

**CEDAR RAPIDS ANIMAL SHELTER**  
2109 North Towne Lane NE  
Cedar Rapids, IA 52402  
Phone 319-286-5993 (local call)  
Web Site: [www.cedar-rapids.org/animal](http://www.cedar-rapids.org/animal)

**-VOLUNTEER PROGRAM GUIDELINES AND PROCEDURES-**

**\*GOVERNANCE\***

The Cedar Rapids Animal Shelter is a department of our city government, and operates under the supervision of the Police Department.

The daily operation of the animal shelter is under the direct supervision of the Animal Shelter Program Supervisor.

The staff is composed of the program supervisor, clerical, control officers, and kennel workers.

**\*MISSION\***

To serve and protect with compassion, the animals and citizens of our community through education and enforcement.

**\*VISION\***

To be recognized as a caring and responsive agency dealing with the animal control needs of the community through better facilities and better services.

**\*VOLUNTEER PROGRAM\***

Volunteers are an extension of the staff to provide the animals with more human contact, socialization, and exercise, as well as performing daily duties for the health and cleanliness of the animals and facility. Observations by volunteers can enhance an animal's opportunity for adoption, along with word of mouth advertising to help more adoptable pets find a loving family.

The program appointed leader consists of: Volunteer Coordinator

Team leaders will be selected from the pool of volunteers to assist with the training of new volunteers.

## REQUIRMENT FOR PROGRAM ACCEPTANCE

1. Volunteers must complete a Volunteer Application Form, and attend an orientation and training session before working at the shelter.
2. Volunteers must receive training at the shelter from a shelter employee or a volunteer team leader.
3. Volunteers must work under the supervision of a shelter employee or a volunteer team leader if and when required.

### **\*RESTRICTIONS\***

**THE FOLLOWING BASIC RESTRICTIONS ARE NOT LIMITED TO THE FOLLOWING:**

**VOLUNTEERS CANNOT ON THEIR OWN AND WITHOUT AUTHORIZATION AND/OR SUPERVISION:**

1. Enter restricted areas.
2. Handle animals for which they have not received prior training and authorization.
3. Take on duties for which they have not been trained or received authorization to perform.
4. Assume clerical duties without training or authorization, or access mail, records and confidential information reserved for shelter staff only.
5. Impart adoption information to potential adopters such as previous ownership, removal from a home, court case, etc., without the authorization of the Animal Shelter Program Supervisor.
6. Contact the media regarding shelter business which could be confidential and/or jeopardize legal proceedings.

Safety of the staff, volunteers and animals is of the utmost importance and can be achieved only through strict adherence to program guidelines.

**Failure to comply with the guidelines will be cause for dismissal from the program.**

**\*COMMUNICATION\***

1. Decisions for the operation of the shelter and the volunteer program are made strictly by certain authorized officers of the Police Department and the Animal Shelter Program Supervisor. As communication with these parties must be limited due to time constraints, contact regarding entry into the program and availability of opportunities will be directed to the Volunteer Program Coordinator. Question or concerns about the program or the shelter which cannot or shall not be answered by the Coordinator will be forwarded to the Animal Shelter Program Supervisor and/or the authorized officers of the Police Department.
2. Volunteers assisting at the shelter will direct their communications to the team leader or other supervising party, who will relay questions and problems to the Animal Shelter Program Supervisor.
3. Volunteer who are away from the shelter on pet visits, fund raisers, etc. will Communicate concerns to the person(s) in charge of the event, who will Forward the concerns to the Animal Shelter Program Supervisor or the Volunteer Program Coordinator.

**\*PUBLIC RELATIONS\***

Communication with television, radio, newspaper, etc. is governed by the Police Department, which will work with the Animal Shelter Program Supervisor. All members of the Volunteer Program are **not** authorized to obtain media attention for the shelter and/or the volunteer program.

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It is with my signature on this form that I acknowledge I have read, understand, agree and will fully comply with the guidelines and procedures of the Volunteer Program as set forth above.

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Signature of Volunteer Applicant

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Parent Signature  
(Required for volunteer under 18 years of age)

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Date

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Date

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Witness