



# 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](mailto:danimals@duplincountync.com)

---

## VOLUNTEER POLICIES

**AGE REQUIREMENT:** All volunteers must be at least 16 years old.

**COMMITMENT:** Volunteers are required to commit to a minimum of 15 hours of service.

**ORIENTATION:** All shelter volunteers must have completed volunteer prerequisites and training. Volunteer guests and/or children (15 and under) will not be permitted at the shelter during volunteer service.

**VOLUNTEER HOURS:** Monday: thru Friday **8:30am-5:00pm**, Saturday: **8:00am-3:30pm**, Sunday: **No volunteers**. Please see staff for special holiday hours. Volunteers requiring a ride will need to arrange to have a ride available for **NO LATER** than posted volunteer times. Special events requiring volunteer assistance will be shared with volunteers via email.

**APPROPRIATE ATTIRE:** For your safety, closed-toed shoes and long pants are required. Flip-flops and sandals are not permitted. Leggings, shorts and capris are not permitted. All Tier One volunteers must wear a volunteer vest (provided). Tier Two/Three volunteers may wear a volunteer t-shirt (provided). If a volunteer t-shirt is not worn, a vest must be worn. All shirts must have sleeves. No tank tops are permitted. Please be mindful that any slogans or graphics are appropriate. Volunteers not wearing proper attire will be asked to leave and return wearing the appropriate clothing. All volunteers must wear a provided shirts.

**VOLGISTICS SYSTEM:** All volunteers must sign in/out using the iPad located in the designated volunteer area. If you are unable to sign in/out, please ensure hours are to be reported to shelter staff to assure proper documentation.

**TIER SYSTEM:** Volunteers will be assigned to an appropriate tier level based on volunteer hours. Tier 1: 1-15 hours, Tier 2: 16 – 50 hours, Tier 3: 51 + hours. Tier level duties will be introduced in corresponding training sessions.

**SAFETY:** Any incident (fall, scratch, bite etc.) **MUST** be reported immediately to shelter staff.

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](mailto:danimals@duplincountync.com)

---

**PHONE USE:** Phone use is NOT permitted in the lobby or kennel areas. If it is necessary to use your phone, please step outside or into a private area without animals/guests.

**SMOKING:** Any volunteer of legal age consuming tobacco products must do so in the designated break area.

**KENNEL REGULATIONS:** All kennels (located in the dog runs or cat intake room) will have a color-coded information card posted. Volunteers will work with animals in green-carded kennels ONLY. Opening the kennel of, or attempting to handle a yellow or red-carded animal will be grounds for immediate dismissal, no exceptions.

All cats located in the cat adoption room may be regarded as green-card cats.

Regard a kennel/cage without a color-coded information card as a no-entry kennel. Please notify staff if there is no information card posted.

Volunteers should 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.

**LOBBY REGULATIONS:** Volunteers serving as greeters are not permitted behind the desk unless signing in/out or having been asked specifically by staff. Please note that all transactions between staff and customers are confidential. Volunteers should not loiter at the counter or interrupt staff transactions. Always maintain a distance from the counter to allow for privacy.

**CUSTOMER RELATIONS:** Ensure that any information provided to shelter guests is accurate. If you are unable to address the question/concern of a shelter guest, please refer to staff to obtain appropriate information.

**SUPERVISORS:** The volunteer coordinator will be your contact for any questions/concerns/needs regarding hours or service. However, ALL staff members will serve in the role of volunteer supervisor.



# 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](mailto:danimals@duplincountync.com)

**CONTACT INFORMATION:** Please contact volunteer coordinator Bobbie Kennedy to schedule orientation and with any questions/concerns, though all staff is available as a resource for our volunteers.

Bobbie Kennedy

[danimals@duplincountync.com](mailto:danimals@duplincountync.com)

910-289-7604