

DUPLIN COUNTY ANIMAL SERVICES

Service - Compassion – Education

117 Middleton Cemetery Lane Kenansville, NC, 28349

Telephone: 910-296-215

Supervisor: Joe Newburn

Email: danimals@duplincountync.com

VOLUNTEER INFORMATION

BASIC SHELTER INFORMATION:

THESE ARE QUESTIONS MOST OFTEN ASKED BY SHELTER GUESTS. PLEASE REVIEW AND FAMILIARIZE YOURSELF WITH THIS INFORMATION.

Shelter Hours of Operations: Monday-Friday 12pm-6:00 pm, 1st and 3rd, Saturday 12pm-4pm of each month.

Adoption Hours: Monday - Friday 12pm – 4:30, 1st and 3rd, Saturday 12pm-4pm of each month

Volunteer Hours: Monday -Friday 8:30am-5:00, Saturday: 8:00am-3:30pm, Sunday: No volunteers.

Rabies Clinic: A one-year rabies vaccination is provided to Duplin County residents for the cost of \$5 per animal, Wednesday-Friday 12:00pm-4:30pm. No appointment is needed.

Adoption Fees – Cat - \$115, Dog - \$140. Fee includes core vaccinations, dewormed, heartworm test for dogs, spay/neuter, DCAS goody bag. Volunteers will be made aware of any special fees during shelter events.

No adoption holds will be placed. Adoptions are on a first come, first serve basis.

Spay/Neuter- All animals adopted from the shelter MUST be altered. No animal will leave the shelter before spay/neuter. This is included in the adoption fee.

Found and adoptable animals may be viewed at [danimals@duplincountync.com/animal services](mailto:danimals@duplincountync.com). Anyone looking to adopt or looking for lost animals should be referred to this site. The site is updated in real time.



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VOLUNTEERING:

All volunteers will follow the volunteer tier system. Volunteers will be permitted to undertake tasks as described in the tier system regulations.

Please make sure to sign in and out using the iPad using your designated volunteer ID. If the iPad is not available, hours may be left on the volunteer coordinator's desk (please include your name, date and hours completed) or may be emailed to danimals@duplincountync.com. You are responsible for reporting your hours. Hours will not be accepted more than a week after volunteer service is completed. Unless given a specific duty, please do not enter the area behind the front desk or the medical room. Phone use is NOT permitted in the lobby or kennel areas. If use of your phone is necessary, please step outside the building.

As a DCAS volunteer, you are a representative of the county. Please act accordingly. Be mindful of your language, demeanor and dress.

ALL tier 1 volunteers MUST wear a volunteer vest (provided). Tier 2 and tier 3 volunteers may choose to wear a volunteer t-shirt (provided) instead of a volunteer vest.

If you have any questions, concerns or problems please see a staff member. We are here to help!

GENERAL SAFETY GUIDELINES:

Rules regarding handling of animals are for volunteer and animal safety. **VOLUNTEERS WILL HANDLE AND APPROACH KENNELS OF GREEN-CARDED ANIMALS ONLY.** Opening the kennel of, or attempting to handle a yellow/red-carded animal will be immediate grounds for dismissal.

Please do not approach Animal Control vehicles unless given permission by staff. Do not approach any animal in the care of an Animal Control Officer. These animals have not yet been evaluated and may present a danger.

Any injury of any kind but not limited to a fall, scratch, bite, etc. must be reported immediately to shelter staff.

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CATS POLICIES AND PROCEDURES:

CAT ROOMS

All cats located in the cat adoption room are regarded as **GREEN** card cats. Volunteers assisting in the cat intake room will be working with kennels marked with **GREEN** information sleeves **ONLY**. Volunteers will not be permitted in the cat intake room without a staff member present. Please speak with staff if you have any issues or concerns about cats with red, yellow or pink sleeves. Do not open cages or attempt to handle cats that do not have a green information sleeve. This is for your safety. There are **NO** exceptions. You will be asked to leave if this policy is not followed.

Regard a cage with no information/colored sleeve as a no-entry kennel. Please notify staff if there is no information sleeve posted.

Information such as age, breed, sex and date of availability may be found on the cage information sheet. Staff may have additional information if animal is listed as owner surrender. Please refer to front desk staff for additional information.

All stray animals are held a mandatory 3 days before being made available for adoption. Cats who are under their stray hold, may not be handled by the public or volunteers. Adoptable cats will be labeled with an **AVAILABLE** sign.

Volunteers may interact with **AVAILABLE (GREEN CARD ONLY)** cats for socialization. Please limit handling of cats for socialization purposes to one or two cats daily, to limit exposure. Sanitize/wash hands between cats.

Potential adopters may handle cats under supervision of staff or volunteers. Children under the age of 12 are not permitted to handle cats. Please ensure proper sanitation between cats to reduce spread of illness.



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CAT ROOM CLEANING: (GREEN CARD ONLY)

Kennel - Sol cleaner application and cage sanitation will be the responsibility of shelter staff. Volunteers may assist with cleaning at the request of staff. Volunteers may also assist with cage set up and upkeep throughout the day. This includes refreshing food and water dishes, litter trays and newspaper when needed, as well as discarding contents of unoccupied (previously used), cages.

ENSURE THAT DISPOSABLE GLOVES ARE WORN and discarded between kennels when assisting with cleaning.

All dishes must be hand washed with detergent, rinsed with hot water, soaked in bleach solution (one cup of bleach per full sink of hot water) for at least ten minutes and then rinsed with hot water to sterilize. Litter boxes should be washed separately from food & water dishes.

Volunteers may refer to the cat room supply checklist and re-stock supplies when necessary.

Please refer to the cat room checklist for daily volunteer tasks.

Please make every effort to maintain a tidy room throughout the day.

Please refer any questions regarding the cat room residents to shelter staff.

DOG POLICIES AND PROCEDURES:

DOG RUNS:

Volunteers will be working with dogs with **GREEN** information sleeves ONLY. Please speak to staff about any issues or concerns about animals with red/yellow/pink sleeves. Only kennels marked with **GREEN** information sleeves may be opened by volunteers. This is for your safety. There are NO exceptions. You will be asked to leave if not adhering to this policy.

Regard no information/sleeve on the kennel as a no entry kennel. Please inform staff if there is no information sleeve posted.



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All stray animals are held a mandatory 3 days before being made available for adoption. Dogs who are under their stray hold may not be brought outside (by volunteers). Available animals will be marked as such.

Animal information such as age, breed, sex and date available may be found on the kennel information sheet. Staff may have additional information if an animal is listed as owner-surrender. Please refer to front desk staff for additional information.

Treats may be offered to **AVAILABLE** dogs marked with a **GREEN** information sleeve. However, please ask staff first to ensure we are not over-feeding. When providing treats for dogs in their kennels, please use cookie/milk bone type treats only. Chewy/Jerky type treats result in the clogging of our drainage system.

Please do not provide toys in the indoor kennels. They will clog our drainage system.

Kong toys filled with peanut butter may be given as enrichment to **GREEN** card dogs on occasion. This will be a staff directed exercise. Do not give Kong/peanut butter treats without staff approval.

Tier 2 volunteers may take **AVAILABLE (GREEN CARD ONLY)**, dogs to the black outdoor kennels or outdoor area for interaction/socialization. Please limit outdoor time when necessary due to heat. During the summer months please refer to staff prior to taking dogs outside for socialization time. Ensure outdoor kennels have fresh water available and are cleaned after use. Solid waste in the yard/kennels **MUST** be picked up/sprayed immediately. Please ensure that you have been briefed by staff on proper procedures prior to utilizing the exercise yard for the first time.

When handling dogs, please remain alert to your surroundings. Keep all dogs a **MINIMUM** of five feet apart. This is for your safety. Always check surrounding areas before removing dogs from kennels or walking in and out of doors. Volunteers will not introduce dogs to one another at any time.

Please refer any questions or concerns regarding dogs to shelter staff.



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DOG RUN CLEANING (GREEN CARD ONLY):

Volunteers may assist with dog kennel cleaning. Staff will demonstrate the proper steps for deep cleaning kennels as well as basic upkeep throughout the day. Please ensure you have been briefed by staff before cleaning kennels.

All solid waste will be removed using waste bags. Solid waste must not be sprayed with a hose.

ENSURE THAT DISPOSABLE GLOVES ARE WORN and discarded between kennels when assisting with cleaning.

Throughout the day, volunteers may be asked to assist with kennel upkeep. Again, this is for **GREEN CARD KENNELS ONLY**. This includes removal of dirty food bowls, refreshing water and removing solid waste. General area upkeep includes squeegeeing the floors, stocking the supply cabinet, laundry, dishes and keeping all areas wiped down and clean.

All dishes must be washed with detergent, rinsed with hot water, soaked in bleach solution (one cup of bleach per full sink of hot water), for at least ten minutes and then rinsed with hot water to sterilize. Dishwasher is for use by staff only.

Please make every effort to maintain a tidy room throughout the day.

GREETERS INFORMATION:

When assisting potential adopters, please remember that you are a representative of the shelter and of Duplin County. Remain courteous at all times. Please refer to staff with any questions.

Make sure to greet guests as they enter the building. You may assist guests in looking at adoptable animals immediately. No ticket is required. For any other requests, please direct visitors to take a ticket and be seated until their number is called.

If you are unable to answer a question or concern of any guest, please refer to staff to obtain appropriate information.

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When in the lobby area, please maintain appropriate distance from the desk. Information being exchanged is confidential. Please do not stand by/lean on the counter or interrupt any staff/guest interactions.

SHOWING ANIMALS: (Tier 2 & 3 Volunteers)

When showing dogs/cats to potential adopters, remember that only **AVAILABLE** animals will be shown. No holds will be placed for adoptions. Adoptions are done on a first come, first serve basis.

Any questions regarding adoptable animals may be referred to staff.

AVAILABLE cats may be petted or held by interested parties. Children under the age of 16 will not be permitted in the cat room without a parent. Children under the age of 12 may not hold cats.

When showing dogs to potential adopters, please provide a catalog of adoptable dogs to assist with viewing process. If interested in meeting a dog, please show potential adopter to a meet and greet kennel before bringing the dog outside. Leashes may be removed when the dog is in the kennel and the gate is secured. Volunteers may remain outside of meet and greet kennels to allow for interaction. Toys may be provided from the clean toy bin. Please remain outside and available should potential adopters have any questions or want the dog returned. If an adopter wishes to take the dog outside the meet and greet kennel for further interaction, you may do so. Please make staff aware that you will be taking a dog into the yard. Ensure all gates are securely closed. Be mindful of children when showing dogs. Do not allow children to pull, hang on or “hug” dogs.

BATHING ANIMALS: (Tier 2 & 3 Volunteers)

Tier 2 & 3 volunteers may bathe **AVAILABLE** animals with the permission of staff. Please obtain permission prior to grooming an animal.

Thank you for volunteering! We appreciate you sharing your time with us. Remember that staff is here to assist you. Please refer to staff with any problems/questions/concerns.