

Mobile County Animal Shelter



VOLUNTEER MANUAL



**7665 Howells Ferry Road
Mobile, AL 36618
(251) 574-3647
(251) 574-6441 FAX**



Mobile County Commission Animal Shelter

Carmelo Miranda, County Humane Officer
Andrew Stubbs, Animal Resource Supervisor
Kathy Belcher, Office Manager

General Information

Shelter Information:

7665 Howells Ferry Road
Mobile, AL 36618

Office Phone: (251) 574-3647
Office Fax: (251) 574-6441
Website: www.mobilecountyanimals.com or www.petharbor.com

Hours of operation:

Monday through Friday 10:00 a.m. to 4:30 p.m.
Saturday adoptions 10:00 a.m. to 2:30 p.m.

Kennels Hours:

Monday through Friday 10:00 a.m. to 4:00 p.m.
Saturday adoptions 10:00 a.m. to 2:00 p.m.

*Animal drop off hours:

Strays:
Monday through Friday 10:00 a.m. to 3:30 p.m.
Owned:
Tuesdays and Thursdays 10:00 a.m. to 3:00 p.m.

* Please note – animal drop off (strays and owned) depends on space availability at the facility on a daily basis.

Mobile County Volunteer Mission Statement

The Mission of the Mobile County Animal Shelters' Volunteer Program is to inform and to enhance the quality of life of the citizens of Mobile County and to foster lifelong learning. The primary purpose of the Volunteer Program is to augment the delivery of Mobile County Animal Shelter Services to the citizens of Mobile County. Additionally, the Volunteer Program encourages and promotes participation by individuals and groups within Mobile County.

Mobile County Animal Shelter is committed to the idea that involving volunteers in its operations will assist in carrying out our mission for the community. A successful Volunteer Program requires that staff and volunteers work as a team to implement the mission and goals of Mobile County Animal Shelter. Promoting volunteerism fosters increased citizen involvement in the community and enables citizens to enhance and maintain needed human services.

Mobile County Animal Shelter is committed to:

- Providing unique and meaningful volunteer opportunities for volunteers
- Facilitating active partnerships between the Mobile County Animal Shelter staff and citizens of Mobile County
- Enriching the Mobile County Animal Shelter programs and service through volunteer involvement and participation
- Helping citizens become more familiar with the Mobile County Animal Shelter programs and services

POLICIES AND PROCEDURES FOR VOLUNTEERS

Age of Volunteers: Volunteers must be not less than 19 years of age.

Responsibility and Commitment to the Goals of the Department: Volunteers are expected to adhere to the policies set out in this manual and the direction of department staff. If you have suggestions for improvement, you are encouraged to bring them to the attention of a supervisor. We are always looking for ways to improve.

Conduct: As a volunteer, you will encounter many situations that will test your patience. All workers at the Mobile County Animal Shelter, whether paid or volunteer, are expected to conduct themselves in a professional, courteous manner with the public, the animals, and their coworkers.

If you become involved in a situation with an unreasonable or belligerent person, please refer them to the front reception area where a supervisor or staff member can assist them.

Please do not attempt to answer **any** questions to which you are not absolutely certain you can accurately respond. Misinformation provided to the public can damage positive public relations and may create liability for this department or the Mobile County Commission.

Attendance: A MCAS staff member will work with you to prepare a schedule convenient for you and helpful to the department. Our staff always appreciates any hours you are able to work.

REMEMBER: Please do not over extend yourself by committing to more hours than you can work without putting a strain on your schedule. Even a couple of hours a week is appreciated.

We ask that all volunteers check in and out at the front desk. This will help us keep accurate records for future reference, referrals, and recognition. Time sheets will be provided for each volunteer.

Holidays: Volunteers will not be expected to work any holidays. The Mobile County Commission generally recognizes the following holidays: New Years Day, Martin Luther King Day, Mardi Gras Monday and Tuesday, Confederate Memorial Day, Memorial Day, Jefferson Davis' Birthday, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and the following day, and Christmas.

Problems or Questions: Most questions or problems can be answered or resolved by any staff member; however, you are encouraged to consult with a supervisor about any problems, questions or concerns you may have.

Accidents or Injuries: Immediately report any accident or injury to a supervisor. **DO NOT DELAY IN REPORTING ANY INJURY, ESPECIALLY ANIMAL BITES.**

PRECAUTIONS: We recommend that all volunteers be current on their tetanus vaccination. Volunteers are required to follow all safety practices set out in this manual.

Proper Attire: Please keep in mind that you will be working with animals and wear clothing both suitable for such work and also presentable to the public. Clothes should be clean and neat. Please do not wear suggestive or distasteful tee shirts, caps, shorts, etc.

Lunch Breaks: The break room is available to all staff and volunteers. We ask that everyone clean up after himself or herself. Please let front office personnel know when you will be taking lunch.

Breaks: Breaks may be taken at the picnic table area or the break room. Smoking or tobacco use is not allowed within 200' of the facility.

Telephone Calls: Please keep personal telephone calls, both incoming and outgoing, to a minimum. We ask that you leave your personal cell phone in your vehicle and not use it during your volunteer work.

Friends of Volunteers: Volunteers may not bring friends to assist them in their job responsibilities. If you give a tour of the facility to a friend or family member, please take them only in those areas open to the general public.

Off-limits Area: Please DO NOT enter the medical room when euthanasia is taking place. This can present a potential safety hazard for you, the technician and the animal.

Resignation: Should you be unable to continue your volunteer work, we ask that you advise us as soon as possible.

We are looking forward to having you as a volunteer!

VOLUNTEER ACTIVITIES

Volunteers provide the following services for the animals of Mobile County Animal Shelter:

SHELTER AND ANIMAL CARE

- Bathing or grooming adoptable animals
- Cleaning animal housing areas
- Walking adoptable dogs
- Socialization of adoptable animals

GROUND MAINTENANCE

- Lawn mowing
- Weed eating
- Blowing debris off sidewalks and parking lots
- Mulching

ADMINISTRATIVE

- Various functions pending skills

The above list of services is not a comprehensive one. If you have a particular interest or skill that is not included, please feel free to ask management about it.

ABOUT THE SHELTER

Mobile County Animal Shelter is a non-profit facility funded primarily by the Mobile County Commission. Our initial purpose was to enforce applicable county and state animal control ordinances. These laws allow for protection of animals and the public alike.

Services provided by the department have increased and now include the following:

- Adoption of friendly animals to qualified homes
- Educational presentations to local schools, clubs and organizations
- Rabies quarantine and observation of animals that have bitten or scratched someone

The goals of our shelter are very straightforward:

- To provide the most humane care possible for the animals in our possession
- To adopt out as many pets to quality homes as possible
- To educate the public about the responsibilities of pet ownership

ABOUT EUTHANASIA

Although volunteers do not participate in the euthanasia process, this is an unfortunate reality we must deal with on a daily basis. It is important to understand that an animal available for adoption may not be adopted and a stray may not be reclaimed. You may see these animals taken into the medical room or see documents relating to euthanasia.

We screen incoming animals to determine which are candidates for adoption. Animals which are not social or have health problems, and those not reclaimed by an owner during the holding period, are euthanized.

Though the reasons for euthanizing a particular animal may not always be evident, all staff, including volunteers, are asked to respect the decisions of those individuals who schedule animals for euthanasia. If you do not understand why a particular animal is to be euthanized, feel free to ask the kennel supervisor to explain.



MOBILE COUNTY COMMISSION ANIMAL SHELTER

WISH LIST

If asked, the following items can be used to help the animals of the Mobile County Animal Shelter:

- Bath and hand towels
- Blankets
- First Aid Kits and Equipment
- Toys for Adult Dogs and Larger Puppies
- Dog and Cat Treats
- Stuffed Toys for Puppies
- Cat Toys
- Dog and Cat Collars (all sizes)
- Leashes
- Pet Shampoo
- Pet Grooming Supplies (brushes, combs, etc.)
- Dog Food (hard or soft)
- Cat Food (hard or soft)
- Cat Litter