



Burlington Animal Services Rules and Procedures for Compulsory Community Service Volunteers

About us

Burlington Animal Services is a department of the City of Burlington municipal government. Our agency provides animal sheltering services and pet help support services to residents of Alamance County at the Pet Adoption and Resource Center; low-cost spay/neuter & wellness services for the general public in our region at the Spay and Neuter Clinic of Alamance County; and off-site animal control field services for residents of the City of Burlington. We are one of the few municipal shelters in the state that maintains a pet lifesaving rate above 90%. Our business hours, when we are open to the public are: Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturdays from 10:00 a.m. to 4:00 p.m. We are happy to offer opportunities for individuals in our community who are in need of completing compulsory community service through court mandates, attorney recommendations, or other professional referral sources.

Liability Release

All volunteers are required to sign a liability release and acknowledgment and assumption of risk statement prior to engaging in activities at Burlington Animal Services.

Community Service Duties

Community Service volunteering at Burlington Animal Services is different from regular volunteering with us. Through Community Service, you will be assisting our Animal Care Staff with necessary jobs that help keep our shelter clean and running smoothly. These tasks include, but are not limited to:

- Collecting and disposing of the trash from bins around the interior of the facility and the exterior grounds
- Removing and disposing of pet waste from our dog play yards and grounds
- Changing trash bags in the pet waste stations
- Laundry
- Cleaning Dog Kennels
- Cleaning Cat Rooms
- Cleaning elements of the facility including but not limited to windows, baseboards, door handles, bathrooms, etc.

These tasks are imperative to keeping our facility running smoothly and safely for our animals. Due to the high number of animals, we have at our facility, it is difficult for our staff to efficiently keep our grounds clean, which is why we need your assistance.

Scheduling

Unless otherwise approved by the program manager, community service volunteers are expected to report to the Burlington Animal Services Pet Adoption and Resource Center at 8:30 a.m. on weekdays, and at 8:00 a.m. on Saturdays. Each volunteer session will typically be a minimum of 3 hours and not more than 6 hours. The Program Manager and Community Service Volunteer will arrange an agreed-upon schedule in advance of the Community Service Volunteer's first day. The Program Manager will notify the Community Service volunteer

by email of their schedule. Although we do our best to accommodate the number of hours each Community Service Volunteer needs to complete, we do not guarantee all hours will be accommodated. In this case, it is the responsibility of the Community Service Volunteer to find alternative locations to complete their remaining required hours.

Expectations for Conduct

The Program Manager directly supervises Community Service Volunteers; however, when the Community Service volunteer is paired with a staff member during kennel cleaning, the staff member will be available to guide, provide instruction, assist the Community Service Volunteer with any questions, and provide feedback or concerns to the Program Manager. The staff members will ensure the Community Service Volunteer has the necessary tools/ equipment needed to perform their duties. Community Service Volunteers are expected to follow the directions of the staff and be respectful of the decisions they make. Any comments, concerns, or questions about operations should be communicated directly with the Program Manager.

Inappropriate/unprofessional behavior - As an individual representing Burlington Animal Services, Community Service Volunteer's conduct and interactions with the animals, staff, volunteers, and the public is expected to always be professional and courteous. Community Service Volunteers are expected to follow all the policies and procedures of Burlington Animal Services. Failure to follow these expectations may result in immediate termination from the program. Examples of unacceptable behavior include but are not limited to the following:

- Inefficiency, incompetency, or negligence in the performance of duties.
- Physical or mental incapability for performing duties.
- Careless, negligent, or improper use of city property or equipment.
- Failure to maintain satisfactory and harmonious working relationships with the public and employees.
- Absence without prior notification to the Program Manager.
- Violation of departmental policies or procedures regarding the performance of duties.
- Failure to comply with established occupational safety policies and guidelines.
- Participation in any action that would in any way seriously disrupt or disturb the normal operation of the division, department, or any other segment of municipal government.
- Willful damage or destruction of city property.
- Willful acts that would endanger the lives or property of others.
- Possession of firearms or dangerous weapons on the premises.
- Brutality in the performance of duties.
- Refusal to accept a reasonable and proper assignment from the Program Manager or staff
- Being under the influence of alcohol or illegal use of drugs or with the odor of alcohol, where such would adversely reflect upon the ability to perform assigned duties,
- Possession of or partaking of alcohol or illegal drugs anywhere on the premises, including the facility grounds and/or private vehicles.

Community Service Volunteers experiencing problems with customers, staff or other volunteers should contact the Program Manager. The Program Manager is responsible for all Community Service Volunteers and will work to alleviate any conflicts in a timely and effective manner. If the Program Manager is unable to resolve the conflict, the issue(s) will be discussed with the Director to determine a resolution.

Dress Code

Community Services Volunteers should wear casual, comfortable clothing that can get wet, dirty, stained, or torn. T-shirts, jeans, sneakers, and athletic wear are appropriate. Closed-toed, non-slip footwear is required. Short shorts, tank tops/spaghetti strap tops, flip flops, sandals, and clothes that reveal undergarments are not permitted. Community Service Volunteers who are not appropriately dressed will not be permitted to volunteer.

Rain/rubber boots are recommended when cleaning dog kennels and during rainy weather. Clothing should be appropriate for a family environment and the season. Keep jewelry to a minimum, for your safety.

Personal belongings

Community Service Volunteers should secure personal belongings in their cars. Small items that fit into a pocket may be kept on their person. BAS is not responsible for missing or damaged personal belongings.

Tobacco and/or Vape Use

The use of tobacco products or vaping is only permitted in the designated smoking area that is located behind the facility, next to the staff breakroom exit. All cigarette butts must be disposed of appropriately and not littered on the parking areas or grounds. Engaging in tobacco or vape use is only permitted during scheduled breaks. Community Service Volunteers under the age of 18 are not permitted to use or possess tobacco or vape products.

Use of facility amenities

Community Service Volunteers are welcome to use the refrigerator, microwave oven, and the staff breakroom space during scheduled lunch breaks. Burlington Animal Services is not responsible for any personal items left in the facility. A vending machine for soda and water is located in the community room at the end of the cat colony hallway.

Safety

We use specialized chemicals and water to clean the kennels. Please be careful of slippery floors in the dog kennel areas, especially in the morning hours when staff is cleaning. Community Service Volunteers must wear appropriate PPE, in accordance with Burlington Animal Services policies and when performing duties. This includes wearing latex gloves during cleaning kennels, cages, laundry, and trash removal; wearing earplugs when cleaning in the dog kennels, wearing protective eyewear when applying cleaning chemicals to kennels, and spraying kennels with a hose.

Attendance

Community Service Volunteers must notify the Program Manager of any scheduled or unscheduled absences in advance of their scheduled time to come in by sending an email to our Program Manager. Repeated callouts or no-shows may result in termination from the program.

Documentation of Service

The Program Manager will provide Community Service Volunteers, and/or their referral source with written documentation of the hours they successfully completed at the end of their service period. Community Service Volunteers must notify the Program Manager at least one week in advance of the date by which the documentation is needed. The Program Manager will not be available to provide this information on weekends, holidays, or days s/he is not in the office.