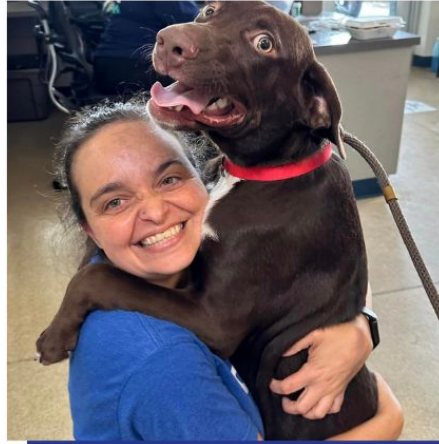


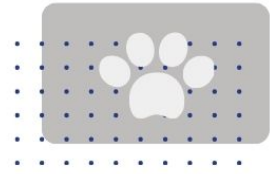
WORKING
TOGETHER
TO BUILD A
STRONG
COMMUNITY



VOLUNTEER HANDBOOK

ANIMAL CARE AND CONTROL
WWW.FORTWORTHTEXAS.GOV/ANIMALS





WELCOME VOLUNTEERS

Welcome to the FWACC P.A.W.S. Team!

Thank you for choosing to volunteer at Fort Worth Animal Care & Control (FWACC). We are very excited and pleased that you want to give your time and efforts to assist us with caring for the animals in our facility. The task of helping animals is not always easy, but it can be a very rewarding and gratifying experience. Our hope is that this volunteer opportunity develops into a long-term relationship, as we partner together to make a difference and help our pets find a good and loving home.

As a FWACC volunteer, you will help the City of Fort Worth pursue an innovative, comprehensive, humane and loving approach to animal care. Assistance may be in the form of walking dogs, cleaning cages, educating the public about responsible pet ownership, assisting citizens, or working special events along with many other possible volunteer opportunities. With your support, we can achieve these objectives and make FWACC an enjoyable and rewarding place where you can donate your valuable time.

During orientation, we will cover key topics that will help volunteers have a fulfilling and enjoyable experience, while also contributing to the overall success of the Volunteer Program.

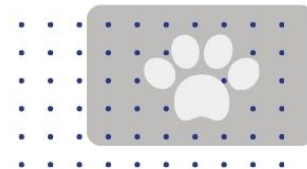
Please feel free to contact one of FWACC's Volunteer Coordinators, or an Outbound Supervisor, with any questions you have. We are here to help as you begin your volunteer journey. Do not hesitate to ask for support as you learn and grow with us.

Best wishes and warm welcome!

FWACC Staff

fwaccvolunteers@fortworthtexas.gov

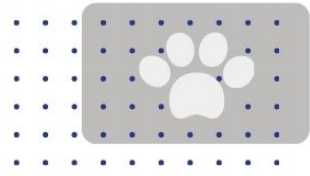




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- 05 THE ONBOARDING PROCESS
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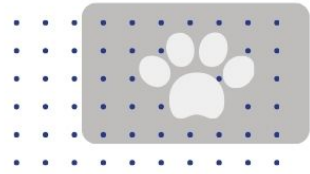




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01 ABOUT FWACC HOURS AND LOCATIONS

Fort Worth Animal Care and Control (FWACC) offers volunteer opportunities at four different locations. As an open-admissions shelter, FWACC is 100% dependent on the community and its partners to help save lives. Open-admission animal shelters have the responsibility to take in all Fort Worth pets regardless of shelter capacity or health and behavior of the animals. Together we work to reunite and find permanent placement for over 20,000 animals each year.

**Chuck & Brenda Silcox
Adoption Center
(Closed on Tuesdays)**
4900 Martin Street
Fort Worth, TX 76119

Intake: 11AM to 5PM
Reclaims/Adoptions: 12PM-6PM

**North Animal Campus
Adoption Center
(Closed on Wednesdays)**
351 Hillshire Drive
Fort Worth, TX 76052

Intake: 11AM to 5PM
Reclaims/Adoptions: 12PM-6PM

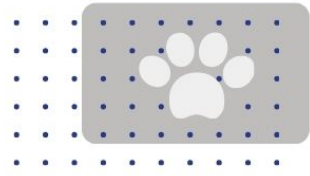
**PetSmart Hulen
Everyday Adoption Center**
4800 SW Loop 820
Fort Worth, TX 76109

Adoptions: Mon-Sat 9AM-8:30PM
Sun 10AM-6PM

**PetSmart Alliance
Everyday Adoption Center**
2901 Texas Sage Trail
Fort Worth, TX 76177

Adoptions: Mon-Sat 9AM-8:30PM
Sun 10AM-6PM





02 MISSION STATEMENT

P.A.W.S. FORWARD

MISSION

FWACC is dedicated to providing compassionate care for all pets through adoption, foster, volunteer, and donation programs. We are committed to enhancing resident safety by offering educational resources and services that reduce the stray pet population, minimize the risk of disease, and prevent animal-related injuries.



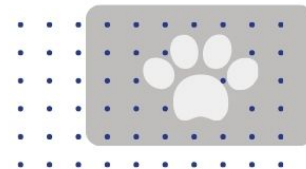
PROMOTING ANIMAL WELFARE SUPPORT

P.A.W.S. signifies moving forward in a positive direction for animal welfare in Fort Worth while also emphasizing teamwork, collaboration, innovation, progress, and a forward-thinking approach. It captures the essence of advancement and promotes a proactive approach towards caring for animals and engaging the community in innovative ways. Through our dedicated volunteer program, we strive to create a nurturing environment where our shelter pets receive the care and affection they deserve.



VISION AND VALUES

SAFETY, COMPASSION AND SUCCESS



VISION

Our vision is to build a compassionate and respectful community where every animal is valued and every person is engaged. Working together we can combat homelessness by promoting education, advocacy, and innovative care, ensuring every animal has a chance to thrive in a loving home.



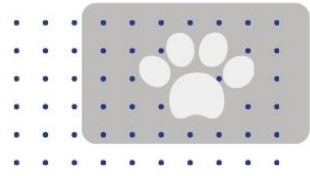
PUBLIC SAFETY

We aim to protect and serve our community by enforcing responsible pet ownership practices and addressing animal-related concerns swiftly and effectively. Through proactive education, enforcement of animal welfare laws, and collaboration with local authorities, we strive to ensure the safety of both our citizens and animals. Our goal is to create a harmonious environment where residents can enjoy a sense of security, knowing that measures are in place to mitigate risks associated with animals while promoting coexistence and compassion.



VISION AND VALUES

SAFETY, COMPASSION AND SUCCESS



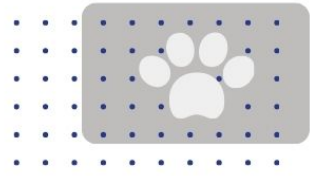
ANIMAL WELFARE AND COMPASSION

At the heart of our organization lies a deep-seated commitment to animal welfare and compassion. We believe that every creature deserves to live a life free from suffering and cruelty. With unwavering dedication, we advocate for the rights and well-being of all animals, striving to create a world where kindness and empathy prevail. Through education, outreach, and hands-on care, we work tirelessly to rescue, rehabilitate, and provide loving homes for animals in need. Our mission is not only to alleviate their immediate suffering but also, foster a culture of respect and understanding towards all living beings, ensuring a brighter future where compassion is the guiding principle in our interactions with animals and each other.



We proudly support behaviors and practices that prevent unnecessary suffering and promote humane treatment.





03 JOINING OUR P.A.W.S. TEAM

P.A.W.S. FOR THE CAUSE

When you join the FWACC P.A.W.S. team as a volunteer, you become an ambassador of our shared mission. As a volunteer you have the power to save lives and improve the community. We work with each volunteer to find their best fit, ensuring that your experience is productive and rewarding, and to help increase FWACC's reach of care. Whether you are interested in hands-on work with the animals or specialized jobs supporting operations, we can help find the perfect fit for you.

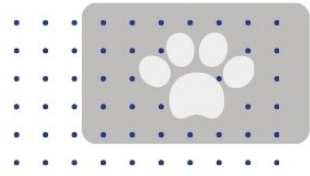
You'll become familiar with the City's volunteer portal, which you'll use to register for volunteer opportunities, complete trainings and log your volunteer hours. To find more information about specific volunteer opportunities and requirements, please visit the portal or contact your Volunteer Coordinator.

VOLUNTEER PATHWAYS

We are constantly exploring new and innovative ways to engage volunteers. At FWACC, volunteers can choose to work with dogs, cats, or both! There are also opportunities that don't put you in direct contact with animals. All volunteer assignments include a level of internal or external customer service. Some opportunities may require cleaning up after the animal you are interacting with. These are shared tasks that we all contribute to for the wellbeing of the pets!

Descriptions for active volunteer opportunities can be viewed under the "opportunities" tab in the volunteer portal. Each description gives an overview of the assignment and a breakdown of the core responsibilities.





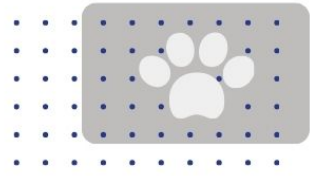
03 JOINING OUR P.A.W.S. TEAM

REQUESTS FOR ANIMAL HELP

As a P.A.W.S. team member of FWACC, community members may ask for help with specific animal situations. Here are possible ways to answer these requests.

- To help people find solutions to common problems, view a list of found/adoptable animals or view the services we provide, direct them to our website at www.fortworthtexas.gov/animals.
- If the person is currently witnessing an act of animal abuse or cruelty, instruct them to call 911.
- If the person has witnessed animal neglect, a loose animal, or other animal issue, instruct them to call 817-392-1234.
- If you anticipate that a situation will become public or you are contacted by the media, please contact your Volunteer Coordinator for guidance.





04 ROLE OF A VOLUNTEER COORDINATOR

WHAT IS THE ROLE OF A VOLUNTEER COORDINATOR?

Our Volunteer Coordinators are responsible for accepting, training and overseeing volunteer activities.

Their responsibilities include but are not limited to:

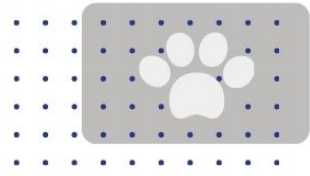
- Reviewing volunteer applications
- Scheduling tours of our facilities
- Managing training courses
- Keeping volunteers informed on new protocols, shelter needs and events



The Volunteer Coordinator will be your initial point of contact for any questions, concerns, or recommendations you may have. Their schedules and availability vary due to events, day of service, and new volunteer orientation. If a Volunteer Coordinator is not available, please refer to the communication board for your next point of contact.

Both Volunteer Coordinators monitor the FWACC Volunteer mailbox. For quicker response times, email FWACCvolunteers@fortworthtexas.gov with any questions or concerns.





05 THE ONBOARDING PROCESS

AGREEMENTS, WAIVERS AND OTHER DOCUMENTS

For your safety, all necessary Agreements, Waivers and Documents must be completed and signed prior to your first volunteer shift. This is to ensure that you are familiar with FWACC’s expectations and Code of Conduct and Policies. If policies and expectations change, you may be required to sign an updated agreement before your next shift.

AVAILABLE TRAINING

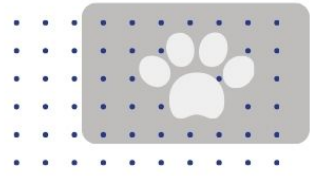
Having a well-trained volunteer base is crucial to promoting a safe and productive environment at FWACC. Some volunteer opportunities will be limited to individuals who have completed specific trainings. If you are interested in an opportunity for which you do not meet the required level of training, please contact your assigned Volunteer Coordinator for more information.

Volunteers are required to complete assigned trainings prior to handling animals. Additional trainings may also be required for specific opportunities. If additional training is required, you will be prompted to complete the training before your first shift.

BACKGROUND CHECK

The City of Fort Worth mandates background checks for all volunteers to safeguard confidential information, protect vulnerable populations, and ensure proper handling of pharmaceuticals. Volunteers will undergo background checks prior to involvement and may be subject to periodic rechecks throughout their active status. Submitting knowingly false information or creating a fake identity or profile on the application is a violation of policy.





05 THE ONBOARDING PROCESS

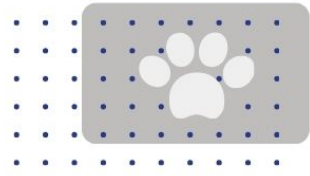
COURT-ORDERED COMMUNITY SERVICE

FWACC offers opportunities for court-ordered community service hours. Volunteers seeking court-ordered hours are responsible for ensuring they allow sufficient time for onboarding, confirm that the court will accept FWACC volunteer hours, and provide the necessary paperwork for the on-site supervisor's signature. Court-ordered volunteers must receive approval from the court, create a volunteer portal account, and adhere to all volunteer policies and expectations. Court-appointed service hours will be limited to specific volunteer opportunities.

VOLUNTEER GROUPS AND ORGANIZATIONS

Any groups or organizations interested in scheduling an event or group volunteer project must contact the Volunteer Coordinator at least two weeks in advance. Groups will not be allowed to assemble at an event or on-site and promote their business, cause or messaging without prior approval from FWACC Management.





05 THE ONBOARDING PROCESS

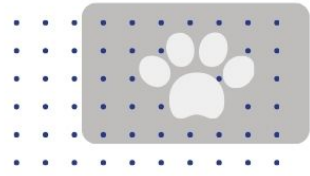
VOLUNTEER AGES

FWACC encourages youth volunteers to participate in a variety of volunteer opportunities. However, please be aware that some opportunities may have age restrictions.



AGE	OPPORTUNITY TYPES	REQUIREMENTS
12 YEARS AND UNDER	Not eligible	Not eligible for any FWACC volunteer opportunities
13-15 YEARS	Non-animal handling only	Group service only. Parent/Guardian must be present. Parent authorization must be renewed annually
16-17 YEARS	PetSmart locations only	Parent/Guardian must be present. Parent authorization must be renewed annually
18 YEARS +	Open	No additional requirements necessary





05 THE ONBOARDING PROCESS

Volunteers aged 13-15 may only participate in group service with a Volunteer Coordinator present, and must be accompanied by a parent/legal guardian (or a designated responsible adult) with a signed liability waiver. They are restricted to non-animal handling tasks and must remain under the direct (visual and auditory) supervision of their responsible adult.

Volunteers aged 16-17 may volunteer only at our PetSmart Adoption Centers, with written permission and an annual liability waiver signed by a parent/legal guardian. They must also remain under the direct supervision of their responsible adult.

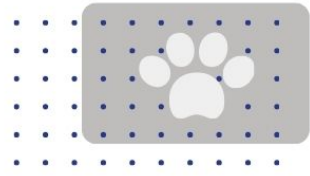
To operate a city vehicle, volunteers must be at least 21, complete a defensive driving course, and pass a DMV background check for insurance purposes.

NON-FWACC GUESTS/PETS

FWACC volunteers may not be accompanied by children, guests, or personal pets who are not also registered volunteers at the facility or events. All volunteers must first register online, complete the orientation, sign the volunteer agreement, and receive approval from the Volunteer Coordinator before engaging in volunteer activities.

If you'd like to bring a guest interested in volunteering, please email FWACCvolunteers@fortworthtexas.gov at least two weeks in advance to request a one-time pass. Guests must be at least 18, meet with the Volunteer Coordinator, and sign a waiver upon arrival.





06 VOLUNTEER ROLES AND ACTIVITIES

VOLUNTEER OPPORTUNITIES

Volunteers assist with a range of tasks, including but not limited to:

- Kennel Assistant
- Adoptions
- Dog Walking
- Animal Enrichment
- Pet Photography
- Neonatal Assistant
- Dog Bathing/Grooming
- Play Yard Monitoring
- Animal Fostering

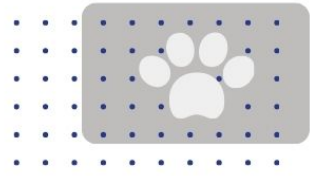
SPECIALIZED OPPORTUNITIES

To ensure the success of certain activities or programs, some volunteer opportunities may be reserved for volunteers identified by staff as particularly suited for the role. Staff considerations may include, but are not limited to, the following:

- **Favorable Conduct:** Volunteers who consistently demonstrate reliability, attendance, teamwork, policy compliance, and a positive attitude.
- **Experience:** Volunteers with a proven track record in similar roles or relevant activities.
- **Skill:** Volunteers who have shown or acquired specific skills through training or previous experience.

This approach allows us to assign tasks to the most suitable volunteers, improving efficiency and effectiveness while ensuring everyone has the opportunity to thrive in roles that align with their strengths.



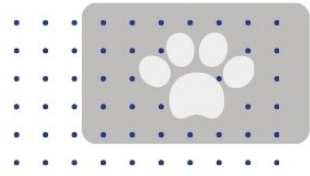


06 VOLUNTEER ROLES AND ACTIVITIES

FOSTER VOLUNTEERS

Some in-shelter volunteers choose to also foster FWACC shelter pets. Foster volunteers are considered specialized volunteers and are expected to abide by the same expectations and policies in place for our in-shelter volunteers. Additional training, waivers, acknowledgements, and expectations may also be required prior to being allowed to take a foster pet home. Foster volunteers will not be issued a volunteer badge unless they are also approved to be an in-shelter volunteer.





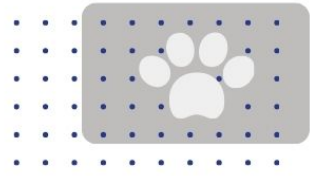
07 UNIFORMS AND BADGES

Volunteers are required to wear a volunteer t-shirt and volunteer ID badge to easily identify themselves during all shifts. For the safety of our volunteers and shelter pets, long pants or leggings and closed-toe shoes with good traction are also a requirement of our program. Volunteers are not able to attend shifts in shorts or open-back/open-toed shoes regardless of the weather or activity. In cold weather, volunteers are permitted to layer long sleeve shirts under their volunteer t-shirt, but cannot layer on top of the shirt during their shift.

City-issued photo identification badges are to be displayed at all times when conducting business as an official volunteer and completing tasks. Identification badges are not to be worn or used for any purpose other than when conducting assigned duties. No pins, stickers or markings are allowed to be displayed on the ID badge. The photo identification badge must be visible to the public and should be worn between the shoulders and waist with the photo clearly visible.

If your photo identification badge is lost or stolen, it is the responsibility of the volunteer to notify a Volunteer Coordinator as soon as possible to obtain a replacement badge. You will not be permitted to perform volunteer activities if you are not properly dressed and identifiable.





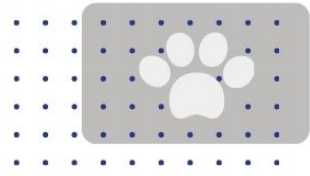
08 SCHEDULING SHIFTS AND ATTENDANCE

The City of Fort Worth maintains an electronic volunteer management system to store volunteer records. This user-friendly portal is your hub for scheduling, completing trainings, communication, and clocking in/out. You should download the application so you can schedule yourself on the go and access your timeclock from the shelter. If you don't have a smartphone, please let us know during your first visit to the shelter so we can walk you through alternatives for timekeeping.

To remain as an active volunteer, all volunteers are required to log a **minimum of fifty in-person hours per year**, which can be achieved through a variety of in-shelter and community outreach opportunities. Volunteers **will not be permitted to perform more than forty hours per week**.

Seasonal volunteer opportunities, which are exempt from the monthly hour minimum, may be available. Please contact your Volunteer Coordinator for more information about seasonal volunteering.





08

SCHEDULING SHIFTS AND ATTENDANCE

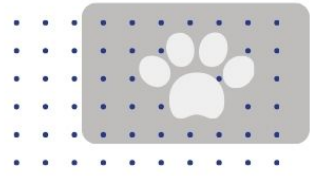
SHIFTS

You are required to sign up for shifts in advance, which you can do from the Opportunities page of your volunteer portal account and **you should not arrive to volunteer if you are not previously scheduled.**

Volunteer shifts are specific windows of time, assigned to ensure that volunteer coverage is evenly spaced throughout the day. This helps avoid overcrowding and allows other volunteers and staff to adequately plan for the day. A few important notes about shifts:

- You may arrive and leave anytime during the shift period you signed up for, but you may not exceed your scheduled time (ex: If you're scheduled from 1pm-4pm and arrive at 2pm, your shift will still end at 4pm).
- Your punch-in and punch-out time will track your actual volunteer hours. If you have to leave early or before your assigned task is completed, please let your Volunteer Coordinator know.
- Adoption Events, Community Pets Clinics and certain Outreach Events assignments require volunteers to be there for the entire shift.
- You can sign up for shifts right up until the hour before they start, this allows you to schedule yourself on-the-go even if you don't always know your schedule in advance!
- After scheduling a shift, you need to check the Schedule page in your volunteer portal to view shift job descriptions, expectations and instructions, or to cancel a shift you can no longer attend.
- If you need to cancel a shift, please do so as soon as possible.
- You should not arrive at an FWACC location to volunteer unless you are already scheduled for a shift.



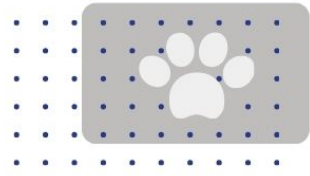


08 SCHEDULING SHIFTS AND ATTENDANCE

- For safety reasons, you are authorized only in the area in which you are assigned and are only authorized to complete tasks pertaining to your assigned opportunity. For example, if you are scheduled to assist as a cat caretaker, you must perform the duties associated with that task and are not authorized to be in our intake area.
- You may not impede on FWACC's operation, policy or procedure.
- Remember to always ask for help from your Volunteer Coordinator before you begin your next shift, if you need any assistance with signing up for a shift/opportunity.

To ensure proper training, new volunteers will start out at one FWACC location. After completing 20 hours of service in which you consistently complete 4 hours a month or more, you may reach out to your Volunteer Coordinator to request access to an additional location.





08 SCHEDULING SHIFTS AND ATTENDANCE

ARRIVAL AND DEPARTURE TIMES

Volunteer duties, access and privileges are only valid for the duration of the assigned shift they have selected on the online volunteer scheduling system. There is a 15-minute grace period before and after each shift so that the volunteer may prepare or end their volunteer assignments.

Each location will have a designated communication board that must be checked daily at the beginning of your shift. Here you will find important updates, upcoming events and who your on-site point of contact for the day will be in case your Volunteer Coordinator is not available.

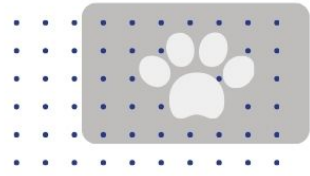
All volunteers must be off the premise **before** the scheduled closing time and will not be allowed on premise outside of public visitation hours unless their shift requires them to access before/after hours.

ATTENDANCE POLICY AND PROCEDURE

When you commit to a volunteer opportunity, you become a valuable member of our team and play an important role in the success of our mission. For that reason, we ask that you not make a commitment that you may be unable to fulfill, or take on responsibilities you feel unqualified for.

We understand that life happens and you may not be able to make it to your volunteer shift. If you are not available to complete the volunteer shift(s) for which you have registered, please log into the volunteer portal to cancel your shift(s), or email FWACCvolunteers@fortworthtexas.gov as soon as possible.



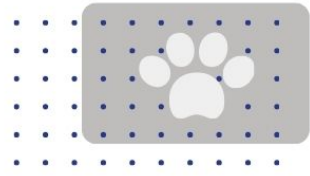


08 SCHEDULING SHIFTS AND ATTENDANCE

By doing so, the shift will become available to other volunteers and allow staff to redistribute tasks. Staff and other volunteers will be relying on you to complete those tasks. If you're unable to perform assigned duties or if there is repeated failure to show up for assigned shifts (three or more no-shows), it could result in the termination of your volunteer status.

If you are unable to volunteer due to unforeseen circumstances, you may take a leave of absence. Depending on the length of your absence, you may need to take refresher training to resume volunteering. Please discuss your needs with the Volunteer Coordinator by reaching out to FWACCvolunteers@fortworthtexas.gov.





09 COMPASSION FATIGUE

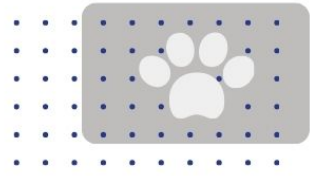
COMPASSION FATIGUE

Much like animal caregivers in the industry, volunteers are prone to compassion fatigue and burnout. Symptoms of these conditions overlap and can include sleep disorders, feelings of inadequacy and lack of self-worth, sadness, anger, and/or irritability.

If left unaddressed, these issues can worsen an individual's mental and physical health. To combat compassion fatigue and burnout, FWACC promotes a positive and respectful environment for all. We ensure that we do not exceed our capacity for the care of animals and limit workloads when necessary.

If you are experiencing compassion fatigue or burnout, do not hesitate to speak with a Volunteer Coordinator. Mental and physical well-being remains a priority for FWACC, and we reserve the right to pause a volunteer's involvement if staff observes any behavior they believe to be a result of compassion fatigue or burnout.





10 SOCIAL MEDIA

SOCIAL MEDIA

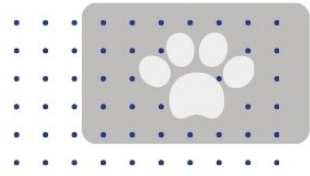
Social media platforms are a valuable tool in our efforts to connect with individuals. Social media platforms have become primary means for those interested in keeping up with FWACC and our collaborative efforts. We ask and expect you to exercise good judgment when contributing to FWACC's official pages and groups, as well as your own personal accounts, particularly when your posts are related to FWACC, FWACC projects, and FWACC partners.

While we encourage the sharing of stories and promotion of our mission through social media, it is important to note that volunteers cannot speak as official representatives of FWACC. Regardless of the platform or page, when interacting with others via social media concerning FWACC-related matters, we have the following expectations:

Accuracy: Verify the facts before posting, taking every precaution to gather the most current information available. Please direct readers to one of FWACC's general mailboxes (FWACCVolunteers@fortworthtexas.gov, FWACCFoster@fortworthtexas.gov, FWACCTag@fortworthtexas.gov), or share a link to the post directly with your Volunteer Coordinator or a member of FWACC management.

Confidentiality: Safeguard confidential and proprietary information to uphold public trust. Examples of information that should never be shared include adopter/rescue group details and owner or surrender information. Failure to maintain confidentiality may result in termination of your relationship with FWACC. Please see the Confidentiality Policy for additional information.





10 SOCIAL MEDIA

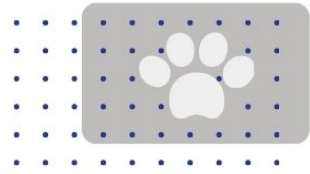
Respect: Prevent discussions from evolving into personal attacks or debates that could reflect poorly on you or FWACC. Any uncertain posts that you believe violate our anti-harassment policy or become a personal attack against others should be forwarded to your Volunteer Coordinator for evaluation. FWACC will address any violations of our policies.

Professionalism: As a partner of FWACC, you commit to supporting one another and our shared mission. The language you use holds weight and can influence public perception and the mental health of others. We expect our volunteers to refrain from creating negative perceptions of FWACC, specific animal breeds, or the community we serve. Management requests that you address concerns about policies or decisions directly with your Volunteer Coordinator or a member of management rather than airing them online or in a public forum. The issue may be a simple misunderstanding or a lack of effective communication. Management welcomes new ideas and suggestions. As partners, we should be able to work together in a constructive and professional manner, even when there are differences of opinion.

If you are unsure of the appropriateness of a story or comment, please contact your Volunteer Coordinator or management. You are encouraged and welcome to use your own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy, outreach, and more. FWACC volunteers, foster volunteers, partners, and affiliates are prohibited from starting any new social media pages that represent the organization. FWACC must be made aware of any social media pages you create in relation to the organization. Such pages must clearly state that it is not an official City of Fort Worth page and individuals may not speak on behalf of the City of Fort Worth or act as employees of FWACC.



DISEASE CONTROL



DISEASE CONTROL

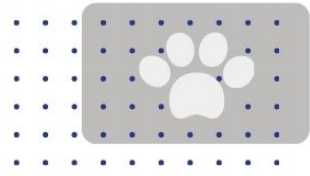
FWACC is responsible for ensuring public safety, which includes the control and containment of rabies and other zoonotic diseases. As a volunteer at FWACC, you must wash your hands frequently and clean all animal handling equipment thoroughly to prevent the spread of disease in the shelter.

If you are bitten or scratched, you must report the incident to the Volunteer Coordinator. Be sure to have the animal's identification number (record number or animal ID) ready. The animal may be quarantined for observation.

If a shelter animal shows any of the following symptoms, immediately notify the Volunteer Coordinator or a supervisor on duty:

- Diarrhea
- Vomiting
- Ocular (eye) discharge
- Nasal discharge
- Sneezing/Coughing
- Loss of appetite
- Lethargic (lack of energy)
- Dehydration
- Abnormal gait or muscle control
- Excessive salivation





12 HUMANE EUTHANASIA

HUMANE EUTHANASIA

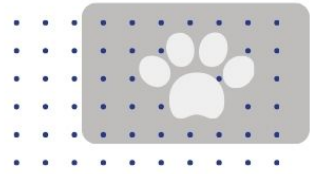
Euthanasia is an unfortunate occurrence at FWACC. It is always our last option, and we always strive to place an animal into a good home if available. Our goal is to welcome more guests at FWACC wanting to adopt or foster than those who come to surrender a pet. FWACC provides resources to the public, such as low-cost vet care, rehoming alternatives, training resources, and pet food assistance to reduce the number of intakes. In addition to promoting spay/neuter and responsible pet ownership, FWACC also continues to take a progressive approach to increase adoption, transfer, and foster numbers to outweigh our community intakes.

As a volunteer for FWACC, you may be exposed to animals facing euthanasia, even though you will never have to witness it. Whether or not you personally agree with the practice, this is a reality for many shelters. Please be mindful of others when discussing this topic, including City staff who must deal with the realities of euthanasia on a daily basis. If you are not comfortable in this atmosphere, then this may not be the volunteer experience for you.



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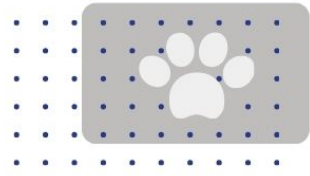
EXPECTATIONS AND CONDUCT



FWACC upholds the highest standards of conduct and service in order to provide the public with a positive experience and to maximize the number of lives saved. As a FWACC volunteer, you are expected to:

- **Be polite and professional.**
- When conducting service as a FWACC P.A.W.S. representative, please present an image that is both professional and appropriate. First impressions are lasting. Please keep the following in mind:
- Proper identification, such as your City-issued volunteer badge and shirt or apron, is required and should always be visible to identify you as a P.A.W.S. volunteer.
- Closed-toed shoes and pants are required. You should dress appropriately and maintain good personal hygiene.
- Drinking alcohol and using drugs are not permitted onsite or at offsite events. While volunteering, FWACC volunteers may not be under the influence of alcohol, illegal drugs, or prescription drugs with side effects that reduce your ability to safely handle animals or interact with residents.
- Smoking is permitted only in approved outdoor areas. Smoking is not permitted while handling FWACC animals.





13 EXPECTATIONS AND CONDUCT

Be a positive role model.

Although you can't dictate the actions of others, you can ensure the excellence of your own work. Aim to set a positive example and never be afraid to seek assistance from staff or report any concerns.

Carrying out your duties with enthusiasm and commitment will have a favorable influence on fellow supporters, potential supporters, and staff.

- Express concerns and share ideas constructively; focus on solutions rather than problems.
- Approach constructive criticism with an open mind; avoid dismissing others' perspectives outright; aim to educate and empower individuals for success.

Be approachable, polite and supportive.

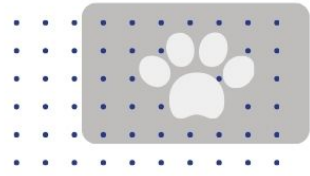
Simple courtesies can significantly enhance impressions on current and potential partners, volunteers, adopters, donors, corporate partners, the public, and FWACC staff. Please remember the following:

- A smile can make a difference.
- Practice active listening.
- Treat each person with kindness.
- Be aware of how your actions appear to the average person and educate others when possible.

CONFIDENTIALITY POLICY

As a FWACC volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of FWACC to which you are exposed. All volunteers are required to sign the documents titled "Animal Care and Control Waiver" and "COFW Volunteer Waiver - ALL PROGRAMS." Failure to maintain confidentiality will result in termination of your relationship with FWACC.





13 EXPECTATIONS AND CONDUCT

ANTI-HARASSMENT POLICY

FWACC strives to create and maintain an environment in which people are treated with dignity, decency, and respect. To that end, our anti-harassment policy expresses our commitment to maintain a workplace and environment that is free of harassment, so our employees, volunteers, and guests can feel safe and happy.

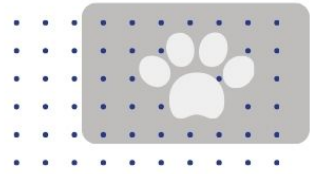
In accordance with all federal, state, and local laws, FWACC expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran status, or any other protected classification.

FWACC expressly forbids and will not tolerate any actions (e.g., words, jokes, comments, or gestures) that unreasonably create an intimidating, hostile, or offensive environment for others. FWACC will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For the purposes of this policy, harassment is any written, verbal, or physical conduct designed to threaten, intimidate, or coerce an employee, co-worker, client, volunteer, or any person working for or on behalf of FWACC.

Anyone engaged in sexual or other unlawful harassment will be subject to release from partnership with FWACC. If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify your Volunteer Coordinator or a member of management.

FWACC will not tolerate any retaliation, harassment, or intimidation of any supporter who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment, or intimidation may result in release from FWACC partnership.





13 EXPECTATIONS AND CONDUCT

Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the person who filed the complaint will be informed of the findings and the action taken.

If, as a result of the investigation, FWACC determines that an employee or affiliate has engaged in harassment or illegal discrimination, in violation of this policy, FWACC will take appropriate corrective measures. Such action may range from counseling to immediate loss of, or change in, volunteer status or assignments, release from partnership, or possible legal action.

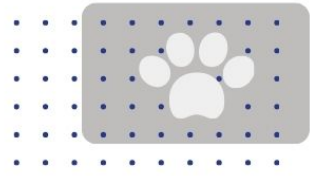
CONFLICT OF INTEREST

As a member of P.A.W.S., it is essential to avoid engaging in any outside activities that may compromise your ability to remain impartial, interfere with the timely and effective fulfillment of your duties, or tarnish the reputation of FWACC. Any actions that conflict with FWACC's best interests regarding the pets, or that may discredit the organization, should be avoided. The success of FWACC relies on maintaining a positive reputation and fostering community goodwill.

Unless explicitly authorized, outside activities should not involve the use of FWACC's assets, funds, materials, logos, facilities, time, or services from other FWACC affiliates. Failure to adhere to this policy may result in the termination of your partnership with FWACC.

If you are asked to participate in any activity that conflicts with the values or mission of FWACC, or if you encounter a potential conflict of interest, please contact your Volunteer Coordinator for guidance.





13 EXPECTATIONS AND CONDUCT

AUTHORIZED AREAS

Volunteers, fosters, and rescue partners are permitted to access the public areas of FWACC at any time during their scheduled shift or during normal operating hours. Volunteers, fosters, and rescue partners are prohibited from entering unauthorized areas unless they are escorted or accompanied at all times by a FWACC staff member.

Admittance to restricted areas, such as the spay/neuter clinics, quarantine, office areas, and intake, is prohibited. Some volunteer activities may include access to restricted areas, but only for the described volunteer activity during the assigned time period.

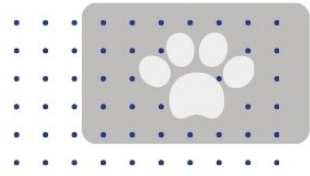
If you are unsure if you have authorized access to an area, please speak with your Volunteer Coordinator prior to entering the area in question.

APPROPRIATE INTERACTIONS WITH ANIMALS

Volunteers are expected to handle animals kindly, with concern for both the animal's safety and your own safety. Appropriate, safe, and humane methods of handling and restraint must be used at all times and only after completion of required training.

Our shelters use positive reinforcement. Do not hit, kick, swat, yell, throw things, or spray water at the animals. Similarly, if an animal's behavior indicates that it does not desire interaction at that time, please be respectful of the animal's needs and give it space. Remember, the shelter environment can be quite stressful for animals, so it is our goal to keep any additional stress to an absolute minimum. We are more than happy to answer any questions you might have about animal behavior.



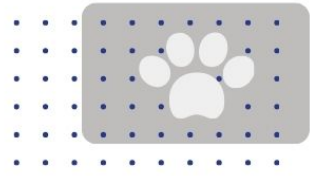


13 EXPECTATIONS AND CONDUCT

Volunteers should report any concerning behavior from animals within the shelter. Volunteers spend valuable time with the animals and may observe things that staff wouldn't notice during a formal behavior assessment. Volunteer observations are crucial for ensuring the safety and welfare of the families who choose to adopt, and also help staff determine how to intervene on behalf of the animal. Behaviors that should be noted include, but are not limited to:

- Swatting
- Hissing
- Spitting
- Growling
- Hiding with no recovery
- Whale eye
- Baring teeth
- Snapping
- Refusing treats that it would normally eat
- Refusing to walk on leash
- Biting, whether or not it breaks the skin
- Fence fighting with dogs in a kennel or with dogs in an adjacent yard
- Harsh jumping up or dragging while walking
- Forceful tugging or biting of the leash
- Mouthing hands or arms





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EXPECTATIONS AND CONDUCT

ACCIDENTS AND INJURIES

Any accidents or injuries occurring while on the job, no matter how small, must be reported to the Volunteer Coordinator immediately. An accident report will be completed to record necessary information. Medical assistance or treatment will be given if necessary.

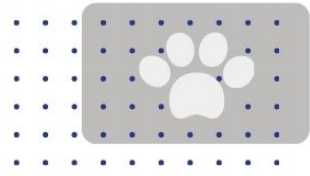
For your safety, animal bites must be reported to staff immediately, and the animal involved must be identified. State law requires that the animal be submitted for rabies testing and/or confined at the shelter for a 10-day rabies observation. This is at the discretion of the Department and personnel.

Volunteers who have been bitten may want to consult their doctors for follow-up care. At the discretion of the shelter, re-training or other corrective action may be recommended by staff after an animal-related injury. Volunteers are to immediately report any potentially unsafe or hazardous conditions to the Volunteer Coordinator so the issue can be addressed before any harm or injury is caused to staff, volunteers, or animals.

VOLUNTEER PERFORMANCE SUPPORT

Volunteer Coordinators may give performance feedback sessions to volunteers. This gives staff a chance to meet with volunteers one-on-one to review chosen volunteer opportunities, discuss what's going well, and identify goals and areas for improvement. If, as a volunteer, you have not adhered to City policies, procedures, and the expectations outlined in this handbook, it may be necessary to terminate your volunteer status.





14 DISCIPLINE AND TERMINATION

DISCIPLINE

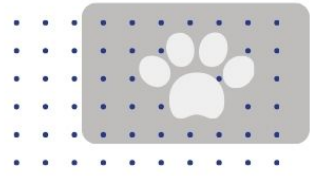
The purpose of the disciplinary policy and procedures is to set and maintain standards of conduct within FWACC, ensuring that all volunteers are treated fairly and consistently. It is designed to help and encourage all volunteers to achieve and maintain satisfactory standards of conduct. When deemed appropriate, disciplinary measures may be taken if volunteers behave in a way that detracts from our ability to deliver a quality service to our customers, contradicts our code of conduct, or in any other way that is perceived to adversely affect our organization, objectives, reputation, or mission.

This policy establishes an equitable and consistent approach to violations of FWACC's code of conduct by:

- Ensuring that counseling takes place to reinforce the expected performance or conduct standards.
- Establishing a process under which warnings may be issued and discussed, with provisions for disciplinary action if performance or conduct does not improve.

Any time a formal complaint is made about a FWACC volunteer or partner, we begin a fact-finding process. During the fact-finding stage, we may temporarily suspend a partnership status until the fact-finding process has been completed and a final decision is made. When a final decision is made, the volunteer or partner will be notified. To expedite our process and come to a final decision or resolution, we ask that our partners be honest, transparent, and work with FWACC staff to ensure that all information is provided to us in a timely manner.





14 DISCIPLINE AND TERMINATION

AT WILL POLICY AND DISCIPLINARY ACTION

FWACC Volunteers are considered "at will." This means that either the volunteer or the Department may terminate the volunteer's relationship at any time without notice. Each party will endeavor to give the other notice, but it is not required. Depending on the severity of the infraction, FWACC can choose to take the necessary steps in its disciplinary policy. FWACC can choose to bypass any of these steps at any time in the disciplinary procedure if FWACC deems it necessary. Please see below for each step in FWACC's disciplinary policy:

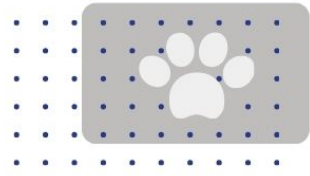
1. First warning

If conduct or performance is inappropriate or unsatisfactory, the volunteer will be given a verbal or written warning or performance note. Such warnings will be documented in the volunteer's file but disregarded after one year of satisfactory service, provided there have been no subsequent disciplinary issues.

2. Written warning

If the conduct is regarded as more serious or the volunteer's work or conduct is considered inappropriate or unsatisfactory after they have received a formal warning, a disciplinary meeting may be called and a written warning issued and placed in the volunteer's file. After one year, if no further disciplinary action is deemed necessary and the breach has been resolved, the warning will expire.





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DISCIPLINE AND TERMINATION

3. Termination

If the volunteer's work or conduct fails to improve after a First Warning or Written Warning, or where the allegation is deemed to be particularly serious, the Volunteer Coordinator will give you a notice of dismissal from your volunteer duties.

GRIEVANCE PROCEDURE

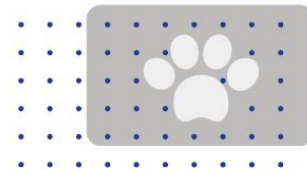
Your point of contact regarding volunteering or shelter activities is the Volunteer Coordinator. Bring your concerns and questions to them first. If you have a complaint regarding a staff member, other volunteers, or an issue with a FWACC policy, immediately bring it to their attention so it can be resolved. If you are not satisfied with the resolution, you may take your complaint to the Outbound Supervisor or Superintendent on duty.

We want to resolve issues so that we can all work effectively as a team. Immediately report anything you interpret as harassment from staff, volunteers, or the public to the Volunteer Coordinator or Manager on Duty to ensure your safety and the safety of everyone on the premises.

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of your assigned Volunteer Coordinator.

The volunteer management staff makes every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.





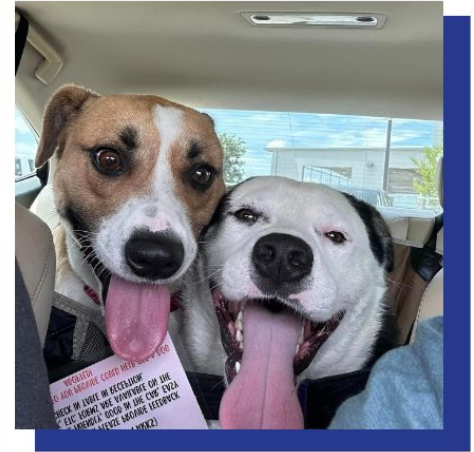
14 DISCIPLINE AND TERMINATION

POTENTIAL CAUSES FOR RELEASE OF VOLUNTEER SERVICE

- Failure to adhere to City of Fort Worth policies and procedures
- Dishonesty
- Failure to follow investigative/fact-finding processes
- Breach of confidentiality
- Failure to accurately report volunteer hours worked
- Inactivity
- Inappropriate drug or alcohol use
- Inappropriate or unprofessional conduct
- Excessive “no-shows” for volunteer shifts
- Not fulfilling the duties of the volunteer position
- Misrepresentation of FWACC
- Theft
- Incitement to (or the implication of) violence or illegal activity
- Failure to follow dress code
- Impeding City or FWACC policy, procedure, or operation
- Making false and defamatory accusations



WORKING
TOGETHER
TO BUILD A
STRONG
COMMUNITY



THANK YOU FROM FWACC

We want to thank you again for becoming a part of the FWACC team and for your willingness to dedicate your time and energy to helping our community, staff, and animals. Volunteers like you are the heart of our organization, and your support will make a significant difference in the lives of the animals we care for.

We look forward to working with you and are excited to see the positive impact you'll have. If you have any questions or need further information, please don't hesitate to reach out.

Welcome to the team!

