



Lincoln County
Animal Services





Volunteer Handbook

Address

650 John Howell Memorial Drive
Lincolnton, NC 28092

Telephone Number

704-736-4125

Website

www.lincolncounty.org/animalservices



Volunteer Handbook

Hours of Operation

Adoption Hours

Monday-Saturday 11:00-4:30

Sunday – Closed

Volunteer Hours

Monday-Saturday 8:00-5:00

Sunday 7:00-11:00



Volunteer Handbook

Our Mission

- Promote and enforce the humane treatment of animals
- Rabies Eradication
- Reducing Animal Euthanasia



Volunteer Handbook

Accomplishing Our Mission

- Quick and Courteous responses to service requests
- Promoting Animal Placements by Increasing Adoptions
- Establishing Relationships with Rescue Organizations
- Providing Education to members of the Community



Volunteer Handbook

- In January of 2014, Lincoln County adopted the “No Kill” Philosophy and the shelter has been working very hard to achieve that goal.
- It is going to take hard work and dedication of the staff, volunteers, and rescue organizations working hand in hand to accomplish our goal.



Volunteer Handbook

Key Staff Contacts

David Workman

dworkman@lincolncounty.org

Animal Services Manager

704-736-4125

Ryan Curry

Rcurry@lincolncounty.org

Shelter Supervisor

704-736-4133

Avie Parker

aparker@lincolncounty.org

Vol/Rescue Coordinator

704-736-4126



Volunteer Handbook

Adoptions

\$85.00 Adoption Fee

Includes:

Spay/Neuter

All Vaccinations

Microchip

30 Days Free Health Insurance



Volunteer Handbook

Age Requirements

- All volunteers must be at least 14 years of age
- 14 and 15 year old volunteers must be accompanied by a parent or guardian at all times while volunteering or in orientation
- 16 and 17 year old volunteers may volunteer on their own at off-site events with parental consent
- Any volunteer under the age of 18 must be accompanied by a parent or guardian while working in the shelter because of the NCDOC work force



Volunteer Handbook

Dress Code

All volunteers must follow the dress code while working in the shelter.

- Long Pants
- Close-toed Shoes
- T-Shirt or long-sleeved length shirt
- No loose or dangling jewelry (ear rings should be post type studs)
- Volunteers must wear ID Badges at all times while volunteering



Volunteer Handbook

Volunteer Commitment

- Volunteers who do not log volunteer hours for 3 months straight will be considered to be “inactive” and may be required to attend re-training, except for Foster Care Volunteers



Volunteer Handbook

Logging Volunteer Hours

- All volunteers at the shelter are required to sign in upon arrival to the shelter.
- Volunteers may be given a copy of volunteer hours upon request.



Volunteer Handbook

Volunteer Info

- Please park on the back side of the shelter to keep front spaces available for potential adopters.
- It is recommended to not bring personal belongings inside the shelter, that you cannot keep on your person at all times.



Volunteer Handbook

- Only approved volunteers may handle animals at the shelter
- Guests wishing to shadow a volunteer must be pre-approved by the manager or volunteer coordinator and will not be allowed to interact with the animals. No children are allowed
- Any volunteer may adopt an animal, adoptions for volunteers are handled exactly like any other adoption for LCAS. All adoption paperwork must be completed and the adoption fee must be paid.



Volunteer Handbook

Bites/Scratches

- All bites or scratches that break the skin must be reported immediately upon injury
- Please report bites/scratches directly to the manager or volunteer coordinator
- Immediately wash injured area with soap and water
- Volunteers should seek appropriate medical care from their primary care physician.



Volunteer Handbook

Confidentiality

- As a volunteer, you may have access to information and documents that may be confidential including donor information, adoption records, etc.
- Divulging of confidential information may result in termination from the volunteer program.
- Volunteers may also have access to information about animals that are not yet available for adoption. Volunteers may not disclose to members of the public any information on animals that are not yet available for adoption



Volunteer Handbook

Drug and Alcohol Abuse

- LCAS is committed to maintains a safe working environment for all individuals
- LCAS has adopted a Drug and Alcohol Free Workplace Policy
- Volunteers who violate this policy are subject to disciplinary action up to and including immediate termination from the volunteer program



Volunteer Handbook

Grievance Process

- LCAS aims to maintain an atmosphere of open, two-way communications between staff and volunteers
- LCAS will foster an environment of trust and resolve issues and concerns in a timely manner
- You are encouraged to raise concerns directly to the Volunteer Coordinator as soon as possible after the event that causes the concern



Volunteer Handbook

Transmission of Disease

- While volunteering at LCAS you may come into contact with diseases that may be transmitted to humans and/or household pets
- Volunteers should change and wash all clothing worn while volunteering at the shelter so as not to spread disease to personal pets
- LCAS recommends that all personal pets of volunteers remain current on all veterinarian recommended vaccinations



Volunteer Handbook

Tax Deductions

- Volunteers may be eligible to claim deductions on their tax returns
- Check with you tax professional for more information
- Records of volunteer time may be printed out by the manager or volunteer coordinator



Volunteer Handbook

Inactivity

- Excluding foster volunteers, volunteers who have not reported to a position for more than 3 months will be considered to be “inactive”
- Once deemed “inactive” you must contact the volunteer coordinator and possibly retrain to be reinstated
- LCAS encourages all volunteers leaving the program to provide feedback, regarding reasons for leaving and suggestions for improvement



Volunteer Handbook

Thank You for your
help and support
as a volunteer with
LCAS!