



**animal
services**

Volunteer Manual

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Welcome

Sonoma County Animal Services (SCAS) is delighted to welcome you to our Volunteer Program and honored by your willingness to donate your time and expertise to our organization. We depend on our volunteers to actively support our staff's efforts to provide quality care for the animals at SCAS.

SCAS protects our community through engaging the public and upholding animal-related laws. We also ensure that animals at our agency are provided with compassionate individualized care while they wait to be reunited with their families, placed into new homes or rescue groups, or humanely euthanized.

With your help, our plan is to use available resources to decrease the number of incoming animals, increase availability to affordable spay/neuter surgeries, educate the community about our animals and services, increase adoptions, expand the availability of foster care homes, and develop or strengthen our relationships with other agencies. We live in a community of animal lovers and animal welfare agencies who share our vision.

Your volunteer time, regardless of your interest or assignment, will directly affect our rate of success. We hope that the personal satisfaction and enrichment you gain from your work as a part of our team will encourage you to volunteer for years to come. Your commitment to our mission is an inspiration and on behalf of the homeless animals in our shelter, we thank you and welcome you to our team.

Overview

Vision

Sonoma County Animal Services aims to create a balance between the population of domestic animals and responsible homes to care for them within the County of Sonoma.

Mission

- Protect the health and safety of people and animals.
- Investigate and prosecute animal cruelty, abuse and neglect.
- Educate the public about responsible domestic animal ownership.
- Reduce pet overpopulation through spay/neuter programs.
- Provide a safe environment for animals in need.
- Place adoptable animals into caring homes.

Facility

Located at 1247 Century Court in Santa Rosa, we operate under the Public Health Division within the Department of Health Services. As a public agency, we are funded by city and county taxes, and regulated by city, county and state laws and ordinances. We receive some fees for the services we provide.

The Animal Shelter is 23,480 square feet and includes 118 dog kennels, 6 cat rooms, 1 cat/small animal room, a cattery, and 6 play yards. We take in all domestic animals (including cats, dogs, small animals, birds, reptiles, livestock, and exotic pets) from the areas that we serve, as well as animals brought in from other cities or counties (space permitting). Animals come in through confiscations, owner surrenders, and as strays.

Organizational Staff and Structure

- Director of Animal Services oversees the entire organization, budget and supervises the Operations Manager, Field Supervisor, Shelter Supervisor, Program Analyst, two Administrative Aides, and a contract veterinarian.
- Operations Manager oversees the day-to-day operations of the organization and supervises the Account Clerk II (customer relations) staff.
- Field Supervisor supervises the Animal Services Officers and oversees all field operations.
- Shelter Supervisor supervises the Animal Health Technicians and Animal Care Assistants, as well as oversees all shelter (animals and kennels) operations.
- Program Analyst manages the volunteers, manages the database, provides data analysis, and other duties as assigned.
- Administrative Aides support the entirety of the agency, process records requests, assist with social media, manage spay/neuter programs and manage grants.
- Animal Services Officers (ASOs) enforce animal laws, investigate incidents involving animals, handle bite quarantines.
- Animal Health Technicians (AHTs) evaluate animals for health and behavior, provide treatments, behavior modifications, adoption visits, and take animals to/from the kennels.
- Animal Care Assistants (ACAs) clean the kennels, assist with disease prevention and give the animals food and water.
- Account Clerk IIs (Customer Relations) are the front line of the organization, assist people on the phones and counter, process payments, are responsible for adoptions, stray intakes, surrenders and return to owner documents.

Holiday Closures

SCAS is closed on the following holidays with limited staff and limited or no volunteer access. Some county holidays fall on the Friday before or Monday after the holiday:

New Year's Day	Independence Day
Martin Luther King Jr. Day	Labor Day
Lincoln's Birthday	Veterans' Day
Presidents' Day	Thanksgiving Day
Cesar Chavez Day	Friday after Thanksgiving
Memorial Day	Christmas Day

The Volunteer Program

Purpose of this manual

The purpose of this manual is to provide guidance and basic information for volunteers who are considering committing time to work with Sonoma County Animal Services. This manual is designed to serve as a guide and does not constitute, either implicitly or explicitly, a binding contractual or employment agreement. The Department welcomes and accepts the service of volunteers with the understanding that such service is at the sole discretion of the Department.

Volunteerism

The County of Sonoma and Animal Services are committed to the principle of volunteerism. Volunteers are a valuable means of enhancing the county's ability to deliver services in a cost-effective manner. The County of Sonoma has more than 2,000 volunteers working in a variety of capacities. They provide the county with services valued in excess of 5 million dollars. However, their most important contribution is the human face they put on many of the county's departments. The court system has volunteers who act as mentors for troubled children. Regional Parks employs volunteers to help provide county residents with a wide variety of recreational and educational opportunities.

County of Sonoma Volunteer Office

Responsibility for implementation of volunteer policies and procedures is assigned to the County Volunteer Office within the Human Resource Department. All volunteer positions must be approved through the County Volunteer Office.

The County Volunteer Office provides support to County departments by assisting in the development of volunteer roles; recruitment of volunteers to fill requests; ensuring that volunteers meet minimum qualifications; maintaining the necessary records for all volunteers; handling insurance issues related to volunteer work; and consulting with appropriate County departments about any problems involving volunteers.

Volunteer Definition

An Animal Services volunteer is an individual who, beyond the confines of paid employment and normal responsibilities, contributes time and service to assist SCAS in the accomplishment of our mission. Although volunteers do have rights and responsibilities as outlined in this manual, the volunteer contract, and other information provided, they do not have employment rights afforded to paid employees by law.

Volunteer Rights and Responsibilities

Volunteers are valuable to SCAS staff, clients and animals. A volunteer's role is to support the staff in reaching the mission of the organization. Volunteers will be extended the right to meaningful assignments and receive effective supervision and recognition for work done through involvement and active participation. In return, volunteers agree

to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of this Department.

To become part of our volunteer team, you will need to:

- Read this manual. Please carefully review our code of conduct and policies. If you have questions about anything in the manual, please contact the volunteer manager.
- Email the signed agreement and parental consent form (if the volunteer is under 18).
- Email the harassment prevention training certificate if you are 18 or older.
- Complete the Fear Free Shelter training and email the certificate.
- Complete mandatory annual refresher trainings.
- Once you have emailed all the required documents, you will receive a follow up email schedule a green dog level orientation (if working with dogs) or a link to sign up to volunteer.
- Listen to the directions of staff over the directions of volunteers.
- Send correspondence to SCASVolunteers@sonoma-county.org.

Volunteer Roles

Dog Companion

Our dog companions provide hands-on care, including walking, playing with and giving attention to the dogs. Hikes are also allowed. A Regional Parks Day Pass to walk/hike with a dog can be checked out when leaving and checked back in when returning to the shelter. Different focuses include:

Dog Fitness Coach: Help our dogs build stamina and burn energy with walking and hiking.

Dog Social Director: Help dogs run out their zoomies in the play yards, learn manners, fetch/chase toys, and be enriched in the kennels.

Dog Spa Attendant: Help our dogs look their best with a brushing and bath.

Dog companions are assigned one of three color levels (green, orange, purple), designating the dogs they may handle. All volunteers start at green. As companions gain more experience, they may graduate to the next level after shelter staff assessment. Exceptions may occur, but they are limited and determined by staff.

Unsafe handling of dogs witnessed by staff may result in demotion if a volunteer is at the orange or purple level. If at the green level, a volunteer may be excused from being a dog companion or terminated, depending on the incident. Demotion is at the discretion of the Volunteer Manager or Director, although other staff may be consulted.

When outdoor temperatures are 85 degrees Fahrenheit or above, or 40 degrees Fahrenheit or below, dogs should not be taken outside. Instead, they should be worked with inside their kennels or the multipurpose room, and/or as directed by staff.

Cat Attendant (Aide-De-Cat)

Personally attend our cats with companionship, hands-on care, and playing. Cats have two levels: green and purple. All cat companions start at the green level. A shelter staff assessment is required to interact with purple level cats.

Rabbit and Small Animal Side Kick

Our rabbits and small animal are small, but mighty. Companions provide hands-on care by petting and socializing these animals.

All companion roles help socialize, groom and/or train our animals, keep the animals' environments safe, clean and comfortable, and provide valuable information for potential adopters and staff by filling out the enrichment cards. These sheets of paper are found on the kennel clip board behind the kennel card.

Customer Service Concierge

Our customer service volunteers provide help to the customer relations team by:

- Greeting the public when they come into the lobby and answering basic questions.
- Helping the public navigate finding a lost pet, filling out forms, and finding adoptable animals.
- Filing, making calls, and other office duties, as requested.

Shelter Champion

Our shelter allies provide help to staff by:

- Doing laundry, dishes and preparation of enrichment items.
- Cleaning kennels, organizing sheds, pulling weeds, and other support as needed.
- Western Farm Center liaison for cat adoptions includes gathering materials and taking cats to Western Farm Center.
- Foster Friends will assist in helping new fosters ease into caring for animals in their homes, gather supplies, and other duties, as requested.
- Animal Chauffer, which may include taking animals to:
 - Veterinarian appointments
 - Grooming appointments
 - Transfer partners

Event Entourage

These volunteers take animals (typically dogs) to participate in activities, including, but not limited to:

- Parades
- Tabling events
- School Career Days
- Water Bark

Foster Care

These volunteers provide love, care and adoption preparation to animals in their homes and may include:

- Momma cats/dogs and their kittens/puppies.
- Litters of kittens/puppies.
- Animals that need medical or behavioral support.
- Older animals that need fospice (caring for terminally ill animals).

Policies

Below is a summary of policies. It is our desire that they foster a better relationship and understanding between staff and volunteers. SCAS retains the sole right to add, modify, suspend, interpret, or cancel, in whole or in part, these policies or benefits outlined in this manual or any other document. No oral statements or representations can in any way change or alter the provisions of this manual.

It is impossible for this manual to be all-inclusive. If you have a question about a particular provision or about the guidelines of this organization regarding a situation not mentioned in this manual, please talk to the volunteer manager.

Responsibility

Volunteers are expected to handle animals kindly, with concern for both the animal's safety and their own safety. Appropriate, safe and humane methods of handling will be taught at SCAS and must be used at all times. If you notice a distraught or sick animal, please notify a staff member immediately. Volunteers should also review all messages posted in the volunteer areas, signage around the facility and emails sent by staff.

Representation of Animal Services

Our public image may be based on client contact with volunteers. It is important for volunteers to always represent SCAS in a positive manner and promote the beliefs and practices of the organization. Volunteers are authorized to act as representatives of SCAS as specifically indicated within their job descriptions and only to the extent of such written specifications. A successful volunteer will:

- Treat the public and staff professionally and respectfully. Volunteers represent SCAS and public opinion can be based on their actions. Behave towards our customers as if they are your customers.
- Use courteous language, including please, thank you, and may I help you. No offensive language, jargon or inappropriate slang, please.
- Have a positive attitude. If something goes wrong or there is a complaint, make reasonable changes and advise staff.
- Notify staff of an immediate safety hazard.
- Observe the Code of Conduct and policies. Violation of either may result in corrective action or termination of the volunteer's relationship with Animal Services.

Attendance

Volunteer time is your time. However, we ask all volunteers to make at least a six-month commitment and at least 25 hours to SCAS given the required orientations and training.

Volunteers who are absent for more than three months without contacting the Volunteer Manager will be inactivated and may need to reapply to volunteer if they choose to come back. Volunteers should use the assigned program to sign up for volunteer shifts, sign in and out, and let the Volunteer Manager know if they need to cancel.

Dress Code

As representatives of SCAS, volunteers must present a professional image to our clients; therefore, personal appearance, hygiene, and attire are important. Please follow these guidelines to help us maintain a professional, safe environment.

- To prevent slipping, exposure to harsh cleaning chemicals, and injuries, volunteers must wear flat, enclosed, rubber-sole shoes at all times.
- A volunteer t-shirt and nametag must be worn while volunteering.
- Clothing must be clean and in overall good condition.
- Jeans or long pants must be clean, hemmed, and without holes. Neither may drag on the ground.
- Long-sleeve shirts are also acceptable.

Inappropriate Attire:

- Sandals, flip-flops, crocs, heels, or any shoe with an open toe.
- Torn, tattered, bleach-stained clothing.
- Jeans or pants with torn knees or ripped hems.
- Shorts, skorts, skirts.
- T-shirts with political, discriminatory, or unprofessional language or graphics.
- See-through shirts, shirts with thin straps, halter tops, backless shirts, half-shirts (cropped tops), and muscle shirts.
- Dangling earrings or bracelets, or other jewelry that may interfere with volunteer duties.
- Inappropriate attire may result to being asked to go home.

Social Media

Do not to post photos or videos of the animals from the shelter to social media without staff permission. Volunteers may share posts that have already been published through the official SCAS social media or approved by SCAS staff. Photos or videos of an adoptable animal can be submitted to SCAS at 707-292-1165 or scasvolunteers@sonoma-county.org. Photos or videos taken of me while volunteering may be published on social media and/or other publications by SCAS.

Cleaning

When working with an animal, if it urinates, defecates or vomits inside its kennel, the shelter, or highly traveled areas, volunteers must clean up. Procedures and location of supplies will be provided during orientation or the first day working with animals. If an animal has diarrhea, bloody stool or vomit, please let staff know immediately.

Nametags

Nametags are to be worn so volunteers may be readily identified to the staff and public. Please notify the Volunteer Manager if the card is lost or destroyed.

Personal Belongings

In exchange for a kennel key, volunteers need to surrender an item of importance (car keys, ID, phone, etc.) through the end of their shift (dog volunteers only). All other personal belongings should be kept on your person or in your car. SCAS is not responsible for lost or stolen articles.

Personal Pets

Personal pets are not to be present at the shelter or mobile events with volunteers while on duty.

Family and Friends of Volunteers

Volunteers may not bring friends or family members with them during their shifts, nor are they allowed access to the same areas as registered volunteers. Anyone interested in volunteering should contact the Volunteer Manager or fill out the volunteer application.

Use of Cell Phones

Use of cell phones is not allowed while handling animals, unless asked by staff to photograph the animals.

Training

Volunteers are required to attend all training sessions deemed applicable before beginning any volunteer work, as well as annual refresher and safety trainings. Volunteers are encouraged to undertake continuing education, when provided, to maintain and enhance competence in assigned tasks. Volunteers are not allowed to perform job duties for which they have not been trained or approved.

Volunteer Records

Our volunteer statistics reflect the degree to which SCAS involves and interacts with the community. This information is also used for grant applications. Signing in and out also alerts staff to who is at our facility during an emergency. Please use the provided method to sign in and out. Please notify the Volunteer Manager of all changes to telephone numbers, mailing addresses, e-mail addresses and emergency contacts.

Confidentiality

Volunteers of SCAS may have access to confidential information. Disclosure of confidential information may damage SCAS, our clients, volunteers, and staff, and will not be tolerated. This non-disclosure applies during and after your volunteer time with SCAS. Any copying, reproducing or distributing of confidential information in any manner must be authorized by management. Confidential information remains the

property of SCAS and must be returned to SCAS on demand. Questions concerning whether information is confidential should be directed to the leadership team. Sharing confidential information may result in immediate termination as a volunteer.

Media Contact

The image that SCAS holds in our community is affected by our portrayal in the media. It is extremely important that the media receives accurate and appropriate information regarding our organization. At no time should a volunteer contact or address the media without consent of the SCAS Director, Operations Manager or Volunteer Manager.

Drugs and Alcohol

We are committed to a safe, healthy, and productive volunteer environment free from the effects of substance abuse. Abuse of alcohol, drugs, and controlled substances impairs judgment, resulting in increased safety risks, injuries, and faulty decision making. The County of Sonoma prohibits the use, sale, manufacture, distribution, or possession of alcohol, drugs or controlled substances on county premises or worksites. Any violation of this policy will result in disciplinary action and termination.

Smoking

SCAS is a smoke free campus, and please do not smoke in county vehicles.

Equal Opportunity Policy

Sonoma County Animal Services, in recognition of the volunteers, as well as the community it serves, reaffirms its policy to assure fair and equal treatment in all of its practices, for all persons. We will not discriminate on the basis of race, color, religion, creed, sex, gender (including pregnancy, childbirth, breastfeeding or related medical conditions), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, age or ancestry, national origin, nor against a qualified disabled individual, mental and physical, disabled veteran or war veteran. SCAS holds its volunteers to the same standard.

Harassment

We are dedicated to maintaining an environment free from all forms of harassment, discrimination, retaliation, or intimidation. Any volunteer who is subject to or aware of such harassment is expected to report it immediately to SCAS management.

Conflict of Interest

No person who has a conflict of interest with any activity or program of SCAS, the Public Health Division, the Department of Health Services, or the County of Sonoma as a government agency, whether personal, philosophical, or financial, will be accepted to serve as a volunteer. This includes advertising other animal services agencies or non-profits to volunteers without volunteer manager or animal services director permission.

Conflict Resolution

SCAS will attempt to directly resolve differences of opinion and disagreements between volunteers or volunteers and staff as informally as possible. It is our intent to create a positive climate in which integrity, trust and respect are evident. If conflicts are not resolved, our procedure is:

- Report the problem to the Volunteer Manager in person and in writing as soon as possible.
- A meeting will take place between the appropriate leadership staff members and staff and/or volunteers, as warranted.
- If conflict continues, SCAS staff may involve Human Resources.
- If a volunteer is creating the conflict, that volunteer may be terminated.
- If a staff member is creating the conflict, appropriate action will be taken by management and Human Resources.

Discontinuation of Volunteer Services

It is important that each volunteer's performance and behavior supports an environment that is professional and productive for everyone. If a volunteer's performance or behavior is unsatisfactory, the Volunteer Manager will discuss the specific issues with the volunteer and offer specific suggestions for improvement. If the performance or behavior does not improve to a satisfactory level within a reasonable timeframe (i.e. two to three weeks) or number of instances (i.e. two to three occurrences), Animal Services will dismiss the volunteer.

Examples of behavior that would require intervention include, but are not limited to, the following:

- Not following the Code of Conduct.
- Not following the policies.
- Not following the safety guidelines.
- Behaving in an unsafe manner with animals, cleaners, equipment, etc., either at the shelter or while the animal is in volunteer care offsite.
- Working outside of job description without approval.
- Ignoring instructions of staff.
- Discourteous treatment of staff, clients, and/or animals.
- Repeated demands for information not necessary to fulfill volunteer duties.
- Continued activities that create a conflict of interest with volunteer duties.

In some situations, immediate dismissal may be required. The County reserves the right to release a volunteer at any time with or without cause. If the County deems that continuing the volunteer's service is not in the best interests of the County, the County may sever the relationship.

Resignation

Volunteers agree to provide services for at least six months but may decide to resign sooner. Prior notice should be communicated as soon as possible. It is highly recommended that the volunteer participates in an exit interview with the County Volunteer Office to ascertain why the volunteer is leaving the position, suggestions the

volunteer may have to improve the position, and the possibility of involving the volunteer in some other capacity within the County.

Service at the Discretion of Animal Services

The Department welcomes and accepts the service of volunteers with the understanding that such service is at the sole discretion of SCAS.

Background Check

Depending on the job assignment, volunteers may be required to go through a background check that will be conducted by the Department of Health Services or the County's Volunteer Office. This may include fingerprinting. The results of the background check will be kept confidential. Any possible problems/conflicts will be discussed and decided on an individual basis.

Safety Guidelines

Overall Safety

Volunteers should not perform any duty that they do not feel comfortable with or have not been trained to do. Human safety is the most important factor—always. It is extremely important that volunteers follow all safety regulations. In addition, please report any unsafe practices or conditions to a supervisor or manager immediately.

Accidents and Injuries

Any accident or injury, regardless of severity, occurring on site must be reported to a supervisor immediately so an incident report can be filed. Animal bites must be reported to staff immediately and the animal identified. State law requires the shelter to place the animal in a 10-day quarantine for rabies observation. While volunteering with SCAS, all volunteers are covered by insurance.

Emergency Procedures

During the course of volunteering for SCAS, you must be aware of emergency situations and how to respond. It is not uncommon to have fires, medical emergencies, and client problems. As a volunteer, you are to respond in the following manner to onsite emergencies:

1. Fires: notify the nearest staff person immediately and proceed as directed by staff.
2. Medical Emergencies: call 911 and notify staff immediately. Apply first aid only if needed and are certified.
3. Visitor Issues: notify the nearest staff immediately and leave the area where the issue is occurring.

Incidents such as those mentioned above should be reported immediately to staff. If staff are not available, the volunteer should call 911.

Other Information

Euthanasia

Euthanasia is a reality of our work. We accept every domesticated animal in need, regardless of species, health, behavior, history, or space. Sometimes we receive animals that may not be suitable for treatment, rehabilitation or placement due to their behavior or health. Euthanasia is reserved for only those animals that are a danger to our community or suffering from untreatable illness or injury.

Animals come into the shelter for different reasons and situations. We are required by law to hold stray animals for specific periods of time to provide people the opportunity to reclaim their pet or livestock. Most unclaimed animals are transferred to partner organizations or become adoptable. Our AHTs perform behavior assessments on our animals prior to placing them up for adoption. These assessments include consideration of reported or exhibited behaviors that may affect the animal's ability to adapt to a new home. Behaviors which may reflect problems include, but are not limited to, aggression toward people and/or other animals, or reported biting. Each animal is evaluated individually, and we only recommend the adoption of healthy and temperamentally sound animals.

SCAS takes euthanasia under serious consideration. AHTs perform this task on sick, critically injured, or temperamentally unsound animals. It is performed by an injection of sodium pentobarbital, an effective and humane agent for mammals, birds and reptiles. Euthanasia of animals is approached with care and respect. It is the most demoralizing aspect of staff duties. We ask our volunteers to respect the difficult decisions made by staff for the welfare of the animal and the public.

Disease Control

Cleaning and disinfecting are mandatory to help maintain the health of animals in shelters. Cleaning animal areas prevents the spread of infectious diseases, such as giardia, parvo, ring worm, kennel cough, and upper respiratory infections. Germs are also tracked by animal and human traffic throughout any shelter. SCAS volunteers are asked to clean up the urine, feces and vomit from kennels, kennel floors, walkways, and the play yards. In addition to avoiding the spread of illness, a shelter that looks and smells clean attracts adopters and supporters. Common disinfectants used at SCAS may include:

- Alcohol (usually in hand sanitizer): Used by staff and volunteers between handling animals. Ethanol at 70% concentration is more effective than other alcohols against calicivirus. No effect on parvo, panleukopenia, or ringworm. Hand washing with soap and water is a desirable alternative.
- Bleach (Sodium hypochlorite): Completely inactivates parvo, panleukopenia and calicivirus when used correctly. Inactivates ringworm at higher concentrations and with repeated application. Low tissue toxicity, but fumes can be irritating at high concentration. Bleach has no detergent action and cannot be used as the sole cleaning agent in a shelter. Disinfection with bleach requires prior cleaning of the surface with a detergent.

- Rescue: A one-step disinfectant cleaner and deodorizer used in kennels that is effective against diseases.

Code of Conduct

The Sonoma County Animal Services (SCAS) Volunteer Code of Conduct provide the principles and guidelines for maintaining a safe, professional and productive work environment that supports SCAS' vision to obtain "a balance between the population of pet animals and responsible, loving homes available to care for them."

All registered volunteers are expected to follow the standards of behavior documented in the Code of Conduct. Volunteers are required to read and retain a copy of the Code of Conduct for reference.

Volunteers are expected to follow the guidance provided in the Code of Conduct, as well as all applicable statutes, regulations, contractual obligations, and County and Department policies and procedures that govern our work environment. The Code of Conduct is not intended to be an all-inclusive document and does not contain all details and terms of all compliance issues. Volunteers seeking guidance or direction concerning a workplace issue or concern are encouraged to review the the Volunteer Manual on the particular issue. In addition, volunteers may contact the volunteer manager.

Volunteers shall:

1. At all times, act in a manner that is consistent with the best interests of Sonoma County Animal Services.
2. Treat the public, staff, and co-workers in respectful, cooperative, and courteous and professional manner.
3. Maintain a harmonious work environment. Volunteers must address concerns about operations, policies, personnel, etc. to a member of the SCAS leadership team. Such concerns are not to be addressed in any public forum.
4. Follow instructions of SCAS staff.
5. Provide only those services and functions within the scope of the assigned volunteer job duties. Exercise sound judgment in the performance of volunteer duties.
6. Communicate all official business in a professional manner and refrain from making comments of a racial, sexual, or derogatory nature (including e-mail, Internet, two-way radio, etc.). Discrimination will not be tolerated.
7. Maintain a work environment free from unwelcome sexual behavior or overtures. SCAS volunteers adhere to a standard of conduct while volunteering that consists of respect and courtesy towards others.
8. Dress in appropriate attire as outlined in this manual.

9. Understand the responsibility to adhere to safe work practices and to report any hazards to a member of the Leadership Team.
 10. Volunteers will clean up after animals in the appropriate manner when they are working with them.
 11. Drive responsibly and make every effort to avoid collisions during volunteer service hours. All volunteers operating a vehicle on county business are expected to be knowledgeable of and follow all traffic laws.
 12. Maintain a drug-free workplace.
 13. Not perform political activities during volunteer hours or while representing SCAS as a volunteer.
 14. Not accept payment or compensation of any kind in exchange for goods or services while performing volunteer duties. If a donation is offered, please inform a member of the Leadership Team.
 15. Respect the rights, privacy, and dignity of our customers, clients, co-volunteers, and staff.
 16. Understand that individually identifiable client and customer information is confidential. This includes all information, whether it is in oral, electronic or paper format. Client and customer information will not be released unless it is necessary for the provision of services. Client and customer information is protected, managed and disclosed in accordance with County of Sonoma Privacy Policies.
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4. Keep confidential all SCAS information that is available solely as a result of the volunteer's affiliation with SCAS.