Maricopa County
Animal Care and Control

VOLUNTEER MANUAL

Volunteer Program: (602)506-8133

Main Line: (602)506-PETS

Pets.Maricopa.Gov

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"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has." - Margaret Mead

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WELCOME

Welcome to Maricopa County Animal Care & Control (MCACC). Being a MCACC volunteer can be extremely rewarding, educational, exciting, and fun! You will have a positive impact in so many ways and make a difference in the lives of animals in Maricopa County.

Our volunteer program was officially started in 1991. The number of volunteers and the many different ways to volunteer has grown tremendously over the years. There are hundreds of volunteers now who serve the animals of Maricopa County.

This manual has been prepared for you as a reference guide. It contains information regarding our policies and procedures, tools for dealing with the public, and how to safely handle shelter animals. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at the shelter. This volunteer program was designed **FOR THE ANIMALS**!

Our Mission: We promote and protect the health, safety, and welfare of people and pets.

Our Vision: Animal Care and Control strives to reduce the dangers and nuisances caused by irresponsible pet ownership, and to protect pets from abuse, neglect and homelessness.

WE THANK YOU!

We would like to thank you for choosing to participate in our program. Your decision to participate in the volunteer program must be made with the full understanding of the commitment and responsibility it demands. As a volunteer, you are a valuable asset to our organization, and to the many animals, which need loving homes. The time and energy contributed by volunteers will help keep our programs active and alive. Your support is extremely important to the success of MCACC'S mission.

Thank you for your commitment and dedication to the animals at MCACC. We sincerely hope that the time you spend volunteering with MCACC will be as rewarding to you as it is to the animals for which you provide care.

OUR HISTORY

MCACC has evolved greatly since its creation in the early 1950's. As a municipal government agency the organization was known as RAC (Rabies Animal Control) and its sole responsibility was to control stray animals and prevent disease outbreaks in the community. Over the years the organization has drastically changed its mission and now strives to solve the pet overpopulation crisis by offering adoption services, the nation's leading free spay/neuter program and extensive public education and outreach through media and community grassroots efforts.

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MEET OUR STAFF

Over 150 employees are with MCACC to effectively operate our shelters, full-service call center and all the programs and services available to pets and people within Maricopa County. With the assistance of numerous volunteers, these programs will continue to grow.

MCACC
Organizational Chart

Dr. Rodrigo Silva, Executive Director

Karen Dickey, Executive Assistant

Controller
Nancy Harris, Deputy Dir.

Public Programs
Volunteer Coordinator
Mark Soto, Special Programs Coordinator
Aprille Hollis, Public Info. Officer

Animal Sheltering
Linda Soto, Division Man.
Joe Aviles, Facilities Coord.

Shelter Medical Programs
Dr. Monika Durgin, Chief Veterinarian
Sheener Perry, Clinic Supervisor

Customer Service
Peter Martin, Adm. & Operations Manager

Field Services
Al Aguinaga, Division Manager

East Clinic

West Clinic

ACTs

Licensing
Azam Muhammad
Supervisor

Field—West
John Reynolds, Supervisor

Field—East
Robert Murray, Supervisor

East Shelter

Clerks

ACOs

ACOs

East Business Office
Dennis Sherlock, Supervisor

East Kennels
Tom Hope, Supervisor

Alternative Programs
Lilly Long, Supervisor
Janet Aviles,
Duanne Wilste
Foster Care

Data Entry

Dispatch
Nancy Spencer, Supervisor

West Shelter

ACTs

Field Communications
Muhammad Azam, Supervisor

West Business Office
Luz Ayala, Supervisor

West Kennels
Jimmy Amaya
Supervisor

Volunteers Support every division

Communication Clerks

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HOURS & LOCATIONS

West Valley Animal Care Center & **East Valley Animal Care Center**

2500 S. 27th Ave., Phoenix, 85009 | 2630 W. 8th Street, Mesa, 85201

Monday – Friday
Adoptions/Lost & Found - 11:00 am to 5:30 pm
All Other Services - 9:00 am to 6:00 pm
Saturday
All Services: - 11:00 am to 5:30 pm
Sunday
All Services - 12:00 pm to 4:00 pm

Services offered: Adoption, Licensing, Rabies Vaccination, & Microchipping.

The shelter does not accept owned animal surrenders on Saturday, Sunday or Monday. Stray animals are constantly brought into the shelter and unloaded off trucks from our field officers even during hours we are not open to the public.

Volunteer Time Shifts

Mon. – Sat.:
[10:45am-2:45pm] *or* [2:00pm-6:00pm]

Sunday:
[11:45pm-4:00pm]

Filling Shifts

New volunteers must be able to commit to a minimum of 8 pre-scheduled hours or two shifts per month for at least 6 months. Volunteer time shifts are designed to ensure that all times are covered in the shelter for adoptions. Pre-scheduling shifts ensures we are able to fill all times and thus derive the maximum benefit for the animals. *Note: shift times can be altered due to time conflicts.*

Scheduling Shifts

E-mail the volunteer Coordinator the shifts you plan to volunteer for prior to the first day of each month. In addition to having a set schedule we encourage drop-in volunteering within the available volunteer hours for each position. It is important that you keep your commitment(s) and should you have to miss a booked time please let the volunteer Coordinator know.

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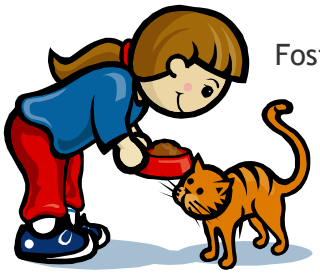
SHELTER PROGRAMS

New Hope

The New Hope program is a partnership of MCACC with other animal welfare agencies to help ensure that as many adoptable animals as possible find homes. New hopes can rescue any animal from the shelter that has been available for adoption for one hour. They then will work to find homes for the animals they rescue. Animal organizations that are established or recognized in their communities as animal shelter, animal welfare organizations, animal rescue organizations, and veterinary hospitals within the State of Arizona may be eligible to participate. These organizations may apply to be New Hope partners through our website pets.maricopa.gov or by contacting our New Hope coordinator at 602-506-8995.

Fostering

We need you to foster! Fostering saves the lives of shelter animals. When an animal is ill, injured or un-socialized and they need some extra TLC they must have a foster care provider take care of them. Helping care for our animals in your home has a huge impact on their physical and emotional wellbeing and we are always in need of people who want to open their homes and their hearts to our animals.



Foster families care for:

- puppies or kittens not yet old enough to be placed up for adoption
- dogs and cats who need a break from the shelter
- animals recovering from illnesses or medical procedures

Fostering requires a significant commitment of time and energy from all household members to care for and socialize the animals, but the love you'll get in return is well worth the work!

Interested in fostering? Contact us at the shelter you wish to foster from:

East Shelter:
Janet Aviles/javiles@mail.maricopa.gov
602-506-6279

West Shelter:
Duane Wilster/dwilster@mail.maricopa.gov
602-372-1158

FREE Spay/Neuter Voucher

Did you know that MCACC offers spay or neuter surgery to any animal absolutely FREE? In fact, our free spay/neuter program is the largest of its kind in the nation, issuing approximately 3,000 surgery vouchers each month! Anyone can apply for this program by filling out a voucher application, available online at pets.maricopa.gov or at any of our shelter locations. They just send in the application and we will send back a voucher to use at any of the participating Veterinarian Partners . There is no limit on the number of animals, some minor restrictions do apply. At our new volunteer orientations participants receive an application in their packet – please duplicate and hand-out!

"Uno Por Uno"

Helping pets, families and neighborhoods, one by one, this program saturates at-risk areas with increased outreach and services in an effort to increase licensing compliance while reducing shelter intakes and dog bites. "Uno Por Uno" provides direct services such as free spay/neuter surgeries and low-cost rabies vaccines as well educates pet owners about responsible pet ownership, the leash law, the importance of vaccinations, and dog licensing.

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VOLUNTEER GUIDELINES

MCACC relies on volunteers to be dependable and effective during their volunteer hours. By meeting these guidelines, we will operate smoothly and the maximum benefit is derived for the animals.

Dress Code

Volunteer t-shirts must be worn while volunteering. We suggest you wear jeans or casual pants, shorts can be worn but are not recommended since dogs like to jump. Please no short shorts as it may offend some people. (NO skirts) and closed toed shoes.

Answering Questions & Unauthorized Tasks

When volunteering you will receive many questions from the public. In order to keep from giving out misinformation please direct the public to a staff member to properly answer their questions. Further, should someone ask you to do something you have not been trained on you must direct them to staff. You mustn't go outside your job description since the likeliness of doing a task improperly is high. Failure to abide by this policy could result in termination.

Conduct

As a volunteer of MCACC, it is required that when dealing with customers, to be polite and courteous. It is also required to treat all employees and volunteers with respect. Please refer to the attached Ethics handbook and Code of Conduct policy.

Resignation Procedure

Upon leaving the MCACC volunteer program, for whatever reason, please inform the volunteer Coordinator. This enables us to keep our records up to date and further improve the volunteer program.

Receiving: Off-Limit Area (EAST SHELTER ONLY)

You mustn't enter Receiving when trucks are unloading stray animals. This is for your safety and failure to abide by this policy could result in termination.

Adoptions

Volunteers may (and are encouraged to) adopt from the shelter just as the public (no reduced fees or privileges). They cannot adopt while on schedule as a volunteer. Adoption is contingent upon the volunteer meeting the guidelines and payment of all applicable fees.

Keys

Volunteers at Both facilities check keys out each time they volunteer from the adoptions lobby. Never leave a kennel unlocked. Our security is very important!

Shelter

For all adoptions animals must be taken to meet-n-greet areas and actually interact with the customer. Stay with the animal and customer the whole time.
When adoptions are approved put a yellow mylar collar on the animal and make sure it is not too tight.
Return all supplies at the conclusion of your shift unless you are taking an apron home to launder.
Only focus on adoptions, socializing and spot-cleaning (in that order of priority).
Only use the computer in the volunteer room to check any notes on animals (instructions posted).

Media

Please do not talk to members of the media. Call our public information officer at 602-506-3471. If you have a story idea let our P.*I.O* know and she will write a press release. It's important that the media have one main contact who knows all that is occurring and can share knowledgeable proper information.

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DISEASE AND PREVENTION

If a shelter animal shows any of the following symptoms, notify a staff member:
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

*This could save an animal's life and save the shelter from having a serious disease outbreak.

Steps for Disease Prevention

1. Vaccination (4-1 for dogs / 3-1 for cats)
   --- We also give flea/tick preventative and bordetella
2. Proper sanitation
3. Isolation of infected animals
4. Minimization of stress
5. Proper diet
6. Minimization of overcrowding
7. Proper ventilation and fresh air
8. Elimination of internal and external parasites

Following these rules will save lives in the shelter!

1. ALWAYS sanitize your hands between **each and every** animal contact. This will ensure that you are not transmitting disease from one animal to another. Further, do not put your fingers/hands inside an animal's kennel. This rule applies for volunteers working in the shelters, at mobile adoption events or any event where animals are caged.

2. Always return an animal to its original kennel.

3. Clean meet-n-greet areas between each animal showing to sterilize germs.

4. Do not spot-clean cat kennels since the chance of disease transmission is too high.

5. Spot-clean dog enclosure anytime you see a mess and are available (not helping a customer).

6. Do not leave dirty towels, bowls, etc. They must go back to laundry, sink or respective area.

7. Do not allow toys or water bowls to be used in the play areas multiple times. Replace these items each time you bring a new dog out to play.

If you have pets at home, you should remove the clothing and shoes that you wore while volunteering and wash them. Although it is unlikely that you will transmit a disease from working with animals at MCACC to your own pets, it is still advisable to take this precaution. Also, make sure that your pets at home have their current vaccinations as a precaution against disease transmissions.

How to Read Kennel Signs

GREEN PLAQUE OR PAPER

ADOPTION – animal is available for adoption
These are the ONLY animals volunteers are permitted to handle. Only adoptable animals will have an 8 1/2 x 11 sheet of paper on their kennel known as their kennel card. If their kennel card has not yet been printed they will have a green plaque that says "ADOPTION". These animals are held for adoption for an undetermined time. They are periodically evaluated for adoptability based on their continued good health and temperament.

Below are animals that are off-limits to volunteers. Do not attempt to handle these animals or give out information to the public on them. They are not available for adoption.

BLUE

STRAY DOG/CAT – "HANDS OFF" stray animal, unidentifiable ownership.
These animals are held by State Statute for 3 (three) full days (discounting the first day of impound or holidays). If not claimed by their owners, they are evaluated for adoptability. NOTE: You can add four days to the date written on their plaque to let the public know when these animals *may be* available for adoption. They will be available *only if* they are not claimed by their owner and they pass the adoption evaluation test.

YELLOW

HOLD AND NOTIFY OWNER – "HANDS OFF" Identifiable Ownership. These animals came in as stray and were microchipped or tagged. They are held for 3-5 full days or longer (discounting the first day of impoundment or holidays). This allows the owner to claim them. If the animal is not claimed, it is evaluated for adoptability.

RED

RABIES QUARANTINE - "HANDS OFF" These animals have been reported as having bit and/or exposed humans to rabies. Dogs and cats are held 11 days. All other species are held 15 days, after which time these animals are returned to owners. It is highly unlikely these animals will be put up for adoption; their fate is in the hands of their owner.

BROWN

HOLD – "HANDS OFF" animals turned by their owners or awaiting evaluation.
They will be evaluated and available for adoption usually within 1-2 days.

BLACK

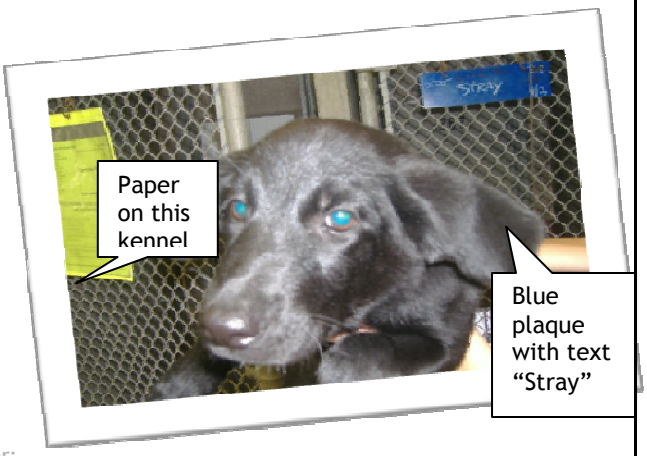
COURT/POLICE HOLD - "HANDS OFF" These animals are held pending legal action or court order. These animals are rarely put up for adoption.

Further Notes:

- **If a kennel has no sign or no plaque "HANDS OFF"**
- **We do not put animals on hold for adoption**

POP QUIZ QUESTION:

In the picture to the right, what is the status of the animal in each kennel?



Answer:
Left kennel has an animal up for adoption and right kennel has a stray animal. You can handle the animal from the left kennel but not the right.

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GENERAL SHELTER FAQ's

Please read this entire section before volunteering in the shelter.
If you do not know an answer to a question you must refer the public to staff.

Adoption Cost? Never quote fees. Cats $25-$100 Dogs $50-$150, prices depend on the evaluation, time spent here, and age. Tell them to check in the lobby for the price of a particular animal.

What's covered? S/N, Rabies Vaccine, Core Vaccines, and County License for dogs. Microchip available for additional $25.

Return Policy? No cash refunds but you can bring the animal back. $41 fee for pet exchanges.

Rabies Quarantine? The animal has bitten someone and is being observed for rabies. County most likely cannot put a bite animal up for adoption. It is the decision of the owner on what happens to their animal.

Why is the door to receiving closed? They are unloading stray animals and will be done shortly.

Hold Signs? He is not adoptable at this time. Owner surrender and awaiting adoption test or the animal has a behavioral issue or medical issue we are trying to work with.

Can I put a hold on an animal? No its "first come, first served" basis so no animal's chance of adoption is given up.

Is this a "No-Kill" Shelter? No and there is no such thing. We are an open-door shelter and other shelters are known as "limited admissions" which means they pick and choose and take in a very little amount of animals while we take in over 150 each day.

Adopted animal needs to be fixed? By law, ALL animals must be fixed before sent home. This is to stop pet overpopulation.

How long do you keep the animals? No time limit. However, if an animal begins showing signs of illness or behavior begins to deteriorate we must find a foster for the animal, another shelter or euthanize the animal so we encourage you to adopt right away, you will save their life.

When will this animal be available? Most animals will be available 72hrs after the date on the bottom right of the plaque if they pass their evaluation. Take the animal's A# and call 602-506-PETS (7387) to check on the status of an animal the day before they would be available.

Lost animal – where else can I find him/her? Look at both of our shelters every two days. Also check with AZ Humane Society as well as internet sites (pets911.com and fidofinder.com or tabbytracker.com). Lastly, post flyers.

If I get the dog or cat home and he/she gets sick? Our animals come with a free first visit check up at a local vet. MCACC cannot guarantee the health of animal since we do not have the resources to complete any type of in depth examination. Please warn the adopter that because of the high population of animals and unknown medical history that it is likely their new pet will develop an easily-treatable illness such as kennel cough.

How much is the cost to recover my "found" animal? Never quote fees. There may be a boarding fee, penalty fees, rabies shots and license if needed. See the business office for this information.

Have the animals been examined by a vet? Yes and adoptable animals have not shown any signs of illness but you'll still want to take them to a vet after adopting using your free certificate.

I saw a BLANK on the website; where is she? If you have the A# please see staff in the lobby or receiving and they can check what kennel the animal is in.

Adoption Test? An evaluation is a test of a normal range of experiences an animal may encounter when in a home situation. The evaluator looks for any signs of aggression and behavioral issues. They also look at the general health of the animal. MCACC cannot adopt out any animal that pose a threat to a person or other animal.

I can't pick up my animal for two more weeks. Can I board him/her here? No, space limitations require that you take your dog or cat when he/she is ready to go.

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Will you groom them? No, we don't have the resources to do that. Please take them to a groomer when their surgical incision is healed.

How much is a dog license and a rabies vaccine? MCACC offers Rabies vaccinations for dogs and cats for $34. Licenses are $40 for unsterilized dogs and $16 for sterilized dogs. Cats are not required to be licensed, but an I.D. Tag is recommended.

What kinds of vaccines do you sell? MCACC is only allowed to offer Rabies vaccinations for dogs and cats.

What other shelters are in the area? See the yellow pages or www.Pets911.com.

I found a stray animal. What do I do? If you have found a stray animal, bring him/her to either of our two full service animal care facilities. If you are unable to bring the animal to MCACC, you must confine the animal, then call MCACC at 602-506-PETS and an Animal Control Officer will pick up the animal (we will only pick up dogs, no other kind of animal). You can also visit www.Pets911.com or call 1-888-PETS-911. You should search to see if anyone has posted a notice about a lost pet. You should also post a notice saying that you have found a pet. If you sighted a stray dog and they are not in your possession call 602-506-PETS as well.

How do I turn in my pet to your shelter? MCACC receives an average of over 150 dogs and cats every day. Many of these animals are euthanized due to lack of space, resources, and homes. For that reason, we are unable to act as an adoption agency to help you place pets. If you are planning to surrender your own animal to a shelter, please reconsider – relinquishment should be your last resort. If you feel that you have no other choice but to surrender your pet, you can surrender to us or to the Arizona Humane Society.

I found an injured animal. What do I do? Call the Arizona Humane Society at 602-997-7586 or, if you live in Peoria, Surprise, Youngtown, Avondale, Mesa, Buckeye, or Wickenburg, call your local police department.

My neighbor's dogs keep getting out. What do I do? All dog owners in Maricopa County are required to keep their dogs confined or on leash and have current rabies vaccines and licenses. If someone in your neighborhood has dogs that are running loose, please call (602) 506-PETS. Or, if you live in Peoria, Surprise, Youngtown, Avondale, Mesa, Buckeye, Litchfield Park or Wickenburg, please call your local police department.

How do I report Animal Cruelty or dog fighting? This should be reported immediately to your local law enforcement agency or, if you live in unincorporated Maricopa County, the Maricopa County Sheriff's Office. Those enforcement agencies have the legal authority to investigate animal cruelty complaints.

There are a lot of stray cats in my neighborhood. What do I do? The **Trap, Neuter, and Return (TNR)** of feral cats to their domain is a proven, humane method of feral cat population control. Through TNR, cats are humanely trapped and sterilized. Feral cats are placed back into the environment in which they were living. Volunteer caretakers then provide food and water for the cats. Call AzCATs-Arizona Cat Assistance Team at 480-968-4TNR or visit www.AzCATS.com. If you elect not to participate in TNR, there will be a $96 fee for every feral cat brought to MCACC in a trap.

My pet is sick, and I can't afford to take him to the vet. Can you help? Unfortunately, MCACC does not have the resources to provide veterinary services to the public. If your pet is ill or injured, please contact your own veterinarian. If your pet is in need of immediate attention, take him to an emergency veterinary hospital right away.

What vaccines does my new dog need? Beginning at 6 to 8 weeks of age, puppies should be given a vaccine that protects against distemper and parvovirus. This vaccine needs to be repeated every 3 to 4 weeks until a series of 3 shots is completed. Your dog will need yearly boosters to remain protected from these diseases. All dogs over the age of 3 months are required by state law to be vaccinated against rabies and licensed. The first rabies vaccine is good for one year. All subsequent vaccines will be good for 3 years. Licenses must be renewed annually. Please see a veterinarian for more information about vaccines and your pet's health.

What vaccines does my new cat need? Beginning at 6 to 8 weeks of age, kittens should be given a vaccine that protects against feline distemper and other diseases. This vaccine needs to be repeated every 3 to 4 weeks until a series of 4 shots is completed. MCACC also recommends that you have your cat tested and vaccinated for Feline Leukemia (FELV). This can be done at 12 weeks of age. Your cat will need yearly boosters to remain protected from these diseases. All cats over the age of 3 months should also be vaccinated for rabies. The first rabies vaccine is good for one year. All subsequent vaccines will be good for 3 years.

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KENNEL RULES

1. **You are** responsible for your key. Never leave your key anywhere but with you! If your key gets locked in a kennel padlock inform staff immediately.
2. Do not enter 'receiving' at EAST when a truck is unloading animals (they may be dangerous).
3. Carry small puppies under 6mos. to protect them against PARVO.
4. Do not assist a customer with anything you have not been trained on how to do.
5. For showing animals, you **must** take a driver's license as collateral.
6. When a customer decides to adopt, you **must** ensure the animal gets a Yellow mylar collar(not too tight)!
7. Animals with yellow mylar collars are already adopted, so *Do NOT Touch*!
8. **Only assist with ONE adoption at a time and stay with the animal and customer the whole time!**

For walking/showing dogs:

9. Select your supplies from the volunteer room.
10. Go to the animal's kennel and read the information on the kennel door ensure they're adoptable!
11. Only handle dogs that are o.k. for your size and energy level!
12. Write the date on the animal's kennel card and post your "dog being walked/shown" sign.
13. Take a moment to interact with the dog before entering the kennel.
14. Close the guillotine door and unlock the kennel door.
15. Crack open the kennel door just wide enough so one hand fits inside to get the slip leash over the dog's head.

16. Make sure you are in FULL control of your dog before having the dog exit the cage.
17. For reasons of safety and health, always maintain a **10-foot distance between your dog and any other dog(s)**.
18. Maintain control of the dog at all times by keeping **two-hands on the leash**.
19. If, for some reason, your dog gets into a fight with another dog, DO NOT attempt to break up the fight. Report the incident to a staff member immediately!
20. When returning your dog to their kennel, lead the dog in the kennel by putting one foot in and swiftly guiding them forward.
21. When your dog is in the kennel and you are on the outside close the door just small enough so you can fit your hand in to remove the slip leash.
22. After securing the kennel door, be sure to lock the padlock and raise the guillotine door.
23. Remember to disinfect your hands with anti-bacterial gel before handling another dog!
24. Finally, please be considerate of shelter staff. Keep in mind that it is not their responsibility to help volunteers perform our "jobs" when we are here.

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VOLUNTEER JOB DESCRIPTION

KENNELS

JOB TITLE: **Adoption Counselor**

SUPERVISOR: Direct supervision by volunteer coordinator indirect supervision by Animal Care supervisor.

TIME COMMITMENT:
- Minimum of 8 hours per month
- Minimum 2 shifts per month
- Dropping in within available shifts O.K. and appreciated
- Regular weekly shift highly desired but not required
- Time must fall into time slots

DUTIES:
Socialize adoptable animals. Maintain sanitary kennel environment by practicing good disease control protocol. Escort families to meeting area where you can discuss specific or general behavior issues. Screen potential adopters by asking questions and discussing the responsibilities that come with pet ownership, and overall making the best matches. Follow the entire adoptions protocol.

QUALIFICATIONS:
- Previous dog ownership and/or handling of large dogs helpful.
- Physical ability and willingness to handle large dogs.
- Ability to work independently and as a group.
- Ability to take direction easily.
- Ability for continuous learning and to take constructive criticism.
- Excellent ability to communicate with staff, other volunteers and the public in a polite, courteous, and tactful manner.
- Possess a genuine concern for the welfare of animals.

TRAINING
- Completion of an orientation.
- Completion of an adoptions class.
- Train with volunteer trainer in the shelter (buddy day).

IMPORTANCE OF THE JOB TO THE MCACC PURPOSE:
Adoption counselors enable us to make good matches and make life-long homes for the shelter animals, saving their lives. It is an extremely rewarding experience to send an animal into a new home.

Most volunteers are encouraged to begin here.

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VOLUNTEER JOB DESCRIPTION

KENNELS

JOB TITLE: **Pet Rescue Photographer**

SUPERVISOR: Direct supervision by volunteer coordinator; indirect supervision by Animal Care supervisor and IT technician.

TIME COMMITMENT:

- Minimum of 8 hours per month
- Minimum 3 shifts per month
- Dropping in within available time frame O.K. and appreciated
- Regular weekly shift highly desired but not required
- Time mustn't fall into time shift but must fall between the hours of M-Th 7-7pm / Su 7-5pm

DUTIES:
Photographs adoptable animals and writes on their adoption paper "pic taken". Keeps list to match animals I.D. # with picture number. Uploads pictures using card reader and renames them with animal's I.D.# and puts in a dated folder for the volunteer coordinator to post online.

QUALIFICATIONS:

- Previous dog ownership and/or handling of large dogs helpful.
- Physical ability and willingness to handle large dogs.
- Ability to work independently and as a group.
- Ability to take direction easily.
- Ability to communicate with staff, other volunteers and the public in a polite, courteous, and tactful manner.
- Possess a genuine concern for the welfare of animals.

TRAINING

- Completion of an orientation.
- Recommended attendance of adoptions class.
- Train with Pet Rescue Photographer volunteer in the shelter (buddy day).

IMPORTANCE OF THE JOB TO THE MCACC PURPOSE:
Our staff is currently unable to take pictures of every single animal in our shelter since we receive over 150 every day. Photos of the pets in our shelter taken by volunteers are posted online to advertise them. Many people search online and have rescued their pets this way. The more pictures posted means there will be more adoptions!

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VOLUNTEER JOB DESCRIPTION

OFF-SITE (MOBILE EVENT)

JOB TITLE: **Event Assistant**

SUPERVISOR: Off-Site Event Staff

TIME COMMITMENT:
- Minimum of one pre-scheduled shift per month preferred
- Shift time varies from 2-8 hours

DUTIES:
Assists at off-site events (e.g. adoption events, spay/neuter clinics). Shows and handles animals, completes paperwork, cleans cages, and talks with the public. Duties instructed to you by off-site event staff and lead event volunteers.

QUALIFICATIONS:
- Experience handling animals recommended.
- Ability to take direction easily.
- Ability to communicate in a polite, courteous, and tactful manner.

TRAINING
- Completion of an orientation.
- Completion of an Adoptions Class.
- Read and understand event rules/tasks sheet (at event).

IMPORTANCE OF THE JOB TO THE MCACC PURPOSE:
Our mobile adoption, mobile spay/neuter and/or rabies vaccine clinic events require a lot of help to succeed. You will work one-on-one with the public and present our animals and MCACC in its best light.

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VOLUNTEER JOB DESCRIPTION

VOLUNTEER TRAINING

JOB TITLE: **Volunteer Trainer**

SUPERVISOR: Volunteer Manager

TIME COMMITMENT:
- Minimum of 8 hours per month
- Be able to pre-schedule all shifts for each month.

DUTIES:
Volunteer trainers are responsible for training new volunteers. Must provide clear goals/expectations for the position they are training. You are expected to keep the volunteer programs coordinator updated on your new trainees.

QUALIFICATIONS:
- Ability to work with/lead a group.
- Ability to take direction easily.
- Ability to communicate in a polite, courteous, and tactful manner.
- Supervisory experience is preferred.
- Good communication skills and organization skills are essential.
- Volunteer trainers must be knowledgeable of shelter policies.

TRAINING
- Completion of orientation and adoptions class.
- At least 20 hours experience in current position you will be training

IMPORTANCE OF THE JOB TO THE MCACC PURPOSE:
Volunteer trainers are the glue that holds the volunteer program together. Volunteer trainers show new volunteers what to do under the position they are pursuing. Thank you for considering being a volunteer trainer - because we can't help the animals without you.

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VOLUNTEER JOB DESCRIPTION

ANIMAL CONTROL DIVISION

JOB TITLE: **Reserve Officer (AKA: Animal Rescue Officer)**

SUPERVISOR: Lieutenant of Field

TIME COMMITMENT:
- Minimum of 8 hours per month
- Minimum of one regular shift per week or two per month

DUTIES:
Reserve officers serve just as our animal control officers. They are equipped to rescue stray animals from harm and educate the public on responsible pet ownership. They also make checks on homes where pass violations on animal welfare have occurred.

QUALIFICATIONS:
- Must have completed a minimum of 10 hours of successful training with an animal control officer.
- Ability to work independently and with a team.
- Ability to take direction easily.
- Ability to communicate in a polite, courteous, and tactful manner.
- Supervisory experience is preferred.
- Good communication skills and organization skills are essential.
- Reserve officers must be knowledgeable of shelter policies and animal control laws.

TRAINING
- Completion of an orientation.
- Recommended completion of adoptions class.
- Personal Interview with Lieutenant of the animal control division.
- Completion of all on-site training required for position (over 10 hours).

IMPORTANCE OF THE JOB TO THE MCACC PURPOSE:
Becoming a Reserve officers is very prestigious in our department. You will save animal's lives by rescuing them from harm and ensuring the public is following humane pet ownership policies and laws.

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SHELTER CONTACT SHEET

Use these contacts regarding specific issues in their area.

Name	Position/Area	Non-Emergency (Office)	Emergency (Cell)
Aguinaga, Al	Field Enforcement Division Manager	602-506-2737	602-525-5131
Aviles, Janet	Call to Foster or New Hope	602-506-6279	602-526-0253
Aviles, Joe	Maintenance Issues	602-506-6234	602-525-2793
Ayala, Luz	West Business Office Supervisor	602-506-0798	
Business Office, East	Counter Phone	602-506-6030	
Business Office, West	Counter Phone	602-506-2765	
Clinic Office-East		602-506-6294	
Clinic Office-West		602-506-5158	
Dickey, Karen	Executive Assistant	602-506-2772	
Events Line	To check upcoming events	602-506-0101	
Fax Machine	*for volunteer matters	602-506-2739	
Amaya, Jimmy	Animal Care Supervisor, West	602-506-2730	602-526-1472
Harris, Nancy	Deputy Director	602-506-0221	
Hollis, Aprille	Public Information Officer/Media	602-506-3471	602-525-4780
Hope, Tom	Animal Care Supervisor, East	602-506-6297	602-526-1286
Jungwirth, Kasey	Animal Care Technician-Lead--West	602-506-2733	
Long, Lilly	New Hope / Foster / PETCO	602-506-8995	602-526-0353
	Volunteer Coordinator	602-506-8133	602-526-0320
Durgin, Monika Dr.	Chief Veterinarian	602-372-2868	602-525-4165
Murray, Robert	Animal Control Supervisor-East	602-506-6276	602-526-1739
Perry, Sheener	Foster Health / Clinic Supervisor	602-506-7239	602-526-4311
Ramp, Eastside		602-506-6295	
Ramp, Westside		602-372-1677	
Sanger, Timothy	IT/Computer	602-506-0100	
Sherlock, Dennis	East Business Office, Supervisor	602-506-6273	
Silva, Rodrigo, Dr.	Executive Director	602-506-8515	602-525-3201
Soto, Linda	Shelter Manager	602-506-2741	602-525-3206
Soto, Mark	S/N Voucher Program	602-506-2759	602-526-0933
Spencer, Nancy	Reserve Officer Program	602-506-2745	602-526-1740
Stepp, Donna	Animal Care Technician-Lead--East	602-506-6298	
Wilster, Duanne	West Shelter Foster Coordinator	602-372-5341	602-527-5341

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