CITY OF AMARILLO

ANIMAL MANAGEMENT AND WELFARE

VOLUNTEER HANDBOOK

Dear Volunteers,

Welcome to the Amarillo Animal Management and Welfare family! We are thrilled that you have chosen to make a positive impact on the lives of the animals in our community. Our dedicated and knowledgeable team values the contribution of committed volunteers like you. Your time and effort are crucial to our success, enabling us to help lost, abandoned, and unwanted pets heal, acclimate, and find forever homes.

We want your time with us to be a fun, safe, and rewarding experience for both you and the animals in our care. If you ever have a question, need additional training, or want to provide feedback to improve our processes, please let us know. You are an invaluable member of our team, and we look forward to getting to know you!

Thank you, and welcome to the team!

Sincerely,

The Amarillo Animal Management and Welfare (AAMW) Team

Contact Information
Outreach Manager
Phone: 806-673-7821
Email: amwmgt@amarillo.gov

Main Office
Address: 3501 S Osage, Amarillo, TX 79118
Phone: 806-378-9032
Email: animals@amarillo.gov

Our Mission
At Amarillo Animal Management and Welfare, our mission is to enhance the lives of Amarillo's animals through sheltering, rescue, adoptions, veterinary services, and humane education.

Vision Statement
We envision a community where responsible pet ownership is the norm, and

every animal finds a loving home, supported by accessible veterinary services and a dedicated team committed to excellence in animal welfare.

Rights and Responsibilities

AAMW volunteers can expect:

- To be integrated into a community of animal-loving advocates where each person's contributions are both appreciated and recognized.
- To be involved in initiatives that benefit the animals in our community and help AAMW achieve its goals.
- To receive training and support for a safe and successful experience.
- To be treated with respect and consideration.

As a volunteer, you are responsible for:

- Performing all duties with a high level of integrity and professionalism.
- Honoring your time commitment.
- Being considerate and cooperative with other volunteers, staff, animals, and community members.
- Following all written policies and procedures and notifying a team member with any questions, concerns, or reports of incident or injury.
- Ensuring the humane treatment, care, and security of the animals at all times.

Benefits and Privileges

AAMW Volunteers receive the following benefits:

- Licks, tail wags, and cuddles!
- Spotlight features on social media, as applicable.
- Opportunities to be involved in AAMW events, community outreach, and animal enrichment.

- The satisfaction of making a difference in the life of a deserving animals and having a positive impact on our community.

Safety and Security

For everyone's safety, volunteers must be 16 years of age or older. AAMW prioritizes safety and will never ask you to perform tasks you are uncomfortable with. You will receive comprehensive supervision and training for all aspects of your role. The security and safety of the animals in our care must never be compromised. Volunteers are expected to report any safety and security concerns immediately.

Injuries While Volunteering
If you are injured while volunteering, report the injury to a team member as soon as possible.

Alcohol and Drugs
Volunteers under the influence of drugs or alcohol pose a safety hazard and are prohibited from using or being under the influence of alcohol or illegal drugs while volunteering. Violations will result in immediate dismissal from the AAMW volunteer program.

Dress Code and Appearance

- Always maintain cleanliness and hygiene.
- Wear clothing free of inappropriate slogans, messages, or scenes. Wearing inappropriate clothing will require you to leave.
- A Volunteer shirt, vest, or lanyard will be given to utilize during your time volunteering and must be worn at all times.
- Shirts must have sleeves (short or long). Tank tops are not permitted.
- Long pants must be worn.
- Closed-toe, non-slip shoes are mandatory for safety.
- Wear comfortable clothing that you don't mind getting dirty.

Attendance and Promptness
We rely on your presence and punctuality for events and activities. Please notify the Outreach Manager if you will be late (more than 15 minutes) or absent.

Resignation
If you need to resign from the Volunteer Program, notify the Outreach Manager so your name can be removed from our active volunteer list.

Dismissal
Volunteers are expected to follow established policies and procedures. Major infractions or disregard for policies may result in dismissal from the volunteer program. Grounds for dismissal include, but are not limited to missed commitments, poor treatment of animals or individuals, violation of substance abuse policy, theft, or endangerment.

Open Door Policy
Volunteers are encouraged to share concerns, seek information, provide input, and resolve issues through the Outreach Manager.

Harassment
AAMW maintains a strict policy against harassment based on age, race, color, national origin, religion, sex, disability, or other protected factors. Harassment, whether verbal or physical, is not tolerated. Report any concerns to the Outreach Manager immediately.

Compassion Fatigue
Volunteering can be emotionally and physically taxing. We want your experience to be rewarding and supportive. If you feel overwhelmed or need to adjust your volunteer role, please reach out to the Outreach Manager for support.

Social Media
Social media publications should professionally reflect AAMW's values. Avoid making commitments on behalf of AAMW or engaging in conflicts online. Report any issues to the Outreach Manager or Executive Director. Unprofessional or negative posts may result in revocation of your volunteer status.

Volunteer Service Positions

- **Cat Specialist:** Interact with and care for adoptable cats, enhance their shelter experience, give treats, make and distribute toys, take photos.
- **Dog Enrichment Specialist:** Interact with and care for adoptable dogs, including enrichment, socialization, commands training, leash-training, and play. Take photos for marketing purposes.
- **Grooming Specialist:** Bathe and groom animals, ensuring positive human-animal interaction.
- **Photographer:** Capture photos of animals for website and promotional use, with approval from the Outreach Manager.
- **Event Volunteer:** Participate in events like vaccine clinics and adoption events.

Thank you for being a part of the AAMW family. Together, we can make a difference in the lives of the animals we serve and positively impact our community. If you have any questions or need assistance, please do not hesitate to reach out.