

The City of Woodhaven and City of Trenton
Animal Control Shelter

21860 Van Horn Road
Woodhaven, Michigan 48183
(734)675-4956

Volunteer
Manual



Animal Shelter Volunteer Purpose

The Animal Shelter volunteer will assist with the care of shelter animals according to the guidelines set by the State of Michigan, City of Woodhaven, City of Trenton and per a Certified Animal Control Officer.

The animals that come to the shelter are evaluated by an Animal Control Officer and/or a licensed veterinarian for adoption or euthanasia. It is the Animal Shelter's goal to make adoption the first priority whenever possible. It is also our responsibility to accept animals that need to be euthanized.

Volunteers will help with any programs that will assist with adoptions of friendly and adoptable animals. Volunteers may work at the Animal Shelter cleaning kennels/cages, walking and training dogs or socializing cats. Volunteers who cannot work inside the Animal Shelter can help by collecting donations, organizing fundraising events or other volunteer activities.

A volunteer must have no criminal record at any time to volunteer at the Animal Shelter.

Animal Control Officer Duties

It is the duty and responsibility of the Animal Control Officers to oversee and maintain the Animal Shelter, its operations and the volunteer program.

The Animal Control Officers perform a wide variety of functions that include picking up strays, taking all animal related complaints, trapping wildlife and the removal of deceased animals. The Animal Control Officers are also responsible for taking preliminary complaints and conducting follow up investigations for animal bites, barking dogs, abuse and neglect of animals.

Volunteer Requirements

Volunteers must be 18 or older to assist at the Animal Shelter.

Volunteers must not have a criminal record.

Use of Drugs, Alcohol, Illegal Substances and Smoking

For the safety of our animals, employees and volunteers, no smoking, drinking alcohol or use of illegal drugs is prohibited at the Animal Shelter and its premises. If a volunteer is found to have used alcohol or drugs, they will be asked to leave and not be allowed to return.

Shelter Operations

COMMON SENSE SHOULD PREVAIL

- Volunteers will only be allowed on premises at the appointed volunteer hours.
- Animals must remain in their cages and kennels unless approved by an Animal Control Officer or an Animal Shelter Assistant.
- Volunteers must be at least 18 years old to walk dogs and handle cats.
- Please maintain a calm environment for all animals. No **LOUD NOISES, RUNNING** or **FRANTIC ACTIVITY** around the animals.
- If you have a problem, concern or not sure what to do, please ask an Animal Control Officer or Animal Shelter Assistant.
- If you cannot make your scheduled hours, please contact the shelter so we can make any changes.
- Please keep the door between the back kennel area and the front lobby closed.
- No one is allowed in the medical room and staff office without an Animal Control Officer or Animal Shelter Assistant.
- Due to the nature of calls we receive, volunteers are not allowed to answer a phone.
- The computers are off limits to volunteers.
- Only two volunteers per hour will be allowed at the shelter, unless approved by an Animal Control Officer.

Volunteer Shelter Hours

Volunteers may work in the Animal Shelter while an Animal Control Officer or an Animal Shelter Assistant is there.

A volunteer schedule will be on the volunteer board. Please write down your name and times when you can volunteer.

A volunteer must be scheduled to work. If a volunteer is not on the schedule for that time, they may not work. Volunteers may call in to be placed on the schedule.

Stray Animals

The Animal Shelter only takes animals found within the Cities of Woodhaven and Trenton. The person finding the animal must fill out a stray impound form. Animals found outside the Cities of Woodhaven and Trenton **MUST** be taken to the city animal shelter in which it was found.

VOLUNTEERS MAY NOT TAKE IN ANY STRAY ANIMALS

Owner Surrenders

Shelter volunteers may **NOT** accept any owner surrenders. Animals may only be surrendered to an Animal Control Officer.

The Animal Shelter only takes surrender of animals from the residents of Woodhaven and Trenton. Surrender fees are charged per animal and a city license is required for the animal before the surrender. An impound/surrender form must be filled out and signed.

Please direct the owner to speak with an Animal Control Officer or call for an appointment to drop off the animal.

Releasing of Animals

Volunteers are **NOT** to release any animals to citizens. All other release concerns must be done by an Animal Control Officer.

Fostering of Animals

Adoptable animals may be released to an approved foster home. If a person wants to foster an animal, the proper forms must be filled out. All animals that are fostered must have all required shots. Foster home must be able to quarantine an animal if need be. Sick animals must be kept separate from healthy animals. Foster homes will provide all medical treatment the animals may need. For more information on fostering, please ask an Animal Control Officer.

Animal Handling

For the safety of the volunteers and animals, cage cards pertaining to each animal **WILL** be followed. If a volunteer does not follow the cage card and the warning, they will be asked to leave. This is done for the safety of all animals and people in the shelter.

- Cages marked **ANIMAL CONTROL ONLY** will not be opened.
- Volunteers will be aware of each animal's mood before handling it.
- Sick or irritable animals will be left in their cage.
- Animals are not to be let out together, unless approved by Animal Control Officers.

Each animal acts differently in a situation.

- **DO NOT ATTEMPT TO STOP A CAT OR DOG FIGHT**
- Be aware that non-aggressive animals may join in.
- Do not yell at the animals or stare at them.
- Do not stare at barking dogs in kennels.
- Do not try to wake up sleeping animals.

Caring for Cats

Read all notes on cat cages before opening or handling the cat.

Do NOT remove or enter cat cages that are marked **BITER, QUARANTINE, or ANIMAL CONTROL ONLY.**

Unless marked, cats may be allowed out to play. Cats may not be left out in the kennel area if there are dogs in the kennels. Cats may be placed up front in the meet and greet area to play.

Once the cage is clean, the cats needs to be placed back in.

1. Remove all items, including the blue matting from the cages.
2. Spray the cages and blue matting with disinfectant. Let set for 10 minutes.
3. Hose down the cages and blue matting with water.
4. Spray the cages and blue matting with disinfectant spray.
5. Wipe cages dry.
6. Place blue matting back in cages and make sure it is dry.
7. Place new clean bedding back in cages.
8. Place toys in cages.
9. Clean out litter box. Make sure the same box goes into the same cat cage. If the box is too dirty, remove all litter and wash the box with bleach water. Once dry, place one scoop of litter in the box and place it in the cage.
10. Place fresh water and food in the cages.
11. Wash all dirty dishes with bleach water and place dirty bedding in the washer.

Cats may have ¼ can of wet food unless otherwise noted on cage card.

Check the litter and food containers. Fill and restock any items that are needed.

REMEMBER TO WASH YOUR HANDS AFTER EACH ANIMAL YOU TOUCH

Dog Kennels and Outside Run

Outside dog kennels need to be checked and cleaned before you place any dogs in it. Please check which dogs may go outside and with whom.

Make sure each dog has a bed, fresh water, size appropriate toys and a pool when applicable.

Please check before you feed them and what kind of food each needs.

Dogs may now be placed in the outside run. No small dogs left alone in grassy area.

Once the dogs are outside, remove all blankets and toys from the inside kennels and place them in the washer.

Remove water dishes and food dishes. Dump all food out. All food and water dishes will need to be placed in the dish washer.

Pick up any dog waste in the kennels and place in trash can bags.

Spray kennel with bleach or disinfectant. Wait a few minutes.

Rinse out kennels and dog bed with hose and spray with disinfectant that is in the hose spray bottle.

Make sure drain is free of food/debris.

Squeegy the floor and towel dry the dog bed.

Once dry, place clean blankets and toys back in. Place fresh water in clean dish and fresh food.

Unless noted, the dogs may have canned food.

Please ask before you place dogs back in the kennels. Dogs may be left out, weather permitting.

Once all dogs are inside, check the outside run and make sure it is clean. Dump out any water that may be standing outside.

TO CLEAN THE OUTSIDE KENNEL: Wheel the rolling hose out to the kennel area. Pick up all dog waste and place it in the trash can bag. Pick up any toys, dishes or uneaten treats. Wash the dishes and put the toys in the laundry room. Spray kennel with bleach or disinfectant. Wait a few minutes. Rinse completely with the hose.

Make sure the dogs have water and the pools are clean.

**PLEASE REMEMBER TO WASH YOUR HANDS TO HELP PREVENT
GERMS AND DISEASE**

Interaction and Socializing with Shelter Animals

Volunteers are encouraged to socialize with the animals held at the shelter. This interaction helps assess not only the animals' behavior and temperament, but also the type of home they should be placed in.

**PLEASE READ AND FOLLOW ALL KENNEL NOTES BEFORE
REMOVING AN ANIMAL FROM THE CAGE.**

The cat social room is for friendly cats only. Please be aware of this. Cats are colony-based creatures and will adjust accordingly. They often hiss or avoid each other, which is acceptable. If you notice any cats being overly aggressive with the others, please make Animal Control aware.

Brushing, petting, nail trimming, string play and other activities are encouraged.

Dog walking and training (sit, down, leash manners and other basics) is encouraged. Again, this is helpful in placing the dog into a new home. Books are available on the shelf in the shelter office for reference. Please use the grassy area on the west side of the shelter, inside the fence, for walking dogs. Basic training can be done in the grassy area outside kennel area.

Social interaction and play is a big part of dog behavior, both with humans and other dogs. Tossing the ball, squeak toys, pool time and running help the dog cope with alone time in the kennel.

Other Volunteer Duties

- Cleaning the back kennel floors.
- Sweep and mop the front lobby.
- Cleaning the windows.
- Laundry: Wash, dry and return to shelves.
- Changing sign in front.
- Cleaning out storage cabinets.
- Stock dog/cat food and other supplies.
- Cleaning the back of the Animal Control truck and Animal Shelter trucks.
- Food inventory rotation.
- Taking bottles to store for bottle returns.

Adoptions

All adoptions must be approved by an Animal Control Officer or an Animal Shelter Assistant. Volunteers may assist the staff with adoptions. If a volunteer has a person interested in an animal, they may give an Adoption Application to that person to fill out. The potential adopter must completely fill out the Adoption Application. The Adoption Application then must be returned to an Animal Control Officer or an Animal Shelter Assistant for approval.

Shelter Injuries, Concerns or Problems

All injuries **MUST** be reported immediately to an Animal Control Officer who will then contact the Lieutenant on duty to determine if medical personal need to respond.

All animal bites will be reported, and a police report will be made by the Animal Control Officer on duty.

There is a first aid kit in the bathroom.

If an accident, serious illness, or injury to an animal happens, the Animal Control Officer must be immediately contacted.

If a volunteer has a problem or a concern, they must bring it up to the Animal Control Officer on duty.

**CITY OF WOODHAVEN AND CITY OF TRENTON ANIMAL
SHELTER**

HOLD HARMLESS BY VOLUNTEER WAIVER

The undersigned acknowledges that he/she is a volunteer and is not an employee of the Cities of Woodhaven or Trenton. The undersigned understands that as a volunteer he/she is not eligible for any worker's compensation, unemployment compensation or disability benefits, because the undersigned is a volunteer.

In consideration of the undersigned being granted permission to work as a volunteer at the Animal Shelter, the undersigned hereby assumes all risk and liability relating to the volunteer services and agrees to hold harmless and indemnify the Cities of Woodhaven and Trenton, County of Wayne, from all liability or responsibility whatsoever for injury (including death), disease to person or for any damage to any property or to property of others arising out of or resulting from the volunteer services by the undersigned.

The undersigned further does hereby remise, release and forever discharge the Cities of Woodhaven and Trenton, County of Wayne, officers, agents and employees from any and all claims, demands, actions, cause of action, damages and liabilities resulting or arising out of, either, directly or indirectly, from the volunteer services at the Animal Shelter. I also understand that I could bring home diseases to my own pet.

The undersigned furthermore understands that he/she may be asked to remove themselves from the Animal Shelter due to inappropriate, abusive behavior to the employees, citizens or animals. The undersigned understands that any service they provide must be approved by an Animal Control Officer before the action is taken.

Name: _____ **Signature:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Date of Birth: _____ **Email:** _____

Phone (H): _____ **(C):** _____

Shelter Witness: _____

❖ *Return this waiver to the Animal Shelter*

Volunteer Information

I, _____, have read and understand the guidelines presented in this volunteer manual.

I will comply with guidelines, and understand that failure to do so may result in my termination as a volunteer.

NAME: _____

ADDRESS: _____

PHONE: _____

EMAIL: _____

DATE: _____

WITNESS (SHELTER STAFF): _____