



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

Animal Placement Coordinators

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WELCOME & MISSION STATEMENT

Thank you for your interest in volunteering with Chicago Animal Care and Control (CACC), the largest open admission animal shelter in Chicago and in the Midwest. Thousands of animals arrive at 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, cats, and small animals (rabbits, guinea pigs, chickens, and more!) alike to provide exercise, mental and physical enrichment, matchmaking, networking, event planning, marketing and more. Volunteer opportunities at CACC may change depending on needs at the shelter.

Volunteer opportunities at CACC may change and evolve depending on the 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!

GENERAL INFORMATION ABOUT CACC

Chicago Animal Care and Control's shelter is located at 2741 South 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 7AM to 10PM, 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 eventually into new homes. Approved rescue partners can transfer animals out of our shelter 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 saw a 30% increase in adoptions in 2018 and 2019

In response to the COVID19 pandemic, most services that CACC offers are by appointment only at this time.

SHELTER LOCATION & HOURS

CACC is located at 2741 South Western Avenue, Chicago, Illinois 60608. The building is staffed seven (7) days per week from 7AM to 10:30PM. CACC does not have any medical staff at the shelter from 7PM to 10AM daily. CACC has a private contract that ensures there is also 24-hour security onsite at all times.

CACC is open to the public daily from 12PM to 7PM daily. Due to the COVID19 Pandemic CACC has implemented an appointment-based system for many services to the public. Hours are limited on the following holidays - Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Day.

- Intake of lost/stray or owner surrender animals – 12PM to 7PM, 7 days a week. Owner surrendered pets are by appointment only.
- Viewing of lost or adoptable pets – 12PM to 7PM, 7 days a week. These services are by appointment only.

INTAKE PROCEDURES

Animals come into CACC for many reasons: They might be surrendered by their owner, found as a stray, confiscated for animal cruelty, held for rabies observation, or impounded as a “dangerous animal.” CACC also offers low-cost euthanasia to resident of Chicago.

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, but we are proud of our over 90% live release rate, so most animals are transferred to one of our rescue partners, adopted, or returned to their owners.
- There is not required holding period for surrendered animals.

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 seven (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. These stray holds were changed in 2013 based on returned-to-owner data with the intention of keeping animals as healthy as possible and not waiting longer than necessary in the shelter.

CACC is also responsible for the following types of intakes:

- Adoption returns – are animals that have been adopted from CACC and returned within two (2) weeks of adoption. Adoption returns do not have a required holding period.
- Confiscated Animals:
 - Abandoned – are animals left on a property with no evidence that an owner is caring for them. These animals have a seven (7) day hold.
 - Hospital – when an owner is taken to the hospital the animals in their care must be brought into CACC if there is no one at the home to care for them. These animals have a seven (7) day hold.
 - Eviction – are animals owned by families that are evicted from their home. These animals have a seven (7) day hold.
 - Owner Died – are animals owned by a person who has recently passed away and there are no one at the home to care for them. These animals have a seven (7) day hold.
 - Felon Possession – any person that is convicted of certain violent felonies cannot own any animals that are not altered and microchipped, animals can be confiscated for this reason. These animals have a seven (7) day hold.
 - Prisoner Property – are typically animals that are brought in when an owner arrested for charges not related to the animals. These animals have a seven (7) day hold.
 - Cruelty - animals are involved in a cruelty/neglect case, hold periods vary but always a minimum of seven (7) days
- Biter Quarantines - animals involved in a bite incident that are not current on their rabies vaccine and must complete a rabies observation required a ten (10) day holding period for observation
- Euthanasia Requests - owner is requesting euthanasia for their pet due to illness or aggression, this is a low-cost service that is available to City of Chicago residents
- Wildlife – intakes include animals that are injured, sick, or neonates that have been abandoned. CACC works with a licensed rehabilitation facility to provide necessary care for wildlife so that they can be returned to their natural habitat.
- Cook County Animal Control Intakes – CACC has a partnership with Cook County Animal Control to bring in animals from outside of the City of Chicago but within Cook County Limits. All animals typically have stray hold period of seven (7) days.

ADOPTIONS

All adoptable animals receive a health evaluation, microchip, vaccinations, parasite treatment, and spay/neuter surgery. CACC is open for pet adoptions seven (7) days per week from 12:00PM to 6PM, with adoption viewing until 7PM, adoptions appointments are by appointment only. Almost all of CACC's animals are available for adoption (pending stray holds) unless marked as "rescue only" and can be viewed by potential adopters or rescues before their stray hold period is over, as part of our open selection protocol. Some animals may be placed on the "rescue only" pathway due to medical or behavioral conditions that need more attention prior to adoption.

Our adoption process is conversational to facilitate and open and honest conversation about the family, to ensure a good fit, and to help them feel confident and supported. The goal is to set families and pets up for a lasting, loving home.

Adoption fees:

- Dogs and Puppies: \$65.00 – Fee includes spay or neuter, City license, rabies inoculation*, age-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, aged-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.
- Rabbits, Guinea Pigs, and Chickens may also be available for adoption. CACC partners with other organizations to complete vetting for these animals prior to adoption. Adoption fees for small animals are also \$65.

OFF-SITE ADOPTION EVENTS

CACC regularly teams up with other 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 six (6) weeks in advance so that we may determine whether the Department is able to pursue the opportunity.

Please note that spring and summer are the busiest times of the year for adoption events, and we cannot do them all.

LOST PET REDEMPTION PROCEDURES

Lost pets can be viewed at www.petharbor.com/chicago. If you find your pet you must then email visitcacc@cityofchicago.org with the animal ID number, proof of ownership, and your contact information. Owners searching for their pet must make an appointment. Walk-ins will be helped at the earliest convince of our staff.

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 may vary per situation (such as animals that come in as biters and required a rabies observation) but are generally \$65 for all animals. The following may be required upon redemption: rabies vaccination, City license for dogs, spay/neuter and microchip for dogs and cats.

In Chicago, there are five (5) agencies in addition to CACC that may accept strays. Anyone looking for their pet may contact the individual agencies for information on lost pet procedures. Here are the Chicago agencies that take in stray animals:

- Chicago Animal Care & Control – 2741 S. Western Ave., 312.747.1406
- 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.— 773-416-4111
- Animal Welfare League – 6224 S. Wabash Ave., 773.667.0088

PROGRAMMING & PARTNERSHIPS

CACC has developed many programs and partnered with several organizations over the years to help the animals in our care. Below are brief descriptions of some of the programs and partnerships CACC has.

Doggie Day Out:

Illinois residents may place a reservation by emailing CACCFoster@cityofchicago.org and take one of CACC’s fully vetted, long-term, adoptable dogs on a field trip from 11AM to 4PM daily (some restrictions may apply depending on events, inclement weather, holidays, and staff availability). The goal 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 as quickly as possible. For more information, email CACCFoster@cityofchicago.org.

Low-Cost Vaccine and Microchip Clinics:

CACC hosts monthly low-cost vaccine and microchips clinics throughout the City between May and October. We always need volunteers to help with registration, rabies tags, line control, information tables, etc. at the clinics. Due to the COVID19 pandemic the clinics held at CACC have been postponed but we hope to resume them soon!

READI Program—Through Heartland Alliance:

The READI program is a partnership for young men from the south and west sides of the city who have been impacted by gun violence. They receive cognitive behavioral therapy and job training skills at various works sites around the city. READI participants volunteer at the shelter weekday afternoons performing various volunteer duties at the shelter.

Safe Humane Chicago:

Safe Humane Chicago (SHC) 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, they provide training to volunteers to run manners classes, corporate events, and re-entry training to individuals coming out of the criminal penal system or drug / alcohol rehabilitation centers. SHC also works with children at the Illinois Youth Center. SHC 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. All Safe Humane volunteers handling animals at CACC must also be registered and approved CACC volunteers. For more information, visit www.safehumanechicago.org.

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. FCACC also assists in hosting new volunteer orientations at CACC each year. In 2019, FCACC developed in partnership with CACC called 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 either after medical staff leave or before they arrive, to MedVet Chicago for immediate treatment, and costs are covered by FCACC. For more information, visit www.FCACC.org.

Chicagoland Rescue Intervention and Support Program:

Chicagoland Rescue Intervention and Support Program (CRISP) is a 501(c)(3) organization that serves to divert animals from being surrendered to CACC and provide medical assistant to families in need. CRISP provides assistance with medical issues, general veterinary care, behavioral training, and issues with landlord matters. CRISP is comprised of several Homeward Bound Rescue Partners who volunteer their time to help provide these services. Prior to the COVID19 pandemic CRISP was at CACC three to four days per week assisting with diversion but have since worked with the Animal Placement Coordinators to continue their efforts. If animals cannot stay with their owners despite the services offered to them, the CRISP team seeks to divert them immediately to rescue. For more information, visit www.crispchicago.com.

Rescue Chicago:

Rescue Chicago (RC) is a 501(c)(3) organization that was founded by three CACC Volunteers in 2019. Rescue Chicago provides CACC with much needed supplies such as leashes, collars, harnesses, treats, toys, medical equipment, lights for the playlots, and more! They have helped support pet owners to prevent having to surrender to them CACC. RC has also helped with medical expenses for fosters in the CACC Foster Program that are beyond our capacity of care. For more information, visit www.rescuechi.org.

GENERAL VOLUNTEER INFORMATION

No matter what your experience level is, you will have the opportunities to provide hands-on care for the animals at CACC as well as other ways to help including:

- Walk, socialize, and show dogs available for adoption
- Socialize, exercise, and show cats available for adoption
- Adoption counselling
- Off-site events (adoptions, vaccine and microchip clinics, etc.)
- Social media & marketing

Requirements to volunteer at CACC:

- Must be at least eighteen (18) years of age
- Complete a fingerprint background check conducted by the City of Chicago
- Attend a CACC Volunteer Information Session
- A minimum commitment of ten (10) hours per month but preferably one (1) day per week
 - Some volunteer opportunities may require weekly time commitments in order to participate
 - 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.
- Provide proof of COVID-19 vaccination
- We strongly suggest that you have a current tetanus shot (within the last five (5) years)

Attend a Volunteer Information Session:

Interested candidates should plan to attend a Volunteer Information Session to:

- Learn how the shelter operates
- Review our volunteer opportunities
- Tour the shelter
- Receive information on how to complete the application process
- Information sessions are normally held in the auditorium at CACC but due to the COVID-19 pandemic we are currently hosting them virtually

Application Process:

1. Attend a CACC New Volunteer Information Session.
 - Information sessions are currently held virtually.
 - Within 24 to 48 hours following the information session, you will receive an email with a link to the volunteer application and other required documents.
2. Apply to volunteer by completing and submitting the volunteer application and all supporting documents.
 - All documents can be emailed to caccvolunteer@cityofchicago.org or dropped off at the Animal Placement Coordinator's office – please email to request a drop off time.
3. Complete fingerprints and a background check.
 - All prospective volunteers will have to submit to a fingerprint background check.

- Please note, an indebtedness check is included in this process. If you currently owe any debt to the City of Chicago in the form of parking tickets, moving violations, or outstanding water bills, you will be required to pay the debt in full or enter an approved payment plan to continue with the fingerprint process.
- 4. Be available for a short interview process with the CACC Volunteer Team.
 - Interviews will be held virtually via Microsoft Teams and will last no more than 20-30 minutes.
- 5. After you have completed the fingerprint background check process and a short interview with the CACC Volunteer Team, you may schedule training for specific tasks at CACC.
 - You may begin volunteering without fingerprint clearance if you have submitted yourself to a fingerprint/background check. You may not handle animals, but you may begin shadowing, providing in-kennel enrichment, or assisting at events with non-animal handling duties.
- 6. After your fingerprints are cleared, you will then upload your COVID19 vaccination information into the City of Chicago's vaccination portal, so that you can begin interacting with the animals at CACC and become an Active CACC Volunteer.
 - If you do not pass the fingerprint/background check screening, you will be terminated as a volunteer.
- 7. Complete all required training for the opportunities you are interested in and begin volunteering as an Active CACC Volunteer.

Other Volunteer Requirements:

- Attend additional handling sessions (depending on the area of volunteering)
- Compliance with the CACC Volunteer Handbook and 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 fifteen (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 12PM to 7PM, seven (7) days per week. Volunteer hours may vary on select holidays. All volunteers must preregister for volunteer shifts using the volunteer software (Galaxy: <https://volunteer.chicagoanimals.org/>) and must also check in and out of the volunteer software each time they visit CACC. Volunteers should check in/out at the volunteer kiosk which is located to the right of the security desk of the main entrance of the building. Volunteer hours and information are tracked in the volunteer system and it is therefore imperative that volunteers are utilizing the software.

All volunteers will receive a login once you have completed the orientation and fingerprinting requirements. Any issues regarding preregistering for volunteer opportunities or logging hours should be directed to the Animal Placement Coordinators via caccvolunteer@cityofchicago.org. Volunteer shifts and hours are subject to change at any time.

Volunteers must also wear their volunteer ID at all times while volunteering at CACC. Due to the COVID19 pandemic volunteers are also required to wear a mask or face covering and practice social distancing while in the building.

Current Volunteer Schedule:

| Dog Walking Schedule | |
|----------------------|------------|
| Time | # Of Slots |
| 12PM – 3PM | 6 |
| 2PM – 5PM | 7 |
| 3PM – 5PM | 3 |
| 4PM – 7PM | 7 |
| 4PM – 6PM | 3 |
| 5PM – 7PM | 8 |
| 6PM – 7PM | 3 |

| Dog IKE Schedule | |
|------------------|------------|
| Time | # Of Slots |
| 12PM – 3PM | 6 |
| 2PM – 5PM | 6 |
| 4PM – 7PM | 6 |

| Cat TLC & IKE Schedule | |
|------------------------|------------|
| Time | # Of Slots |
| 12PM – 3PM | 3 |
| 3PM – 5PM | 3 |
| 4PM – 6PM | 3 |
| 4PM – 7PM | 3 |
| 5PM – 7PM | 3 |

Dog Playgroups: are scheduled every Sunday with alternating start times of 12PM or 1PM and ending at either 2PM or 3PM.

****ALL VOLUNTEERS MUST BE SIGNED OUT OF THE BUILDING NO LATER THAN 7PM****

VOLUNTEER INACTIVITY POLICY

Volunteers will be marked inactive after ninety (90) days of no activity. Each volunteer is responsible for tracking their own hours using our volunteer database, which is why it is imperative that volunteers sign up through the database and check in and out each time they volunteer at the shelter or attend an event. Volunteers may be allowed to take time off from volunteering if a request is submitted to the Animal Placement Coordinators, these requests can be emailed to caccvolunteer@cityofchicago.org.

Other Requirements:

- Volunteers may be required to complete refresher training if they have been inactive for more than thirty (30) days.
- Doggie Day Outs do not count as active volunteer hours for dog walking.

SOCIAL MEDIA

CACC has several social media channels. Please see our Social Media Policy for more details on our expectations for the use of social media as a volunteer.

Below are CACC's official social media pages:

- Facebook Page – Chicago Animal Care and Control
- Instagram Page– @chicagoanimalcare
- Twitter Account – @chicagoacc
- CACC Volunteers – official volunteer Facebook Group that each volunteer is added to once the volunteer process has been completed

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

- CACC Kitten on Deck Program
- CACC Cat Transfer Team
- CACC Dog Transfer Team
- CACC Adoptable Pets
- CACC Cat Adoption Room
- CACC Agility & Nosework Squad

There are several other social media pages that network CACC animals using images and videos from the volunteer run pages. These pages often post false and misleading information about the animals in our care. Please use caution when following these pages, they are not run by CACC Volunteers or staff. Some of these Facebook pages are: It Takes a Village to Save a Life, CACC Networkers, and Rescue. Foster. Adopt.

VOLUNTEER ETIQUETTE

Volunteers are an integral part of CACC as each volunteer makes a huge difference in the lives of the animals in our care. There is a large responsibility that comes with volunteering at CACC, but it is also a rewarding experience. Though volunteer positions are unpaid, you are expected to commit and respect the policies, rules, and procedures set forth by CACC.

- Plan ahead and 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 – preregistering for shifts is a requirement for all volunteers.
- For dog handling volunteers:
 - Take out a two-way radio prior to beginning your shift.
 - 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 approval for 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 doghouse, 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 – if an APC is not available, please find 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 their 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. Volunteers must bring their own locks, 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.
- 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.
- Always be courteous and respectful to fellow volunteers, CACC staff, rescue representatives, and members of the public.
- Chain of Command: Volunteers report to, and are managed by, the Animal Placement Coordinators (APC). 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 Volunteer Program Manager or the Shelter Manager. If they are not available, volunteers should ask for a supervisor.
- Volunteers should not be entering administration area 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 encounter 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.
- 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

Volunteers are permitted access to the public areas of CACC from 12:00PM to 7:00PM each day. Admittance to restricted areas is not permitted without express permission from an Animal Placement Coordinator or the Shelter Manager. 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 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. Volunteers that enter any restricted areas without APC or Shelter Manager approval and escort are subject to disciplinary action.

SECURITY CAMERAS

Security cameras are located in all public and restricted areas of the building with the exception of restrooms. There are also security cameras located in the public parking lot and the employee parking lot.

KENNEL CLEANING & FEEDING

All animal kennels are thoroughly cleaned once in the morning and spot cleaned throughout the day and evening. All animals are fed twice daily and watered throughout the day. Feedings take place once in the morning and once in the evening.

CACC employs union staff who are tasked with feeding and cleaning. 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 they also provide fresh food and water for the dogs. Every day, CACC staff clean and disinfect all the unloading area, dog portables, cat kennels (and other small animals) and provide fresh food and water. Staff also perform spot cleaning of kennels throughout the day. If you see a kennel requiring cleaning, please advise an APC.

Volunteers may not use hoses, squeegees, brushes, or any other staff equipment and may not bring in or use their own cleaning solutions.

Volunteers are permitted to perform the following tasks:

- Pick up solid poop with a poop bag
- Refill water bowls
- Replace soiled blankets and beds with clean blankets/beds

Volunteers may only feed animals treats that are made specifically for them. CACC has various treats that have been donated to the shelter, available for volunteers to use during their shifts. Volunteers may bring their own dog or cat treats. Human food of any kind is not allowed as it can cause significant digestive issues for the animals in our care.

If you are considering photographing an animal 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. When in doubt about cleaning or watering, please ask an APC.

COVID SAFETY REQUIREMENTS & GUIDELINES

The COVID-19 pandemic has brought a whirlwind of changes to all of us. The health and well-being of our community, staff, volunteers, rescue partners, and animals in our care continue to be our top priorities. In response to recommendations from our government leaders about slowing the spread of COVID-19 we have implemented the following requirements for all volunteers and visitors.

- As of February 28, 2022, the City of Chicago lifted the masking requirement in most city buildings. Volunteers, staff, rescue representatives, and visitors are still welcome to wear a mask or face covering while indoors, but it is not a requirement.
- Practice social distancing while at CACC.

- If anyone feels sick or is exhibiting any symptoms (even if they are mild) you are required to stay home and inform an APC immediately.
- Be mindful of maximum person requirements for any rooms you may enter.
- Wash your hands often for at least 20-seconds using soap and water - there are several hand sanitizer dispensers throughout the building as well as soap near all the sinks.

CACC has also implemented the following changes to the services we offer:

- Appointment based intake, adoptions, and redemptions
- Appointment based pick up and evaluation times for rescue partners
- Extra cleaning of the doors, door handles and frequently touched areas by our janitorial contractors
- Capacity notices for different areas of the building

Please note that though masks or face coverings are not required at this time, CACC strongly recommends using them. The City of Chicago may implement a mask mandate at any time.

COMPLAINTS & SUGGESTIONS

Your point of contact regarding volunteering or shelter activities is the Animal Placement Coordinator (APC). Please bring your concerns and questions to an APC first. If you have a complaint regarding a staff member or an issue with a CACC policy, immediately bring it to the attention of an APC so it can be resolved. For non-urgent matters, you may email your concerns to caccvolunteer@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, rescue partners, 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 and APC. Volunteers may not interfere with the intake of strays or owner surrendered animals to the shelter, or generally with the work of shelter staff.

SAFETY GUIDELINES

General safety guidelines are listed below. Please note that volunteers may receive additional safety and safe handling training.

- 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 IMMEDIATELY, please find a supervisor if an APC is not available. This may include, but is not limited to trips, slips, falls, cuts, abrasions, sprains, breaks, bites, or scratches.
 - If you fail to notify an APC (or Supervisor when an APC is not available), 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.
- Leptospirosis
- Immune suppressed individuals should avoid working directly with animals. If in doubt, ask your physician.

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 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, an APC or Supervisor will call for an ambulance. If you, or any witness, fail to notify an APC, 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 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 may be required to attend 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 and APC immediately. You may also find the nearest phone in the hallway outside the pavilion and press the "page button" and call for "urgent staff needed in pavilion ___ for loose dogs!"

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! CACC currently has over a 90% live release rate, meaning, of those cats and dogs entering the shelter, over 90% 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, guilt, etc. It is important not to take your emotions out on other volunteers, staff, or rescue partners. In 2021, CACC hosted our first "conversation circle" to help volunteers and staff share and process their emotions, and we plan to host more in 2022.

VOLUNTEER DISCIPLINARY POLICY

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.

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.

Misrepresentation

Misrepresentation includes:

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.

Criminal or Improper Conduct

Criminal or improper conduct includes:

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, rescue representative, 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.
12. Interference with CACC’s operations, efficiency, or outcomes, and/or encouraging or supporting others to do the same.

Conduct Involving Volunteer Duties & Performance:

Conduct involving volunteer duties and performance includes:

1. Failing to act 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 once's role as a volunteer so as to give the appearance of such impropriety.

Violations of City Policy and Rules:

Violations of city policy and rules includes:

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.
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.

- 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.
 - Note placed in volunteer database stating verbal and email warning was issued.
- Step 2: Conversation with an APC and the Volunteer Program Manager: APC and Volunteer Program Manager have a meeting or conversation with volunteer regarding said issue and issues suspension and duration, if needed. APC or the Volunteer Program Manager will then send follow up email reiterating conversation; email can reference policy or rule that was broken.
 - Include CACCvolunteer@cityofchicago.org in email to volunteer; APC will place note in volunteer database stating rule infraction and suspension, if needed.
- Step 3: Removal/Deactivation: Meeting or conversation with Administration, Volunteer Program Manager, and APC regarding infraction and notification of removal/deactivation.
 - Include CACCvolunteer@cityofchicago.org in email; APC will place note in volunteer database stating rule infraction and date of termination and will then deactivate the volunteer account.
- At any time during the disciplinary process, a volunteer may provide written explanation in response to any allegations.

CACC defines volunteers in good standing as volunteers that do not have any disciplinary incidents or conversations within the last nine (9) months on their record.

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, rescue partners and their representatives, 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, rescue representative, 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 an Animal Placement Coordinator or Shelter Manager.
- 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.

All volunteers will be required to sign a form acknowledging the above and the following statement prior to participating in any volunteer opportunities:

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.

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.

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.

Please read the above statements. All volunteers will sign a waiver that indicates receipt and acknowledgment of the Volunteer Handbook and Code of Conduct prior to volunteering at CACC.

Email caccvolunteer@cityofchicago.org, if you have any questions, concerns, or comments.

**Thank you for your dedication to the
animals in our care and helping CACC
achieve our mission and goals!**