

MIDDLESEX COUNTY ANIMAL CONTROL VOLUNTEER GUIDELINES

Volunteer Management

1. To be considered for a volunteer position with Middlesex County Animal Control (MCAC), an individual must:
 - Be 18 years of age, minimum, except when accompanied by a parent or guardian;
 - Complete and submit a MCAC Volunteer Application;
 - Participate in an interview conducted by the Chief of Animal Control, or his designee.
 - Provide proper background information including, but not limited to, previous animal care experience and a driver's license;
 - Have his/her own dogs/cats, four (4) months old or older, vaccinated against rabies;
 - Have a current license for his/her own dogs from Middlesex County or the jurisdiction in which the volunteer lives;
 - Consider having a tetanus shot if one has not been administered within the last seven (7) years;
 - Have no prior animal cruelty convictions;
 - Have no conflict of interest with any activity or program of Middlesex County Animal Control, whether personal, philosophical or financial.
2. Following this screening process, the Chief of Animal Control, or his designee, will approve or deny the volunteer application. If the application is approved, the volunteer will be assigned a position based on their interest and the needs of the shelter.
3. The volunteer is responsible for understanding his/her duties and the information provided in the Guidelines. If a volunteer does not understand this information, it is his/her responsibility to seek clarification. The new volunteer must then sign the MCAC Volunteer Acknowledgement, thereby agreeing to follow the Guidelines.
4. Volunteers will be provided an orientation session and information about the general management of the Pound facility.
5. A volunteer must satisfactorily complete the training requirements of his/her assigned position.
6. The Chief of Animal Control, or his designee, will provide proper supervision of all volunteers and is responsible for all volunteers at the Pound facility.
7. Volunteer evaluation will be completed on a regular basis to provide the volunteer feedback – positive and constructive – about his/her performance. The evaluation will be conducted by the supervising Animal Control employee. In situations where corrective action needs to be taken, the volunteer will be so advised. Unacceptable conduct may result in the suspension or dismissal of the volunteer, depending on the severity of the circumstances.
8. Possible grounds for dismissal may include, but are not limited to, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients, animals, other volunteers or employees, failure to abide by the established Volunteer Guidelines and failure to satisfactorily perform assigned duties.

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Volunteer Conduct

1. Volunteers must dress appropriately for the conditions and performance of their duties. As representatives of Middlesex County Animal Control, volunteers, like Animal Control employees, are responsible for presenting a good image to community members who visit the Pound.
2. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed. This includes information that may involve an Animal Control employee, another volunteer, client or citizen, or involves the business of the Animal Control Department (e.g., pending legal cases).
3. All volunteers must sign in at the beginning of their shift and sign out at the end.
4. Volunteers will be assigned specific duties:
 - **Office Duties** - Volunteers assigned to office duties will be given specific days and hours to work and will be responsible for his/her assigned shift. If the volunteer cannot serve at the designated time, he/she must notify Middlesex County Animal Control as soon as possible. Failure to provide notification of an absence or tardiness may result in dismissal from the volunteer program.
 - **Dog Walking** - Volunteers assigned to dog walking duties work on a varied schedule to be coordinated with other walkers under the supervision of the Chief of Animal Control, or his designee.
5. Comprehensive animal handling and care is limited to volunteers who have received and completed the training to do so. Volunteers are not permitted to handle any animal unless previously approved by an Animal Control employee. They may handle or care for warm-blooded species that have been impounded with a collar for at least ten (10) days or impounded without a collar for at least five (5) days, not counting the day of impoundment.
6. Volunteers are prohibited from certain non-public areas, such as the office of the Chief of Animal Control, unless accompanied by an Animal Control Officer.
7. Volunteers will not handle any animal outside the confines of the Pound facility without first requesting permission from an Animal Control employee.
8. Volunteers are only permitted in the Pound facility or on its grounds when open to the public or during special functions.
9. Because of space constraints, only three (3) dog-walking volunteers will be scheduled to work in the Pound facility during normal operating hours at any one time. An additional volunteer may also be present for training purposes or office work. Requests to have volunteers exceed this limit must be approved by the attending Pound Facility Supervisor prior to the assignment of extra volunteers.
10. In order to allow visitors priority in parking, volunteers will park at the southern end of the Pound facility parking area on the grass.
11. Volunteers must comply with all requirements set forth by Middlesex County Animal Control.

MIDDLESEX COUNTY ANIMAL CONTROL VOLUNTEER OPPORTUNITIES

Middlesex County Animal Control is committed to effectively utilizing volunteer resources with appropriate training and supervision while promoting the Department's goals and objectives toward a better community. The following volunteer opportunities are available:

Canine Exerciser and Counselor – Give the animals additional exercise, fresh air and human contact. Increase the number and quality of adoptions by introducing potential adopters to the animals. Volunteers explain adoption procedures, get animals to a viewing area and answer questions.

Administrative Office Support – Help with office needs, assist visitors at the Pound facility by providing information about the animals, contact resources to update information, answer the telephone and assist with media releases.

Education/Outreach Volunteer – Assist at various sites throughout the county and at the Pound facility to educate citizens about animal care and welfare, pet over-population and rabies prevention, and research rescue groups along with other specific animal-related topics.

Foster Parents – Provide temporary placement for animals that will either benefit from being in a home environment, are not yet ready to be adopted or require fostering prior to transport.

Groomer – Bathe and brush the animals making them more comfortable and more attractive to adopters.

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

Pet Photography/Video – Take pictures or videos of animals for website and other purposes to assist in placement and identification.

Share-A-Pet Volunteer – Take impounded animals to nursing homes and long-term care facilities to comfort the residents. Volunteers share pet stories while the residents interact with the pet.

Welcome to the Middlesex County Animal Control Volunteer Program



Middlesex 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 Middlesex County Animal Control and its many programs, you not only support more humane treatment of homeless and unwanted animals that need unusual care, but also help to support the well-being of the community in which we live by:

- Assisting animal care staff at the facility with the hundreds of animals in need of special daily care.
- Helping to educate the general public about the Spay/Neuter clinic, pet over-population and the need to be responsible owners.
- Reporting any problems of animal abuse to Animal Control with thorough knowledge of local and state welfare laws.
- Donating needed supplies to the Animal Control facility, when possible, and encouraging others to do so through local charity drives.
- Assisting with special events such as the Rabies Clinics, Open Houses and educational fairs, always acting as a good ambassador.
- Showing the younger generation the importance of the link between proper care of living things and how it affects the world around them.
- Giving extra care to the animals housed at the Animal Control facility including bathing, medical assistance, grooming, exercising and overall nurturing;
- Spending quality time as a trained foster caregiver.