

Standard Operating Procedure (SOP)

Volunteer Roles & Responsibilities – Pet Connection Center



1. Purpose

This SOP outlines the roles and responsibilities of volunteers at the Nash County Pet Connection Center. Volunteers play a vital support role in enhancing the quality of care provided to animals while ensuring that all primary responsibilities remain under the authority of shelter staff.

2. Scope

This SOP applies to all registered volunteers providing service at the Pet Connection Center. It defines tasks that may be performed by volunteers, outlines safety and communication protocols, and lists restricted activities.

3. Definitions

- Volunteer: A non-paid individual trained and approved by shelter management to perform specific support tasks.
- Staff: Shelter employees responsible for animal care, operations, and decision-making.
- Authorized Duties: Tasks trained and approved for volunteer execution.
- Restricted Duties: Tasks designated as staff-only for safety, compliance, or professional expertise.

4. Volunteer Duties (Supportive Role)

Volunteers may perform the following duties ****under staff supervision****:

4.1 Animal Care (Support Only)

- - Walk dogs already cleared by staff.
- - Socialize and play with cats/kittens.
- - Provide enrichment activities (toys, brushing, treats).
- - Spot-clean kennels/cages after staff completes welfare checks.
- - Refill food/water bowls using posted feeding instructions.
- - Report signs of illness, injury, or distress immediately to staff.

4.2 Sanitation & Laundry

- - Wash bowls, toys, and litter pans.
- - Launder bedding and towels.
- - Clean windows, sweep floors, and wipe down public areas.

4.3 Facility Support

- - Organize and stock donations and supplies.
- - Assemble enrichment kits.

- - Restock food and cleaning supplies in labeled areas.

4.4 Customer Service & Admin (If Assigned)

- - Greet visitors and assist with general information.
- - Support adoption events with setup, wayfinding, and handouts.
- - Assist with data entry or packet assembly (no access to private data).

4.5 Marketing Support

- - Take animal photos and write bios (must be reviewed by staff).
- - Support staff-approved marketing efforts (no unsupervised social media posting).

5. Restricted Activities (Staff-Only)

- - Medical care, administering medications, or making behavioral assessments.
- - Approval or processing of adoptions or fosters.
- - Animal intake, euthanasia, or placement decisions.
- - Chemical handling beyond ready-to-use products.
- - Accessing restricted areas or handling facility keys/alarms.
- - Managing aggressive animals or responding to emergency situations.
- - Transporting animals unless pre-authorized and trained.

6. Training and Authorization

Volunteers must complete required training and demonstrate competency before being assigned duties. Authorization levels are granted by shelter staff and may include general support, animal handling, or event support. Volunteers may only perform tasks for which they are currently trained and cleared.

7. Communication & Shift Procedures

Volunteers must sign in and out each shift, check with staff for assignments, and follow all safety and communication protocols. Volunteers are expected to wear PPE as required, follow posted signage, and maintain proper hygiene.

8. Incident Reporting

All incidents involving animal behavior concerns, injuries, escapes, or facility issues must be reported immediately to staff. Volunteers should not intervene in physical altercations or emergencies. A written incident report may be required.

9. Acknowledgment

I have read and understand the SOP for Volunteer Roles and Responsibilities at the Pet Connection Center. I agree to follow all procedures and perform only those tasks for which I have been trained and authorized.

Volunteer Signature: _____ Date: _____

Staff Signature: _____ Date: _____