

Flower Mound Animal Adoption Center

“Partners for Paws”



Volunteer Program Guide

Dear Volunteer:

On behalf of the Town of Flower Mound and the Animals Services Department, I want to thank you for your interest in becoming a “Partner for Paws” volunteer at the Flower Mound Animal Adoption Center. We are pleased that you desire to give your time and efforts to assist us with our visitors and in caring for the animals in our facility. The help you provide will allow us to give more time and care to some of our special needs guests.

The task of helping animals and the community is not always an easy one, but it can be a very rewarding experience. You may be motivated to seek volunteer opportunities with us for a variety of reasons: your love of animals, desire to serve your community, desire to develop your personal skills or other reasons. Whatever prompted you to consider giving your time to the Animal Adoption Center and the animals we serve, it will hopefully develop into a long-term relationship with us as we partner to make a difference within our community.

It is the Town’s hope that through the Animal Adoption Center’s Volunteer Program we can enhance our ability to promote animal awareness within the community, educate the public about responsible pet care, and promote the need for responsible pet ownership. The time that you serve will enhance our ability to work with the community and for the community.

Remember the staff is here to help you as you begin your volunteer work. Please don’t hesitate to ask for assistance as you learn and grow with us.

Christine Hastings
Flower Mound Animal Services Manager

Introduction

This information packet is designed to assist those who volunteer and to maintain a healthy and safe environment. It will provide a brief overview of the Paws for Partners volunteer program to help you decide what area of interest you would like to be involved in. When you serve as a volunteer, you help to create a better life for our four-legged guests. The opportunities for volunteers to serve are both rewarding and varied - and have been designed to meet your personal goals and time schedules.

Adoption Facility hours of operation

Monday to Friday 9 a.m. – 5 p.m.
Saturday 10 a.m. – 3 p.m.
Sunday Closed

Contact information

The Animal Adoption Facility physical location: 3950 Justin Road

Animal Adoption Center's phone number: 972.874.6390

Mailing address: 2121 Cross Timbers Road, Flower Mound, Tx, 75028

Email address: Animalservices@flower-mound.com

Email – Outreach Coordinator (volunteer and events program): animaloutreach@flower-mound.com

Staff Information

Christine Hastings
Animal Services Manager

Dax Gollaher
Animal Services Supervisor

Virginia Brauch
Office Clerk

Georgia Carrena
Kennel Technician

Kimberley Ciampi
Animal Services Officer

Robin Vallee
Office Clerk

Linda Nelson
Kennel Technician

Frances Ferguson
Animal Services Officer

Kerri Helmick
Outreach Coordinator

Vacant
Animal Services Officer

Purpose of the Volunteer Program

The purpose of the Flower Mound Animal Adoption Center's Partner for Paws Volunteer Program is to promote and maintain the physical and mental health of the animals housed and the Adoption Center, to assist the staff with maintaining the shelter and animal habitats, and to promote animal awareness within the community by providing education to the public about responsible pet care, ownership, and safety for and around animals.

Animal Services Goals

Flower Mound Animal Services and Adoption Center strive to improve the quality of life of all animals. Our main goal is to keep the community safe while living with and around animals. We provide animal adoption programs, cruelty/nuisance investigations, and routine patrols. These programs are accomplished through enforcement of Town and State regulations, public education programs, and an active coalition with local human societies for the health and safety of citizens in Flower Mound.

Who can become a Volunteer?

A volunteer is an individual fifteen (15) years of age or older, who without compensation or expectation of compensation, performs a task at the direction of or on behalf of the Town of Flower Mound. A volunteer must be officially accepted by the Town of Flower Mound prior to performing any volunteer duties.

How to Become a Volunteer

Persons interested in volunteering for the Town of Flower Mound Animal Adoption Center should contact the Flower Mound Animal Services, located at 3950 Justin Road. There, you will need to fill out an application. They will forward the application over to the Flower Mound Police Department for a background check. After review, we may contact you to come in for an interview to help design a program to fit your individual needs.

Volunteer Duties

- Walking, socializing, bathing, and grooming the animals.
- Assisting citizens with animals they would like to visit.
- Cleaning the animals' cages/kennels.
- Cleaning and organizing the food storage area.
- Cleaning windows - inside and outside dog and cat adopting areas and adoption corridor.
- Sweeping/cleaning dog and cat adoption room, play rooms, visiting rooms, and back hallway floors.
- Assisting with special events.
- Entering registration information into the computer.
- Assisting staff members with odd jobs.
- Taking photos of animals, adopters, visitors, and staff.
- Representing the Animal Services at various events.

Requirements:

The Partners for Paws volunteer program is a system that allows for the maximum amount of opportunity for the community to volunteer, regardless of their ability or time to invest in the program.

All volunteers must first:

- 1 – Complete a volunteer application, to be turned in to the Flower Mound Animal Services, Attention: Kerri Helmick at 3950 Justin Road, Flower Mound, Tx, 75077.
 - 2 – Pass a background check to be paid for and provided by the Town of Flower Mound.
 - 3 – Complete the “Partner for Paws” Orientation. This provides a brief overview of the volunteer program opportunities, tour of the shelter, policies, and guidelines.
 - 4 – Complete the required training.
 - *5 – Complete 10 hours of introduction period volunteering that involves cleaning or administration activities.
- *This is required before volunteers can start to handle the animals.

Level I (white)

Orientation, Training, Introduction Volunteer Period

This includes attending an orientation to familiarize yourself with our adoption center and the duties and expectations of the volunteers. Standard operating procedures are reviewed along with discussion of the various duties that volunteers can be involved in. You will be given a tour of the shelter and sign up for training sessions.

Level II (blue)

Orientation and training are complete. Volunteers at this level can begin working with the animals, socializing, training, and light grooming.

Such jobs include:

Dog walking	Grooming	Showing animals
Cat handling	Administrative work	Customer service
Laundry	Dishes	Sweeping
Mopping	Window cleaning	Cleaning the play yard

*Various larger projects can be arranged, especially for those needing limited hours for a school program. (These may not include animal handling if the proper training and introduction hours have not been completed.)

What you should know before you become a volunteer!

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 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 or are not comfortable with. (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. Never try to handle an animal you cannot control.
7. Wash your hands frequently and check the bottom of your shoes for feces, mud, urine, blood, etc.
8. After completing your shift and returning home, change your clothes and shoes before handling your own pets at home.
9. Feces must be picked up immediately and placed in a disposal bucket.
10. Have someone you can talk to either at home or at the shelter about feelings from dealing with emotional situations.
11. Take pride in your work and remember incidents that remind you of the reasons you chose to volunteer.