at all times. (Florida State Statute 828.30 requires all dogs, cats and ferrets who are four (4) months of age or older to be vaccinated against rabies).
  - c. I specifically agree to provide adequate, wholesome food, water, appropriate shelter and protection from the elements, proper ventilation and exercise, any necessary Veterinary treatment, and to care for the animal in a devoted and humane manner for the remainder of its natural life.
  - d. (1) To keep the animal on my property or within my control at all times and not allow the animal to roam; and to keep the animal as a pet and companion, and not for any commercial or utilitarian purpose. (2) I agree not to keep the animal chained or permit it to be used as a guard animal for hire or for other commercial purposes. (3) I shall not allow the animal to be used for research purposes.
  - e. **To return the animal to *Escambia County Animal Services* if within one year of the date of this contract, I no longer desire or am unable to keep the animal, and not to sell, trade, give away or abandon the animal. If the animal is lost, I shall make every effort to recover it.**
  - f. To allow *Escambia County Animal Services* at any time or times within one year of the date of this contract, to investigate the premises where the animal is kept and to reclaim the animal if, in the judgment of the investigator, the animal is not being appropriately or adequately cared for or if I have misrepresented any facts to the Escambia County Animal Shelter.
  - g. To pay all costs necessary to enforce this agreement, including reasonable attorney's fees and all cost of litigation.
3. *Escambia County Animal Services* makes no implied or expressed warranty with regard to this animal other than as stated in this contract. The animal is adopted by the Adopter "AS IS". It is understood by the adopter that should the animal cause personal injury or property damage after possession is assumed by the Adopter, *Escambia County Animal Services* shall in no way be liable in whole or part for the damage. The Adopter hereby assumes all liability for the animal or any injury or damage that may be done by it.



The seal of Escambia County, Florida, is a circular emblem. It features a central scene with a white sailboat on a blue sea, a white sandy beach with yellow reeds, and a light blue sky with several birds flying. The words "ESCAMBIA COUNTY" are written in white, uppercase letters along the top inner edge of the seal, and "FLORIDA" is written along the bottom inner edge. Two white dots separate the top and bottom text on the left and right sides.

**ESCAMBIA COUNTY ANIMAL SERVICES**  
**Animal Care Training Manual for Volunteers**

**ESCAMBIA COUNTY ANIMAL SERVICES  
ANIMAL CARE TRAINING AGENDA**

Registration/Sign-in

Introductions

General Socialization Guidelines

Safety Issues & Concerns

Cat Handling Procedures

Dog and Puppies Procedures and Guidelines

Dog Handling Procedures

Euthanasia

Questions

Hands-on-Instruction

## I. GENERAL SOCIALIZATION GUIDELINES

- A. Probably the most important aspect of socializing with a shelter cat or dog is your tone of voice. It's best to speak in a friendly, calm and reassuring manner.
- B. Hands-on socialization is a huge confidence-builder for shelter animals, but you must let the animal be your teacher.
  - 1. Not all animals enjoy the same methods of petting.
    - a. If you are petting a dog and he begins to lick you, sigh deeply or even lay down, he is telling you "yes, I like what you are doing."
    - b. A cat may tell you "no, I don't like that" by swishing the tail quickly, holding her breath or changing her body posture from relaxed to upright and looking at you.
  - 2. The only effective way of learning how to properly pet animals is by practice and trying different methods of touch.
    - a. Circular fingertip touch is a great way to give a cat or dog a "mini massage."
    - b. Gently smooth the coat of the animal with the palm of your hand rather than patting his/her head.
- C. When it comes to grooming, sometimes an animal simply needs to be brushed, rather than bathed or clipped.
  - 1. As a Volunteer, you may groom animals with the help of a brush, and in some cases a bath.
  - 2. An important consideration of brushing animals is the type of brush.
    - a. Use extreme care in brushing of the animal's face and legs, as these are delicate areas and require a **soft brush**.
    - b. For shedding animals, use a **silver-toothed flat brush** to remove as much of the hair as possible.
  - 3. If the animal's hair has mats, you can try to brush them out. However, be careful not to pull the hair too hard. **Never use scissors to clip mats, seek assistance from a kennel officer if you feel electric clippers are necessary, we will sign the animal up for grooming.**
  - 4. Many animals that visit Animal Services have never been brushed, so it may be wise to slowly ease them into the process.
    - a. Allow the animal to sniff the brush.
    - b. Try not to force the animal to endure a long grooming session. Short sessions work best.

- c. If the animal clearly does not enjoy being groomed and beings to show even the slightest sign of aggression, discontinue immediately.
- 5. If the animal is infested with fleas, alert a kennel officer to arrange to have them flea dipped and /or treated with a flea control product.
- D. One of the most important and rewarding task as a Volunteer is to ensure that every animal in the shelter has a little more than the basics, starting with you.
  - 1. As a Volunteer you will have the opportunity to provide treats for the animals, when they are donated.
  - 2. Volunteers should also pay attention to the cleanliness of each animal's cage or kennel. No animal enjoys living in his/her own feces. Please take the time to clean the area when needed.
- E. Exercise and play are necessary for the physical and mental health of any animal that has spent time in a confined space. For the shelter animal, exercise also means freedom.
- F. Companionship is one of the purist pleasures we can give the animals at Escambia County Animal Services. Many of our animals have not been included as a member of the family, so you will find they are very receptive to your attention and affection.
- G. Your role as a Volunteer is to socialize the animals.

## **II. Safety Issues & Concerns**

- A. Volunteers work side-by-side with members of Escambia County Animal Services staff; therefore it is essential that we all work together to identify safety hazards for people and animals.
- B. "Wet Floor" signs should be placed on wet walking surfaces, and can be found in all parts of the kennel area.
- C. If a dog urinates outside of his run, please mop up the mess and place a "Wet Floor" sign on the area.
- D. If you find anything broken, such as kennel latch, leaking hose, etc., alert the kennel staff.
- E. Material Safety Data Sheets (MSDS) detail all hazardous substances to which employees and volunteers may be exposed.
- F. MSDS are updated and maintained by the Program Coordinator, and are available in the Volunteer Break room for viewing.
- G. If MSDS are not available or new hazardous substances do not have MSDS, the Program Coordinator should be contacted immediately.
- H. Personal Protective Equipment (PPE: gloves, mask, goggles, etc.) is needed when performing certain tasks to prevent possible eye irritation, accidental ingestion and skin irritation from disinfectant.

- I. PPE is available at areas throughout the shelter or may be obtained by the kennel staff.

It is necessary to use PPE when:

1. Using high-pressure hoses on cages with disinfectant.
2. Mixing or pouring disinfectant concentrates.
3. Mixing or pouring concentrated flea & tick dips.
4. If indicated by the safety label on a product.

**Remember:** Please be aware that there are diseases in our environment. For this reason, we strongly encourage all volunteers to make sure that their own animals have all of their vaccinations up to date. As an added measure, we suggest that you always change clothes before socializing with your animals at home.

### III. Euthanasia

The term “euthanasia” is derived from the Greek words “eu” and “thanatos,” which means *easy death*.

As a Volunteer, you will have a direct impact on the number of animals euthanized. By providing socialization to all Animal Services animals, you have the opportunity to increase their adoptability, thus decreasing the need to euthanize “healthy” animals. You can give an animal with special needs the chance of a good home by providing them with the “tender loving care” they have never received.

*Compassion fatigue* is, “the natural consequence of stress resulting from caring for and helping traumatized or suffering people or animals,” and it is very real for animal care professionals and volunteers that are exposed to euthanasia. Throughout your volunteer service it is possible that you may feel powerless to change the overpopulation of adoptable animals that are housed within Animal Services. You may feel overwhelmed by the number of animals that are euthanized, and become frustrated over the realization that euthanasia of healthy animals is preventable by society.

Volunteers will never be asked to help staff with Euthanasia, but are welcome to ask questions about Euthanasia. Staff members will be honest about this procedure.

### IV. Cat Handling

**Remember:** Make sure to use the hand sanitizer between handling cats from separate cages.

**A. It is very important to read and carefully interpret ALL information on the cage cards before opening the cage door.**

1. Meet the cat first from the outside of the cage to evaluate the cat’s behavior.
2. If the cat shows any signs of aggression, do not open the cage.













3. If the cat appears to be friendly open the door cautiously.
  4. Some cats do not adjust well to being in a cage. This can result in the cat becoming depressed. A depressed (or shy) cat will usually not respond to your presence or your voice. The cat may appear withdrawn or disinterested. It is best not to handle these cats outside of their cage, but instead gently pet or talk to them while they are in the secure environment of their cage.
- B. How do you get a cat out of a cage?
1. The cat must appear to be friendly, and interested in your attention. Should the cat start exhibiting any behaviors such as growling, tail swishing, ears pushed back, etc., follow the preceding guidelines for depressed or shy cats.
  2. Turn the cat away from you, and gently scruff the cat by the skin on the back of the neck. Slowly begin to lift the cat, and with your free hand, reach under the cat from behind and grab the front legs. Carefully maneuver the cat to your side and gently press the cats' body into your side with your elbow.
  3. If you plan to hold the cat for a while and freshen the face up, wiping away runny eyes or nose. Hold the cat secure. If the cat is noticeably distressed, put the cat back in the cage immediately.
  4. Be aware that shelter cats are under great stress and that they can become easily alarmed by things outside the safety of their cage (other cats, dogs, doors opening and closing, etc.).
- C. Cats that are available for adoption may be socialized in the cat condo area. Make sure all doors are secure.
1. Cats may not be taken from the cat condo or cat isolation area.
  2. Never transfer a cat from any area they are assigned to.
  3. Always return the cat to the exact cage you took them from.
  4. Do not remove the cat cage card from their cage.
  5. When you return the cat to its cage, make sure the cat has fresh water and a clean litter pan.
- D. What do you do if a cat bites you?
- Cat bites are fairly common in the shelter environment, but by understanding a cat's body language, bites can be prevented.
1. If a cat bites or seriously scratches you while in his cage, close the cage door.
  2. If you are carrying a cat and it bites you, scruff the cat firmly while also controlling the front legs and quickly put the cat into the cage.

3. Report all bites to the Kennel Supervisor or Volunteer Coordinator immediately.

*Remember:* All bites must be reported to the Volunteer Coordinator or Kennel Supervisor immediately! You will be required to fill out an accident report and may be required to go for medical attention.

## V. Dogs and Puppies Procedures and Guidelines

Before having any interaction with dogs and puppies, you should know the following:

-  Some Dogs and Puppies are not always friendly; you need to be alert to what they are telling you.
-  Puppies under the age of 6 months may be removed and carried to the puppy pavilion for showing to a prospective adopter. **Puppies should be carried and not put on a leash.**
-  When having a dog out of its run always have them on a leash. Do not let the dog run in the exercise yard with the leash still on. Always keep the dog on the leash by your side.
-  Do not allow a dog to jump on you or other people. It is important that all dogs are corrected. Some commands to use are “off” or “down”. All dogs need to be corrected.
-  If you have made a correction, follow it with praise or a treat.
-  Please do not give dog treats while in the kennel runs. Wait until you have a dog out in the exercise yard, before giving out treats.
-  Always disinfectant your hands by using the wall dispensers or carry your hand sanitizer provided.
-  If you are not sure, ask any staff member, we are all here to assist our volunteers.
-  Please remember, no more than one dog should be shown at time. You must always be with the dog you are showing and don't forget to lock the kennel door.
-  If you are a family volunteering together, you must assist your child when ever showing a dog or cat.
-  If you are scratched or bitten by a dog, report it immediately to the volunteer coordinator or kennel staff. This is for you and the animals protection.
-  Never remove an aggressive dog or puppy from the kennel they are housed in.

## VI. Dog Handling

*Remember:* **Make sure to use the hand sanitizer between handling dogs from separate kennels.**

- A. Before you enter into a kennel with an Animal Services dog, please consider the following:
1. Read and make sure that you understand **ALL** information provided on the kennel run before opening the run door.
  2. Meet the dog from the outside of the run first to evaluate the animal's behavior. Although all animals up for adoption are put through a temperament test, we can never predict for sure when an animal's behavior will change.
  3. If the dog gives even the slightest hint of being aggressive, do not enter the run. Make sure to look over the dog postures diagram. (See illustrations)
  4. If the dog appears to be scared, proceed cautiously.
  5. If the dog appears to be friendly, proceed into the run cautiously.
  6. Do not lock yourself in the run and always keep yourself between the dog and the door.

**Remember: Do Not Under Any Circumstance Enter A Dog Run That Has An Aggressive Dog, Dangerous Dog Or Bite Dog Sign On The Run Door Or Kennel Card!**

- B. Using the correct body posture (language) once you are in the run with the dog is very important. Please remember that you are, at all times, communicating with your body.
- C. There are several body postures (languages) that are involuntarily displayed by individuals on a daily basis. It is very important that you be aware of which posture you are conveying to the animals at all times. Some of these include:
1. ***Friendly human body posture*** includes:
    - a. Look to the side of the dog (**never in their eyes**)
    - b. Arms at side, or extended slightly toward the dog
    - c. Move slowly
    - d. Speak to the dog in high-pitched, reassuring tones
  2. ***Submissive human body posture*** includes:
    - a. Look to the side of the dog, or down
    - b. Make your body appear smaller by stooping
    - c. Hands at side
    - d. No movement
  3. ***Threatening human body posture*** includes:

- a. Direct stare
  - b. Arm raised, with or without a weapon
  - c. Rapid movement toward the dog
  - d. Shouting, growling commands
- D. Taking a dog from its run can be a challenging experience; therefore the following guidelines are provided for you to follow for the safety of you and the dog:
1. All dogs must be on slip leads when being moved from a run.
  2. Make sure to put the out for a walk sign on the kennel run.
  3. Hold on to the leash, the dog will be excited.
  4. If you have a partner, work together when removing a dog from a run that is holding more than one dog
  5. If a partner is not available, use the dividing doors on the run to separate the dogs. It is easier and safer to put a leash on a dog if other dogs are not jumping on you.
  6. Check the run card for name and information before you remove the dog/s from the run. Remember not to remove the run card from the front of the run. Since many of our dogs' given names are not available to us, feel free to come up with a name for our pooches.
  7. When entering the run, open the gate with the smallest opening possible, step sideways into the run. Use your knee if you need to block the dog from escaping.
  8. Close the door and leash the dog. (It is recommended that you scoop before taking the dogs out. If you don't you could slip when trying to leash or get feces on your clothes when the dog jumps on you. If you are with a partner one can take the dog out for exercising and the other can remain to scoop the poop).
  9. If you have a partner working with you, hand the dog to your partner and open the guillotine and leash the second dog. Return dogs in the same manner.
  10. If you are alone only take one dog out at a time.

E. Exercise Yard

At present, the Exercise Yard is located in the rear of the facility. Please make sure that the gates located at each end are secure upon arrival and leaving the area. Gates are located near kennel runs # 88 and 105.

***Remember:* No animal should be left unattended in the Exercise Yard.**

The following items should be brought with you when taking an animal to the Exercise Yard for its daily exercise:

- Exercise Assignment Sheet
- Out to Exercise Sign
- Leashes
- Doggie Treats
- Grooming Supplies

#### F. Dog Exercising and Socializing

Dogs need plenty of exercise and socialization. Human playtime and territory playtime with another compatible animal on a daily basis goes a long way to assist in the maintenance of good physical and psychological health of animals. Although a challenge, it is the desire of Escambia County Animal Services to allow each of its dogs to get out and run or have some activity on a daily basis. For this reason, volunteers are encouraged to go into a kennel to brush, hold, or interact with a dog and to take them to the Exercise Yard for at least 20 to 30 minutes for playtime and socializing.

A sufficient amount of exercise prevents many of those unwanted behaviors, but remember that each type of dog has different needs- puppies cannot handle much more than a walk around the block, and older dogs require a less intense exercise regimen. Typically, a tired dog is often a good dog!

Please follow the guidelines listed below prior to taking a dog or puppy to the Exercise Yard:

1. Check the Volunteer Station for the list of dogs that are ready for exercise.
  - a. Check off the kennel run number/dog's name that you will be interacting with from the list.
  - b. Pull the evaluation card with the dog's name and kennel run number that you will be interacting with. (Take one card at a time).
  - c. Retrieve the dog from its kennel run. (Do not remove or write on the kennel run card).
  - d. Never pull a dog by the leash. If the dog refuses to leave the run, you may want to sit in the run and pet the dog. Some animals are too upset to leave the safety of their kennel. (*Note:* You may see an officer pulling a dog on its leash, remember, officers are trained professionals and will know how to handle the dog if it becomes aggressive from pulling the leash)
  - e. Once the dog is removed from its run, an **"Out For Walk"** sign must be posted on the front of the kennel run.
  - f. Check-off each dog you exercise and evaluate the dog using the evaluation cards that will be provided.

- g. On your way to the Exercise Yard, it is important that you keep a close lead and firm grip on the leash. The dog must understand that **you** are the one in control. Your goal is to get the dog outside without incident.
- h. As you approach the Exercise Yard, be mindful of other volunteers and dogs that may already be engaged in activity. There should only be a maximum of three (3) dogs in the Exercise Yard at a time. Once you have assured that the maximum number of dogs has not been reached and you have entered the exercise area, make sure that all doors and gates are closed.
- i. It is critical to clean-up any “messes” a dog leaves behind.

**G. What to do If...**

**1. What do you do if a dogfight breaks out in a run?**

- a. If a fight occurs while you are in a kennel, try to exit the run immediately.
- b. **Never use your hands to break up a fight.**
- c. **Find a Kennel Officer or Animal Service staff immediately.**
- d. Always immediately report a dogfight to an Officer to check for injuries.

**2. What if a fight occurs while you are walking a dog outside the general dog area?**






Release the leashes and go find a Kennel officer or Animal Services staff immediately.













**3. What to you do if a dog bites you?**

- a. If a dog bites you while you are in the run, exit the run immediately.
- b. If you are walking a dog and are bitten, try to seek assistance from the nearest person and stay put.
- c. Report bite immediately to the Kennel Supervisor and Volunteer Coordinator.

***Remember:* All bites must be reported to the Volunteer Coordinator or Kennel Supervisor immediately! You will be required to fill out an accident report and may be required to go for medical attention.**

## THINGS TO REMEMBER

-  Sign in and check the board for alerts
-  Your leash, and clip board
-  Follow adoption process before showing dogs and puppies
-  Please remind our visitors not to remove cage cards and keep fingers out of cages. This will ensure the safety of everyone that visits the kennel run area.
-  Adoption fees are:

Dogs/Puppies .....	\$40.00
Cats/Kittens.....	\$30.00
Other Animals.....	\$15.00
-  All pets must go home spayed or neutered
-  Never move a pet from its designated cage/kennel to another cage/kennel. After exercising the pet return it to its original cage/kennel. If you have a concern where the pet is placed, please see a staff member
-  Dogs and puppies should be removed one at a time
-  Coordinate with other volunteers when going to the dog exercise area. Only three (3) dogs will be allowed into the exercise area at one time.
-  Dogs/puppies should be walked in the exercise yard, located outside of the general population kennel runs.
-  Dogs with manners get adopted! Teach them to not jump up.
-  Report symptoms of illness to staff: sneezing, coughing, vomiting, diarrhea, mucous or blood in stool
-  Clean cages and kennels help prevent the spread of illness and infection. If you are not comfortable with cleaning please let a kennel staff person know of messy cage or kennel run.
-  Make sure to check off dogs or puppies on your exercise list. Log all dogs and puppies that you show to the public. Use the evaluation cards if one has not been completed on the dog or puppy you are interacting with. Never write on the kennel cards.
-  **SANITIZE, SANITIZE, SANITIZE!** Proper hand washing and disinfecting will greatly reduce the transmission of illness in our shelter!
-  When you are finished return your leash back to volunteer station.
-  Have Fun!!!!!!!!!!!!!!!!!!!!!!

*Please make sure to pick up after the dogs, so not to step in messes left behind.*

**NOTES:**