



VOLUNTEER GUIDE

Revised October 2022



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This guide has been created for your reference as a volunteer for the Austin Animal Center (AAC). Please take the time to read it carefully and refer to it whenever you have questions. If you have questions that are not covered in this manual, please ask the Volunteer Coordinators.

Introduction

ABOUT US!

Austin Animal Center (AAC), the nation’s largest open-intake municipal shelter, provides shelter and welfare services to around 17,000 animals each year and animal protection services to all of Austin and unincorporated areas of Travis County. AAC is an open-intake facility where lost and surrendered animals from Austin and the unincorporated areas of Travis County in need of shelter are accepted regardless of age, health, species or breed.



Austin Animal Center located at 7201 Levander Loop, Austin, Texas.

OUR MISSION

To provide public service and a safety net for lost and homeless animals in the community by providing necessary food, water, shelter and standard municipal veterinary care for animals in need.

To provide placement services that will assist lost, homeless or sheltered animals to their homes or find new homes when necessary. The Animal Center is committed to sustaining No-Kill, providing live outcomes for at least 90 percent of sheltered animals.

To enforce animal regulations and assist the public with animal-related concerns, including impoundment, quarantine and other rabies control services in order to protect citizens and animals in our community.

To provide animal services to the public in order to educate and prevent animal homelessness and promote humane, compassionate treatment of animals and responsible pet ownership.

HOURS OF OPERATION

Adoption Lobby
Austin Animal Center
Sunday through Saturday:
11 AM – 7 PM

Pet Resource Center
Austin Animal Center
Monday through Friday: 11 AM – 7 PM
Saturday & Sunday: currently closed

WHERE TO FIND US

Physical Locations:
Austin Animal Center
7201 Levander Loop
Austin, Texas 78702

AAC has an active online presence and uses social media to share our message and mission with the public. As a volunteer, we hope you interact with us via our social media pages and share us with your communities.

- Website: <http://www.austinanimalcenter.org>
- Facebook: <https://www.facebook.com/austinanimalservices>
- Instagram: @austinanimalcenter
- Twitter: @austinanimals

VOLUNTEER PROGRAM

OVERVIEW

Our volunteer program supports every area of AAC. Volunteer support is needed with everything from administrative duties to anesthetic recovery. Volunteers are an integral part of providing a positive and healthy environment for the animals in our care and supporting the Austin community with our live outcome mission.

CORE VALUES

Be kind and compassionate to both the animals and the community that we serve.

Respect a variety of perspectives, experiences, and backgrounds.

Act with integrity, honesty, and never discriminate against others.

Be a team player while providing the highest level of care and enrichment to the animals in our care.

WORKPLACE CULTURE AGREEMENT

At the Austin Animal Center, staff and volunteers work in concert with one another to fulfill the shelter's mission and to support our No-Kill community. Our success is, in part, dependent upon our ability to maintain a healthy, respectful work environment. The Workplace Culture Agreement outlines the expectations of behavior, for staff and volunteers, while representing AAC on campus and elsewhere in the community. All volunteers must sign and agree to the AAC Workplace Culture Agreement and AAC Volunteer Agreement.



Volunteers play an integral role in enriching the lives of the pets we care for. Volunteer Margot Buyens enjoys walking some of our more active dogs around our campus.

VOLUNTEER EXPECTATIONS

Volunteers have an opportunity to fulfill a variety of roles, and to work in many areas of the Austin Animal Center. Volunteers are expected to perform their job duties in accordance with the center's policies and protocols, so it is important to read all relevant documents prior to your first assigned shift. Your Volunteer Coordinator and mentor will provide you with relevant documents.

A VOLUNTEER'S ROLE

Whether you are introducing our animals to their future forever family, providing support care to our sick and injured animals, or engaging people at one of our many community events, a volunteer at the Austin Animal Center plays a critical role in life saving. Some of the core skills and abilities we seek in a volunteer are as follows:

- Skill in providing excellent customer service
- Ability to follow oral and written instructions carefully and communicate effectively
- Ability to articulate the Austin Animal Center's mission and role in the community
- Willingness to learn and improve upon skills and receive constructive feedback.
- Flexibility, patience and understanding with fellow volunteers, staff and visitors.
- Team players who respect support and mentor other team members.

APPEARANCE

During the time you represent the shelter, you must wear a volunteer t-shirt and your name tag. You are expected to maintain a neat and professional appearance. All volunteers at the shelter should wear appropriate length shorts or pants and non-slip shoes with covered toes. Open-toed shoes, such as flip-flops, are not appropriate for handling dogs. Large or dangling earrings or necklaces also present a safety hazard and should not be worn.

Personal protective equipment, such as latex gloves, should be worn when appropriate.

GETTING STARTED

Once you have attended the Volunteer Orientation and submitted an application and Criminal Background Investigation (CBI) form, you will begin the on-boarding process. Per City of Austin rules, you are not allowed to volunteer more than twice per month until your CBI has been returned successful. During this time, there is still plenty to do!

A Volunteer Coordinator will discuss the many opportunities Austin Animal Center has to offer and the types of volunteer jobs you might do. Your Coordinator will help match your skills and interests to a role that will help maximize your contributions.

Once you have identified the team you will be working with, you will be assigned to a staff or volunteer mentor. This individual will serve as your trainer, guide, and support as you begin your service at the Austin Animal Center. You will be required to attend at least one shadow session with this mentor before your first official volunteer shift. If you are interested in more advanced job roles, you may be required to attend additional sessions, trainings, or an interview process. The *Pathways* section will address this in more detail.



Each year around April and October, we experience an increase in kitten intake. We opened the Kitten Nursery in 2017 to provide these little guys the specialized care they need.

For those of you who are eager to become more involved, please consider fostering a pet, participating in public dog walking, or selecting an animal to champion on social media.

MENTOR SESSION

As soon as your CBI is completed, a Volunteer Coordinators will send you an email with instructions on scheduling your first shift with a mentor. (ALWAYS GET CONFIRMATION- PLEASE DO NOT ARRIVE WITHOUT AN APPOINTMENT.)

You will receive your name badge and t-shirt at this shift. You are required to shadow a mentor for your first two hours of volunteer service. Your mentor will be a point of contact for you while you get acquainted with the Center and your job area.

(Do not take responsibility for duties you have not been authorized or trained to do. If you are asked to do something about which you feel uncomfortable, you may decline.)

PATHWAYS

We want your experience at the Austin Animal Center to be meaningful and rewarding. The Center is a complex organization comprised of multiple teams that all work together to provide the highest level of care for our animals and exceptional service to our community. Whether you are interested in supporting general animal care, providing therapies to animals on the mend, or helping us spread our message in the community, we have a role for you!

As you identify areas of the Center where you would like to volunteer, you will be provided with an outline of all the trainings required to be successful.

All volunteers begin by learning the foundations of our dog, cat, and/or rabbit programs to acquire a good understanding of the procedures, tasks, and operational needs surrounding the care and pathways of the animals. Each of these program

staff will provide you with a safety and handling training for working with animals in their respective areas. In these trainings, you will learn about animal body language and proper ways to use the tools and the facilities you will be working in.

Each program also will require you to mentor with an experienced Mentor Volunteer prior to volunteering on your own. Details about mentoring is described in the *Mentor Session* section.

If you wish to advance your role as a volunteer, you may complete further handling training to gain access to more animals and the responsibilities associated with working with them.

Each assignment in Volgistics includes a job description exploring the appropriate trainings to take. Many specialized volunteer roles, such as working in veterinary services, photographing the animals, or assisting behavior staff inside the playgroup play yard, will require interviews and further hands-on training with staff or volunteer leads in those areas.



The Austin Animal Center helps connect pets to people through off-site adoption and engagement events. Come join our Outreach and Engagement Team today!

SERVICE HOURS

Reporting your volunteer time is an important part of your participation. Tracking your hours each time you volunteer will allow the Volunteer Program to accurately report the great work our volunteers do to AAC leadership, City Council members, and the Animal Advisory Commission, as well as our staff, community, and your fellow volunteers. All hours you donate to Austin Animal Center will be reported in Volgistics through your VicNet portal. The Volunteer Coordinators have provided you instructions on how to report your hours. It is important to read through the Volgistics Guide so that you understand how to access and use your volunteer account.

We ask that you commit to six (6) hours a month for at least a 6 month period to remain a volunteer in good standing.

COMMITMENT REQUIREMENTS

The monthly minimum requirement for volunteering is six (6) hours. You will show us that you are still active in our program by recording your service hours in Volgistics. If you have an extenuating situation and cannot fulfill the six (6) hour minimum requirement, email the Volunteer Coordinators immediately with a brief detail of your situation.

If at any time you decide to leave the program, please email the Volunteer Coordinators stating that you wish to resign. Your volunteer account will be archived and you will no longer receive emails from the program.

Please note that if you are inactive for a period of two consecutive months and have not made previous arrangements with the Volunteer Coordinators, you will automatically be dropped from the program.

At the time of separation, you will be offered a chance to provide feedback and will be asked to return any access badges or items checked out to you for your volunteer role.

SCHEDULING

Volunteers must schedule shifts in Volgistics before arriving at the shelter or at offsite events. Each work area has different coverage needs. To ensure the best around-the-clock care for the animals, it is important to schedule yourself where Volgistics indicates there are openings.

To register for upcoming events or schedule yourself for available shifts, access the VicNet portal and schedule yourself into an available slot. More details on how to use VicNet and VicTouch will be sent to you and is outlined in the *Appendix Section*.

Offsite, Outreach, and other special events may have specific tasks and shifts needing coverage as well. Volunteers are notified on the home tab of your VicNet portal each time a new event is open for registration.

Following each shift, you will report the hours you contributed to the shelter as explained in the *Service Hours* section. It is mandatory to report all your hours each month as part of your volunteer commitment.

SHELTER ACCESS

Volunteers can be on AAC campus as early as 7 am and stay as late as 8:30 pm by using the volunteer gate nearest the 000's kennel run, along the green fence near the 100 and 200 dog runs or the volunteer gate on the east side of the campus near the 500s run. Please contact a Volunteer Coordinator or your mentor to get the gate code.

SHELTER ACCESS – AFTER HOURS

Volunteers are allowed to enter the facility outside business hours to perform their volunteer jobs. The Austin Animal Center closes to the public at 7 pm daily but volunteers have access to the center until 8:30 pm as long as another volunteer is present.



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Once on the property, enter the facility through the courtyard lobby doors to access restrooms, lobby dog kennels, and small dog hallway kennels. The courtyard lobby doors are unlocked 7 am-9 pm. If you exit through the lobby doors outside of business hours, always ensure that the door shuts and locks properly behind you.

The automobile gate to the campus closes at 7 pm. To exit the campus, pull your car up to the gate and the sensor will open it. Contact a Volunteer Coordinator if you need the code to enter the facility before or after hours.

SAFETY

Most staff leave by 7:30 pm each evening, and there is no Vet Services staff present past closing. When accessing the center outside of our normal business hours, it is important to closely adhere to the following practices:

- Register for all of your shifts on the Volgistics calendar prior to coming to the shelter.
- Never let another person (volunteer or not) into the facility during, before, or after hours including all facility doors or restricted entrances/exits. Find a staff member for assistance.
- Never share the code to the gate lock with anyone. Ask them to contact a staff member for assistance.
- Carry your cell phone at all times.
- Due to limited night staff, volunteers cannot be here alone after hours! Check the calendar to make sure another volunteer will be on the grounds and keep track of each other. Use the buddy system.
- Always wear your volunteer t-shirt and name badge so that staff knows you are allowed to be on campus.

RESTRICTED ACCESS AREAS

Access to restricted areas inside the shelter can only be acquired by volunteers performing jobs in those areas. Volunteers performing jobs requiring key card access, such as Vet Services jobs, will be provided access to a badge for check-in and check-out during your volunteer shift.

GENERAL RULES

Along with the content in the Workplace Culture Agreement and Volunteer Agreement, there are other general rules we ask our volunteers to know and follow. These rules are in place to ensure the safety of our volunteers, staff, animals, and customers.

VOLUNTEER OFFICE AND PERSONAL ITEMS

The volunteer office is where volunteers keep their belongings, use volunteer computers, and rest during a shift. This is also where you can find certain resources such as treats, toys, and volunteer paperwork. A microwave and mini-fridge is available for volunteer use in the office. Thank you in advance for cleaning them after you use them.

We recommend you bring as few personal items as possible with you to a volunteer shift. If you have things to store, you may use the drawers in the volunteer office. However, the shelter and the City of Austin are not responsible for the loss, theft, or damage of volunteers' personal items.

CELL PHONES

Cell phone use should be limited so as not to interfere with service to our visitors or distract from supervising animals. Do not use your cell phone while walking dogs or handling animals. If you are volunteering after hours or at an off-site event, please have a cell phone for safety.

PARKING

Volunteers should use the east strip parking lot, large north parking lot or front customer parking lot, leaving as many front spaces as possible for visitors.

COMPUTER ACCESS

The shelter uses a database to house all behavior and medical information regarding a pet in our care. It also houses information on fosters, adopters, and volunteers with our organization. Some volunteers will require shelter database access in order to perform their jobs. Shelter database training is available to all volunteers who have been active at least three months. This training prepares volunteers to assist visitors in finding a pet who is a good fit for their home, providing medical treatment to ill cats, and a host of other roles that benefit the shelter pets.

The training schedule for the shelter database is posted in Volgistics. Once training is completed, a computer access account is provided through the Volunteer Coordinators for use at the shelter. Currently, the shelter database cannot be accessed from home.

CONFIDENTIAL INFORMATION

In performing your volunteer duties, you may have access to a wide variety of previous owner, adopter, volunteer, staff and/or animal information. Treat all personal information as strictly confidential. This includes information related to court cases.

Do not contact members of the public on your own without prior authorization from a staff member. If you have any questions about what is considered confidential, ask a Volunteer Coordinator.

Having access to the animal related information is often helpful to volunteers in carrying out various duties, such as helping customers choose an animal or handling an animal appropriately. Volunteers may gain a password to access the database by taking a class, which you can register for in Volgistics. The system also has some standard reports that volunteers may find helpful, such as a list of rescue groups we work with or all the long-stay dogs in our care.



Volunteers like Sarah Throop help photograph and market the animals and find new creative ways to connect them to their new families.

FAMILY, FRIENDS & PETS

While volunteering, you may not bring members of your family or friends with you outside of public hours (11 am-7 pm daily) unless they are also shelter volunteers (including children). You cannot bring your own pets while volunteering.

DRUG AND ALCOHOL USE

The shelter does not tolerate any volunteers reporting to duty, either on shelter premises or at any offsite or other event where (s) he is representing the shelter, while under the influence of illegal drugs or alcohol. The legal use of prescribed drugs is permitted as long as it does not impair a volunteer's ability to safely perform duties and does not endanger the animals or individuals.

REPORTING INCIDENTS

All volunteers are required to follow established safety procedures when working with shelter animals. By remaining vigilant and careful, we can avoid most accidents. However, no matter how careful or well-trained you are, accidents can still happen. All injuries, bite incidents, and potential rabies exposures, regardless of severity, must be reported to a staff person immediately. An incident report will be completed by a staff member following any first aid you may need.

For the safety of the animal, visiting public, volunteers and staff, all bites that break the skin must be reported. Texas State law requires us to quarantine an animal for 10 days if saliva enters a break in the skin.

First aid kits are located in the break room hallway and on the lobby wall nearest the women's restroom.

For the safety of others and our shelter animals, failure to report a bite that breaks the skin could result in removal from the volunteer program.

EMERGENCIES

As with any organization, it is impossible to predict every type of situation that might occur. If you or an animal has an emergency after hours, use a radio to contact an Animal Care night staff member. Volunteer radios are located in the 100s and 300s dog runs. It is important to exercise common sense and good judgement in these instances. The volunteer radio protocol is available for review in the VicNet portal.

In the event you cannot locate a staff member, call 3-1-1, and they will reach out to an Animal Protection Officer. The 3-1-1 call ambassador will ask you to provide a working number where you can be easily reached because the Animal Protection Officer will call you to gather more information about your emergency.

Do NOT use the Fire Exit gate nearest the breakroom door during business hours, except in the event of a fire or other emergency.

ILLNESSES & DISEASE CONTROL

During your mentor session, you will learn about the common diseases treated at our center and the signs of illness. If a shelter animal shows signs or symptoms of illness, immediately fill out a pink medical form and place it on the door to Vet Services, located near the customer restrooms. Medical forms are located in each run, small dog rooms, and cat rooms. Additional forms are located in the volunteer office.

To help prevent the spread of disease, we ask that you sanitize your hands after handling each animal and adhere to Austin Animal Center's disease control procedures at all times.

VOLUNTEERING & YOUR PETS

Because some diseases can be spread from animal to animal by humans (on clothing, shoes or hands), it is important to adhere to strict standards of cleanliness. The City of Austin/AAC is not responsible for costs incurred in the event that a volunteer's pet(s) becomes ill and/or requires veterinary treatment. If you have a puppy or immune-suppressed pet at home, discuss your volunteer activity with your veterinarian before your first shift.

You can help protect your pet at home by:

- Sanitizing your hands between each kennel interaction and at the end of your shift.
- Keeping your pets at home current on vaccines.
- Keeping a pair of shoes just for use while volunteering at the shelter.

- Changing clothes before interacting with your own pets.

COMMON DISEASES

Panleukopenia (cats) and Parvo (dogs) are viruses transmitted via fecal matter or vomit. They are very hardy viruses, able to live in an environment for up to a year. They can be life threatening to animals.

Upper respiratory infection, kennel cough and canine distemper can be common in a shelter setting. Airborne diseases are similar to the human cold, but may become serious in puppies, kittens or animals with a compromised immune system.

COMMUNICATION

Most communication for the Volunteer Program will occur by email via Volgistics. For this reason it is important to check your inbox in the VicNet portal and your email frequently.

Please ensure that your contact information stays up to date in Volgistics and with the Volunteer Coordinators.

Other forms of communication are described in the following sections including how to use the Daily Communication Form, medical and behavior submission forms, and how to report concerns. If you have questions about communication channels, please see the flow chart available in the *Appendix Section*.

BEHAVIOR & ADVOCACY

Reporting how an animal behaves or highlighting certain personality traits can be extremely helpful in marketing animals for adoption. We want to share everything we know about an animal with adopters so that they can make the best decision about adopting a new family member. To have your behavior observations added to the shelter record of a dog or cat submit your findings at the links provided on your Volgistics Home Page.

Blank forms which include Observation Behavior Summary (OBS) instructions, the submission links, and room to take notes are located in the kennel areas and in the volunteer office.

Report cards hang on the front of each animal's kennel near their kennel card. These provide quick snapshots of what the animal is like, which volunteers and staff know them best, their energy levels, and their favorite toys or games. Report cards are another way to quickly share information with adopters, and all volunteers are encouraged to fill in any report card blank they can!

If you want to know where the animals that leave our care go, you can receive Outcome Reports via our internal Facebook Page or the portal on the City of Austin website. This report summarizes all the animals that left by adoption, foster, or rescue in a day.

You can also opt to receive the email notifications for our most at-risk pets. You will email the Volunteer Coordinators if you wish to advocate for any pets that are at risk of potential euthanasia or seeking special placement due to behavior.

If you wish to advocate for an animal, the expectation is that you will take action on your own time to find alternative placement options. Because each of these animals are individuals, their needs and placement options may vary.

Their history, level of manageability, and medical needs are examples of the types of special needs to take into consideration when seeking placement. When a special adoption is not appropriate, outside placement is necessary to achieve a live outcome. Please note, our rescue groups are vetted through a thorough application and interview process prior to becoming an approved partner.

You also have the option to join our private internal Facebook groups. There are two groups meant to help us market, highlight and share valuable information about the shelter pets with fellow staff, volunteers and fosters. This forum is where you post candid, cute photos and videos to help market shelter pets and get them adopted. It is not a forum for the discussion of concerns or complaints regarding shelter operations or fellow staff or volunteers. Any concerns should instead be brought directly to the coordinators. Inappropriate content may be removed at any time by moderators.

You may ask to join our general dog group here: <https://www.facebook.com/groups/AACvolunteer/sandstaff>

You may ask to join our cat and small animal group here: <https://www.facebook.com/groups/aaccatandsma/lanimalvolunteers>

REPORTING GENERAL CONCERNS & RESOLVING CONFLICT

We want you to have an enjoyable and rewarding volunteer experience. From time to time, you may want more clarification on communications. The best way to handle any misunderstanding is to communicate honestly and respectfully directly with the person(s) involved in a timely manner. If you are having an issue with another volunteer or staff member or with program responsibilities, see a Volunteer Coordinator or email AnimalServicesVolunteers@austintexas.gov.

Please allow five days for response for all questions submitted via email.

All volunteers are expected to communicate any concerns or problems in the appropriate manner. If you are not satisfied your concerns were addressed by the Volunteer Coordinators, you may ask to speak with or email the Engagement Manager.

PERFORMANCE MANAGEMENT

The Austin Animal Center, as a part of the City of Austin, is committed to maintaining a professional and respectful workplace. The Austin Animal Center and City of Austin's policies exist to set baseline expectations. They also serve as a guide and support in delivering the best service to citizens, staff, and fellow volunteers.

As per City of Austin Administrative Bulletin 15-01, Volunteer Programs, under Program Guidelines:

"Specific program requirements for volunteers are determined and defined by the department within which the volunteer is working. Although volunteers are not covered under Municipal Civil Service rules, all personnel policies, procedures, rules, ordinances, and codes governing City of Austin employees apply to volunteers. Any violations may result in immediate removal from the volunteer assignment."

Although your volunteer assignment may be concluded if you fail to abide by the guidelines outlined in this volunteer handbook, the Workplace Culture Agreement or the Volunteer Agreement, we are committed to addressing performance gaps or behavior concerns through communication and additional support. A volunteer will not be terminated without reason. Please see the Conflict Matrix and Volunteer Grievance/Concerns documents in the *Appendix* section for additional information and reference.

CENTER PROGRAMS

Austin Animal Services is a very dynamic organization with many programs supporting our No-Kill mission. Each area has a specific and important role to play in the success of AAC. Volunteers are able to support each area.

CUSTOMER SERVICE TEAM

Adoption

Austin Animal Center adopts out dogs, cats, and rabbits on a first-come, first-serve basis. Customer Service staff works with adopters to select a new pet, discuss notes we have in our database, and offer solutions for adoption concerns.

The adoption lobby is open 11 am-7 pm daily. Volunteers are needed during open adoption hours to help customers interact with the animals, answer questions, and connect them to adoption staff. Volunteer Greeters welcome customers as they enter the lobby, share the shelter map, and explain the animal interaction and adoption processes. Having a smiling face when customers first arrive is an essential part of a positive customer experience, resulting in moving animals into forever homes.

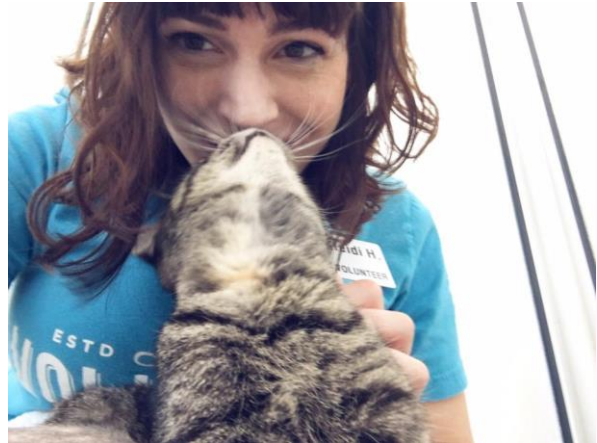
Foster

Foster care takes vulnerable and at-risk pets out of AAC and places them into temporary homes. These pets may range from an underage puppy or kitten, to an injured, sick or elderly companion. Some animals may just need a break from the shelter environment or need to work on a specific skill in a home. If you are interested in becoming a foster care provider please contact the Foster Program at animal.foster@austintexas.gov.

Rescue

In addition to the Volunteer, Adoption, and Foster Programs, AAC has developed a strong Rescue Partner Program comprised of more than 170

rescue partners. These organizations network with the shelter on a regular basis and work diligently to help our pets find the perfect new homes they deserve. Approximately 30% of animals in the shelter are transferred to rescue partners. The participation of our partners is vital to AAC's live outcome goals.



Providing daily enrichment and socialization to the shelter pets is one way to decrease stress & help them adapt while they await adoption.

Please do not contact rescue groups on behalf of the shelter unless you have been given authorization to do so. We have staff managing our rescue partnership network, so unsolicited volunteer involvement may lead to confusion.

ANIMAL CARE & ENRICHMENT TEAM

Animal Care

Animal Care provides the animals with safe and healthy environments to live in. Animal Care staff sanitizes kennels, provides fresh food and water daily, and supports the animals by providing enrichment both in and out of the kennels.

Enrichment

In-kennel enrichment is important for an animal's wellbeing while staying at AAC. Volunteers support the enrichment team by helping make, clean, and pass out enrichment items to the

animals each day, according to our weekly enrichment schedule.

In addition to exercise and social interactions, playgroups provide opportunities for enrichment, assessment, training, and behavior modification. Playgroups are run every morning and rely on volunteer support to keep things moving smoothly. Volunteers can do everything from taking down notes of observed behaviors in the yard, to running dogs between the play yard and their kennels, and helping in the play yard after the appropriate training.

VET SERVICES TEAM

From routine preventive care to emergency surgery, our veterinary team handles all the medical needs for our animals. Vet Services provides spay and neuter surgeries daily to all animals who are leaving the shelter, and also provides treatments to all animals who may be in need of medical attention while in our care.

There are many volunteer roles that support the Vet Services team. Volunteers are needed in anesthetic recovery, following spay or neuter surgery, treating upper respiratory infection (URI) kitties, dipping ringworm positive kitties, or providing physical therapy to animals healing from injury.



Vet Techs provide vaccinations upon arrival to the shelter as well as regular treatment and medical care for all the animals that arrive.

PET RESOURCE CENTER

The Pet Resource Center (PRC) works with pet owners to identify barriers to pet retention and connect them to resources and services they need to help them keep their family together. The PRC provides free microchipping seven days a week, pet supplies, and access to low-cost veterinary services.

The PRC also works with stray pet finders to help lost pets find their way home again. Animals that stay in their neighborhood are more likely to make it back home. The PRC provides pet supply kits to finders who are motivated to reunite the pet they have found with its owner.

NEIGHBORHOOD LEVEL PROGRAM

The Austin Animal Center's Neighborhood Level Program works in areas that have a higher-than-average per capita intake and low return-to-owner rate. Pet Resource Lead Specialists provide leadership and conduct community outreach activities. They oversee the Pet Resource Specialists who work to build trust in the community while assessing individual household needs. Their goal is to promote, protect, and preserve the human-animal bond. They minimize the need for animal sheltering services by effectively addressing an individual's barriers to pet retention and connecting them with the resources that will enable them to keep their pet in the home.

FIELD SERVICES TEAM

The Field Services unit includes Animal Protection, Outreach, Wildlife Education, and Neighborhood Level Programming. This team focuses on keeping both our human and animal community safe. This team also engages the community to help reduce animal intake and create stronger bonds between pets and their families.

ANIMAL PROTECTION

Animal Protection serves the community by defending threatened animals from abuse or neglect, working closely with law enforcement to contain or help aggressive animals, assisting other agencies with wildlife such as coyotes, deer, bats

and rodents, and ensuring that animal related City ordinances are followed.

The Animal Protection team in Austin hopes to lead the nation with creative efforts to keep animals home and safe, rather than at our shelter. They utilize microchips as a way to identify pet owners and return animals without taking them to the shelter. They also provide fencing assistance to people who are having trouble keeping their pets at home and as a way to prevent tethering. Animal Protection is always happy to hear from our volunteers about ways they can improve their program within our community.

events. Administrative volunteer support is always appreciated. For jobs such as filing, copying, and data entry.

OUTREACH AND EDUCATION

The goals of these programs are to reduce shelter intake, provide humane education and prevention based intervention, and build partnerships through community events, classes and presentations. All volunteers are invited to help talk about the services and mission of the center at these outreach and education events.



Rabies Vaccination Clinics are just one of the events the Outreach team facilitates to serve and educate our community.

ADMINISTRATION TEAM

Beyond the staff who directly work with the animals, there is a whole team of people who work behind the scenes. Administrative staff do everything from record keeping, book keeping, analyzing data, and planning adoption promotions, offsite-events, and holiday

APPENDIX

Austin City Council

Austin is administered by an 11-member City Council (10 council members elected by geographic district, plus a mayor elected at large). The Austin Animal Center is a city department, and the Austin City Council is the entity responsible for ordinances and budget decisions that impact the center's operations, staffing, and policy. The public has opportunities to attend and speak at city council meetings, more information is on their website at <http://www.austintexas.gov/department/city-council/council-meetings>. You may also view meetings online on ATXN.

Travis County Commissioners Court

The commissioners and county judge are the chief policy-making and administrative branch of county government for Travis County. They serve to support the different county departments that provide services to the community. The court meets in a voting session each Tuesday at 9 a.m. in the commissioner's courtroom, on the first floor of the Travis County Administration Building (700 Lavaca, Austin). The public is welcome in the courtroom, or may choose to watch a live broadcast of the proceedings on TCTV-17. More information is available at <https://www.traviscountytexas.gov/commissioners-court>.

Animal Advisory Commission

The Animal Advisory Commission advises the Austin City Council and the Travis County Commissioners Court on compliance with the Texas Health and Safety Code in regards to animal shelters (chapter 823). Thirteen members are appointed by city council and the Travis County Commissioners Court for a four year term to advise city council members on animal welfare policies and on budget priorities identified by the Commission and the community, except on issues related to the administration of Animal Services (AAC). The Commission is comprised of two Travis County Commissioners, City of Austin council

member representatives, a representative of an animal welfare organization, a person whose duties include the daily operation of an animal shelter, a city official, and a licensed veterinarian. The commission holds public meetings the second Monday of every month at City Hall, 6 pm. More information and minutes are online at <https://www.austintexas.gov/aac>. Meetings can be viewed online on at <http://www.austintexas.gov/page/watch-atxn-live>.

Friends of Austin Animal Center (FoAAC)

This is a non-profit, all-volunteer organization dedicated to improving the lives of the animals at AAC and supporting the programs, customers, and staff of the center. The organization's primary mission is to bridge the gap between budgeted funds and animal needs at the AAC. They support the following volunteer-managed programs:

- **Desperate Housecats** provide foster care for and advocate for cats who have a hard time adapting to the shelter environment and/or have physical issues such as FIV, glaucoma or food allergies. Program Leads: Maggie Warpenburg (magwarp@yahoo.com) & Lynn Frank (lfrank1923@gmail.com)
- **PawAid** helps cats and dogs receive special medical needs the shelter lacks the budget or staff to treat and works in tandem with other Friends groups to bridge medical gaps. Program Lead: Carla Penny (carla@friendsofAAC.org)

Classic Canines is a 501©(3) not under the umbrella of FoAAC. This program works to find homes for senior dogs in Austin, including seniors at AAC. Program Lead: Jean Hubrath (caring@classiccanines.org)

Reach out to the Leads listed above for more information about their individual programs. You can also visit <http://www.friendsofaustinanimalcenter.com/foaac/>

VOLGISTICS & VICTOUCH

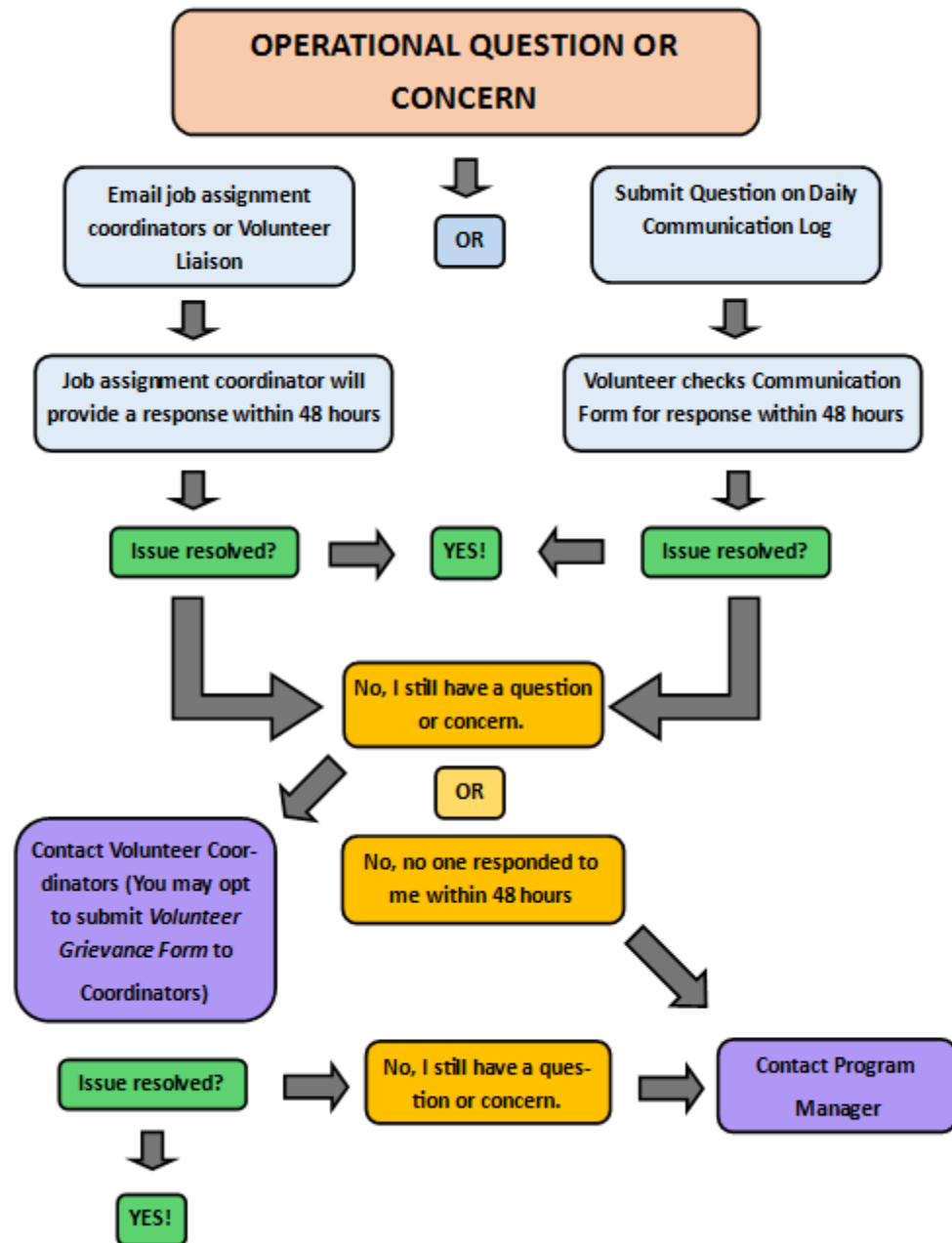
Volgistics is the volunteer management software used to track volunteers, their hours, trainings, and scheduled shifts. You enter the Volgistics system the moment you submit your application to join our team. Following your orientation session you will be provided training and materials on how to use the Volgistics system. Using Volgistics to schedule your shifts and report your service hours is a mandatory part of your volunteer service.

You can also use the VicTouch kiosk in the volunteer office to adjust your schedule, as well as log in and out of your shifts when you report for service. Your login PIN is your home phone number, excluding the area code. Please notify a Volunteer Coordinator if you have trouble with your PIN.

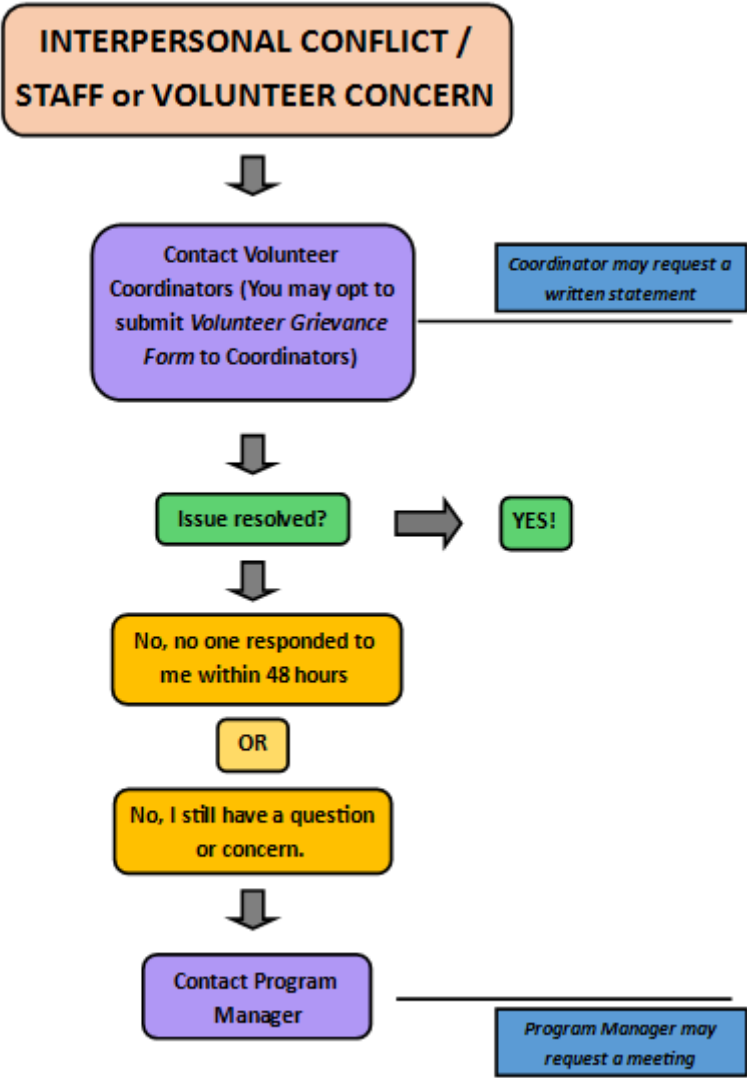
AUSTIN ANIMAL CENTER LEADERSHIP & STAFF

Don Bland, *Chief Animal Services Officer*
Jason Garza, *Deputy Animal Services Officer*
Dr. Debbie Elliott, *Shelter Veterinarian*
Rebekha Montie, *Program Manager*
Abby Varela, *Program Manager*
Belinda Hare, *Executive Assistant*
Kelsey Cler, *Communications and Media Program Manager*
Sarah Luce, *Volunteer Program Coordinator*
Emily Pittman, *Volunteer Program Coordinator*
Stephanie McCutcheon, *Marketing Coordinator*
Kathryn Sharp, *Rescue Coordinator*
Erin Herren, *Foster Coordinator*
Carrie Wells, *Foster Coordinator*
Mary Brown, *Adoption Team Supervisor*
Robert Golembeski, *Animal Services Supervisor*
Nicole Bradley, *Animal Services Supervisor*
David Ackerman, *Vet Services Supervisor*

VOLUNTEER COMMUNICATION FLOW CHART - OPERATIONAL



VOLUNTEER COMMUNICATION FLOW CHART - PERSONNEL



Conflict Matrix

Concern and/or Violation	1 st Occurrence	2 nd Occurrence	3 rd Occurrence
Lower-level Occurrence			
A violation of the Workplace Culture Agreement and/or Volunteer Agreement considered to be a lower-level occurrence	Verbal Coaching and Email Follow-up	Notice of Occurrence	Written Notice of Dismissal
Failure to report a safety violation or concern	Verbal Coaching and Email Follow-up	Notice of Occurrence	Written Notice of Dismissal
Inappropriate and/or disrespectful communication verbally and/or in writing	Verbal Coaching and Email Follow-up	Notice of Occurrence	Written Notice of Dismissal
Participating in gossip	Verbal Coaching and Email Follow-up	Notice of Occurrence	Written Notice of Dismissal
Mid-level Occurrence			
Any two violations of the Workplace Culture Agreement and/or Volunteer Agreement considered to be lower-level occurrences that have taken place within a six month period	Notice of Occurrence	Written Notice of Dismissal	
Mishandling of an animal or unauthorized handling of an animal	Notice of Occurrence	Written Notice of Dismissal	
Participating in gossip that results in the interruption of service	Notice of Occurrence	Written Notice of Dismissal	
Conducting self in an unsafe manner that presents a significant risk to the public, staff, volunteers, or animal(s)	Notice of Occurrence	Written Notice of Dismissal	
Refusal to follow directive	Notice of Occurrence	Written Notice of Dismissal	
High-level Occurrence			
Any two mid-level occurrences or any three lower-level occurrences that have taken place in within a six month period	Written Notice of Dismissal		
Sexual harassment or physical altercation with others	Written Notice of Dismissal		
Workplace safety infringement that places an animal or another individual in harm's way	Written Notice of Dismissal		
Breach of confidentiality	Written Notice of Dismissal		

*This matrix is intended to serve as a guide only; the list of concerns and/or violations is not comprehensive

Volunteer Grievance/Concern Form

Volunteers are valued members of the Austin Animal Center team. As such, it is important to provide a formal opportunity for Austin Animal Center Volunteers to express grievances, concerns, or dissatisfaction with programs, processes, or individual staff and/or volunteers in an appropriate manner. Grievances, concerns, or reported dissatisfaction will be reviewed by Volunteer Coordinators within 72 hours of receipt. The reporting volunteer will receive an email regarding next steps within five (5) business days.

Date/Time Reported: _____ Date/Time of Incident: _____

Reporting Party: _____

Contact Information:

Cell Phone: _____ Home Phone: _____

Email: _____

Location of Incident: _____

Description of Incident/Conflict: _____

What efforts, if any, have been made to mitigate the conflict? _____

What type of resolution would rectify the situation? _____

Printed Name Signature Date

