



HANOVER COUNTY ANIMAL CONTROL VOLUNTEER MANUAL

**Guidelines and Information for Volunteers Supporting
Animal Control Operations and Special Community Projects**

Hanover County Animal Control

P.O. Box 470

Hanover, VA 23069

Phone: (804) 365-6485

Fax: (804) 365-6488

Email: animalcontrol@hanovercounty.gov

Website: <http://www.hanovercounty.gov/animal-control>

FACILITY HOURS:

Public and Volunteer

10:00 am to 4:30 pm (Monday through Friday)

10:00 am to 3:30 pm (Saturday)

Hanover: People, Tradition and Spirit

Volunteers should keep this with their records for reference

MISSION STATEMENT:

“To serve and protect the public and promote a safer community through responsible animal ownership and humane care.”

VISION STATEMENT:

“The vision of Hanover County Animal Control is to be an efficient proactive organization that handles all public safety and health-related animal complaints; enforces the comprehensive animal laws of the Commonwealth of Virginia and Hanover County; and promotes a safer and more responsible community through education, involvement and fair enforcement.”

VALUES:

Honor
Duty
Integrity
Pride
Knowledge
Commitment
Resolve
Ability
Accountability
Courage
Compassion

Welcome to the Hanover County Animal Control Volunteer Program:

Hanover County Animal Control recognizes the importance of volunteers dedicated to the care and placement of homeless animals within the community. Thank you for your important interest in serving as a volunteer.

By participating as a volunteer with Hanover County Animal Control, you can support more humane treatment of homeless and unwanted animals that need special care, and support the community, by:

- 🐾 Assisting animal care staff at the Pound facility;
- 🐾 Aiding in educating the general public about pet over-population and the need to be responsible pet owners;
- 🐾 Reporting animal abuse to Animal Control;
- 🐾 Donating needed supplies to the Pound facility;
- 🐾 Assisting with special events, such as rabies clinics and educational fairs;
- 🐾 Assisting animal care staff at the Pound facility to provide general care, bathing, grooming, exercising and overall nurturing of the animals.

VOLUNTEER OPPORTUNITIES

Hanover County Animal Control is committed to utilizing volunteer resources effectively, including providing appropriate training and supervision, while promoting the Department's goals and objectives.

The following volunteer opportunities are generally available:

Administrative Office Support – to provide clerical support, which may include filing, helping with other office needs, and answering the telephone.

Canine Exerciser – to help caged pets obtain additional exercise, fresh air and human contact.

Dog Park Volunteer – to assist in maintaining the grounds of the Dog Park with healthy, attractive and comfortable surroundings for both the dogs and their owners and friends.

Animal Helper – to visit with the animals house at the Pound facility to help socialize, care, comfort, pet, brush or simply provide some “lap time”.

Special Event Aide – to perform various duties at events sponsored by Animal Control, such as rabies clinics and pet adoption stands.

VOLUNTEER GUIDELINES

Volunteer Management

1. To be considered for a volunteer position through Hanover County Animal Control, individuals must:
 - 🐾 **Be at least 16 years of age** or accompanied by a parent or guardian
 - 🐾 Complete and submit a Hanover County Animal Control Volunteer Application
 - 🐾 Participate in an interview conducted by an Animal Control representative
 - 🐾 Have no prior animal cruelty, neglect, or abandonment conviction
 - 🐾 Complete and sign a Volunteer Agreement
2. The Chief of Animal Control will approve or deny the volunteer application.
3. Animal Control staff will provide an orientation for volunteers.
4. Animal Control staff will provide supervision for volunteers at the Pound facility.

Volunteer Conduct Expectations

1. Volunteers are responsible for maintaining the confidentiality of information to which they are exposed while serving as a volunteer. Volunteers are expected not to discuss with anyone outside of Animal Control any information concerning court cases in which Animal Control is involved.
2. Volunteers are responsible for completing a personal record of attendance and must sign in at the beginning of their shift and sign out at the end.
3. Once volunteers have provided the day(s) of the week and hours that they are available to volunteer and receive a shift assignment from Animal Control, each volunteer is responsible to report for his/her assigned shift. If a volunteer is unable to report for his/her assigned shift, he/she must notify Hanover County Animal Control as soon as possible.
4. Volunteers are not permitted to handle any animal unless an Animal Control staff member has authorized the volunteer to do so.
5. Volunteers are prohibited from certain non-public areas of the Pound facility unless accompanied by an Animal Control staff member.
6. Volunteers are permitted in the Pound Facility or on the grounds only when the Pound facility is open to the public or during special functions.
7. Volunteers are expected not to be impaired by alcohol or drugs, whether legal or illegal, when performing their volunteer duties for Animal Control.
8. Volunteers who are not meeting the needs of Animal Control will not be allowed to continue their volunteer service. Possible grounds for discontinuing a volunteer's service include: abuse, mistreatment or neglect of animals; being under the influence of alcohol or drugs while performing volunteer duties; gross misconduct; insubordination; misuse of Animal Control property, materials or equipment; failure to perform assigned volunteer duties; and failure to follow the Volunteer Conduct Expectations above.

Hanover County Animal Control

VOLUNTEER APPLICATION

P.O. Box 470 Hanover, Virginia 23069

10:00am – 4:30pm (Mon-Fri)

10:00am – 3:30pm (Sat)

Hanover County Animal Control (HCAC) is dedicated to eliminating the overpopulation of cats and dogs in Hanover County through education and stray/unwanted animal adoptions. HCAC recognizes the importance of volunteers to provide care and find placements for homeless animals in the community. HCAC welcomes new volunteers and thanks you for your interest in helping us achieve this goal.

Please take the time to complete this form and return it to the above address. An Animal Control representative will contact you regarding your time availability and the volunteer opportunities you have expressed interest in.

Contact Information:

Last Name: _____ First Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Home: (____) _____ Work: (____) _____ Cell: (____) _____

Email: _____

Contact in Case of Emergency:

Name: _____ Relationship: _____ Phone: _____

Skills and Interest:

Education and/or special training: _____

Hobbies/Skills/Interests: _____

Volunteer Experience: _____

Describe your knowledge of and experience with animal care: _____

If your interest in volunteering is to earn community service hours or to participate in an unpaid internship, please provide the following information:

Community Service: Number of hours: _____ Internship: Number of hours: _____

Please note that Animal Control requires all court ordered community service volunteers to provide documentation from the courts.

Check the Volunteer Opportunities You Are Interested in:

_____ Administrative Office Support

_____ Canine Exerciser

_____ Dog Park Volunteer

_____ Animal Helper

_____ Special Event Aide

Background Information:

Have you ever been convicted of animal cruelty, neglect, or abandonment? _____

Are there specific tasks that you are unable or do not want to perform due to physical limitations or personal preference? If so, please list those tasks _____

Do you have any allergies or other medical concerns that would affect your ability to volunteer with Animal Control? If so, please explain: _____

Animals may be euthanized at the pound for various reasons. Please initial here to indicate that you understand that this practice is used at the pound. _____

Availability:

Please indicate the days you are available to volunteer.

Monday Tuesday Wednesday Thursday Friday Saturday

References:

Name: _____ Phone: _____

Name: _____ Phone: _____

Signature

Volunteer Agreement

I have read the Hanover Animal Control Volunteer Manual and I understand and agree to follow it when performing volunteer work for Hanover County Animal Control (HCAC). I am providing my services to HCAC in a volunteer capacity without any expectation of compensation or employment benefits. I further understand that HCAC may terminate my volunteer involvement for any reason.

I understand that working with animals places me at risk. I release and discharge Hanover County, its board members, employees and agents from any and all claims or causes of action that I may have for any injury or damage I may sustain arising from my volunteer work for HCAC.

I understand that I (or my parent(s) or guardian(s) if I am a minor) am expected to maintain adequate medical insurance to cover any injuries that may occur while I am performing any activities as a volunteer with HCAC.

I affirm that I have never been convicted of animal cruelty, neglect, or abandonment. I agree to update this statement as changes occur.

Name (Printed)

Signature of Volunteer

Date

I authorize my child, _____, to participate as a volunteer for HCAC and I support his/her participation as a volunteer in accordance with this Agreement.

Signature of Parent or Guardian if Minor

Date

Chief of Animal Control

Date

**HANOVER COUNTY ANIMAL CONTROL
VOLUNTEER RECORD SHEET**

In order to keep accurate records of volunteer assignments and hours, all volunteers should report their volunteer hours by the fifth working day of each month.

Name: _____

Month: _____

NO .	DATE	VOLUNTEER ASSIGNMENT	HOURS SERVED	Comments
1				
2				
3				
4				
5				
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Additional copies can be obtained at the Hanover County Pound Facility Office.