



## CHICAGO ANIMAL CARE & CONTROL

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*Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.*

### VOLUNTEER HANDBOOK

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CHICAGO ANIMAL CARE & CONTROL

# Volunteer Handbook

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# Welcome!

Thank you for your interest in volunteering with Chicago Animal Care and Control (CACC), the largest open admission animal shelter in Chicago. More than 17,000 animals are taken in by CACC each year. That is why we are always in need of dedicated volunteers like you.

We at CACC seek to provide an enriching and rewarding experience for volunteers. In assisting with Chicago's neediest animals, volunteers work hands on with dogs and cats alike to provide exercise, mental and physical enrichment, matchmaking for adopters, networking opportunities for rescues and more.

Volunteer opportunities at CACC will change depending on needs at the shelter. At your general orientation, you will be provided with a list of current opportunities.

Given your incredibly important role here, we believe you will find that as much as you give back your time and dedication to the animals, you will be given much more in return.

## CACC's Mission Statement:

Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.

**Thank you for all you do and your commitment to help CACC fulfill its mission!**



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### **GENERAL INFORMATION ABOUT CACC:**

Chicago Animal Care and Control's shelter is located at 2741 S. Western, Avenue, in Chicago's Pilsen neighborhood. Over 17,000 animals are housed in our shelter every year, and CACC's facility is approximately 55, 000 square feet. As an open-admission facility, CACC will never turn away any animals regardless of breed or condition. Many animals arrive at CACC injured, ill or very scared. Some animals are sheltered at CACC because they have been deemed dangerous under the law, and/or they've bitten an animal or a person and are here for rabies observation. Shelter staff responds to emergency situations and performs specialized procedures to ensure that animals receive the best treatment possible while at the shelter. In CACC's care, animals are given shelter, veterinary attention, fresh food and clean water. Nearly half of the animals taken in at CACC each year are strays. At CACC, all adoptable animals receive a health evaluation, microchip, vaccinations and spay or neuter surgery.

CACC is committed to increasing live outcomes, improving animal welfare and strengthening the human-animal bond through education, community outreach and excellence in animal care.

CACC responds to approximately 40,000 requests for service each year. Experienced Animal Control Officers and Inspectors patrol Chicago's neighborhoods from 7 a.m. to 10 p.m. 365 days per year to protect public safety and assist injured, neglected and stray animals. CACC also investigates dog bites, potentially dangerous animals and inspects animal-related businesses. CACC has a fleet of 22 vehicles; it also has the Animobile for vaccination clinics and adoption events.

CACC partners with over 200 local area rescue groups as part of our Homeward Bound transfer program to transition animals from our shelter, into rescues, and into new homes. Qualified rescue groups are able to transfer animals out of our facility as soon as the animal becomes CACC property. The benefit of this program is that animals are able to leave the shelter more quickly, so that rescue groups can often provide additional resources and specialized care where needed.

CACC has also moved to an open-selection adoption program. CACC partners with the University of Wisconsin Madison shelter medicine experts to examine medical protocols and efficiencies for the shelter. Open selection adoption means that unless an animal is medically or behaviorally unsound for adoption, an animal will be made available for adoption to the public. A member of the public may select an animal that is on the open selection pathway. Once the barriers to adoption are removed (legal stray hold period and spay / neuter surgery completed), the animal will be adopted. Holds are placed by first-come, first-serve by either adopters or rescues. As a result, CACC has more than doubled its adoptions in the last year (2018—2019).

### **General Shelter Information:**

Chicago Animal Care & Control is located at 2741 South Western Avenue, Chicago, Illinois 60608. The building is staffed 7 days per week from 7:00 a.m. to 11:00 p.m. The shelter does not have any



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medical staff at the shelter from 7:00 p.m. to 8:00 a.m. The shelter is open to the public from 12pm to 7pm for intake and adoptions.

### **Shelter Hours:**

- Intake of lost or owner-surrender animals – 12pm to 7pm, 7 days a week.
- Viewing of lost or adoptable pets – 12 p.m. to 7 p.m. 7 days a week.
  - Viewing hours are limited on the following Holidays – Thanksgiving Day, Christmas Day & New Year’s Day.

### **Intake Procedures:**

Animals come into CACC for many reasons: They might be surrendered by their owner, found stray, confiscated for animal cruelty, held for rabies observation or impounded as a “dangerous animal.”

#### Owner Surrenders:

- When an owner relinquishes their pet, they are informed that they must sign a release form and that they may not be able to reclaim the pet.
- The pet will be evaluated by our staff.
- There is no fee to drop off a pet.
- CACC does not guarantee the placement of the pet for adoption or transfer.
- Low cost euthanasia is available to owners who request it for their pet.

#### Stray Animals:

- Municipal Code of Chicago §7-12-060 governs the time CACC is required to hold stray animals before they are adopted or transferred to a rescue.
- All animals are scanned for a microchip and checked for tags upon impoundment. If there is known identification and an owner can be reached, CACC must hold the animal 7 days after the owner is notified that their animal is stray and impounded at CACC.
- Stray cats with no identification or microchips have no stray hold and may be adopted or transferred immediately. Stray dogs with no identification or microchips may be adopted or transferred after three (3) days.

### **Adoptions:**

All adoptable animals receive a health evaluation, microchip, vaccinations and spay or neuter surgery. CACC is open for pet adoptions 7 days per week from 12:00 p.m. to 6:00 p.m. (with adoption viewing until 7:00 p.m.). Almost all of CACC’s animals are available for adoption (pending stray holds) unless marked “rescue only.”



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An adoption screening process is in place to determine whether a potential adopter will provide a lasting, loving home.

Adoption fees:

- Dogs and Puppies: \$65.00 – Fee includes spay or neuter, City license, rabies inoculation\*, appropriate vaccinations and testing and microchip. *\*Puppies who are too young will not receive rabies inoculation. A rabies inoculation is required once old enough for protection and for City licensing.\**
- Cats and Kittens: \$65.00 – Fee includes spay or neuter, rabies inoculation\*, appropriate vaccinations and testing and microchip. *\*Kittens that are too young will not receive rabies inoculation. A rabies inoculation is required once old enough for protection.\**

### Off-Site Adoption Events

CACC will occasionally team up with another organization to promote animals available for adoption outside of the facility. If you have a suggestion for an Off-Site Event, please have the organization prepare a proposal with all the details about the event to include the location and suggested dates and times and submit it to the Animal Placement Coordinator at least 6 weeks in advance so that we may determine whether the Department is able to pursue the opportunity. Spring and summer are the busiest times of the year for adoption events and we cannot do them all.



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### Lost Pet Redemption Procedures:

- Lost Pet Tours are provided daily at 12:15 p.m., 1:15 p.m., 2:15 p.m., 3:15 p.m., 4:15 p.m., 5:15 p.m. & 6:15 p.m. 7 days per week. Lost pets can also be viewed at [www.petharbor.com/chicago](http://www.petharbor.com/chicago). Nearly half of the animals taken in at CACC each year are strays.
- To redeem a lost pet at Chicago Animal Care & Control, a valid government issued photo ID is required to sign in at the facility and proof of animal ownership (veterinary records, purchase receipt, or pictures of the pet) must be provided. Redemption fees will vary per situation. The following may be required upon redemption: rabies vaccination, City license for dogs, spay/neuter and microchip for dogs and cats.
- In Chicago, five (5) agencies besides CACC may accept strays. Chicago agencies that take in stray animals:
  - Chicago Animal Care & Control – 2741 S. Western Ave., 312.747.1406
  - Animal Welfare League – 6224 S. Wabash Ave., 773.667.0088
  - APA Harmony House (Cats Only) – 3809 N. Kedzie Ave., 773.463.6667
  - Treehouse (Cats Only) – 7225 N. Western Ave. 773-262-4000
  - Garrido Stray Rescue Foundation—5310 N. Harlem [Ave.—garridostrayrescue@gmail.com](mailto:garridostrayrescue@gmail.com)

Please contact the individual agencies for information on lost pet procedures.





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### CACC'S PROGRAMMING:

CACC has developed many new programs in the last year. Below are brief descriptions of some of them:

#### **Doggie Day Out:**

Illinois residents may place a reservation by emailing [CACCFoster@cityofchicago.org](mailto:CACCFoster@cityofchicago.org) and take one of CACC's fully-vetted, adoptable dogs on a field trip from 11am to 4pm every day (except adoption events or inclement weather at the discretion of the Animal Placement Coordinators). Dogs should also be at CACC for 30 days or more. The idea is to allow the dog a break from the stressful kennel environment and promote them for adoption in public.

#### **Foster Program:**

CACC has a short-term foster program designed to allow dogs recovering from heartworm or kennel respiratory illnesses to become well before adoption. Additionally, the program serves to place neonate or baby bottle kittens in homes. For more information, email [CACCFoster@cityofchicago.org](mailto:CACCFoster@cityofchicago.org)

#### **Low-Cost Vaccine and Microchip Clinics:**

Every third Thursday of the month, CACC hosts in-house at low-cost vaccine and microchip clinic for the first 100 pets attending. CACC also hosts this program on Saturdays throughout the City-wards in the summertime. Volunteers are encouraged to sign up to assist!

#### **READI Program—Through Heartland Alliance:**

READI participants are typically young men from the west and southsides of the City receiving cognitive behavioral therapy and jobs training skills in various ways. The READI participants come to the shelter Monday through Friday for approximately 4 hours each day, and they perform various volunteer duties at the shelter.

#### **Safe Humane Chicago:**

Safe Humane Chicago is a 501(c)(3) non-for-profit partner of CACC's that provides specific programming to promote a safer and more humane Chicago. For instance, Safe Humane provides training to volunteers to run playgroups for dogs, in-kennel enrichment of animals, rabies vaccines to playgroup dogs, corporate events, and re-entry training to individuals coming out of the criminal penal system or drug / alcohol rehabilitation centers. Safe Humane also works with children at the Illinois Youth Center. Safe Humane also seeks court orders and provides court case advocates to exercise and enrich animals being held as evidence at CACC for cruelty, neglect or other criminal cases. Dr. Cynthia Bathurst is the Executive Director of Safe Humane. All Safe Humane volunteers handling animals at CACC must also be registered and approved CACC volunteers. For more information, visit [www.safehumanechicago.org](http://www.safehumanechicago.org).



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### **Friends of Chicago Animal Care and Control:**

Friends of Chicago Animal Care and Control (“FCACC”) is a 501(c)(3) non-for-profit whose mission is to provide assistance to CACC through donations, foster care and programming to help Chicago’s neediest animals. FCACC has donated hundreds of thousands of dollars in life-saving medical equipment, leashes, collars, tags, and medicines for CACC. Additionally, FCACC is a Homeward Bound Rescue Partner and has a home-based foster program for CACC’s animals. FCACC employs a part-time volunteer coordinator to assist CACC in coordinating events and to answer volunteer questions, concerns and provide training. Friends hosts 24 new volunteer orientations at CACC each year. In 2019, FCACC developed in partnership with CACC the After-Hours Crisis Care Program (AHCCP). AHCCP allows CACC’s animal control officers to take critically sick or injured stray animals coming into the shelter after medical staff leave to MedVet Chicago for immediate treatment, and costs are covered by FCACC. Charleen Propsom is the founder of FCACC. For more information, visit [www.FCACC.org](http://www.FCACC.org).

### **Chicagoland Rescue Intervention and Support Program (CRISP):**

CRISP is a 501(c)(3) organization that serves to divert animals from being surrendered to CACC. From providing assistance with medical issues, to vaccines, to behavioral training, to landlord matters, CRISP successfully diverted over 650 animals in 2019 from being impounded at CACC. CRISP is comprised of several Homeward Bound Rescue Partners who volunteer their time at the West Entrance Intake Door at CACC approximately three to four days per week. If animals cannot stay with their owners, the CRISP team seeks to divert them immediately to rescue. For more information, visit [www.crispchicago.com](http://www.crispchicago.com)



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### GENERAL VOLUNTEER OPPORTUNITIES

**You may sign up for any of these activities on the volunteer database system (if you are qualified to do so):**

#### **Dogs:**

- **Dog Walkers:** Before being able to walk dogs, CACC's volunteers must complete general orientation, pass the fingerprint / background screening, and complete one intro to dog walking and two one on one trainings with an experienced volunteer. Mandatory safe-handling trainings will be posted throughout the year to all volunteers. Newly-approved dog walking volunteers will begin by learning how to read and understand kennel cards, be trained on proper techniques for removing and placing a dog back in kennel, and will begin only in Dog Pavilions A and B. After completing approximately 80 hours in dog walking within a year (and show exemplary handling skills and regular attendance), dog walking volunteers may be eligible to assist more experienced volunteers in other dog pavilions (with the exception of F). Dog walkers must understand the pathway to take when walking a dog, (exposed or non-exposed sides), and will enjoy walking dogs in the yard, large runs or individual runs. Walkers must pick up feces. CACC provides poop bags and garbage cans in the yard. If you are out of poop bags, see the APCs for replenishment. Volunteers should also pick up and monitor dogs with toys, and must dispose of any toys that are shredded and a choke hazard. It is always a good idea to wear a fanny pack containing treats, poop bags and your cell phone. Two- way radios should be worn as well.
- **In kennel enrichment:** Safe Humane Chicago often works with volunteers to provide toys and ideas for enriching dogs while they are inside of their kennels. This may include the Kong program, "click for quiet," "watch for a treat," "crunch socks," etc. This is ideal for a new volunteer getting used to the shelter and it provides a safe way to interact and enrich dogs without having to open the kennel doors. Contact Cynthia Bathurst at [cbathurst@safehumane.org](mailto:cbathurst@safehumane.org) for more information on this programming. **Importantly**, volunteers who have not received fingerprinting / background check results (but have gone to City Hall to do this) are allowed to participate in in-kennel enrichment with Safe Humane Chicago.
- **Playgroup:** Safe Humane Chicago trains volunteers to specifically handle dog playgroups. Volunteers are needed inside the playgroup yard to monitor, observe and notate dog behavior. Additionally, runners are needed to bring in and remove dogs from playgroup. Please contact Safe Humane Chicago to participate.
- **Manners class:** Safe Humane Chicago also hosts regular manners classes for CACC's dogs in the auditorium. Contact Safe Humane for more information.
- **Bathing:** CACC has a groom room available for dog bathing. Before you do so, ask an APC if it is appropriate as some dogs have medical conditions prohibiting them from being bathed. You can ask



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an APC or a supervisor for clean towels. Please clean up after! There are washers and dryers in the groom room, shampoo and brushes.

- **Orange Dog Handlers:** These very experienced and knowledgeable volunteers handle dogs exhibiting behavioral issues (leash biting, jumping, extreme pulling, difficulty being removed / replaced in kennel). To participate, see the APCs for more information.
- **Meet and Greets:** Volunteers are needed to do meet and greets with potential adopters already owning a dog and desiring to see how their current dog may get along with the CACC dog. Please see APCs for training and information.
- **Dog Transfer Team:** The transfer team are comprised of CACC's most experienced dog-handlers and walkers. They are each assigned to a pavilion and their mission is to walk, evaluate and market dogs for adoption or rescue on social media. You can "like" the transfer team on Facebook at CACC Dog Transfer Team. In order to become a Transfer Team member, a requisite amount of dog walking hours and handling experience must be met. See the Animal Placement Coordinators for more information.

### **Cats:**

- **Baby bottle / neonate feeding and care:** Please sign up for a kitten / baby bottle workshop to do this task. They are scheduled on Facebook (Chicago Animal Care and Control). There is a kitten nursery on the other side of the grooming room available to care for kittens.
- **TLC:** Volunteers check on each cat in the pavilions. They ensure that the cats have a box and are comfortable. Volunteers perform spot cleaning and make cat toys to help the shy or scared cats become more comfortable and enriched.
- **Cat Transfer Team:** Volunteers' mission is to evaluate and market cats for adoption or rescue on social media. You can "like" the transfer team on Facebook at CACC Cat Transfer Team. In order to become a Transfer Team member, a requisite amount of cat volunteer hours and handling experience must be met. See the Animal Placement Coordinators for more information.

### **Other Volunteer Opportunities:**

- **Adoption Counseling (for dogs and cats).** Adoption counselors are trained generally by other volunteers and learn how to discuss all facets of the adoption process with a prospective adopter, review the application with the adopter, and match-make a dog or cat with an adopter.



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- **Low-Cost Vaccine and Microchip Clinic Volunteers:** these volunteers arrive every third Thursday at CACC (and in the wards on Saturdays in the summertime) and assist CACC's staff with vaccine and microchip paperwork and generally assist the public with questions.
- **Offsite events:** Often, CACC is asked to bring dogs to an offsite event. We often need volunteers to handle the dogs. We often do this in coordination with Friends of Chicago Animal Care and Control.
- **Administrative Volunteers:** CACC's administration often needs volunteers to assist with making adoption packets and folders, and create kennel card holder information, signs, posters, and event marketing. This does not require handling of animals.
- **Adoption Events:** Once per month, CACC hosts a fee-waived adoption event on Saturday and Sunday. CACC needs adoption counselors, matchmakers, concierge volunteers to direct traffic, photographers, lunch sponsors, and more. Volunteers who went through the fingerprinting / background check process but who have not yet been cleared may participate at the adoption events (but may not handle animals). These opportunities are posted on Facebook on the CACC Volunteer page.
- **Concierge:** CACC is always looking for a volunteer to station him/herself up front to greet people, answer adopter questions and point / show the public visiting to the right direction. This does not require animal handling.
- **There may be other volunteer opportunities available not enumerated here.**



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### GENERAL VOLUNTEER INFORMATION:

#### Requirements to Volunteer:

- Volunteers must be at least 18 years of age to volunteer with the City of Chicago.
- New volunteer candidates will complete the following documents at the General Orientation Session:
  - Volunteer Application
  - Fingerprint Information Form (Note: If you are inactive for three months, you may need to repeat this step.)
  - Liability Waiver
  - Tetanus Shot Verification
  - Volunteer Confidentiality Agreement
  - Hire Certification Form
- Pass a fingerprint background check by the City of Chicago. **Note, you may begin volunteering without fingerprint clearance as long as you have submitted yourself to a fingerprint / background check. You may not handle animals, but you may begin shadowing or providing in-kennel enrichment. See Programming for more information.** If you do not pass the fingerprint / background screening, you will be terminated as a volunteer.
- Attend additional handling sessions (depending on the area of volunteering).
- A minimum commitment of 10 hours per month is preferred.
  - CACC reserves the right to limit the number of hours you volunteer at the facility and in some cases we may be legally obligated to do so.
- Compliance with the CACC Volunteer Code of Conduct.
- Strong verbal communication.
- Ability to work well independently and within a team.
- Exceptional customer service skills.
- Attention to detail.
- Ability to lift at least 15 pounds and stand for long periods of time.
- Ability to anticipate and effectively cope with the emotionally charged situations that are common in animal care: exposure to animals that are homeless, neglected and/or abandoned as well as accepting the difficult reality that, some animals will be euthanized.
- Ability to follow the City of Chicago's and CACC's rules, regulations and ordinances.

#### Volunteer Hours:

Volunteers may visit CACC from 12 p.m. to 7 p.m., 7 days per week. Volunteers must sign in and out of the volunteer database system and **wear their volunteer ID at all times.** Volunteers must be signed out of the building no later than 7 p.m. Volunteer hours and information are tracked on the volunteer system. You will receive a login once you have completed the orientation and fingerprinting requirements noted above.



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### **Social Media:**

**Below are CACC's official social media pages:**

Like us on:

Facebook @ Chicago Animal Care and Control

Instagram @ Chicago Animal Care

Twitter @ChicagoACC

Friends of Chicago Animal Care and Control runs Facebook Group @ **CACC Volunteers** (you will be joined or may join once you are an official volunteer)

**Note that there are several other social media sites for CACC, but only the above-three are officially CACC operated pages.** Other pages are often created by volunteers to help promote animals. **Some volunteer operated (unofficial) pages are:**

Facebook @

- CACC Kitten on Deck Program
- CACC Cat Transfer Team
- CACC Dog Transfer Team
- CACC Adoptable Pets
- CACC Cat Adoption Room



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### Etiquette:

- Plan ahead to schedule your volunteer shifts so that staff and other volunteers may rely upon you accordingly. You can do this in the volunteer database system by picking your task and signing up ahead of time.
- For dog handling volunteers, take out a two-way radio prior to beginning your shift and partnering up with another volunteer is always advised.
- Inspect your slip lead for breaks or failure before walking dogs. Inspect the route you expect to take before walking dogs to note wet, slippery, floors or other hazards that may cause injury.
- Please pick tasks for which you have received proper training and are most comfortable performing. We do not want volunteers to place themselves at risk or feel uncomfortable performing a task.
- Enter CACC with a positive attitude and a willingness to help members of the public who are looking for their new family member. Have an open mind when it comes to adopters and be willing to educate potential adopters on proper pet care.
- See if you can “find your way to yes” with a potential adopter. For instance, if an adopter states that he / she plans to let their new dog live outside in a dog house, try educating the adopter on why it is necessary to allow their new pet to live inside with them. See if you can get the adopter to agree to a new way of thinking. Remember, if you turn an adopter away, he / she will likely find a way to buy an animal or adopt from someplace else.
- For potential adopters that a volunteer finds worrisome or inappropriate to adopt a pet at this time, a volunteer should discreetly inform an animal placement coordinator of his / her concerns OR an Animal Care Clerk Supervisor. If you are unsure about adoption procedures, please ask an APC or supervisor as noted.
- **Dress appropriately and bring any necessary supplies.** If you are planning on walking dogs for your volunteer shift, remember proper footwear and outerwear. See Dress Code for more details. Many volunteers prefer to bring his / her own slip lead for dog walks, a bottle of water to drink, etc. Remember that CACC is a public building, and we cannot guarantee protection of your personal belongings. There are lockers available for daily use outside of Dog Pavilion A. Volunteers must bring their own padlocks, and locks and personal items must be removed at the end of the shift. Do not leave personal belongings unattended.
- Smoking is prohibited inside the building and outside in the backyard area. You may smoke in designated areas with ashtrays only.
- **Volunteers are prohibited from speaking on behalf of CACC to any representative of the media or in the media.**





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- Cell phones: CACC allows volunteers to photograph and video animals in permitted areas at CACC for the purpose of facilitating transfers or adoptions of animals. Kennel cards should not be photographed or posted online because this may contain private or sensitive information. Additionally, do not use your cell phone while handling an animal as it is dangerous.
- **Volunteers are encouraged to be friendly with one another and to formulate friendships and comradery.** However, please do not call or text employees on their personal cell phones, and do not provide your contact information to employees unless it is in furtherance of a volunteer task.
- **Chain of Command:** Volunteers report to, and are managed by, the Animal Placement Coordinators (“APCs”). The APCs are located in the office next to the auditorium and adjacent to the waiting area. Volunteers are to first report to the APCs of any incidents, concerns, questions or comments. If an APC is unavailable, and the matter is urgent, the APCs should ask for the Shelter Manager. If the Shelter Manager is unavailable, the volunteer should ask for a supervisor. Volunteers should not be entering administration to speak to staff, including, but not limited to, the Deputy Director or Executive Director unless all points of contact have been exhausted as described, and / or the volunteer has not received a response to his / her request or concern from anyone in the chain of command below. Appointments must be made first prior to meeting with Administration.

### **Dress Code:**

Come prepared with the mindset that anything that you wear will get dirty and may hold germs from sick animals. When working with animals, volunteers are advised to cover as much skin as possible to avoid scratches, exposure to zoonotic communicable illness, ringworm, mange (scabies), fleas and/or ticks. The following requirements are in place for volunteer safety. When in doubt, use common sense when dressing for the shelter.

- **CACC Volunteer ID Badges** – this will be assigned to you once you complete the volunteer orientation and additional trainings. Volunteers are required to wear their ID Badge at all times while at the shelter. Anyone not displaying an ID will be escorted from the building.
- **CACC Volunteer Shirt** - CACC Volunteer t-shirts (if available) should be worn while at the shelter and at off-site events. It is imperative that all volunteers be identified as a volunteer with CACC, Friends of CACC, or Safe Humane Chicago, and are able to be recognized as such by the public.
- **Clothes** - Wear comfortable clothes; please keep in mind that you might get dirty. Your clothing should not be disruptive or offensive. Long pants must be worn at all times (even during the warmer times of the year). No shorts, skirts or other garments that expose portions of the leg to potential scratches or scrapes.
- **Shoes** - Closed toe, rubber-soled shoes are required. No flip-flops, sandals or clogs are to be worn at any time. Floors are often wet and slippery. The yard can also be slippery due to inclement weather.



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- **Accessories** - Hats that obscure your identity or hoop earrings and long necklaces that can be inadvertently caught or pulled should not be worn while at the shelter.

Volunteers who do not adhere to the dress code policies during their volunteer time will be asked to change or leave the building.

### **Authorized and Restricted Areas:**

Generally speaking, volunteers are permitted access to the public areas of CACC from 12:00 to 7:00 each day. Admittance to restricted areas is not permitted without express permission from CACC. These restricted areas include, but are not limited to, the medical division offices and treatment areas, isolation areas, unloading area, behind the front counter, the euthanasia room, and Dog Pavilion F. At no time are any volunteers to enter or remain in restricted areas unless they are escorted by a CACC staff member or unless they have express approval from an APC or the Shelter Manager. Restricted areas are marked. When in doubt, always ask an APC on duty before attempting to enter an area.

### **Security Cameras**

Security cameras are located in all public and restricted areas with the exception of restrooms.

### **Kennel Cleaning**

All animal kennels are thoroughly cleaned once in the morning and spot cleaned again throughout the day and evening. All animals are fed and watered twice daily—once in the morning and once in the evening. CACC employs union staff. Per collective bargaining agreements and contract with the West Side Health Authority, there are limitations on what volunteers may do in the way of feeding or cleaning of animals. Every day, kennel workers from the West Side Health Authority thoroughly clean and disinfect all dog kennels in Pavilions A through G, and unloading, and they also provide fresh food and water for the dogs. Every day, CACC staff clean and disinfect all cat kennels (and other small animals) and provide fresh food and water. Staff perform spot cleaning of kennels in the evening. If you see a kennel requiring spot cleaning, please advise CACC staff at the front desk. You are permitted to pick up solid poop with a poop bag. If you are considering photographing a dog or cat in its kennel to facilitate the transfer and adoption of that animal, and the kennel needs spot cleaning, please have the kennel cleaned first, so that the animals may be photographed with a nicer backdrop. You may always give an animal fresh water. When in doubt about cleaning or watering, please ask an APC.

### **Complaints & Suggestions**

Your point of contact regarding volunteering or shelter activities is the Animal Placement Coordinator. Bring your concerns and questions to that person first. If you have a complaint regarding a staff



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member or an issue with a CACC policy, immediately bring it to the attention of the APC so it can be resolved. For non-urgent matters, you may email your concerns to [CACCRescue@cityofchicago.org](mailto:CACCRescue@cityofchicago.org). Sometimes, conflict among volunteers arises simply due to a lack of communication. Sometimes emotions can rise in volunteers due to the nature of an open admission. **CACC is attempting to cultivate a volunteer culture of positivity and respect among all volunteers, staff and the public.** CACC encourages you to talk through the problem with the other party before bringing it to the attention of the APC.

### **All shelter business transactions are to be handled by shelter staff**

Please forward questions or business regarding surrenders, animal complaints, wild animal entrapment, etc. to the front desk. Volunteers must not interfere with the intake of strays or owner surrendered animals to the shelter, or generally with the work of shelter staff.

### **Some Safety Guidelines (You may receive additional safe handling training in addition to these rules):**

- Hand Washing Policy
  - Wash hands often, especially between handling animals or when visibly dirty or contaminated; before eating; after using restroom; before and after direct animal contact or contact with bodily fluids, and after removing gloves.
- Accident Reporting
  - **If at any time while volunteering you are injured, you must contact an APC or Supervisor IMMEDIATELY.** This may include, but is not limited to: trips, slips, falls, cuts, abrasions, sprains, breaks, bites, or scratches. **If you fail to notify a Supervisor, you may face permanent removal.**
- Zoonosis are diseases that spread from animals to humans. Cleanliness is the key. Wash your hands as often as possible. Avoid putting your face on the animal, no matter how cute.  
Examples include:
  - Scabies: sarcoptic mange in dogs can infect humans, leading to scabies.
  - Ringworm: Not a worm at all, but a fungal infection. Commonly caught from cats, although dogs get it, as well.
  - Rabies: Rabies is almost universally lethal. It is transmitted by saliva into open wounds. You do not need a bite - saliva in the eye or on a scratch will also cause transmission. Always report any skin breaks and see a physician for any wound, no matter how minor.
  - Roundworms and Hookworms: These are the most common intestinal parasites in dogs and cats. When people ingest the eggs from the feces (wash your hands!), the larvae migrate through the human body.
  - Immune suppressed individuals should avoid working directly with animals. If in doubt, ask your physician.



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### Animal Exposure Reporting

If you (or an animal you are handling) experience an animal exposure, including a bite, scratch or any break in the skin while in proximity to a dog or cat, you are required to notify an APC or Supervisor **IMMEDIATELY** and complete an incident report required by Animal Control Regulations. All parties involved in (or who witnessed) the incident must also complete an incident report. If urgent medical attention is required, the Supervisor will call for an ambulance. If you, or any witness, fail to notify a Supervisor, you are subject to removal. Preventing bites is not only important to your health and well-being, but to the animals' as well. Animals that have bitten a human or another animal must be evaluated and may need to be euthanized depending upon the circumstances.

#### IF YOU (OR AN ANIMAL YOU ARE HANDLING) ARE BITTEN WHILE VOLUNTEERING:

- Immediately secure the animal in the nearest empty kennel, to prevent further injury, then call on your two-way radio for an APC or Supervisor for help.
- If you are wounded, wash the wound completely and thoroughly with antibacterial soap for at least five (5) full minutes while a staff member is attending to the animal.
- If you require urgent medical attention, an ambulance will be called for you.
- You (and any witnesses) will be asked to describe the circumstances of the bite and complete an incident report.
  - If you do not require immediate medical attention or if you decline medical attention, you must file an Animal Bite Report by calling 311 City Services (or 312.744.5000). You must provide CACC with the Animal Bite Number within 24 hours of the incident at 312.747.1410.
  - If you are taken to the hospital via an ambulance, make sure that the Hospital files an Animal Bite Report with the Police. You must provide CACC with the Animal Bite Number within 24 hours of the incident at 312.747.1410.
- If additional information regarding the incident is needed by CACC, you will be contacted.
- Following state law, the animal will then be placed on quarantine.
- Any volunteer involved in an incident will be required to attend an additional training prior to returning to volunteer.

**IF YOU WITNESS A FIGHT BETWEEN TWO DOGS, DO NOT ATTEMPT TO BREAK UP THE FIGHT BY INSERTING YOURSELF IN BETWEEN THE DOGS OR ATTEMPTING TO BREAK THE FIGHT UP YOURSELF! CALL FOR HELP ON YOUR TWO-WAY RADIO OR NOTIFY AN APC / SUPERVISOR IMMEDIATELY. YOU MAY ALSO FIND THE NEAREST PHONE IN THE HALLWAY OUTSIDE OF THE PAVILION AND PRESS THE "PAGE BUTTON" AND CALL FOR "URGENT SUPERVISOR TO PAVILION \_\_\_\_ FOR LOOSE DOGS!"**



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### **EUTHANASIA:**

Humane euthanasia is regularly performed at CACC for a variety of reasons. CACC provides a low-cost euthanasia service to Chicago residents whose pets are at end of life, or are critically sick, injured or behaviorally unsound. The unfortunate reality is that not all animals are able to see a live outcome (either through adoption, rescue or returned-to-owner). CACC must balance the best interests of the animal with its capacity to care for each animal. When euthanasia is required, animals are euthanized with great care and dignity by Certified Euthanasia Technicians who take this procedure very seriously.

Animals who are medically or behaviorally beyond CACC's capacity of care may be determined humane euthanasia candidates. However, most animals do leave CACC alive! **In 2019, CACC had a 92% live release rate, meaning, of those cats and dogs entering the shelter, 92% were adopted, transferred to a rescue or returned to their owner.** It is important to understand that CACC is always looking at live outcomes and strives to maintain a high live outcome rate.

Volunteers are not involved in euthanasia or decisions related to euthanasia. Like volunteers, staff can become very attached to the animals and this is a very difficult part of their job. We require volunteers to be sensitive to this fact.

### **EMOTIONAL CONSIDERATIONS:**

Volunteering in the animal care industry and at an open-admission shelter can be both rewarding and emotionally draining. When deciding to volunteer, be sure to consider the emotional impact of working with animals in this environment. It is common for volunteers to be caught off-guard by feelings of grief, anger and guilt and may become emotionally overwhelmed. It is important that you prepare for this possibility, and seek support. It can also be helpful to stay present with each animal, and bring them as much happiness as you can in that moment, rather than focusing on the possible difficult outcomes.

If you are experiencing emotional difficulties, please speak with an APC. Keep in mind, it is your responsibility to manage your emotions. Staff also experience the same feelings of sadness, etc. It is important not to take your emotions out on other volunteers, staff or rescue partners.



## Volunteer Handbook

### **VOLUNTEER DISCIPLINARY POLICY:**

#### **A. CAUSES FOR DISCIPLINARY ACTION:**

The City of Chicago has an interest in promotion of order and general welfare of all employees, partners and volunteers as well as the general public. The City of Chicago, a public employer, requires that its employees and volunteers perform their duties in a manner which furthers the efficiency and best interests of the City, and which results in the highest level of public trust and confidence in municipal government.

The department head, or his / her designee, has the authority and responsibility to take disciplinary action against any volunteer whose conduct does not further the efficiency and best interests of the City of Chicago. The degree of discipline to be meted out is dependent on various factors, including, but not limited to, the seriousness of the offense, the volunteer's disciplinary record and the totality of the circumstances. The following conduct, discussed below, when engaged in by a volunteer, will result in disciplinary action which may include discharge unless the department, taking all circumstances into account, deems it to be excusable.

#### **B. ABSENTEEISM:**

CACC recognizes that volunteers give their time and are often employed or have other conflicts for which coming into CACC regularly becomes problematic. CACC does request that volunteers give a minimum of 10 volunteer hours per month. Volunteers are issued an ID log in, and must log in to the volunteer database system prior to starting volunteer duties. Volunteers must also log out when leaving the facility for the day. The database tracks volunteer hours. Volunteers who have not been logged into the database or been inactive at CACC (absent prior excusal from an Animal Placement Coordinator in writing due to illness, family or extraneous circumstances) for 90 days or more will be removed from the database as a registered CACC volunteer. At that time, a removed volunteer will have to complete general orientation and the fingerprint processing again as well as any other requirements for animal handling.

#### **C. MISREPRESENTATION:**

1. Failing to disclose any information requested or providing a false or misleading answer to any question in any application, questionnaire, information for or other document provided by the City.
2. **Failing to report any information about an animal to the Animal Placement Coordinators ("APC") or Shelter Manager regarding worrisome, aggressive behavior, a bite or scratch to a human, including oneself, or another animal.**
3. Failing to be truthful with staff, including, but not limited to, APCs or Shelter Manager about incidents in the shelter involving animals or other people.



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### D. CRIMINAL OR IMPROPER CONDUCT:

1. Involvement in the illegal sale, delivery, receipt, possession or use of any controlled substance either during or after volunteer hours.
2. Engaging in any act or conduct prohibited by the Municipal Code of Chicago, the Illinois Compiled Statutes, applicable laws of other states or federal statutes.
3. Possessing, carrying, storing, or using dangerous chemicals or any hazardous substance as defined by the Uniform Hazardous Substances Act of Illinois onsite at CACC.
4. Misappropriating any funds of the City or any other public or private organization.
5. Gambling or betting during volunteer hours or at CACC's facility.
6. Theft or unauthorized possession of City of Chicago or other public property, or use of such property for unauthorized purposes; having other City employees or volunteers perform services or directing other City employees or volunteers to perform services for unauthorized purposes or accepting the benefits of such performance.
7. Retaliation against an employee or volunteer who reasonably and in good faith has filed a grievance, charge or complaint regarding the terms or conditions of volunteering at CACC; and /or against any employee or volunteer who has properly testified, assisted or participated in any manner of an investigation, proceeding or hearing regarding such grievance, charge or complaint.
8. Using one's official status as a volunteer at CACC to effectuate the sale, disposal or exchange of property or other object of value belonging to any member of the public through fraud, theft, or misrepresentation or complicity with others in such acts.
9. **Discourteous treatment, including verbal abuse, of any other City employee, volunteer, or member of the public. Provoking or inciting another employee, volunteer or member of the public to engage in such conduct.**
10. Reporting for volunteer duty under the influence of alcohol or drugs; drinking alcoholic beverages or using drugs not prescribed or in a manner not prescribed by a physician during volunteer hours; possession of alcohol or illegal drugs while on duty.
11. **Insubordinate actions, including failure to carry out a rule, order or directive by a CACC employee related to the performance of the volunteer's duty; assaulting, threatening, intimidating or abusing an employee or volunteer either physically or verbally.**



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### **12. Interference with CACC's operations, efficiency or outcomes, and/or encouraging or supporting others to do the same.**

#### **E. CONDUCT INVOLVING VOLUNTEER DUTIES OR PERFORMANCE:**

- 1. Failing to take action as needed to complete a duty or task safely.**
2. Solicitation of other employees, volunteers or the public for any purpose during volunteer time for the purpose of transacting business relating to City government.
3. Using CACC's facility, tools, materials or information for purposes unrelated to CACC's official business.
- 4. Treating discourteously any member of the public where such person can reasonably believe the volunteer is acting within the scope of his or her volunteer capacity.**
- 5. Interfering with CACC employees on the job.**
6. Distributing literature at CACC or CACC events except in the course of official volunteer capacity and duties.
7. Acting negligently or willfully in the course of volunteer duties so as to damage public or private property or cause injury to any person.
- 8. Failing to comply, in carrying out any acts in the scope of volunteer duties, with laws or departmental rules governing healthy, safety and sanitary conditions.**
9. Mismanagement or waste of funds or City property.
- 10. Incompetence or inefficiency in the performance of the duties of a volunteer. This means performance of the duties of a volunteer at a level lower than that ordinarily expected of other volunteers in similar positions, due to either lack of ability, knowledge or fitness, lack of effort or motivation, carelessness or neglect.**
11. Solicitation or acceptance for personal use of any fee or other valuable thing which may be construed as a bribe; that is when such fee, gift, or other valuable thing is solicited by or given to the volunteer, in hope or expectation of receiving treatment better than that accorded to other persons, or using one's role as a volunteer so as to give the appearance of such impropriety.





## Volunteer Handbook

### F. VIOLATIONS OF CITY POLICY AND RULES:

1. Discrimination against an employee, volunteer or member of the public because of race, color, religion, sex, disability, national origin, ancestry, age, sexual orientation, or gender identity, marital status, parental status and military service or discharge status.
2. Sexual harassment, which means any unwelcome sexual advance or request for sexual favors or conduct of a sexual nature when submission to such conduct is made either explicitly or implicitly, a term or condition of any individual's volunteer status or City services; or when submission to or rejection of such conduct by an individual is used as the basis of a service decision affecting the individual; or when such conduct has the purpose or effect of substantially interfering with the work performance of an employee or volunteer, or creating an intimidating, hostile or offensive work environment. Conduct which can, in certain circumstances, be considered sexual harassment includes, but is not limited to, sexually suggestive or offensive remarks, sexually suggestive pictures or graffiti, sexually suggestive gesturing, verbal harassment or abuse of a sexual nature, the displaying of sexual objects, subtle or direct request for sexual favors, stalking, sexual assault, sending sexually suggestive e-mail or text messages, accessing or viewing sexually suggestive or explicit internet sites and touching, patting or pinching. This definition should not be construed as a legal definition and may not necessarily comport with the way in which the term might be defined elsewhere.
3. Failure to cooperate and truthfully answer inquires of the City's EEO Officer or designee(s) and departmental EEO Liaisons in the course of an investigation under the EEO Policy.
- 4. Violation of confidentiality of CACC's records.**
5. Any act or conduct in violation of, or failing to perform any duty required by, the Ethics Ordinance, Chapter 2-156 of the Municipal Code of Chicago as amended.
- 6. Failure to report misconduct by other volunteers to the APCs or Shelter Manager.**
- 7. Failure to immediately report to an APC or Shelter Manager or any other available supervisor on duty an accident or injury which the volunteer is involved or observes.**
8. Violating any departmental rules, regulations or procedures.
- 9. Unauthorized entry into CACC's facilities, any part thereof, or unauthorized presence on City property, including, but not limited to, Dog Pavilion F, Unloading and the medical center.**
10. Conduct unbecoming of a CACC volunteer.
11. Violating the City's drug and alcohol testing policy.



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12. Any act of violence in the workplace or violation of the City's Violence in the Workplace Policy. Violence, as the term is used in the City's Violence in the Workplace Policy, includes written or verbal communications, whether direct or indirect, which are of a threatening, intimidating or coercive nature; the threat or use of physical force, including fighting or horseplay; stalking; vandalism or ammunition...For the purpose of this Paragraph, violence does not include actions taken by sworn Police Officers or security personnel within the scope of their employment, but does include such employees' actions with respect to co-workers.

### **PROGRESSIVE DISCIPLINE OF VOLUNTEERS**

The following represents a guideline volunteers may reasonably expect for discipline; however, depending upon the egregiousness or seriousness of the offense, CACC staff may elect to forgo Steps One and Two. **Failure to timely respond (within 24 hours) and schedule an appointment for a meeting request by an APC, Shelter Manager or Administrative Services Officer may result in immediate removal / termination.**

#### **1. Step 1: Verbal warning:**

APC has meeting or conversation with volunteer regarding said issue and issues a verbal warning. APC then sends follow up email reiterating what was said; email can reference policy or rule that was broken.

- a. Note placed in volunteer database stating verbal and email warning was issued.

#### **2. Step 2: Conversation with Shelter Manager:**

Shelter Manager has a meeting or conversation with volunteer regarding said issue and issues suspension and duration. Shelter manager will then send follow up email reiterating conversation; email can reference policy or rule that was broken.

- a. Shelter Manager will include CACCvolunteer@cityofchicago.org in email to volunteer; APC will place note in volunteer database stating rule infraction and suspension.

#### **3. Step 3: Removal/Deactivation**

Meeting or conversation with Administrative Services Officer (ASO) and/or Shelter Manager regarding infraction and notification of removal/deactivation.



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- a. ASO and/ or Shelter Manager will email [CACCvolunteer@cityofchicago.org](mailto:CACCvolunteer@cityofchicago.org); APC will place note in volunteer database stating rule infraction and date of termination; APC will place note in volunteer database stating rule infraction and deactivate account.

### **CACC VOLUNTEER CODE OF CONDUCT**

Chicago Animal Care and Control (“CACC”) is committed to high ethical and legal standards, and the principles of respect, compassion, fairness and dignity in all its animal control and sheltering interactions, and in its interactions with volunteers, employees and the public. Dedicated volunteers are essential for helping CACC uphold this commitment, and CACC is grateful for each dedicated volunteer. CACC can be a physically and emotionally challenging place to volunteer. Notwithstanding, all volunteers agree to abide by the following Code of Conduct:

- I will support CACC’s goal of cultivating a culture of positivity and respect between staff, volunteers and the public.
- I will uphold CACC’s mission.
- I acknowledge that I may not always agree with the policies, procedures, rules and regulation of CACC, but I will respect them and abide by them anyway.
- I will abide by all rules, policies and procedures in the Volunteer Handbook.
- I will treat each CACC manager, employee, fellow volunteer, and member of the public served by CACC with respect and dignity.
- I will treat all animals with compassion and respect, and NEVER intentionally harm an animal.
- I have received, understand and acknowledge CACC’s Volunteer Disciplinary Policy.
- I will not enter restricted areas of the facility unless I request permission and obtain it, and am accompanied by a CACC manager or employee.
- I will not speak on behalf of CACC to any representative of the media. Media inquiries regarding CACC should be directed to the Executive Director or his/her designee.
- I will abide by CACC’s policies regarding photography, videotaping, and promoting the animals.
- If I am unsure of an answer, policy, or procedure, I will ask CACC’s Animal Placement Coordinator, Shelter Manager, or designee, and confirm.
- I will alert CACC’s Animal Placement Coordinator, Shelter Manager or designee of any health or behavioral concerns, or kennel condition concerns that I may have about any animal in the facility.
- I will abide by all CACC rules, policies, and procedures regarding the treatment, training or care of animals at the facility, in foster care, and at special events.
- Should I have a concern/complaint with CACC staff or another volunteer, I will report this to the APCs or Shelter Manager.

If you cannot uphold the Code of Conduct, then CACC is not the right fit for you, and you should consider volunteering your time elsewhere.



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I have read and understand the Chicago Animal Care and Control (CACC) Volunteer Policies and Code of Conduct. I agree to abide by them and I understand that my volunteer service may be terminated by CACC management for my failure to abide by the Chicago Animal Care and Control (CACC) Volunteer Handbook and Code of Conduct pursuant to the Volunteer Disciplinary Policy.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Received By (CACC Staff): \_\_\_\_\_ Date: \_\_\_\_\_



## Volunteer Handbook

### **Receipt and Acknowledgement of the CACC Volunteer Handbook**

The Volunteer Handbook is an important document intended to help volunteers become acquainted with Chicago Animal Care and Control. The handbook should serve as a guide and individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate receipt and acknowledgment of the Volunteer Handbook and Code of Conduct.

- 1) I have received and read a copy of the CACC Volunteer Handbook, Volunteer Disciplinary Policy and Code of Conduct. I understand that the policies and rules described therein are subject to change at the sole discretion of the City of Chicago. I understand that this Handbook supersedes all previous Volunteer materials.
- 2) I understand that, should the content of the Volunteer Handbook be changed in any way, I may be required to provide an additional signature to indicate that I am aware of and understand any new or updated policies.
- 3) I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Volunteer Handbook and Code of Conduct.
- 4) I understand that CACC may use a third party to help recruit, manage, train, or organize volunteers. I understand my name, email and/or phone number will be shared with the third party for future notifications.

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Volunteer's Printed Name

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CACC Representative Printed Name

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Volunteer's Signature

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CACC Representative Signature

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Date

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Date