

Placer County Animal Services Volunteer Handbook



Placer County Animal Services
11232 B Avenue
Auburn, CA 95603
530-886-5500

www.placer.ca.gov/animal
www.facebook.com/PlacerAnimals
www.instagram.com/placeranimals

Contents

WELCOME	4
INTRODUCTION	4
MISSION, VALUES AND GOALS	4
GOALS OF THE VOLUNTEER PROGRAM	5
OBJECTIVES AND EXPECTATIONS OF VOLUNTEERS	5
WHAT VOLUNTEERS CAN EXPECT FROM PCAS	5
PLACER COUNTY ANIMAL SERVICES CONTACT INFORMATION	5
PROGRAMS AND SHELTER SERVICES	6
Animal Adoption Services:	6
Adoption Fees:	6
Shelter Hours:	6
Lost and Found Services:	6
Animal Behavior Assessments:	7
Spay and Neuter Services:	7
License and Microchip Program:	7
Animal Owner Surrender Services:	7
Animal Rescue Groups:	7
Foster Care Program:	7
Placer County Animal Services Animal Control:	7
VOLUNTEER GUIDELINES	8
VOLUNTEER ANIMAL TRAINING OPPORTUNITIES,	9
ORIENTATION CLASS, AND QUARTERLY MEETING	9
VOLUNTEER ETHICS AND RULES OF CONDUCT	10
Volunteer Check-in:	10
Time Commitment:	10
Key Badge, Name Badge, Lanyard, and T-shirt:	10
Key to Kennels:	11
Dress Code:	11

Injuries:	11
Emergency Evacuation Procedures:	11
Food Safety and Animals:	11
Smoking/Drug Free Environment:	12
Confidentiality:	12
Restricted Activities:	12
Foster Care Providers:	12
Volunteers Adopting or Fostering Animals:	12
CONFLICT RESOLUTION PROCEDURE	12
TERMINATION – REASONS FOR DISMISSAL	13
FREQUENTLY ASKED QUESTIONS BY VOLUNTEERS	13
EUTHANASIA	15
MEDICAL CONSIDERATION FOR FAMILY PETS.....	15
ANIMAL (ZOO NOTIC) DISEASES	15
NOTES:.....	17

WELCOME

Thank you for volunteering with Placer County Animal Services. This handbook was written to provide information and guidance to help you be successful as an animal services volunteer.

Volunteers are very important to the daily operations of Placer County Animal Services (PCAS) and we need your help in providing care for our animals. With your assistance, as a member of our dedicated volunteer team, we will be able to provide the best animal shelter operation possible allowing us to rapidly find the loving permanent homes they deserve.

INTRODUCTION

If you are 18 years and older and can spare at least eight hours per month we would love to have you join our team. As a volunteer applicant, you will be asked to complete a volunteer application, attend a New Volunteer Orientation, complete a fingerprint background check (Livescan), and complete the appropriate animal handling training. We also offer regular training and education to help us improve the adoptability of the animals. This handbook, along with the volunteer orientation and training classes will help you enjoy your experience and become a successful and valued member of our team.

We have many ways you can help our animals as a volunteer for PCAS, including:

- 🐾 socializing and training animals
- 🐾 exercising animals
- 🐾 grooming animals
- 🐾 taking photos and writing bios of adoptable animals
- 🐾 marketing
- 🐾 conducting meet and greets
- 🐾 assisting the kennel attendants
- 🐾 assisting in the vet clinic
- 🐾 office assistance
- 🐾 helping with the organization of off-site adoption events
- 🐾 and more!

During your orientation, we will provide a shelter tour, answer your questions about becoming a volunteer and provide further explanation about the information in this handbook. We will provide training for proper animal handling and shelter operations. Please read the handbook before attending orientation to help you get a head start. Thank you again for volunteering your valuable time and making a difference in the lives of our Placer County animals.

MISSION, VALUES AND GOALS

Placer County Animal Services' mission is to promote and protect the health, safety and welfare of the animals and people in our community. Through collaborative and sustainable partnerships, we strive to improve the lives of the animals in our care through community outreach and education, providing veterinary treatment and preventative care, reuniting lost pets with their families and ensuring positive outcomes through adoption, rescue or foster programs.

We value each volunteer who contributes to the humane treatment of animals and the professional delivery of excellent customer service. We promote an atmosphere of open and honest communication that is predicated on trust and respect for one another.

The Goals of Placer County Animal Services are to ensure that:

- 🐾 Every adoptable animal has a home
- 🐾 Every lost or stray animal is re-united with its owner
- 🐾 Every animal is well cared for and free of disease
- 🐾 Every animal is treated humanely and with kindness

GOALS OF THE VOLUNTEER PROGRAM

- 🐾 To provide volunteers a means to support PCAS and its animals in the way they feel most comfortable, through direct services (exercising and dogs socializing with dogs and cats) or indirect services (animal adoptions, customer service, clerical or shelter support)
- 🐾 To provide a framework of policies, procedures, and standards for the training for our volunteers
- 🐾 To provide orientation and training to volunteers to ensure that each person has adequate knowledge and standardized skills to make positive experiences for our animals and volunteers alike

OBJECTIVES AND EXPECTATIONS OF VOLUNTEERS

- 🐾 To support PCAS programs and services
- 🐾 To help with the care and socialization of animals and assist with placing them in appropriate homes
- 🐾 To develop knowledge and assist with the humane and ethical treatment of animals
- 🐾 To abide by the policies and procedures of PCAS and to present a positive image of PCAS to the public

WHAT VOLUNTEERS CAN EXPECT FROM PCAS

- 🐾 Be treated fairly with consideration and respect and to be given appreciation and encouragement for your work
- 🐾 Have the opportunity to share ideas, thoughts, and suggestions openly and honestly with management
- 🐾 Be provided a thorough orientation and on-the-job trainings
- 🐾 Be provided opportunities to participate in a variety of progressive PCAS programs and services that support the care and welfare of animals

PLACER COUNTY ANIMAL SERVICES CONTACT INFORMATION

VOLUNTEER SERVICES

Volunteer Coordinator: 530-886-5531; smullane@placer.ca.gov

SHELTER CONTACT INFORMATION

Animal Services Manager: 530-886-5513

Animal Care Supervisor: 530-886-5512

ANIMAL CONTROL CONTACT INFORMATION FOR PUBLIC INQUIRIES

Animal Control Dispatch: 530-886-5525

After-Hours Emergency: 530-823-4411

GENERAL ANIMAL SERVICES CONTACTS

Shelter Front Office: 530-886-5540 or 530-886-5541

General Animal Services Questions: 530-886-5500; ansinfo@placer.ca.gov

PROGRAMS AND SHELTER SERVICES

In an effort to provide a more rewarding and valuable experience as a volunteer, the following descriptions are a brief summary of the comprehensive services and programs we offer to the community.

Animal Adoption Services: Placer County Animal Services adopts nearly one thousand animals each year to loving homes. With the help of our dedicated volunteers we are able to rapidly place animals into their forever homes, reducing the amount of time they must stay at the shelter.

Adoption Fees: Please see [PCAS Fees](#) for current fees. The adoption fee helps cover only a small portion of the care PCAS provides to the animals. Care includes spay/neuter, microchip, heartworm test (dog), vaccinations, rabies vaccine if age appropriate, FELV/FIV testing of cats, flea and heartworm preventatives, daily food and care, and other medically required treatment.

Shelter Hours: *Front Office Hours:* Monday-Saturday 9:00am-5:00pm
 Kennel Hours: Monday-Saturday 10:00am-5:00pm

Both the front office and kennels are closed to the public Sundays and County holidays. The kennel is open to volunteers during shelter business hours, Sundays and holidays as specified on the volunteer schedule sent out after the completion of the new volunteer training.

In addition to the unincorporated areas of Placer County, we also provide animal sheltering for these jurisdictions: The cities of Rocklin, Lincoln, Colfax, Auburn and the Town of Loomis.

Lost and Found Services: PCAS reunites hundreds of stray animals each year with their owners. We utilize county animal licenses and microchips to find owners of lost animals throughout Placer County. All lost or stray animals brought to PCAS must undergo a holding period to ensure adequate time is allowed for an owner to find their animal. The animal is considered owned during this period. For this reason, a stray animal will only be handled by PCAS staff. All animal photos of lost/stray/found animals within Placer County can be found on the Placer County Animal Services website.

Animal Behavior Assessments: An animal behavior assessment (temperament test) is performed on animals after the required stray holding period. PCAS staff are trained on current and best practices for behavioral assessments.

Spay and Neuter Services: After the stray holding period has ended and a behavior assessment has been completed, the animal is scheduled for spay or neuter surgery. All animals adopted from PCAS must be spayed or neutered as required by State law. During spay/neuter surgery, the animal will also receive complimentary dental cleaning and a health check by the shelter veterinarian.

License and Microchip Program: Microchipping animals is a safe, easy, and inexpensive way to reunite an owner with a lost pet. We utilize animal license information and microchips to find owners of lost pets. All adopted animals are microchipped and licensed as part of the adoption process.

Animal Owner Surrender Services: We receive owner surrendered animals from all over Placer County, excluding the City of Roseville. During the owner surrender process, an owner relinquishes custody of an animal to PCAS. Owners wanting to surrender their animal must do so by appointment and after receiving retention services counseling from PCAS staff. If appropriate, PCAS provides owners who are considering an animal surrender several options to keep the animal in their home. These options include behavioral training, veterinary care suggestions, rescue options, and feral cat programs. The fee charged to an owner to surrender an animal covers the cost of vaccination, daily feeding and care.

Animal Rescue Groups: We have many dedicated animal rescue groups to assist us with our mission. We may transfer an animal to a willing rescue group for medical reasons, behavior issues, limited space or for kennel stress.

Foster Care Program: Occasionally animals in our care are not ready for adoption to a permanent home. These animals may require medical attention, behavior modification, and/or are underage. The animal will have a better opportunity to become adoptable in a foster home under the care of a foster parent. Please let us know if you are interested in being a foster care provider.

Placer County Animal Services Animal Control: PCAS Animal Control Officers investigate animal cruelty, nuisance and stray dog complaints, animal bites and perform wildlife rescue. Animal control calls received to the west of Emigrant Gap are assigned to the animal control officers in the Auburn office. PCAS Animal Control responds to all bite (human vs. animal or animal vs. animal) complaints and investigate bite cases where a human has been bitten or the skin broken by a domestic or wild animal for possible exposure to the rabies virus.

Eastern Placer County homeless animals are sheltered at a regional facility owned by the Town of Truckee. The adoption functions at the shelter are performed by the Tahoe-Truckee Humane Society. There are two Placer County Animal Control Officers who work out of this facility and patrol the area east of Emigrant Gap to Tahoe.

VOLUNTEER GUIDELINES

- 🐾 Show a genuine interest in the vision & mission of PCAS
- 🐾 Be present and on time for volunteer commitments. The animals, staff and other volunteers rely on you to honor your commitments when you have scheduled time
- 🐾 Respect the confidentiality of adopter's private information
- 🐾 Accept supervision and training and show a willingness to ask questions to expand your level of knowledge
- 🐾 Take pride in your work; maintain a neat, clean, and safe appearance
- 🐾 Wear your volunteer T-shirt, name tag and lanyard and turn-in your volunteer key badge and kennel key set at the end of each visit
- 🐾 Working with animals and people in a shelter setting can occasionally cause strong emotional responses. Please be courteous to all visitors who enter the shelter
- 🐾 Regardless of what happens during your visit it is important you do not express negative feelings and emotions to the public. What you do and say affects the public's view of Placer County Animal Services and your team members. The Volunteer Coordinator and shelter management are available to discuss your concerns and work toward a positive resolution
- 🐾 When a shelter animal shows any sign of illness, immediately report the symptoms to the volunteer coordinator or a kennel attendant
- 🐾 Help keep the shelter clean, especially where the public has access, whether in the grooming area, front office, volunteer room, volunteer work room, play yards, walking areas, or kennel areas
- 🐾 Always carry poop bags when outside with a dog and dispose of dog waste in shelter trash containers
- 🐾 It may not be in the best interest of the animal to "push" an adoption on a person who is not ready or capable of giving the animal a loving home. We want all animals to have successful adoptions and the best possible forever homes
- 🐾 Please do not discuss or challenge a policy when the public is present. If any conflicts arise, please bring it to the attention of Volunteer Coordinator immediately
- 🐾 PCAS is providing you training in animal socialization skills for working with animals in a specific way. Please follow the training methods shown or relayed to you
- 🐾 Advise of any change observed in an animal's behavior to the Volunteer Coordinator or a Kennel Attendant
- 🐾 Please remain out of restricted areas unless accompanied by a PCAS employee or given prior permission
- 🐾 Stray animals (those held within the initial holding period) may not be taken out for the public, or walked or socialized unless it is approved by the Animal Care Supervisor. If the animal is not redeemed by their owner by the end of the stray holding period, the animal must undergo a behavior assessment and health evaluation first before being moved to the adoption floor. Occasionally animals enter the Special Needs Program for behavior or health reasons. Animals in the Special Needs Program may only be handled by members of their handling team supervised by the Volunteer Coordinator
- 🐾 Please do not advocate adoption for any *unavailable* animals (those not housed in the adoptable area). Only authorized volunteers, specifically asked by PCAS management, may work with

animals that are not yet available for adoption. Animals under protective custody or quarantine will be handled only by regular PCAS employees

- ❗ Occasionally, difficult shelter situations arise with a member of the public and it is up to PCAS staff to handle the situation. Please do not involve yourself in any situation with an angry public visitor
- ❗ The decision to euthanize an animal is a very difficult one and it is never taken lightly. We have a strict protocol and decision making process. Senior management are consulted in making this decision before any animal is considered for euthanasia and other appropriate options have been exhausted
- ❗ Please do not involve yourself with an owner request for euthanasia and do not openly question or criticize euthanasia decisions in front of the public
- ❗ Obtain prior permission from the Volunteer Coordinator or the program manager before removing an animal from the shelter to an offsite location
- ❗ Friends, siblings, or other non-volunteers are allowed only in the public areas at the shelter unless they have completed the necessary steps to become a PCAS volunteer
- ❗ Family pets or companion animals are not allowed in the shelter unless a meet and greet for adoption is being conducted or a specific reason has been discussed with the Volunteer Coordinator or program manager
- ❗ Please do not feed the animals unless you have been specifically assigned to do so. Many animals may be on a special diet. Only use treats or food given from the shelter
- ❗ Your safety is our highest priority. Please do not attempt to break up a dog or cat fight. Report the incident to kennel personnel immediately

VOLUNTEER ANIMAL TRAINING OPPORTUNITIES, ORIENTATION CLASS, AND QUARTERLY MEETING

To help with the care and socialization of the animals and assist with placing them in appropriate homes, additional dog and cat socialization classes and dog handling training is required. Your first animal training class will start after your orientation meeting.

New Volunteer Orientation: New volunteer orientation will be held monthly for new volunteers to our program. After a volunteer application is completed and approved, volunteer applicants will receive an email invitation to the next orientation which includes more information about the program and a link to the volunteer handbook. The handbook should be read prior to attending the orientation. The orientation will answer questions you may have and discuss the volunteer program, procedures, rules of conduct, and safety. During orientation, new volunteers will go on a tour of the shelter and learn all of the great ways volunteers support the shelter and animals.

New Volunteer Livescan: All volunteers are required to complete a fingerprint background check (Livescan) with Placer County before joining the volunteer program. The scan will be paid for by the county and is quick and convenient to complete. You will be contacted to schedule your scan. All information will remain completely confidential.

Quarterly Volunteer Meeting: Quarterly volunteer meetings will include new happenings and changes within the volunteer program for existing volunteers. The meeting will discuss upcoming volunteer opportunities, volunteer recognitions, successes, volunteer education and safety, and include a question and idea portion.

VOLUNTEER ETHICS AND RULES OF CONDUCT

Placer County Animal Services is grateful for all of our volunteers and their individual talents and commitments. We will do everything we can to make your volunteer experience enjoyable and rewarding. The staff and volunteers alike are here for the same purpose: to provide a low-stress, clean and safe environment for the animals. We want every volunteer to be safe and successful. The below volunteer ethics and rules of conduct will help make your experience productive, positive, and safe for everyone at the shelter.

Volunteer Check-in: Volunteers must first sign-in in the volunteer room before beginning their time at the shelter. Sign-in includes providing your first and last name, a cell phone number for immediate emergency contact to be used if a shelter emergency occurs while you are walking an animal, and the key badge set number you will be using that day. Volunteers will need to wear their appropriate colored lanyard, volunteer T-shirt, name tag and key badge during their volunteer time at the shelter.

All volunteers must use the adoptable dog hall side door when taking or returning an animal from their time outside. This is for safety (potential injuries to or from anyone in the lobby, exposure to diseases, possibly aggressive animals, or loose animals) and to prevent disruptions caused by animals coming and going through our lobby.

Placer County Animal Services is not responsible for any lost or stolen personal items while you are volunteering. Lockers are provided in the volunteer room to secure your items while onsite. You will have to provide your own lock for the locker, and remove your items and the lock when finished for the day. Many volunteers have found that fanny packs or treat bags are excellent for holding personal items and treats for the animals while volunteering.

Time Commitment: Volunteers are asked to commit at least eight hours a month for at least six months when joining our program. This allows those being trained to gain experience needed to interact with the animals, while also ensuring the animals are receiving the exercise, socialization, and care they deserve. Placer County Animal Services depends on volunteers to help meet the needs of our animals and help them find forever homes.

If you are unable to continue your volunteer services at the Placer County shelter, please contact the Volunteer Coordinator so we can inactivate your volunteer status.

Key Badge, Name Badge, Lanyard, and T-shirt: Upon signing-in, volunteers will check out a key badge and kennel key set. Your badge and keys are to be turned in at the end of your shift. Volunteer key badges and kennel keys are not to be removed from the shelter. You will be given one Placer volunteer T-shirt. A freshly laundered volunteer shirt must be worn for each shift.

For identification and safety purposes, volunteers at all times must wear a Placer County Animal Services volunteer T-shirt, name badge, volunteer key badge and appropriate colored lanyard when volunteering, all of which will be provided. Lanyard colors are based on your level of training and access and will be provided for you once you complete the appropriate training.

Key to Kennels: Kennel keys are checked out with key badges and should remain hooked on your lanyard key badge while volunteering.

Dress Code: Please remember that you are a representative of Placer County Animal Services and just as much a representative as any of our staff. Volunteers should wear clean, casual clothing, safe and appropriate for the work assigned, without tears or holes. Inappropriate clothing would also include clothing that is revealing, clothing that contains inappropriate or suggestive language, etc.

Additional dress requirements may be needed based on the volunteer position or specific job chosen. For your safety, you are required to wear closed toed shoes.

Injuries: If you are injured while volunteering at Placer County Animal Services, you must report the injury immediately to the Volunteer Coordinator or PCAS management. First Aid kits are located in the shelter and you will be shown the location of the kits during your orientation.

It is important to immediately report all animal-related injuries you receive especially ones *involving saliva*. A county injury report, bite report, and/or appropriate animal quarantine procedures may need to be followed for your protection from disease. This applies to dogs, cats, and wildlife bites or scratches that break the skin.

Emergency Evacuation Procedures: In the event that an emergency situation or evacuation is required, please evacuate the building immediately. Each stairwell has a wall-mounted evacuation map showing directions and locations of all exits, and a copy can be found hanging in the volunteer room above the sign-in sheet. Adjacent to these maps is the PCAS Evacuation Action Plan procedures covering all common emergencies.

PCAS staff is responsible for telephoning the appropriate emergency authorities, ensuring all people are evacuated from the premises, and leading any animal evacuation if needed or possible.

Food Safety and Animals: For obvious reasons, food and beverages are not permitted in any animal area. Please use the volunteer room refrigerator for all food storage.

All food and beverages must never be stored with medical supplies or chemical hazards, including refrigerators where vaccines, drugs, or laboratory samples are stored.

Animals may be on a strict food diet. Only give an animal food when requested and only feed an animal food given to you by PCAS. Check for food allergies when giving treats.

Smoking/Drug Free Environment: No smoking is allowed in any County building. Smoking is only allowed in designated areas. Please do not smoke while handling a dog outside.

Placer County Animal Services also has a zero tolerance drug policy.

Confidentiality: You will be asked to document your name, phone number and e-mail address on volunteer sign-in sheets, some meetings or training class attendance sheets. You will also be asked to provide personal information as a volunteer applicant. Your personal information will be treated as confidential information. PCAS will not release your telephone number, address, or e-mail address to anyone. Please advise the Volunteer Coordinator if you change your contact information.

Restricted Activities: Stray animals on their mandatory holding period are not yet the property of PCAS. Stray animals or owner-surrendered animals in the stray kennel or cat areas may not be shown to the public or advocated for adoption. Animals may not be advocated for adoption until they have completed a behavior assessment (temperament) test, physical examination including vaccinations and placed in the adoption area.

Animals that are under protective custody or quarantine will only be handled by regular kennel staff. These animals will be in areas restricted to the public. Please do not answer any questions or share photos of these animals.

Foster Care Providers: Depending on the behavior or medical issues found during the behavior and medical assessments, PCAS may utilize foster homes in appropriate situations. These animals may require medical attention, behavior modification, and/or not be of age for adoption. All interested foster care providers go through an application approval process.

Foster care participants may be given first consideration for adopting their fostered animal, assuming they meet all the adoption standards and their application is approved. Fostering is only allowed occasionally for animals with specific needs. It is not meant as a trial adoption.

Volunteers Adopting or Fostering Animals: Foster care providers are always needed and are frequently relied upon to work with an animal to help make a positive change in the behavior or health of an animal. PCAS requires all foster home providers to have taken both of the cat and dog handling classes or receive foster counseling on the care of their foster animal. Foster care providers must demonstrate they have the experience to handle and care for their specific foster animal.

Adoption policies apply for the public, staff, and the volunteers equally. Animals may only be adopted by filling out an adoption application.

CONFLICT RESOLUTION PROCEDURE

If a volunteer believes that he or she has a work related concern or complaint, the volunteer should first bring the concern to the attention of the Volunteer Coordinator either in person or in writing.

If the volunteer is dissatisfied with the coordinator's response, he or she may contact the Program Manager and submit a written complaint in order to discuss their concerns.

TERMINATION – REASONS FOR DISMISSAL

Occasionally, circumstances may arise that require the release of a volunteer from their position. Dependent upon the circumstances of each case, the Volunteer Coordinator will first address the issue with the person(s) involved and provide clear expectations on how to resolve issues.

Reasons for dismissal may include, but are not limited to:

- 🐾 Inhumane treatment of an animal
- 🐾 Failing to adhere to PCAS rules of conduct and program guidelines
- 🐾 Failure to follow instructions when asked
- 🐾 Intoxication or drug use of any kind while volunteering at PCAS
- 🐾 Possession of any drug or alcohol while volunteering at PCAS
- 🐾 Defacing of PCAS property
- 🐾 Falsifying or defacing records or documentation
- 🐾 Disclosing confidential information
- 🐾 Theft of a PCAS animal or property
- 🐾 Failure to maintain a professional relationship with staff and other volunteers
- 🐾 Providing false, inaccurate or misleading information about Placer County Animal Services, its staff, or other volunteers to the public or the media
- 🐾 Accepting or seeking gifts, gratuities, bribes, or rewards that benefits you or anyone else while working as a PCAS volunteer
- 🐾 Negligence or willful misconduct causing personal injury, harm to an animal, or damage to Placer County property
- 🐾 Failure to report an animal related injury

Placer County Animal Services hopes that these rules and guidelines create an enjoyable, safe environment for everyone at the shelter. We appreciate your efforts and are grateful to each and every volunteer supporting the shelter and the PCAS organization.

FREQUENTLY ASKED QUESTIONS BY VOLUNTEERS

1. *Can I take an animal on a car ride or to another location?*
 - a) No, all PCAS animals must stay on the Placer County DeWitt Campus at all times, unless approval has been issued by a supervisor for the specific trip.
2. *What if I forget to sign-in or sign-out or forget to update the dog walking board?*
 - a) For safety reasons, all volunteers are required to sign-in before starting and sign-out after completing their volunteer service for the day. If you do forget, please call or email the Volunteer Coordinator to update the dog walking board or complete the sign-in sheet as soon as possible.
3. *What if I forget my lanyard/badge?*

- a) Volunteers are required to wear ID in the form of a volunteer T-shirt, name badge and lanyard while volunteering. PCAS will store the key badges at the shelter. If you forget your volunteer lanyard, please let the Volunteer Coordinator know so a temporary lanyard can be worn
4. *What if I lose my lanyard/badge?*
- a) If you lose your lanyard or badge, please report this immediately to the Volunteer Coordinator.
5. *What if I want to bring my child/friend/spouse/etc. that has not completed training to the shelter?*
- a) Any person who wishes to volunteer at the shelter is welcome to complete an application and training. Without the application and training, members of the public are not allowed to perform volunteer tasks. However, they are welcome to visit the shelter in public areas.
6. *How can I foster an animal?*
- a) PCAS fosters animals on a case by case basis. Animals that are in need of a foster home often require extra care for medical issues or behavior modification. Fostering is not a chance to “test out” an animal for adoption. Please contact the Volunteer Coordinator to find out more about foster opportunities.
7. *What if there is a stray or unavailable animal I want to adopt?*
- a) PCAS often shelters animals that are stray, unavailable, or under protective custody. Volunteers are unable to handle or interact with these animals. We ask that you respect shelter signs and staff by not handling, feeding, or interacting with animals that are unavailable for adoption. Occasionally, there will be an animal that requires extra training or handling that is unavailable for adoption. In this case, the Volunteer Coordinator will directly request volunteer assistance with that animal. If a party is interested in a stray animal, including a volunteer, please request your name be left on an interested party list for that animal at the front desk.
8. *Can I bring my personal animals with me to the shelter?*
- a) Volunteers may not bring privately owned animals to the shelter unless conducting a meet and greet for adoption. Do not bring your personal animals with you or leave them in a vehicle in the PCAS parking lot. If a volunteer uses a service dog, please discuss this with the Volunteer Coordinator so suitable arrangements can be made
9. *What should I do if there is an emergency, and I am away from the PCAS property with an animal?*
- a) If there is an emergency requiring immediate response, call 911. If you need to contact the front office or animal control dispatch, you may call the front counter personnel at 530-886-5541 or -5540. To contact animal control dispatch for dog bites or fights, call 530-886-5525. For other questions or issues, please contact the Volunteer Coordinator at 530-886-5531.
10. *What if I am injured or another volunteer is injured?*

- a) If you require immediate assistance, call 911. If you do not need 911, contact the Volunteer Coordinator, a kennel attendant, or front office staff immediately. PCAS will have you fill out the appropriate injury paperwork and follow county protocol.
11. *What if an animal is injured while I am volunteering?*
- a) If an animal is injured, contact the Volunteer Coordinator, a kennel staff member, or the front office immediately. If the animal does not require immediate care, our veterinarian on staff will attend to the animal.
12. *What do I do if the animal becomes sick or has diarrhea?*
- a) Any changes in behavior or health must be reported to the Volunteer Coordinator or a kennel attendant as soon as possible. This will allow for the proper care to be provided to the animal and prevent any injury or disease to the animal or other animals at the shelter.
13. *What if I lose an animal I am responsible for?*
- a) Contact PCAS shelter staff immediately. PCAS has many resources and will attempt to find the animal.

EUTHANASIA

PCAS only euthanizes (humane death) animals that are determined to be unadoptable due to severe health or suffering, or when the animal is unfit for human companionship due to significant behavior issues. By law, when PCAS determines that an animal clearly presents a potential health risk to animals and/or humans because of disease or severe aggression that animal must be euthanized. The decision to euthanize an animal is an incredibly difficult one, and is decided in consultation with multiple senior shelter personnel. *We do not euthanize adoptable animals for lack of kennel space or after a set amount of time.*

MEDICAL CONSIDERATION FOR FAMILY PETS

Many of our volunteers have pets at home. This is a shelter environment with animals with unknown diseases or vaccine history. It is recommended your animal is up to date on all vaccinations. We recommend that you consult your veterinarian for any recommended vaccinations or with questions. Please wash your hands between shelter pets and before leaving for the day/interacting with your own pets. We recommend you change your shoes at home.

ANIMAL (ZOOONOTIC) DISEASES

A zoonotic disease is something that can be transmitted from animals to humans. Potential agents of zoonotic disease transmission include fungi, bacteria, viruses, parasites and arthropods.

Types of zoonotic diseases include, but are not limited to:

- 🐾 Campylobacteriosis
- 🐾 Giardiasis
- 🐾 Hookworm

- 🐾 Roundworm
- 🐾 Salmonellosis
- 🐾 Toxoplasmosis
- 🐾 Ringworm
- 🐾 Scabies
- 🐾 Bartonellosis (cat scratch fever)
- 🐾 Bordetellosis
- 🐾 Pasteurella
- 🐾 Rabies
- 🐾 Leptospirosis

What you can do to prevent zoonotic diseases:

- 1) Wash your hands thoroughly after handling any animal
- 2) Prevent animal waste from building up in the shelter environment and disinfect all shelter surfaces animals come in contact
- 3) Wear gloves when cleaning up feces
- 4) Maintain a regular program of veterinary care for your personal animals, including parasite control
- 5) Avoid being bitten or scratched and keep your animals' nails short
- 6) Don't feed undercooked or raw meat or let animals get into garbage, eat feces or drink from toilet bowls
- 7) Do not allow your dog to drink or wade in any standing, unfiltered water while out on a walk

Special Considerations for Immunocompromised Persons: Zoonotic diseases may be more severe for immunocompromised persons. People at increased risk include people with AIDS, people on chemotherapy or being treated for immune mediated disease, people with organ or bone marrow transplants, the elderly, the very young and pregnant women. If you are, or suspect you are, immunocompromised, consult your physician before deciding to volunteer.

NOTES: