

City of Murphy
ANIMAL SERVICES



In-Shelter
Volunteer Packet



Thank you for your interest in volunteering at the Murphy Animal Shelter. We deeply appreciate your willingness to donate your talents and your time.

Your service is invaluable and helps us provide the best possible care to the animals entrusted to us and the best possible service to the community.

Sincerely,

Murphy Animal Shelter Staff,

The City of Murphy



*The Department of
Animal Control*

Hours of Operation

Walk-in Shelter Hours

Monday	~	8:00 am to 5 pm
Tue/Wed/Thurs	~	8:00 am to 6 pm
Friday	~	8:00 am to 5 pm
Saturday	~	8:00 am to 12 pm
Sunday	~	Closed

****Adoptions and visitations stop 15 minutes before closing.**

Field Services

Monday	~	8:00 am to 5 pm
Tuesday – Thursday	~	7:00 am to 6 pm
Friday	~	8:00 am to 5 pm
Saturday – Sunday	~	8:00 am to 12 pm

Contact Information

Shelter Address	~	203 N Murphy Road
AC Main Phone Number	~	(972) 468-4226
Fax Number	~	(972) 468-4277
Police Department Number	~	(972) 468-4200
Dispatch Number	~	(972) 468-4236
Volunteer Contact	~	kparker@murphytx.org (972) 468-4235

www.murphytx.org

The Animal Shelter Responsibilities & Services

Animal Control, a division of the Police Department, responds to domestic animal, wildlife, and livestock issues that arise throughout the city. Their duties include rabies awareness, investigating animal bites, lost pets, animals at large, adoptions, housing / caring for stray animals, public awareness on the West Nile Virus, along with treatment of stagnant water in the city.

Services Offered

Adoptable Animals: Dogs and cats only. Available animals may be adopted by any eligible person who is at least 18 years old and has a valid driver's license.

Animal Bites / Scratches to Humans: Texas State Law requires that bites and scratches must be reported within 24 hours. Shelter Staff processes all bites that occur in Murphy and take the necessary steps to comply with the State law and City Ordinances to ensure the safety of all residents.

Complaints: Murphy residents may report problems or issues such as animal cruelty, unsanitary conditions, restraint, waste and noise from barking animals. Officers will respond to all complaints within 48 hours.

Deceased Animals: Officers will remove and dispose of deceased pets of Murphy residents and all types of deceased animals within city limits.

Euthanasia (Greek for peaceful death): Murphy pets that are old or very ill and need relief may be brought in for a compassionate release. Proof of residency is required and a \$25.00 charge is requested.

Found Animals: Animals loose in Murphy may be brought to the shelter by residents or Animal Control Officers. The animals are scanned for micro-chip identification and checked for ID tags. If the animal has information, attempts will be made to contact the owner. The animal will become city property if not claimed in 6 days. Animals found outside of Murphy must be surrendered to the agency for that area.

Lost Animals: Residents must report a lost pet in person and complete a lost report in the Lost & Found book. We recommend a picture be provided and come back or call at least every 3 days to check for their animal.

Microchip Identification: Dogs, cats and ferrets only. People can bring their dog(s), cat(s), or ferret to the shelter to have a microchip implanted. There is a onetime fee of \$20.00/per animal to implant the microchip. Shelter staff enters this information into our database and the website of the microchip company.

Redemption: Animals in the care of the shelter may be redeemed by their owner or the owner's agent during regular business hours. A fee is assessed for any impoundment and in some cases citations may be issued.

Quarantine: If an animal breaks the skin on a person either by a bite or scratch, State Law requires the animal to be quarantined for 10 days (240 hours) to ensure it was not capable of transmitting the rabies virus. The shelter is a State certified rabies quarantine facility and can provide approved quarters for the animal during the required time. The fee for this is \$100.00.

Volunteer Mission Statement

To Support and complement the work of the Animal Control staff, caring for the animals in a professional, compassionate, and courteous manner.



Goals:

1. To make every visitor feel welcome and ensure their visit is as positive and educational as possible.
2. To provide attention and comfort to the animals in the care of the shelter.
3. To provide public awareness and education on the humane treatment of animals and increase the human / animal bond.
4. To increase the adoptability of all animals in the shelter.

Values:

1. **Compassion** – for humans and animals
2. **Courtesy** – to visitors, staff, and fellow volunteers
3. **Dedication** – honoring your commitment by arriving on-time, working your assigned job, and thoroughly completing each task.
4. **Knowledge** – retaining and implementing the policies and procedures you have been provided in the form of written documents, classes, videos, and on-the-job training.
5. **Respect** – for the rules and guidelines. For all people and animals that enter the shelter.
6. **Support** – the policies and procedures of the Animal Control Department.

Requirements:

1. **Time Commitment** – a minimum of 8 hours each month is required.
2. **Schedule** – sign-up monthly for your shifts. In the event you are unable to fulfill your schedule commitment, 24 hours notice is required.

3. **Communication** – main source of communications is email, please check and respond to emails regularly. If you need to speak with someone, feel free to call the Volunteer Coordinator at 972-468-4235.
4. **Policies & Procedures** – understand and implement all policies and procedures, in addition to the City of Murphy Animal Ordinance.

Dress Code:

1. The dress code for the volunteers shall be in accordance with appropriate office attire and attire for shelter operations.
2. Official volunteer t-shirts and/or smocks should be worn when volunteering.
3. Volunteers dealing directly with the animals must wear sturdy, long pants which afford protection from jumping dogs, bites and scratches inflicted by unruly animals. Avoid shorts, tank tops, and spaghetti strapped tops.
4. Comfortable and safe closed toe footwear should be worn at all times.
5. Volunteers who deal directly with animals must also wear closed toe shoes with skid resistant soles which are securely attached to the feet – absolutely **NO FLIP FLOPS**.

NOTE: No cell phone or electronic devices should be used while volunteering. Be mindful of bringing items into the shelter that can get damaged or lost.

What you should know before you become a volunteer!



The pages below will help you make an informed decision about your volunteer commitment.

Risks and Hazards

Working with these animals involves a certain level of risk, so it is important that each volunteer be aware of the potential risks prior to engaging in any volunteer activity.

Some of these potential risks can be:

1. **Medical** – animal diseases communicated to humans or your pet(s) at home. Clothes (especially shoes) can be vectors and carry diseases home.
2. **Physical** – falling, scrapes, scratches and possibly animal bites.
3. **Emotional** – depression, anger, and grief related to seeing results of animal cruelty and the practice of euthanasia.

Some potential hazards can be:

1. **Loud noises** – dog kennels can reach high noise levels. Ear plugs are provided.
2. **Chemicals** – cleaning and disinfecting can include the use of chemicals.
3. **Slippery surfaces** – floors and hallways are wet the majority of the time wet for various reasons.

While these risks and hazards are real, following the policies, procedures and safety rules can significantly minimize the chances of injury. It is imperative that every volunteer understand safety is within their control to protect themselves from harm.

Some preventative measures:

1. Pay attention at all training sessions.
2. Practice safety procedures at all times.
3. Strictly adhere to the dress code.
4. Never attempt a job, duty or function in which you have not completed training. (Even if asked by a staff member. It is up to you to let them know if you are not qualified for a job.)
5. Never enter restricted areas. Your badge is for ID only, not for access.
6. Respect your personal limits and never attempt to handle an animal if you feel any hesitation or uncertainty.
7. Wash your hands frequently and check the bottom of your shoes for feces, mud, urine, blood, etc.
8. After completing your shift and have returned home, change your clothes and shoes before handling your own pets at home.
9. Clean up after bathing/grooming an animal, cleaning kennels, or when an animal has an accident.
10. Feces must be picked up immediately outside and placed in a disposal bucket.
11. Never try to handle an animal you cannot control.
12. Have someone you can talk to either at home or at the shelter about feelings from dealing with emotional situations.
13. Take pride in your work and remember incidents that remind you of the reasons you chose to volunteer.

Personal Preference and Opinion



We understand there are a lot of opinions about animal care, but as a volunteer you will need to respect the Murphy Animal Control staff and help support all their decisions, policies, and procedures.

If your own beliefs, opinions, or preferences differ from this department and you find that you are unable to fully back and support staff, you should discuss this with the VIP Coordinator at 972-468-4235 who will help you determine if this position is a good fit for you.

We value everyone's opinion, which must be expressed to the proper party and at the appropriate time. Personal opinions often differ with policies of the shelter and can upset patrons that are already trying to make a difficult decision.

Emotional conflicts are involved in euthanasia. This decision is extremely hard on staff, volunteers, and the public and inappropriate comments can add to the burden even if well intended, "please make sure you do not put this one down" or "but that was my favorite."

A tremendous burden is added if the public hears comments about any euthanasia decision. Remember you probably don't have all the facts and are not the one burdened with the final decision making. Trust the judgment of caring professionals; they too see it as a heart breaking but necessary function. Public safety and humane issues are the most common reason for euthanasia.

Your role is educator only and you may encounter adopters whose practices of pet care differ from your own. Perhaps you are against declawing a cat or leaving a dog outside all of the time. You can provide non-judgmental information about the practice to ensure the person has all the approved facts, but the final decision is theirs so please keep personal opinions to a minimum. If you have a concern about a potential adopter, please bring it (privately) to the attention of the staff liaison.

Staff members can make the final determination during the adoption process and appreciate your feedback.

If at any time you feel uncomfortable or have any questions, please feel you can contact the VIP Coordinator or Staff Liaison for a consultation.



Requirements and Expectations

Animals in our care are in need of security and comfort that comes from a dependable routine. Due to the amount of training involved, we require a **serious commitment** from our volunteers.

We want the experience to be beneficial to you, staff and the animals, so please review the following to see if this volunteer environment works for you and you meet the basic requirements.

1. Be willing to commit to working eight (8) hours a month.
2. Be at least 16 years of age or older.
3. Schedule your volunteer time each month online at www.volgistics.com. We ask that you schedule your time at least 12 hours in advance.
4. Review the job descriptions page below listing preferred shifts needed at the shelter.
5. Be comfortable around animals and loud noises.
6. Don't be squeamish about offensive odors and the bodily functions of animals.
7. Be able to pick up your ID badge at City Hall, Monday – Friday, between 8am and 4pm.
8. Adhere to schedules, policies, and safety procedures.
9. Pass required training and evaluations or background checks if applicable.
10. Stay out of restricted areas.
11. Be able to read and understand signage and directions.
12. Conduct yourself in a manner that reinforces the goals and values of the Animal Control department, volunteer program and the City of Murphy.
13. Work independently.
14. Be enthusiastic and excited about the job.
15. Have Fun!

Thank you for choosing to share your time with the City of Murphy Animal Control Division.

Volunteers are expected to meet all responsibilities of their specific role(s), as outlined in the training programs and the job description(s). This allows us to present a common standard of professionalism in any environment in which we work.

Volunteers must abide by all security and safety rules as outlined in all applicable training programs, job descriptions, and in this handbook. The safety of our volunteers, staff, the shelter animals, and the public are of paramount importance. Infractions of these rules can result in severe consequences to the organization, the volunteer, and the life of the animal.

What you can expect from us is comprehensive training so you may have the opportunity to learn new skills in several aspects of animal welfare and offer the challenge of advancing in skill levels, duties, and responsibilities.

Job descriptions & Duties

Greeter – Adoption Visitation Assistant

DESCRIPTION: The volunteer should have a welcoming demeanor and possess good communication and people skills. Responsibilities will include greeting and guiding the public upon arrival, information disbursement, maintaining flyers and brochures for the public, stocking supplies, treats and adopter gifts, light sweeping, organizing, washing/drying/folding towels and other tasks assigned by shelter management. Basic requirements include but are not limited to: The ability to retain and relay shelter policies and directions; Understand and respect the shelter system; The ability to be on your feet for entire shift; and the ability to bend and walk unaided.

Administrative Assistant

DESCRIPTION: The volunteer must possess a willingness to help with an array of tasks, respect the confidentiality of others and communicate effectively. Responsibilities include preparing items for use in animal kennels, ensuring the external kennel cards on all kennels are current and up to date, organizing donated items, filing, and the occasional cleaning up after the animals. Other tasks assigned by shelter management. Basic requirements include but are not limited to: Understand and respect the shelter system; The ability to adapt to what tasks need to be completed; The ability to follow directions; and the ability to bend and walk unaided. **Must agree to and pass a background check.**

Cat Photographer

DESCRIPTION: The volunteer must possess confidence around cats, have exceptional patience, own a digital camera, and possess good photography skills. Responsibilities include taking multiple pictures of each cat, editing & transferring the images to a computer at the shelter/office. Basic requirements include but are not limited to: Being comfortable around cats; Understand how to handle cats in a stressful situation; and the ability to walk/run unaided.

Dog Photographer

DESCRIPTION: The volunteer must possess confidence around cats, have exceptional patience, own a digital camera, and possess god photography skills. Responsibilities include taking multiple pictures of a variety of sizes and breeds, editing and transferring the images to a computer at the shelter/office. Basic requirements include but are not limited to: Be comfortable around dogs of all sizes and personalities; Be able to tolerate being pulled off balance; Understand how to handle dogs in a stressful situation; and the ability to walk/run unaided.

Kennel Attendant / Dog Exerciser

DESCRIPTION: The volunteer must possess confidence around dogs of all breeds and sizes and the ability to read and understand written and verbal directions. Responsibilities include cleaning the kennels, stocking & organizing supplies, washing/drying/folding laundry, socializing a variety of dogs of different sizes and breeds, assisting staff by taking dogs to visiting rooms or back to kennels. Other responsibilities include removing a wide variety of dogs from the kennel and taking them out to the yard one at a time. In the yard you will allow the dog some exercise time and fresh air, & giving the animal human socialization. Basic requirements include but are not limited to: The ability to walk or run unaided; Be able to tolerate being pulled off balance; Be comfortable around dogs of all sizes; Be comfortable with loud noises; Willingness to clean up after the dogs; Understand written and verbal directions; Good communication skills & know the basic signs of animal illnesses and notify the shelter liaison of such.

Animal Control Volunteer Application Process Description

It is very important that you thoroughly review the applicant packet. Please read all questions and pay close attention to detail. If you have a question, please contact Kim Parker, Volunteer Coordinator.

Step 1: Application

Complete the Application, Release of Personal Information form (**must be notarized**), and Confidentiality Agreement. Return all to:

Murphy Police Department
Attn: Kim Parker
206 North Murphy Road
Murphy, TX 75094

Step 2: Application Review

Your application will be reviewed by the Volunteer Coordinator. All areas must be completed or have a N/A placed for Not Applicable information in order to be processed.

Step 3: Character Reference & Background Check

The Police Department will conduct a background check, including reference checks, to determine your eligibility to serve as a volunteer. Failure to provide complete information on the references will result in a delay of the application process.

Step 4: Interview with Chief of Police

All volunteer candidates will have an interview with the Chief of Police. The Police Chief will make the final decision on whether a candidate is accepted or not.

Step 5: Acceptance or Non-Acceptance

All applicants will be notified by mail of their acceptance or non-acceptance to the program.

Upon acceptance, you will be required to attend a three (3) hour Orientation session to include Sexual Harassment training.

Release of Personal Information

I certify that there are no willful misrepresentations, omissions or falsifications in the foregoing statements or answers. I understand that any omissions or false statements on this application shall be sufficient cause for rejection or dismissal from the Murphy Volunteer Program after enrollment. If applicable, I release the Murphy Police Department from providing a reason for denial to the VIPS program. _____
(Initial)

I further understand and hereby authorize the Murphy Police Department to make any investigation of my personal history deemed necessary for consideration to join the Volunteer Program. I understand that this background investigation may include, but is not limited to criminal history, employment history, and personal references.

(Initial)

I further state that I have never been convicted of any violent felony offense, family violence assault, narcotics violation, or weapons offense, nor have I been convicted of any Class B or higher misdemeanor or non-violent felony offense within the past 10 years. I further attest that I am not currently under indictment for any offense nor do I knowingly associate with any individuals whom I believe to be convicted of, under investigation or indictment for any felony, not excluding narcotics, weapons, or assault offenses, by any law enforcement agency. I understand that I may be dismissed from the program if my behavior is deemed to be disruptive or if it otherwise inhibits the concept of this Volunteer program. _____
(Initial)

I, the undersigned _____, a private person, for and in consideration of the privilege of joining the Volunteer program, and recognizing that such activity involves certain inherent danger do hereby agree to assume the risks attendant to such activity, to include motor vehicle accidents on either public streets or private property, and do hereby release the City of Murphy, its officers, agents, representatives and employees, in both their public and private capacities, from any and all claims, personal injury or property damage, that I, or my heirs, successors and assigns may have or may hereafter acquire against the City of Murphy, including but not limited to: 1) motor vehicle accidents on public streets or private property; 2) personal injury or property damage that may arise from the acts of a third person; 3) personal injury or property damage that may arise from the negligent acts of the City of Murphy, its officers, agents, representatives, or employees relative to my participation in the Murphy Police Department Volunteers In Policing program; and/or 4) wrongful death claims. _____
(Initial)

Signature: _____ Date: _____

Guardian Signature: _____ Date: _____
(If applicant is under 18 years of age)

Before me, _____, the undersigned authority, on this day personally appeared _____, known to me to be the person whose name is subscribed to the foregoing instrument, and acknowledged to me that she/he executed the same for the purpose and consideration therein expressed.

GIVEN UNDER MY HAND AND SEAL OF OFFICE,
This ____ day of _____ 200__

Notary Public in and for Collin County, Texas

Confidentiality Agreement

I understand that maintaining confidentiality is of critical importance in my work at the Murphy Police Department.

As part of my duties as a volunteer, I may learn confidential information that is related to the Murphy Police Department that might include personnel matters, criminal investigations, criminal histories, and other high profile public issues. I may also hear conversations, see written documents, or observe things that are not intended for public review. The Murphy Police Department has extended the offer for me to volunteer my time and talents to them on the condition that I abide by the terms of this Agreement.

I agree that I shall not violate the confidentiality interests of the Murphy Police Department or its employees. The presumption is that all information related to my duties is confidential information unless the Police Chief or his or her designee explicitly tells me otherwise.

This agreement shall not be construed to prevent me from discussing the general nature of my work as a volunteer. However, under no circumstances may I reveal confidential information.

By signing the Agreement I represent that I will not (at any time) knowingly deliver any confidential information to any person, entity, or organization, except as required by law or court order. I understand that any violation of this Agreement or of confidentiality in general, is cause for separation from the Murphy Police Department's Volunteers in Policing program.

Volunteer Printed Name Date

Volunteer's Signature Date

Guardian Signature Date
(If applicant is under 18 years)

Witness Name Date

Please tell us about yourself.

Name: _____

Phone: _____ Cell: _____

Do you have any animal or chemical allergies? _____

On a scale of 1 to 10 (10 being most comfortable, 1 being least), please rank your comfort level with the following animals:

_____ Puppies

_____ Kittens

_____ Small Dogs

_____ Short Hair Cats

_____ Medium Dogs

_____ Long Hair Cats

_____ Large Dogs

On a scale of 1 to 10 (10 being most comfortable, 1 being least), please rank your comfort level with the following situations:

_____ Greeting new people

_____ Chatting with new people

_____ Asking questions

_____ Working independently

Please list any other skills or experience:



Happy Endings



***MURPHY ANIMAL CONTROL
VOLUNTEER TRAINING MANUAL***



Learning Objective:

The volunteer will become familiar with the State Laws and City Ordinance that regulate the Animal Shelter.

- HSC Chapter 821
- HSC Chapter 823
- HSC Chapter 826
- HSC Chapter 828
- City of Murphy Ordinance

Learning Objective:

The volunteer will become familiar with and practice different types of handling techniques and related equipment used to handle the animals.

Learning Objective:

The volunteer will become familiar with Animal Impoundments and the processes of adoptions, owner surrenders & owner redemptions.

Learning Objective:

The volunteer will become proficient with policies, procedures, & techniques for practicing Shelter Safety.

Learning Objective:

The volunteer will become familiar with all procedures concerning sanitation requirements for the shelter.

Learning Objective:

The volunteer will become familiar with rabies control and the conditions of quarantine for the animal.

Safe Dog handling Procedures

Before you handle an animal, assess its health, stress level, and body language. A gentle animal can turn aggressive if startled.

Prepare yourself for unexpected animal movements that can push or pull you and cause strains and sprains. Use a wide foot stance for stability.

Critical Distance

Each of us has a “critical distance,” or what we call our “personal space.” Most people have a critical distance of about three (3) feet. Dogs usually have a critical distance of around six (6) feet. Some very gregarious dogs have a much shorter critical distance, and some shy or insecure dogs have a much larger critical distance. In order to keep our shelter dogs feeling as comfortable as possible, we try to keep shelter dogs 6 feet apart at all times.

Canine Body Language

It is important to understand the body language of a dog because this is how they communicate their feelings to us. Most importantly, their body language tells you whether it is safe to approach them. Some of the signs a dog might be telling you not to approach include:

- Retreating, or trying to get away
- Tail completely tucked under the body
- Leaning forward stiffly with the hair raised along their shoulder blades and back
- Lunging toward you
- Staring
- Growling
- Showing teeth
- Freezing

Never approach a dog that is exhibiting these signs, or any dog you feel uncomfortable about, regardless of his body language.

Approaching a Dog

Taking these steps will help you stay safe when meeting new dogs, and will help dogs feel more comfortable with you.

1. First, check to see if the dog is exhibiting any of the signs above, if not you may approach.

2. Approach the dog from the side, which is the least threatening way to approach a dog.
3. As you approach, avoid making direct eye contact by averting your gaze.
4. When you are about two (2) feet away from the dog, kneel or squat down to his level.
5. Move slowly, especially with a shy dog.
6. Offer your hand to the dog to sniff with the palm facing down.
7. Wait for the dog to show interest in you by sniffing your hand or moving closer to you, and encourage this with gentle praise.
8. Talk to the dog in gentle upbeat voice while looking away from the dog, and allow the dog to come into your space, rather than you getting into his.
9. If the dog seems interested in you, you pet the dog under the chin or on the chest rather than over the top of his head.

Petting and Handling

Many dogs need our help to understand that being handled by people is safe, and can even be enjoyable. We can help them understand this by doing short petting and handling sessions with dogs, including lots of treats and praise.

1. Start by touching a dog on an area of his body that he will be comfortable with. Many dogs are uncomfortable being touched in the following areas, so do not start by handling their:
 - a. Feet
 - b. Tail
 - c. Rear end
 - d. Muzzle
 - e. Shoulder – between the shoulder blades
2. Most dogs are comfortable being petted under the chin, so that is the best starting point.
3. Then, begin to move your hands over the dog's body, observing for any signs that he might not like what you are doing. Your job is to make him feel comfortable and relaxed so be sure you go at his pace.
4. Signs of tension in the dog:

If you see these, go back to handling the dog in a spot you were before he became uncomfortable.

- a. May pull away
 - b. Whine
 - c. Turn his head around to see what you are doing
5. Especially watch for tension as you approach those parts of the body that are commonly sensitive (listed above) and have treats and a happy voice ready as you approach those areas.

Jumping

Many shelter dogs will jump up on people to get attention. When this happens, you must completely ignore the behavior. You should never look at, touch or talk to a dog while he is jumping up; this just reinforces the behavior. This even includes saying things like “NO” or pushing the dog off. We may think this discourages the behavior, but it is actually encouraging it.

1. If the dog jumps, you turn your back on the dog and completely ignore the dog. It should look like you are a robot that “turned off” when the dog jumped up.
2. You should cross your arms to ensure your hands are not dangling to your sides.
3. Then, you should turn back around and praise the dog ONLY when all four (4) paws are on the ground.

Mouthing

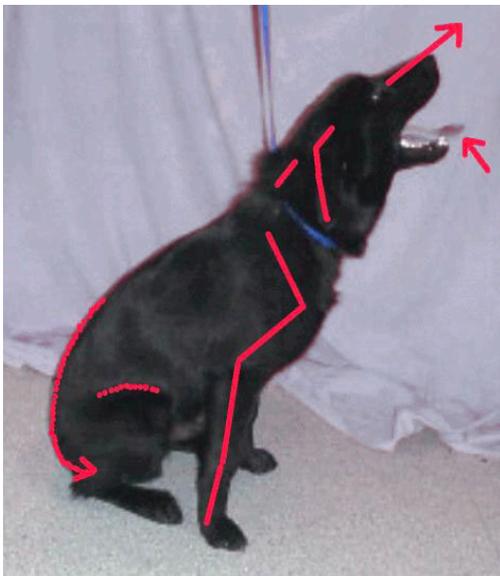
Puppies explore the world with their mouths, and continue to use their mouths to play with people and other dogs into adolescence. Because this is so important to their development, the most important thing we can teach puppies is how to limit the pressure they use when they put their mouths on people. If that is not done, some adults may continue to be mouthy once they have reached adulthood.

1. If the dog mouths you too hard, first try a loud, but high pitched “OUCH” to mimic what a littermate might do.
2. If that does not work and the dog keeps mouthing hard, try a louder, deeper, more authoritative “OUCH” and end the game for a few seconds. This mimics what the mother dog would do to end the rough play.
3. Once you have the dog’s attention, use a toy to redirect the mouthing into a more appropriate target and praise the dog for using his mouth on the toy.

4. If the mouthing is too intense or the dog cannot be redirected, the best thing is to stand up and walk away from the dog, ending the game you were playing.
5. If you encounter a dog that cannot be interrupted or redirected, or is they area mouthing especially hard, you should write it up on the kennel card and forward to the AC Officer on duty.

READING A DOG'S BODY LANGUAGE

This dog is under extreme stress.



Looking to handler for reassurance.

Ears back and down, pinned flat against neck. Wide open mouth, lips drawn back, rapid respiration.

Center of gravity forward, shoulders lowered, hunched forward. Tail tucked, tension in haunches, probably trembling.

How to greet this dog: Stand sideways, using calming signals – yawn, deep sigh, pick at the floor (imitates sniffing) will help her relax and feel safer.

Calming signals, appeasement



Body curved in a C-shape

Head lowered and turned away, nose down

Ears lowered but relaxed

Tenseness over eyebrows

Eyes squinted but soft, blinking

Lips soft

Body weight shifted, paw probably raised

This dog is trying to appear as non-threatening as possible, his goal is to diffuse any aggression from approaching person or animal in a totally passive way. By using appropriate body language and calming signals, you could easily let this dog know that you are non-threatening and ease his tension. Don't loom, hover or stare. Get low, turn sideways, use soft eye and quiet voice.

Avoidance – aggressive response likely if approached too quickly or cornered



Dog is in C-shape, looking away, but head is lifted slightly, pupils dilated in a frozen stare, watching with peripheral vision.

Center of gravity is toward oncoming "threat"

Ears back and lowered, tail low.

Lips are forward and in a tense line.

Tenseness over muzzle, whiskers erect.

Tenseness in the haunches.

"Frozen" defense (freeze, fight or flight)

While this dog is not looking for a fight, it is likely that if reached for suddenly, it would react in self-defense with a rapid, probably inhibited, series of fast bites.

"La-la-la-la I don't see you"



Note: this dog is not looking to a person for reassurance, he's looking at the wall - trying to be invisible.

Nose up, ears back.

Whale eye stare.

Lips drawn back. (fear)

Flight would be his first choice, but he is cornered by being on leash and against a wall.



This pup has also flattened himself against the wall, this time in a more actively self-defensive posture.

Ears back, whale eye, focused on person holding his leash.

Lips are tight, whiskers forward.

Tail is up, not tucked - he is probably just as stressed but is more confident/aroused than the previous pup.

The previous pup would probably hurt HIMSELF trying to get away, this pup might hurt YOU.

The Cornered Dog. Always leave an escape route.



Pup A.

Head is lowered, whale eye, ears back. Backed into corner, lips tight and forward. Shoulders lowered, weight shifted to left, looking for escape route.

Pup B.

Chin up, pupils dilated. Ears back & down, tightness over muzzle, lips forward, whiskers erect. Backed into a corner, legs braced. Direct stare, prepared defend self. Which is more likely bite?



Both of these pups are stressed, fearful and willing to defend themselves if pressed. Pup B is probably most prepared to bite at this moment.

Similar, and yet so different. Dog at right is telling you with his eyes exactly where he intends to bite.

Response to looming and staring



- A. Direct eye contact, could growl if it feels challenged
- B. Big, calming signal, appeasing nose lick

Relaxed, confident and well socialized



Lips, ears, facial muscles, eyes are relaxed, respiration normal.

Safe Cat handling Procedures

1. Open the cage and assess the cat's reaction by reading body language and facial expression.
2. Check your own comfort level; if you are nervous or hesitant at all do not attempt to remove the cat.
3. If you are calm and confident, curl your fingers back and place your hand in (palms facing you, back of hand facing the cat) to let the cat sniff you.
4. Speak in soothing tone and gently pet the cat on the side of the head or neck.
5. If the cat seems interested in coming out, either let them climb onto your shoulder or gently lift them out. Always support their hindquarters.
6. If the cat does not want to come out do not force it.
 - a. If you are removing the cat for socialization and cleaning the cage, leave the door open and if the cage is low enough to the ground let the cat come out on its own. If it is the highest level, be patient and coax the cat when it has calmed.
 - b. If you are not removing the cat for a visit with a potential adopter be patient, talk to the cat and pet him gently to see if you can calm the cat to remove it.
7. Carry cats securely, with one hand supporting their chest and the other on their back legs, close to your body and right-side up. They feel more secure and comfortable that way.

What to Do – Grabs, Bites, & Scratches

If the cat grabs with teeth and/or claws and will not let go:

- Resist the urge to struggle free
- Keep very calm and do not move or try to pry the cat's mouth open; do not hit or yell at the cat
- No loud noises
- With your free hand, gently sooth the cat by softly stroking the tops of his paws and then his toe pads until he releases his grip, all the while speaking gently and calmly to it.
- Do not quickly pull away both hands and get up and away from the cat, but do stop petting or stroking it entirely, keeping your hands away from its teeth and claws.
- Let the cat sit where it is and go get an officer.

Bites or Scratches

- Let the cat sit where it is and go get an officer. No Exceptions.

Cage Cleaning

A clean cage is essential for the wellbeing of the animal and for the public viewing the cats in the cages. It is important they look nice and be as stress free as possible.

Volunteers will be in charge of sanitizing the cages and keeping them clean to help reduce illness and provide comfort. Items with the cats scent help reduce stress so remove or replace items only when they are soiled.

1. Remove the cat from the cage following the safe handling procedures. Remove one cat at a time and be conscious of the cat roaming in the room. Watch for the door opening and be careful where you step.
2. Sweep out any litter and shake litter off the beds over the trash can. You may use the floor if you intend to sweep fully before the end of your shift. If beds are soiled, remove and replace with clean ones, otherwise replace the bed after it has been shaken.
3. Scoop out soiled areas in litter pan. Do not change litter completely unless it is absolutely necessary. Do not use clumping litter. In such a small space, it creates a mess and if it gets in the food or water it may cause intestinal problems.
4. Change out newspaper only if necessary or remove top layer only. If newspaper is soiled, wet, or shredded replace it.
5. Place litter pan as far away from the window of the cage as possible. Visitors want to see the cat, not the litter pan.
6. It is rare for volunteers to need to clean a cage with disinfectant. Use only warm water on paper towels to remove crusty messes on the sides or door of the cages. Less chemical use near the cats is the best, but we do want to maintain a high level of cleanliness so perform thorough water wipe downs whenever necessary.
7. The cats should have dry food and clean water. Only replace the food bowl or clean the water bowl when absolutely necessary but refill as frequently as needed. Food and water should be on the opposite side of the litter box.
8. Once the cage is clean you can now spend time with the cat. Brushing, petting, or engaging them with toys.
9. Put the back into the cage. Be careful of the tail when closing the cage.
10. Wash your hands after you have returned a cat to the cage and before taking out another one.

Room Cleaning & Supply Stocking

A clean and organized room assists staff and volunteers in their vital duties. It is important to put back or replace anything you use and clean up after yourself.

Cat Room

1. Sweep the floor, dispose of any dirt/hair that is swept up. (If floor is wet, mop up excess water with towels or mop prior to sweeping)
2. Keep the counter/desk clean and uncluttered.
3. Keep the sink clean and uncluttered. All dirty dishes will be washed, dried, and put away.
4. Take any soiled bedding to the laundry area. (Rubber gloves are available for any cleaning task but should be used when dealing with soiled bedding.)
5. Store any supplies on the shelving in the dog room.

Visit Room

1. Sweep the floor, dispose of any dirt/hair that is swept up.
2. Wipe down chairs.
3. Inspect toys; be sure they are relatively clean and in good shape. Toys that can be cleaned should be cleaned, those that cannot should be disposed of once they are soiled.

Supplies

1. Make sure there are carrier boxes put together and ready for use.
2. Make sure there are cat treats and toys in the cat room.
3. Make sure there are paper towels and rubber gloves available.
4. Make sure there are litter boxes available.
5. Make sure there are clean bowls for food and water on the shelves.

Cat Visits

An important aspect of your job is to take cats out to visit with potential adopters and to observe how the cat interacts with the visitors.

Important Information

- A visitor must be at least 18 years old and be able to provide proof of age. If you are unsure of the age, get an officer to assist you.
- Children must have an adult present at all times during a visit; they can never be left unattended with an animal. If a parent must leave the room for any reason, remove the cat and do not allow the child to visit the animal alone.
- Check the kennel card prior to bringing the animal in the room, specifically to check notes on special circumstances such as restrictions on visit with children, etc.
- Visit one cat at time, with one family or group of visitors at one time.
- Watch the doors closely. If anyone enters or leaves the room during a visit, block the cat from escaping.
- Watch the cat's body language and facial expression. If you see a cat is very stressed or getting angry and there are children in the visit, inform the parent(s) that the cat appears stressed and offer to find another cat to visit.
- Do not give personal opinions on cat care such as the practice of declawing. Provide information and counseling to ensure the visitor is informed and encourage them to talk their veterinarian.
- If you do not know an answer to a question ask a senior volunteer or staff member. Do not assume an answer based on past experience elsewhere or personal preference.

Cat Signs – Voice, Facial Expressions & Body Language

Cats in a shelter are usually scared or stressed. They often show us this by how they sound, look, or hold their body. Knowing these signs and learning to recognize them can prevent bites and scratches.

Angry or Upset

- Wide open eyes
- Dilated pupils (in case of a perceived threat), or very constricted pupils (perturbed little slits).
- Flattened ears
- Licking lips rapidly is a sign of being uncomfortable or ill at ease
- Tail lashing or straight tail with bristled fur (hackles up)
- An arched body or walk very erect as if on tiptoes
- Agitated meows that turn into growling and snarling
- Hissing voices and sometimes even spitting

Laid-back and Happy

- Eyes relaxed and open
- Slowly blinking eyes
- Pupils are normal size
- The tail is held high or curving over the back
- Head butt (form of greeting & sign of affection)
- Pawing to get attention
- Kneading with the paws on a person or object reflects contentedness or happiness
- Rolling about on his back, especially in response to the owner's approach is another sign of peace and contentment. In some cats this can also be a sign of submission.
- Low, relaxed purring

Caution

A cat lying on his back may NOT be inviting a belly rub, so be careful. No matter how cute, this is a defensive posture and most times your forwardness will not be appreciated.

Aggression triggered by petting is a common phenomenon. It is possible cats become over stimulated and feels threatened when petted too long. Exactly how long differs from cat to cat. Common trigger spots are the stomach and the base of the tail.

Check the animals kennel card to see if there is any information on the cats petting preference.

For strays, keep petting, especially stomach petting, to a minimum. Instruct all visitors of this as well. It may be best to instruct parents not to let their children pet the stomach at all.

Cat Room Attendant – Policy & Procedures

A happy cat is an adoptable cat. Your job is to give them love, attention, exercise, stimulation, and to minimize their stress and maintain their health. It is also to assist the visitors and help them select the cat that best suits them.

Volunteers Main Responsibilities

1. Following safe cat handling procedures and read all materials provided.
2. Reporting any problems or issues to an officer. All scratches or bites that break the skin must be reported.
3. Maintain the cage of each cat you handle. This includes light cleaning and freshening or replacing food and water.
4. Logging information about the cat's health and personality.
5. The general tidiness of the cat room and making sure the supplies are filled.
6. Providing accurate information to the public in a manner that is courteous, professional and in accordance with the policies of the Murphy Animal Shelter.

Important Information

- There is no guarantee of the health of any cat. We do not test for any diseases. We recommend that all cats see a vet within 48 hours of adoption.
- We do provide vaccinations. The vaccination covers a combination of viruses, **FVRCP**. We also provide spay/neuter, and microchip information. All are included in the adoption fee.
- We have limited information on adoptable cats, we depend on volunteers and previous owners to provide as much information as possible (we cannot guarantee the accuracy of the information provided by previous owners). The profile sheet the previous owner completes is kept on file at the desk. **It is not for public view.**
- Any cat transported around the shelter must be in a carrier. That includes the new adopter, and cardboard carriers will be provided if they do not have a crate. No exceptions.
- The adoption fee is non-refundable but the cat will always be accepted back. If there is a health issue, an officer will deal with each situation individually, as a volunteer you cannot promise any refunds.
- If a potential adopter is unsure and is asking about a return policy, please advise them to take more time to make the decision. It is stressful to the animal to have a new home and then brought back.
- If you have any doubts about a potential adopter, speak with an officer privately and let the officer speak to the potential adopter.
- All adoptions are at the discretion of the shelter staff.
- Visitors are not supposed to tap on the cages. Feel free to remind them of this, but be polite.

Kennel Attendant – Policy & Procedures

A happy dog is an adoptable dog. Your job is to minimize their stress and maintain their health by keeping their kennels clean and stocked, to give them attention and mental stimulation. When necessary you will assist staff with removing dogs from their kennels to bring to a visit room or yard.

Volunteers Main Responsibilities

1. Following safe dog handling procedures and read all materials provided.
2. Reporting any problems or issues to an officer. All scratches or bites that break the skin must be reported.
3. Maintain the kennel of each dog in the run(s) you are working. This includes spot cleaning and freshening or replacing water.
4. Stocking supplies in the runs, such as towels and treats.
5. Sweeping the floors in and around the runs.
6. Interact in the kennels with the dogs. You can brush them, pet them, and talk with them in the kennels.

General Information (to be able to assist visitor if they ask questions)

- There is no guarantee of the health of any dog. We do heartworm tests when needed. (If the animal is heartworm positive it will be disclosed at the time of adoption). We recommend that all dogs see a vet within 48 hours of adoption.
- We do provide vaccinations. The vaccination covers a combination of viruses. We also cover spay/neuter and microchip information. All are included in the adoption fee.
- Guests may visit with as many available dogs as they would like, but one at a time, and they should sanitize their hands between dog visits.
- We have limited information on adoptable dogs, we depend on volunteers and previous owners to provide as much information as possible (we cannot guarantee the accuracy of the information provided by previous owners). The profile sheet the previous owner completes is kept on file at the desk. **It is not for public view.**
- Any dog moving around the shelter must be on a leash. That includes the new adopter, and a leash will be provided with the adoption. No Exceptions.
- The adoption fee is non-refundable but the dog will always be accepted back. If there is a health issue, an officer will deal with each situation individually, as a volunteer you cannot promise any refunds.
- If a potential adopter is unsure and is asking about a return policy, please advise them to take more time to make the decision. It is stressful to the animal to have a new home and then brought back.
- If you have any doubts about a potential adopter, speak with an officer privately and let the officer speak to the potential adopter.
- All adoptions are at the discretion of the shelter staff.

- Visitors are not supposed to tap on the cages. Feel free to remind them of this, but be polite.

Dog Exerciser – Policy & Procedures

The shelter is a very stressful place where dogs have little control over their environment. Many are lonely, anxious, fearful, frustrated or depressed. Your job is to give them love, attention and exercise. Getting them out of the kennel on regular basis helps to minimize their stress and maintain their health. Enjoying the fresh air and getting some exercise promotes their wellbeing and improves their chances of adoption.

Volunteers Main Responsibilities

1. Following safe dog handling procedures and read all materials provided. Have complete control of the animal at all times.
2. Never walk a dog if you have any hesitation or uncertainty.
3. Always read the kennel prior to removing the dog.
4. Reporting any problems or issues to an officer. Including any scratches or bites that the break the skin.
5. Log each dog walked.
6. Picking up the yard, kennel, or other areas as needed.

Note: Rain will impact a dog walking shift. If it is raining or it is after a heavy rain, the yard and grass areas will be off limits. You may still take dogs out into the parking lot or concrete areas. You may also assist with laundry or office work.

Important Information

- Check the collar of slip leash to ensure proper fit before starting the walk.
- Place your hand through the loop of the leash and grab the middle of the leash.
- Reinforce wanted and acceptable behavior.
 1. Praise the dog verbally
 2. Pet the dog
 3. Give treats
- Discourage unwanted and unacceptable behavior.
 1. Do not let the dog pull. Stop and stand until the dog settles, repeat as often as necessary (some learn quicker than others, patience is needed.)
 2. Do not let the dog jump on you. Remain quiet and turn around. Remain quiet, with your back to the dog until the dog settles. Repeat as often as necessary (some learn quicker than others, patience is needed.)

Safety Rules “Do’s”

1. Stand sideways when approaching kennels to interact with dogs.
2. Crouch down and speak in a soft voice.

3. Watch for signs of arousal – hackles up, ears perked, and mouth open
4. Watch for signs of fearfulness – cowering, tail tucked, ears back.
5. Watch for signs of stress – panting, pacing, and whining.
6. If the above signs are noted offer some calming signals – yawning, lip licking, turning head away, and sideway glances. If you are unsure of the situation, calmly call for a staff member to help you with the dog.

Safety Rules “Don’t’s”

1. Never pet a dog that is eating or drinking.
2. Never attempt to take something out of a dog’s mouth e.g. food or toys.
3. Never put your face directly in the face of a dog.
4. Never stare hard into the eyes of a dog.
5. Never force a dog to do your bidding.
6. Never stand over a dog trying to be formidable.
7. Never make sudden movements or loud noises near a dog.
8. Never allow a dog to be nose to nose with another dog. Keep all dogs at a safe distance from other dogs while walking. Approximately 6-8 feet apart.
9. Never wrap the leash around your fingers, hands, or wrist.

Dog Signs – Voice, Facial Expression, & Body language

Playful

- Head is forward
- Ears are up
- Eyes are wide open
- Mouth is relaxed & slightly open
- Tail may be up or down but will be relaxed and probably wagging
- Body is relaxed and may be wiggly, or in bow pose (front legs & body lowered and extended out in front.)

Submissive

- Lowered head
- Ears down
- Eyes down
- Mouth is down, retracted horizontally or open smile
- Tail may be wagging horizontally, hanging down, or tucked under
- Body is lowered and slightly C shaped
- May roll on back

Fearful

- Head down
- Ears down and back
- Eyes wide open or darting around

- Mouth open slightly
- Tail tucked in
- Hair may be raised
- Body is lowered and may tremble
- May try to head or search for an escape route

Fearful Aggression

- Head low
- Ears down
- Eyes are fixed
- Mouth may show gums and teeth
- Tail tucked in
- Hair may be raised and hackles up
- May back up or lunge

Dominance Aggression

- Head high
- Ears high and forward
- Eyes are fixed and staring at target
- Mouth is snarling and showing teeth
- Tail is still and high over back (may be wagging)
- Body is stiff and weight shifted to the front
- Hair may be raised and hackles up
- May be growling or snarling

Emotional State

The way they feel can change from day to day depending on shelter activity, how long they have been at the shelter, other dogs in the shelter on any given day, weather, etc. Dogs are also affected by our emotions (they can smell them and notice our body language). If you are nervous in a certain situation during your walk, your dog will know it and may react in a nervous manner as well.

Training Check Off

(Training time should consist of 2 hours)

Animal Control Volunteer Training	Date	ACO	Volunteer
Introduction			
Overview			
Chain of Command			
Kennel Card paperwork			
Return to Owner paperwork			
Adoption paperwork			
Cat room cleaning			
Dog room cleaning			
Property walking dogs on leash			
Washer & Dryer use			
Care of Outside yard			
Restraint equipment			
Quarantine Animals			
Animal Bites / Scratches			
Off Limit Areas			
Animal Safety (Body language, etc.)			
Customer Service			
Safety with the Public			
Radio usage			
Euthanasia guidelines			