



Contra Costa Animal Services Volunteer Manual

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Introduction

Welcome to Contra Costa Animal Services (CCAS). It is our pleasure to welcome you as a volunteer. The purpose of this document is to introduce you to our mission, vision, and to explain some important rules and expectations for volunteers.

Contra Costa Animal Services recognizes our volunteers are the true heart and soul of our organization. It would be impossible to accomplish our mission of saving lives without the sacrifices you make on behalf of our animals and the public we serve. Your complete unselfishness in giving your time, talents and treasures is beyond compare and truly drives the success of our organization. Together, we play an important role in enriching the lives of people and animals in Contra Costa County and beyond.

About CCAS

The Animal Services Department has a long history in Contra Costa County. In 1959 Animal Control (as it was called then), consisting of five employees, was re-assigned from the Sheriff's Office authority to the County Agriculture Department. Animal Services became its own County department in 1985.

The original shelter was located one block from where we are now on the eastern edge of Martinez. In May 2005, a beautiful two acre, state of the art shelter complex and six-stall barn with open corral area, totaling more than 38,000 square feet, was dedicated by the Board of Supervisors and local dignitaries.

Today, our Field Services are provided 365 days a year, 24 hours a day. We serve the unincorporated areas and 18 cities who contract with CCAS for Animal Services. With a staff of over 80, and a team of dedicated volunteers, we cover over 800 square miles of land, with 1 million residents and growing. That is all of Contra Costa County, apart from Antioch.

Shelter Details

Location: 4800 Imhoff Pl. Martinez 94553

Phone: 925-608-8400

Website: www.ccasd.org

Facebook: www.facebook.com/ccasd

Hours of Operation:

Tuesday – Saturday: 10:00am – 5:00pm

Wednesday: 10:00am – 7:00pm

Sundays and Mondays: Closed

Volunteer Coordinator

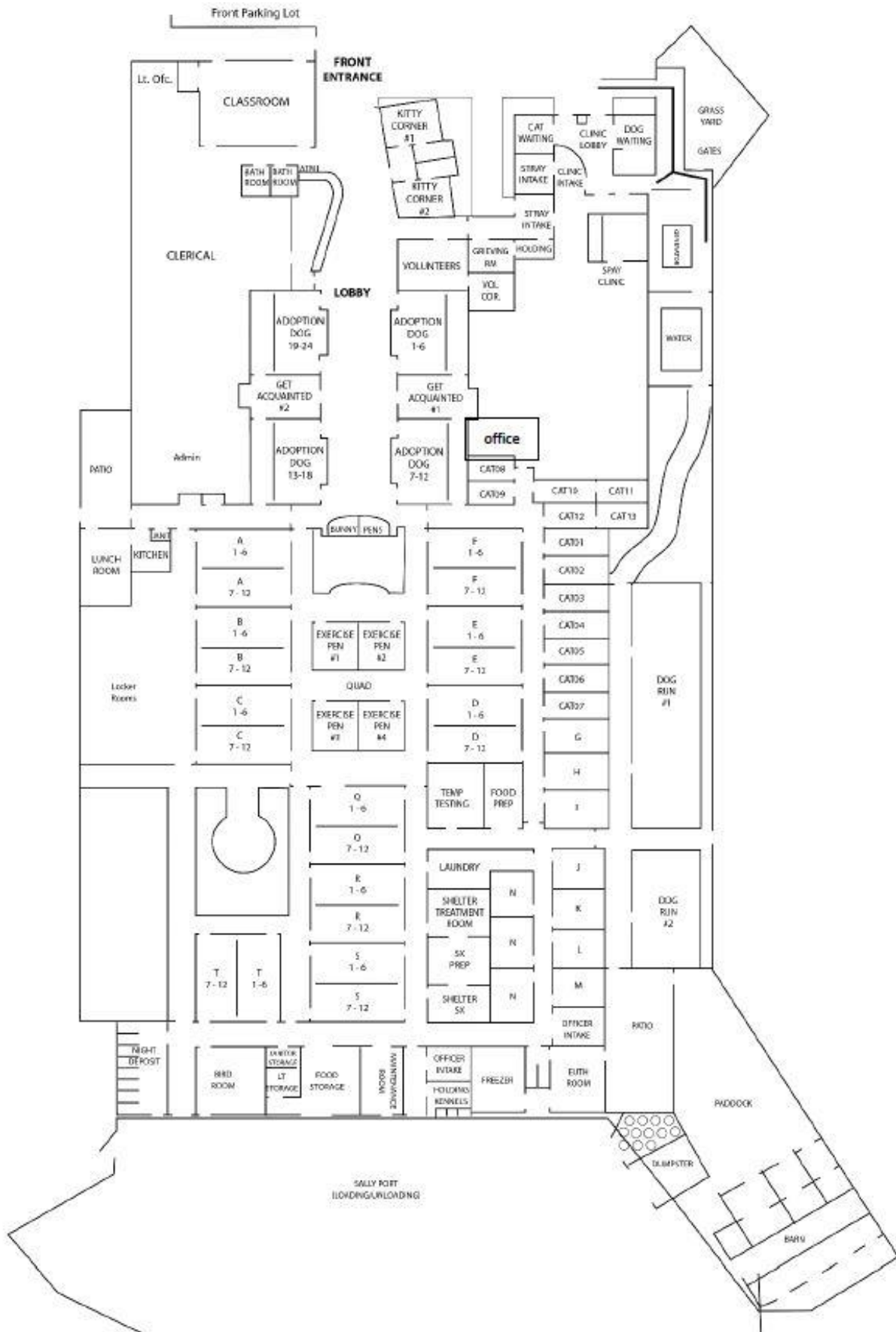
Stefani Buzzard

Office: 925-608-8435

Work cell: 925-494-5066

Stefani.buzzard@asd.cccounty.us

Floor Plan



Mission Statement

Contra Costa County Animal Services Department is committed to protecting the health, safety and well-being of all people and animals in our community through enforcement of state and local laws, providing compassionate care for every animal regardless of its temperament or condition, and reducing the number of animals that enter our County shelters.

We will shelter homeless, abandoned, and lost animals, work to keep and place animals in safe, caring homes, and provide education and services to enhance the lives of people, their animal companions, and to strengthen the human-animal bond.

Contra Costa County Animal Services Department will accomplish our mission by:

- Protecting the citizens of Contra Costa County from animal related diseases and from animal injury.
- Preventing animal cruelty, abuse, and neglect.
- Providing humane care and treatment of all animals in accordance with the Association of Shelter Veterinarians Guidelines and following the Five Freedoms.
- Striving to decrease our shelter intake, increase our live release rates and to reserve euthanasia for animals that have serious medical conditions with great suffering, or behavior issues that pose a threat to the public's health and safety and the animal's well-being.
- Keeping animals in their homes by providing resources and active counseling for owners, especially those who are considering surrender.
- Increasing licensing and micro-chipping efforts to assist owners in reuniting with their lost pets.
- Providing spay/neuter services to reduce pet overpopulation.
- Educating the public about responsible pet ownership, including preventative medicine, spay/neuter, and vaccinations.
- Providing high-quality customer service and treating all individuals with respect, professional courtesy, and integrity.
- Creating collaborative partnerships that further our mission and increase our ability to serve the people and animals of Contra Costa County.

CCAS Guiding Principles

Guiding principles help shape the culture of our organization, and they can help drive decision making in all that we do. Our guiding principles help us to ensure our long-term culture and to develop consistency in helping us to make good organizational choices.

Our community is comprised of the CCAS team (staff and volunteers) and the people and animals in Contra Costa County. Without supporting each other and valuing the people who walk through our door or contact us by phone/email, we cannot help the animals.

1. BE COLLABORATIVE - When we work jointly with others to create or produce something, a sense of purpose arises and partnerships for future efforts are formed. When this happens, an organization begins to move forward with unified commitment meaning members understand and accept a common purpose as their own. Effective managers encourage team members to work jointly whenever appropriate. They also support the team in understanding and considering others' interests and needs as well as provide opportunities to surface and address conflicting views.

2. BE THE SERVICE YOU WANT - We demonstrate customer care when we offer complete solutions for our county's residents that enhance the quality of their companion animals' lives. Operating as a relationship-based service, not one based on transactions alone, we strive to anticipate internal and

external customer needs before they identify them. Our shelter guests always feel safe and appreciated. Effective managers will help team members find and respond to opportunities for sustaining internal and external customer satisfaction and loyalties. Caring managers will ensure that all actions, behaviors, and communication from and between team members continually express the understanding that all our shelter guests are worthwhile.

3. PRACTICE THE THREE E'S: EXCITE, EDUCATE, EMPOWER - When we can create in ourselves and others, feelings of enthusiasm and an eagerness to engage, then we are practicing our ability to EXCITE self and others. This positive energy can be aligned to bring about quality execution of innovative approaches to problems, events, and programs. By giving others the authority or power to do something we can help make them feel stronger and more confident. EMPOWERING others gives freedom to new thoughts and ideas to help make CCAS even more effective and efficient. And when we EDUCATE others with new knowledge, we can open doors to release their inherent abilities.

4. APPLY JUDGMENT - Effective application of judgement is the product of continuous improvement of our critical thinking skills. Critical thinking is a way of thinking about any subject, project, problem, etc. where we improve the quality of our thinking by skillfully analyzing, assessing, and even reconstructing it as we allow new information to influence the situation. Critical thinking skills such as testing our assumptions to validate our beliefs, testing data for completeness, or testing our positions for any holes or flaws increase our ability to effectively move through challenging situations, events, or problems. Effective managers encourage the team to question “why” something is done a particular way which can lead to breakthrough changes. Critical thinking is self-directed, self-monitored and self-corrected.

5. SEIZE THE INITIATIVE - When we engage ambiguous circumstances, or uncertain situations, to address them directly—rather than waiting for interpretation or direction from others—we “take initiative”. In stepping forward to act we are demonstrating our commitment, ability to influence and be creative. Effective managers help employees “see” the situation in a way that enables them to make decisions and take actions, reflect on results, and realign, which supports CCAS’ future direction.

6. MAKE THE MOST OF RESOURCES - We make the most of our resources when decisions and actions result in every resource (people, money, equipment, etc.) being used at the highest level of effectiveness and efficiency. Effective managers understand that cost cutting is not the only solution, because some shelter opportunities justify the investment of additional resources. To continually optimize all our resources requires managers to work collaboratively with their team to find the most efficient ways to innovate and improve CCAS’s service to communities and animals in our service area.

Our Pledge to Our Volunteers

CCAS is dedicated to creating a pleasant, helpful, and fun environment in which our volunteers are utilized at all levels of the agency. We respect your time and skills and strive to make your experience with us productive and rewarding. We also encourage regular participation and value dependability in all our volunteers. We strongly encourage you to challenge yourselves and develop to your full potential. In addition, we will participate in ongoing, reciprocal exchanges of information and ideas with our volunteers to actively increase the level of quality services that save lives, increase public awareness, and educate our community. Thank you for your commitment and dedication to CCAS!

Volunteer Policies

By accepting your role as a CCAS volunteer, you have a responsibility to this agency, staff, and your fellow volunteers to adhere to certain guidelines. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place for everyone. If you have any questions, please see your volunteer coordinator for explanation.

Volunteer Standard of Conduct

Generally speaking, we always expect each person to act in a mature and responsible way. However, to avoid any possible confusion, some of the more obvious expectations are noted below. Your adherence to these guidelines will be to your benefit as well as the benefit of our organization.

- Volunteers will demonstrate teamwork and maintain open, honest, and professional communication with the public, staff, and fellow volunteers.
- Volunteers will maintain a positive attitude, and support an inclusive environment in which all staff, volunteers, and visitors feel respected and connected to one another and to CCAS.
- CCAS is committed to providing an environment free of harassment. Harassment of any kind, including harassment on the basis of sex, race, color, religion, gender, age, mental and/or physical ability, medical condition, national origin, marital status, veteran status, sexual orientation, or any other characteristic protected under federal or state law or local ordinance will not be tolerated at CCAS.
- Volunteers act as representatives of CCAS and are expected to approach the needs of our animals and customers with compassion, sensitivity, dignity and without judgment.
- Confidential information including names, addresses, emails, and telephone numbers of staff, the public, our transfer partners, or other volunteers is not to be disclosed to any third party at any time.
- Volunteers will leave personal baggage and politics at the door and come ready to work.
- No volunteer may represent CCAS to the media without prior consent from a manager.

Volunteer Commitment

We expect each CCAS Volunteer to be committed and ready to work each time you schedule yourself to volunteer. Remember, you are here for a purpose and to enhance the experience of the public, staff, and your fellow volunteers. Here are some general tips to help guide you:

- Volunteers must comply with the policies and procedures of Contra Costa County and Contra Costa Animal Services, and all written instructions provided by CCAS staff.
- Volunteers will know and follow the rules for the activities in which they are participating.
- Volunteers accept personal responsibility for their actions and understand that failure to abide by these policies and procedures may result in termination of volunteer services.
- Volunteers will treat equipment and facilities with respect.
- Individuals with criminal records involving violence or abuse, drugs, crimes against children, cruelty to animals, or assault may not volunteer for CCAS.
- Any questions or criticisms regarding the volunteer program or shelter policies are to be addressed to CCAS Volunteer Coordinator and will be promptly investigated. If this does not generate a satisfactory response, volunteers have the option of expressing their concerns to the Community & Media Relations Coordinator.

- The sole purpose of the volunteer program is to support the agency. Always ask yourself “is this (word, action, attitude) being supportive of our staff and in keeping with our guiding principles?”

Customer Service Expectations

Contra Costa Animal Services maintains a policy of respecting staff, volunteers, and customers, serving them in a nonbiased and sensitive manner. As a volunteer, we ask that you abide by the following guidelines:

- Keep an open mind. Refrain from judging a customer, staff member, or fellow volunteer based on the position they are in or the hardships they are experiencing
- Refrain from scolding customers, staff, or fellow volunteers. Always be supportive and constructive when providing feedback
- Refrain from using confrontational expressions or reactions and try to be conscious and aware of your verbal, physical and facial expressions. These expressions can be taken the wrong way and have a damaging effect on the people we interact with
- Refrain from using harsh, vulgar, or offensive language, and keep political commentary out of the shelter
- Treat others the way you would want to be treated
- Treat all customers, staff, and fellow volunteers with respect
- Refer any unusual request, complaint, or question that you do not know how to answer or are uncomfortable answering, to the Volunteer Coordinator or another Shelter Supervisor on duty

Animal Interaction Expectations

Contra Costa Animal Services maintains a policy of treating all animals humanely and with respect. As a volunteer we ask that you abide by the following guidelines:

- Treat all animals with respect
- Take the appropriate training before interacting with the shelter animals
- Only work with animals that you are physically able to handle
- Do not put animals in positions that are unsafe/unhealthy for them or the public
- When handling any animal, always offer them a choice to interact with you or others. If an animal is moving away or leaning away, cease the interaction and try something else

Dress Code

Please remember volunteers are representatives of the agency, and therefore must dress appropriately. Volunteers are to maintain a clean and neat appearance and be easily identified by a volunteer ID badge and an apron or volunteer t-shirt (provided by CCAS) when volunteering in all programs. Volunteers must wear closed-toed shoes and long pants when on-site for safety purposes. Volunteers are not to wear excessively torn or dirty clothing, clothing with inappropriate slogans or graphics, or clothing that is revealing or immodest in any way. No bare midriffs or low-cut shirts.

If you have pets at home, you may consider keeping “shelter shoes/ clothes” in your car or garage. By not exposing your pets to these items and washing/disinfecting them promptly after each shelter visit, you minimize the risk of cross contamination.

Other County/Departmental Policies Volunteers Must Follow

The following Departmental/County policies also require strict adherence by CCAS Volunteers. These policies can be found in the Appendix of this Volunteer Manual:

1. Contra Costa County Administrative Bulletin: County Volunteer Programs (Appendix: A)
2. Contra Costa County Administrative Bulletin: Internet Usage Policy (Appendix: B)
3. CCAS Volunteer Computer Responsibility Statement (Appendix: C)
4. CCAS Chameleon Usage Guidelines (Appendix: D)
5. CCAS Social Media Posting Guidelines (Appendix: E)
6. CCAS Patron Conduct Policy (Appendix: F)

Volunteer Discipline Statement

Volunteers who do not adhere to the rules and procedures of the agency, or who do not satisfactorily perform their volunteer assignments, are subject to discipline and/or dismissal. Disciplinary action shall range from verbal warnings to immediate discharge, depending on the seriousness of the offense in the judgement of management.

Prohibited Behaviors: Contra Costa Animal Services maintains a safe and inclusive environment for volunteers, staff, and customers. All volunteers serve Contra Costa County at will, and either the County or the volunteer may terminate the arrangement at any time. Behaviors that are unacceptable for volunteers include, but are not limited to:

- Abuse, neglect, or cruelty to any animal, whether that animal resides at the shelter or not
- Abuse or mistreatment of volunteers, staff, or customers
- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or illegal drugs or drugs not prescribed to them
- Theft of property or misuse of agency funds, equipment, or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent, or unsafe acts
- Releasing confidential information
- Unwillingness to support and further the mission of Contra Costa Animal Services
- Failure to report an animal bite to the Volunteer Coordinator or appropriate staff member
- Speaking with the media in your role as a CCAS volunteer or department representative
- Failure to adhere to agency policies and procedures

TERMINATION

CCAS reserves the right to refuse volunteer opportunities to any individual or group. CCAS also reserves the right to **terminate** a volunteer's service at any time and for any reason.

Your Volunteer Experience

Role of the Volunteer Coordinator

The CCAS Volunteer Coordinator is responsible for recruiting and onboarding new volunteers, training volunteers, and assigning tasks to CCAS volunteers. Additionally, the Volunteer Coordinator provides oversight of the CCAS volunteer division, supervising all volunteers and volunteer programs, and is responsible for leading communication with volunteers. The CCAS Volunteer Coordinator is also responsible for maintaining the volunteer database (Volgistics) and maintaining all volunteer and volunteer division records.

Volunteer Onboarding Process

The Volunteer onboarding process varies slightly depending upon the assignment in which a volunteer would like to participate. In general, there are three types of volunteers, and volunteers are not restricted to only one type:

- **In-Shelter Volunteer**
 - In-shelter volunteers make up the majority of CCAS volunteers. These volunteers may provide service at the Martinez shelter, they may provide services virtually from home, or they may help with offsite events. These are all considered in-shelter volunteers
- **Foster Volunteer**
 - Dog and cat/kitten fosters provide temporary care for shelter animals, to include underage kittens, sick/injured animals, and any other animal deemed an eligible foster candidate by shelter staff
- **Group Volunteer**
 - Group volunteers are volunteers with another organization that has partnered with CCAS

Generally speaking, potential volunteers may submit an application online at www.ccasd.org to join the CCAS Volunteer Program. To expedite the process, potential volunteers may be asked to review, print, and sign the necessary documents, and follow the instruction provided by staff to complete the onboarding process specific to the assignment in which they are interested in.

Necessary training varies by assignment and is listed below in Volunteer Opportunities. In-shelter volunteers are provided with access to Volgistics, upon completion of Day One Foundation Training. Volgistics is the volunteer management software that allows volunteers to manage their own volunteer account and access the training and/or immediate volunteer opportunities available to them. Foster and Group Volunteers are not provided access to Volgistics, as they are not responsible for their own scheduling or logging service hours.

Volunteer Opportunities

CCAS provides a broad range of volunteer opportunities. Volunteer Assignments are broken in to 3 categories, and volunteers may participate in multiple assignments at any given time.

- **Foundation Level Assignments**

These assignments are available for volunteers to start signing up immediately upon completion of their initial Day One Foundation training. Volunteers are provided with on-the-job orientation at the start of their shift.

- **Core Level Assignments**

These assignments require additional training and/or shadow sessions. Volunteers will have the ability to sign up for these assignments only after completion of the specific training indicated by the assignment minimum requirements.

- **Foster Assignments**

These assignments require varying levels of orientation/training, depending upon the type of animal being fostered. Volunteers will work directly with staff to determine the most appropriate foster animal and/or opportunity.

The following is a list of the volunteer opportunities offered at CCAS and minimum requirements.

Foundation Assignments		
Assignment	Description	Minimum Requirements
Enrichment Support	Volunteers provide in-kennel enrichment to animals, such as making or dispensing ice cubes, KONGS, frisbee's, and more.	<ul style="list-style-type: none"> • Day One Orientation • Additional orientation provided by staff.
Shelter Support	Assist Shelter Staff when needed by sweeping/mopping floors throughout the shelter. Wash and put away dishes. Wash and fold laundry. Rake leaves and sweep sidewalks. Clean windows in the Gallery area. Manage in-kind donation program, sort items donated and dispose of unusable items. Help to distribute needed items per direction by Sr. Animal Care Technicians or Center Ops Supervisor/Mgr.	<ul style="list-style-type: none"> • Day One Orientation • Additional orientation provided by staff
Administrative Projects	Volunteers assist staff with administrative duties, such as filing & record-keeping, transcribing documents, or preparing for meetings or trainings.	<ul style="list-style-type: none"> • Day One Orientation • Additional orientation provided by staff or an experienced volunteer
Transport	Volunteer drivers help to transport shelter animals for adoption/marketing events, vetting at pre-approved off-site locations, or transfer to other agencies, including out-of-state transfer partners.	<ul style="list-style-type: none"> • Day One Orientation • Auto Insurance Declaration page indicating authorized to drive • Copy of Driver's License • Proof of Auto Insurance • Oath of Allegiance
Marketing Support	Volunteers help us tell a story through photographs and articles shared to our website and social media platforms. Volunteers may accompany dog or cat volunteers to take photos and video of available animals, add Adoption Bio information, reprint, and replace kennel cards, and display marketing material throughout the shelter.	<ul style="list-style-type: none"> • Day One Orientation • Additional orientation provided by staff or an experienced volunteer

Core Assignments		
Assignment	Description	Min Requirement
Dog Walking	Volunteers provide both mental and physical enrichment for our shelter animals. Volunteers walk dogs in a variety of weather conditions and provide both in-kennel and out-of-kennel enrichment. They may ensure kennel is free of solid feces before returning dog to kennel. Volunteers may also provide adoption counseling to match available animals with potential adopters	<ul style="list-style-type: none"> • Day One Orientation • Completion of all assigned independent learning • Dog Shadow Sessions • Skills Verification Assessment
Cat Socializing	Volunteers provide both mental and physical enrichment for our shelter animals. Volunteers provide socialization to cats housed alone or in community cat rooms to reduce stress and provide an enriching environment for our shelter cats. Enrichment may include providing toys and cat scratchers as needed. Volunteers may also provide adoption counseling to match available animals with potential adopters.	<ul style="list-style-type: none"> • Day One Orientation • Completion of all assigned independent learning • Cat Shadow Sessions • Skills Verification Assessment
Adoption Counselors	Volunteers review any/all available animal information with potential adopters, guide them to an appropriate match and provide resources to help them succeed with their new pet.	<ul style="list-style-type: none"> • Day One Orientation • Adoption Counseling Training • Adoption Counseling Shadow Sessions • Skills Verification Assessment
Remote Adoption Site	Volunteers provide ongoing enrichment and socialization for the cats available for adoption at our remote adoption sites like PetSmart and Pet Food Express. Volunteers also help to report any changing behavioral or medical needs.	<ul style="list-style-type: none"> • Day One Orientation • Cat Shadow Sessions • Transportation
Rabbits and Small Mammals	Volunteers provide socialization and toys for our shelter rabbits and small mammals. Volunteers educate the public on general rabbit husbandry, and discuss daily care to include housing, diet, training, and introduction to other pets. Volunteers may also provide adoption counseling to match available animals with potential adopters.	<ul style="list-style-type: none"> • Day One Orientation • Rabbit Shadow Sessions • If transporting animals: <ul style="list-style-type: none"> ○ Auto Insurance Declaration page indicating authorized to drive ○ Copy of Driver's License ○ Proof of Auto Insurance
Lost and Found	Lost and Found Volunteers manage online Lost/Found pet reports by contacting the reporting party for updates. They document in Chameleon, all attempts made to reach the reporting party, and update the new follow-up date or record the appropriate outcome.	<ul style="list-style-type: none"> • Day One Orientation • Lost/Found Training • Lost/Found Shadow Sessions
Foster Mentor	Volunteers provide guidance to new foster volunteers, answer questions as needed and assist fosters in the adoption counseling process.	<ul style="list-style-type: none"> • Day One Orientation • Orientation by staff or experienced Foster Mentor
Foster Program Support	Volunteers contact potential fosters, provide training and orientation, and prepare supplies for foster animals.	<ul style="list-style-type: none"> • Day One Orientation • Orientation by staff or experienced Foster Mentor

Core Assignments

Pet Groomer	Volunteers with professional Pet Grooming or basic pet care experience can help to transform our shelter pets with a bath, haircut, and nail trim.	<ul style="list-style-type: none"> • Day One Orientation • Experience & equipment – skills observed and approved prior to performing any functions • Will be supervised by Center Ops Supervisor or Manager
Running Dog Program	Volunteers provide physical enrichment to our more active dogs including off-site and long-distance outings, typically on Sundays.	<ul style="list-style-type: none"> • All Dog Walker Requirements • Shadow RDP Volunteer • If transporting animals: <ul style="list-style-type: none"> ○ Auto Insurance Declaration page indicating authorized to drive ○ Copy of Driver's License ○ Proof of Auto Insurance
Greeter	Volunteers greet incoming guests with a smile. They help direct guests to the appropriate location to meet their needs and they manage foot traffic throughout the shelter. Volunteers may assist public by handing out shelter maps or answering questions.	<ul style="list-style-type: none"> • Day One Orientation • Nemo-Q system training • Greeter Shadow Sessions
Mobile Adoptions	See description for Dog or Cat Volunteer. In addition, they are responsible for setting-up the adoption space and processing adoptions, including all necessary record keeping and collection of adoption fees. Volunteer may also load animals onto, and drive, the Mobile Adoption Vehicle.	<ul style="list-style-type: none"> • Day One Orientation • Dog or Cat specific Requirements • Shadow Sunday Mobile volunteer • If transporting animals: <ul style="list-style-type: none"> ○ Auto Insurance Declaration page indicating authorized to drive ○ Copy of Driver's License ○ Proof of Auto Insurance
Humane Education	Volunteers are instrumental to the success of our community outreach programs! Humane Education Volunteers help organize shelter tours and activities, and setup education booths at community events.	<ul style="list-style-type: none"> • Day One Orientation • Demonstrate ability to lead Shelter Tour • Demonstrate understanding of Guiding Principles

Core Assignments

<p>Working Cat Program & Return to Field</p>	<p>Volunteers provide guidance to working cat caretakers for acclimation set-up and help to manage issues and expectations. They may transport cats to their working cat placements, or they may transport Return-to-Field cats to the locations where they were trapped.</p>	<ul style="list-style-type: none"> • Day One Orientation • Orientation provided by staff or an experienced WCP or RTF volunteer. • Mode of Transportation • If transporting animals: <ul style="list-style-type: none"> ○ Auto Insurance Declaration page indicating authorized to drive ○ Copy of Driver's License ○ Proof of Auto Insurance
<p>Field Services Support</p>	<p>Assist Field Staff by sweeping/mopping, wiping down counters/cabinets and dumping trash in the intake room. Volunteers take dirty laundry to the laundry room and to dump trash in the Sally Port.</p>	<ul style="list-style-type: none"> • Day One Orientation • Additional field orientation provided by Field SGT./LT.
<p>Surgery Recovery / Clinic</p>	<p>Volunteers clean cages, prepare surgery packs, do laundry, sweep/mop floors, wipe down cabinets/counters and monitor animals recovering from surgery.</p>	<ul style="list-style-type: none"> • Day One Orientation • Additional orientation provided by medical staff • Prior veterinary or medical experience in a clinic setting preferred.
<p>Shelter Treatment</p>	<p>Volunteers clean cages, sweep/mop floors, wipe down cabinets/counters and monitor/walk animals recovering in treatment area.</p>	<ul style="list-style-type: none"> • Day One Orientation • Additional orientation provided by medical staff • Prior veterinary or medical experience in a clinic setting preferred.
<p>CART</p>	<p>The County Animal Response Team (CART) works with the CCAS Field Services division to provide temporary shelters for animals during emergencies.</p>	<ul style="list-style-type: none"> • County Admin Bulletin • If driving a vehicle: <ul style="list-style-type: none"> ○ Auto Insurance Declaration page indicating authorized to drive ○ Copy of Driver's License ○ Proof of Auto Insurance • Completion of all CART Required Trainings & Certifications

Foster Assignments		
Assignment	Description	Min Requirement
Animal Foster	Volunteers provide temporary placement for sick, injured, highly stressed, or orphaned animals.	<ul style="list-style-type: none"> • County Admin Bulletin • Orientation and approval provided by staff or Foster Mentors • Mode of Transportation or driver • If driving a vehicle: <ul style="list-style-type: none"> ○ Auto Insurance Declaration page indicating authorized to drive ○ Copy of Driver's License ○ Proof of Auto Insurance
Field Trips	Volunteers pick up available dogs for short trips away from the shelter, then return the dogs the same day.	<ul style="list-style-type: none"> • County Admin Bulletin • Orientation and approval provided by staff or Foster Mentors • Mode of Transportation • If driving a vehicle: <ul style="list-style-type: none"> ○ Auto Insurance Declaration page indicating authorized to drive ○ Copy of Driver's License ○ Proof of Auto Insurance

Minimum Commitment

The CCAS Volunteer Program accepts volunteers 18 years of age or older. For in-shelter volunteers, we require a minimum commitment of **8 hours** of volunteer service per month, for at least **six months**. This is to maintain a strong and experienced volunteer force and keep you familiar with the processes at the shelter. For Foster volunteers, we require a minimum of 8 hours per year to remain active.

Volunteer Scheduling

In-Shelter Volunteers utilize VicNET to access their volunteer information. VicNET is a portal within Volgistics, where volunteers can view and update their personal contact information, access important documentation, add/remove themselves from the schedule or trainings, and more.

When a volunteer signs up for a shift opening, other volunteers and the animals are counting on them to show up. If the volunteer is unable to come in for a scheduled shift, they are to remove themselves from the schedule as soon as possible, to allow for another volunteer to take their place. If the cancellation is less than 48hrs prior to the start of the shift, volunteers are to also notify the appropriate CCAS Volunteer Coordinator or staff member (if assigned to a particular division).

CCAS does not accept walk in volunteers. Volunteers must agree not to arrive at CCAS without having scheduled a volunteer shift. Volunteers are not to bring anyone to accompany them during a volunteer shift who has not been previously trained or scheduled.

Volunteers agree and understand that any work performed will be provided on a voluntary basis and that there is no expectation of payment or other compensation for performing such work. Volunteers also agree and understand that a volunteer position does not constitute an employee-employer relationship with Contra Costa County and that volunteers serve at the discretion of the Animal Services Director or designee.

Volunteers are to notify the Volunteer Coordinator in the event they choose to resign from volunteer service at CCAS.

Logging Volunteer Hours

Foster and Group volunteer service is logged on behalf of the volunteer, and these volunteers should not log their own foster or group hours.

On-Site Logging of Service

For all service hours completed on-site at the Martinez shelter, volunteers are to use the VicTouch system to clock in upon arrival and clock out prior to leaving. To use VicTouch, the volunteer must enter the PIN number issued during the onboarding process (assigned upon completion of Day One Training). There is a "VicTouch" shortcut on all volunteer computers, and a touch screen monitor in the volunteer office. If a volunteer does not have a PIN, or needs help using VicTouch, they should contact the Volunteer Coordinator for assistance.

Off-Site Logging of Service

Volunteers who are providing service offsite (i.e., adoption events, microchip clinics, work from home, etc.) can log their hours using the Volgistics VicNET system, which can be accessed from a desktop computer, tablet, or mobile phone. To log your hours remotely, log into VicNET using your username (email) and password and enter the hours into the "Timesheet" tab.

For all service hours completed off-site, volunteers are to log service hours the same day as the service provided.

Volunteer Communication

CCAS values solid communication between the Department and our volunteers. As such, we have established the following official channels of communication between staff and volunteers:

Volgistics Volunteer Email Lists

Email is the primary form of communication to CCAS volunteers. Through the Department's volunteer management system, Volgistics, we can send emails to our entire volunteer roster, or to individuals or groups of volunteers, depending on the subject matter. Should a volunteer unsubscribe from receiving emails, they may miss important communications and risk becoming inactivated due to lack of service.

Volunteer Coordinator

Volunteers may call or email the Volunteer Coordinator for all matters, and the Volunteer Coordinator may call or email volunteers directly.

Message Board in Volunteer Room

All important notices sent through the volunteer email list will be posted to the message board in the CCAS Volunteer Office.

CCAS Volunteer/Shelter Working Group

The Working Group is a group of CCAS volunteers, staff, and transfer partners who meet monthly to discuss emerging issues and provide informed responses to questions that volunteers may have. The working group is comprised of volunteers (and one transfer partner representative) from each volunteer area: dog enrichment, cat enrichment, transfer partner and lost and found. The group meets monthly on the last Wednesday of each month.

Bi-Annual All Volunteer Town Hall

The All Volunteer Town Hall meetings are hosted twice each year, typically in the Winter (Dec./Jan.) and Summer (June/July). The goal of the All Volunteer Town Hall is to update CCAS volunteers on important departmental information and to also serve as a forum for CCAS volunteers to ask questions to the department's leadership. Volunteers may participate by joining online, or when available, coming to the Martinez shelter on the day of the meeting.

Safety

The safety of our guests, employees, and volunteers is ALWAYS our top priority! In the event of an emergency, CCAS staff members will give direction to all customers and volunteers. **As a CCAS volunteer, you acknowledge that you are responsible for your own safety and take responsibility for your own actions.** Volunteers agree to pay for any medical, dental, surgical, or hospital diagnosis, treatment or care rendered for any non-industrial injuries.

You also agree to follow and uphold the following safety guidelines:

Personal Safety:

- Never knowingly engage in unsafe activities.
- Always sign in and out each day. During a disaster, the supervisor on duty will facilitate an evacuation, taking the daily sign-in log with them. This is how all individuals will be accounted for once safely away from the disaster.
- Always take responsibility for yourself first. CCAS staff will take action to ensure that all animals and volunteers are safe.
- Follow proper lifting procedures and do not lift anything that is too heavy for you to move. Ask your CCAS Volunteer Coordinator or staff supervisor for an explanation of lifting procedures. If you are asked to move anything of substantial weight and feel comfortable doing so, bend your knees into a squatting position and lift with your legs. Do not bend at the waist and lift with your back as this is the primary cause of many back injuries. If you are uncomfortable lifting any item, please decline the request and let your CCAS Volunteer Coordinator or staff supervisor know.
- Communicate any serious medical conditions you may have to the CCAS staff supervisor.

Animal Safety:

- Volunteers are not allowed to work with our animals until they have completed the appropriate training. Always use caution and review documented information when dealing with animals to ensure you are not taking on an animal you are unable to handle. If you are qualified to work with an animal but feel uncomfortable doing so, communicate that and decline any request to handle that animal.
- Volunteers are not allowed to interact with the animals in the Quarantine areas. Animals in isolated areas may be interacted with only as needed, with prior consent from the Volunteer Coordinator.
- Immediately communicate any injuries that occur during your volunteer shift, to the Volunteer Coordinator or supervisor on duty. This includes bites, scratches, or other injuries to yourself or a member of the public during your interaction with them.

Facility Safety:

- Identify and familiarize yourself with all emergency exits and safety equipment.
- Keep Paths Clear – Do not block paths and/or doorways. Blocking paths and/or doorways can be a tripping hazard and/or cause injury to CCAS staff, volunteers, or customers. It is important to keep paths and doorways clear in case of emergency for an evacuation and emergency crews.
- Communicate any injury or potential safety risk to the CCAS Volunteer Coordinator or staff supervisor immediately. Staff will address the situation to solve the problem. Not identifying an injury or potential risk can make matters worse and cause subsequent injury to yourself or another individual.

Threats, Violence or Suspicious Activity:

- No volunteers should confront anyone acting threatening or suspicious. Notify a CCAS staff member immediately, and prompt, appropriate action will be taken.
- If you see or hear anything suspicious, notify an CCAS staff member immediately.
- When leaving the premises, if you notice anyone threatening or suspicious near the facility, go back inside the building to notify a CCAS staff member.
- CCAS is not responsible for any lost, damaged, or stolen items. CCAS recommends leaving personal or valuable items at home when volunteering.

If Injured while Volunteering at CCAS

Any injury or incident must be reported to the Volunteer Coordinator or their designee (lead volunteer and/or a Manager/Lieutenant on site) as soon as possible, and seek medical treatment as needed. The volunteer will be asked to complete an incident report form as soon as possible.

If you are experiencing or witness a life-threatening emergency at any time, call 911.

- **Animal Bites**
An animal bite (any skin break cause by tooth) to any person, *must* be reported as soon as possible. Failure to report an animal bite may result in immediate dismissal. The injured party will be asked to speak to an officer for the purpose of creating a bite report.
- **Other Injuries**
All injuries that occur during your volunteer shift are to be reported to the CCAS Volunteer Coordinator or staff supervisor as soon as possible. The injured party will be asked to complete an incident report.
- **Off-site Injuries & Emergencies**
If you are experiencing a life-threatening emergency, call 911. If you are seriously injured or experiencing an emergency while offsite (i.e., at an event etc.), contact the Sheriff's Office non-emergency dispatch line at 925-646-2441 for immediate assistance.

Volunteer Manual Acknowledgement

I have read and understand the information in the 2021 CCAS Volunteer Manual, revised 08/21/2021, including the Appendix Items listed below.

I understand that the 2021 CCAS Volunteer Manual and/or any policy within it, is subject to revision and modification at any time, with notice. I understand that there are additional policies and procedures that will be communicated to me on an ongoing basis and/or when appropriate, and it is my responsibility to be familiar with all such revisions and modifications. Should I have any questions about such documents, I will contact the Volunteer Coordinator for clarification.

By signing my name and/or initials below, I agree to follow all procedures and regulations and abide by all policies outlined in the 2021 CCAS Volunteer Manual including, but not limited to, the following appendix items:

- | | <u>Initial</u> |
|--|----------------|
| 1. Contra Costa County Administrative Bulletin
County Volunteer Programs (Appendix: A)* | _____ |
| 2. Contra Costa County Administrative Bulletin
Internet Usage Policy (Appendix: B)* | _____ |
| 3. CCAS Volunteer Computer Responsibility Statement (Appendix: C) | _____ |
| 4. CCAS Chameleon Usage Guidelines (Appendix: D) | _____ |
| 5. CCAS Social Media Posting Guidelines (Appendix: E) | _____ |
| 6. CCAS Patron Conduct Policy (Appendix: F) | _____ |

*Indicates additional signature required on the individual document

I understand that failure to comply with any of these obligations may result in the termination of my volunteer status.

Print Name: _____ **Date:** _____

Volunteer Signature: _____

CONTRA COSTA COUNTY
Office of the County Administrator

ADMINISTRATIVE BULLETIN

Number: 421.1
Date: 11-19-96
Section: Personnel

SUBJECT: County Volunteer Programs

- I. GENERAL. This bulletin provides the rules and procedures to be followed by County departments governing volunteer programs, including the policies and procedures for reimbursement of expenses; medical and permanent disability benefits; and legal defense and indemnification against liability claims initiated by third parties. These regulations and procedures are promulgated in accordance with the policy adopted by the Board of Supervisors.

- II. RULES AND PROCEDURES. County departments shall submit to the Office of the County Administrator a description of each volunteer program. Such programs become County programs subject to the provisions of this Administrative Bulletin upon written approval of the County Administrator, or designee.
 - A. County departments sponsoring volunteer programs shall have a staff member assigned as a volunteer coordinator whose name and telephone number shall be provided to the County Administrator. The Volunteer Program Coordinator shall be responsible for the initial orientation and training of new volunteers. Confidentiality requirements, and program elements shall be explained to volunteers.
 - B. Volunteers are required to fill out, read and sign an application form and supporting documents. The volunteer coordinator, or designee, will sign the application form to acknowledge its receipt and will provide a copy to the applicant
 - C. Records shall be kept of the acceptance of volunteers. If reimbursement of actual and necessary expenses in performing volunteer services is authorized, the volunteer must sign the Oath of Allegiance form. If the volunteer is a minor, the parental consent form must be completed and signed by the parent or legal guardian.
 - D. Application, parental consent, auto insurance declaration and oath of allegiance forms to be used by departments are attached.
 - E. Disabilities of a volunteer may be discussed with Risk Management and/or the Affirmative Action Officer.
 - F. If a volunteer is to use a personal vehicle in the course of authorized volunteer services, the volunteer will be required to fill out the "Volunteer Auto Insurance Declaration" form. Volunteers must check with their insurance agent or broker to make certain that liability insurance is extended under their policy while their vehicle is being used for volunteer activities. Auto insurance is required for all volunteers

who will use their personal automobile while performing authorized volunteer services with at least the following limits:

\$15,000 for injury to or death to one person

\$30,000 for injury to or death to two or more persons in one accident

\$ 5,000 for property damage

The volunteer must furnish a California motor vehicle operators license if he/she is to use a vehicle and the license number together with insurance policy number duly noted on the Auto Insurance Declaration (form attached). A Certification of Insurance or other evidence of insurance may be requested and placed on file.

- III. INJURY TO VOLUNTEER. Authorized volunteers are not entitled to workers' compensation benefits. In lieu thereof and in return for the volunteer waiver of any claim against the County for illness, injury or other harm arising from acts or occurrences while providing volunteer services, the County shall provide, in the case of volunteer illness, injury or death resulting from acts or occurrences while providing authorized volunteer services, through self-insurance, for reimbursement of County authorized necessary medical expenses, and for minimum permanent disability compensation equal to that afforded under the workers' compensation laws of California, provided, however, that no temporary disability compensation shall be paid; that medical expenses shall be limited to reimbursement for expenditures otherwise qualified for reimbursement which are not covered by the volunteer's health plan, other available insurance coverage, or other third party (i.e., Federal, State or other payment); and that the County may elect to have the County's Health Services Department provide the volunteer's necessary medical care.
- IV. PUBLIC LIABILITY. The County through its self-insurance program shall defend and indemnify volunteers upon request against liability claims initiated by third parties arising out of the volunteer's acts or omissions occurring within the scope of authorized volunteer services, unless the volunteer acted or failed to act because of actual malice, fraud, corruption or gross negligence. Volunteers using personal automobiles in performing authorized services must maintain liability insurance at limits which as a minimum comply with the California Financial Responsibility Law and must have a driver's license. The protection afforded by the County shall be in excess only of any other public liability or automobile liability insurance maintained by or which provides coverage for the volunteer, and shall not cover any damages to the volunteer's vehicle including any deductible amount. Volunteers may be permitted to operate County vehicles in the performance of authorized volunteer services.
- V. PROCEDURE IN CASE OF ACCIDENT OR INJURY. When a volunteer is injured while performing authorized volunteer services, the department shall immediately notify the Risk Management Department and arrange for medical care as necessary. The volunteer's supervisor shall immediately thereafter complete the Supervisor's Report of Occupational Injuries or Illness (Form AK-30). The Supervisor shall then forward the form to the volunteer coordinator who within 24 hours shall submit the report through department channels to Risk Management Division. The form shall indicate that the injured party is a volunteer and identify any referral to a medical provider. The Risk Management Division may arrange for the County's Health Services Department to provide the volunteer's medical care.

All medical bills received by the volunteer for County authorized medical care not otherwise covered by health insurance, other insurance, or third party payment shall be forwarded to the Office of the County Administrator, Risk Management Division. Such bills must be itemized and indicate the date of injury. County payments will be made jointly to the volunteer and to the medical provider.

Any claims for permanent disability compensation shall be referred to the Risk management Division for review and adjustment. Prior to final settlement and payment for any such claim, the volunteer shall execute an appropriate form releasing the county from any further liability and agreeing that such compensation shall be the volunteer's sole and exclusive remedy with respect to the injury sustained.

When there is an accident resulting in third party personal injury or property damage, the appropriate accident report form shall be completed by the Supervisor and forwarded to the volunteer coordinator and to the Risk Manager Division. The subsequent procedure to be followed shall be identical to that applicable as in accidents involving County employees.

IV. REIMBURSEMENT OF EXPENSES. Volunteers are eligible to receive reimbursement from the County for certain actual and necessary expenses incurred in the performance of authorized volunteer services. In order to claim expenses, the volunteer must have signed the Oath of Allegiance before any County officer authorized to administer oaths and meet previously described insurance requirements.

Volunteers are subject to the County reimbursement policies established for County employees. The County will not reimburse volunteers for child care expenses; mileage from the volunteer's residence to the County designated facility or service location, unless authorized and funded by a federally-funded or state-funded program approved by the Board of Supervisors; or damage to the volunteer's personal vehicle, including any deductible provisions which are paid by the volunteer. The volunteer must provide information to the volunteer coordinator with respect to the automobile liability insurance coverage maintained prior to the use of the personal vehicle for volunteer services and reimbursement of mileage claims.

NOTE: Forms can be reproduced locally.

Orig. dept.: County Administrator

/s/

Phil Batchelor,
County Administrator

CONTRA COSTA COUNTY
VOLUNTEER APPLICATION AND REGISTRATION FORM

_____/_____/_____
Name Age Social Security No.

Home Address Home Phone

Business Address Business Phone

Driver's License No., If Any

Do you have a health problem we should be aware of in an emergency?

Yes ___ No ___ (Describe: such as a history of back trouble, heart, epilepsy, diabetes, fainting, etc.) _____

Is there a medication you must take? Yes ___ No ___
Is there a medication to which you are allergic? Yes ___ No ___
If yes, medication is: _____

Medical or Hospital Insurance Plan: _____

Automobile Insurance Carrier: _____

Person to Call in Emergency Address Phone No.

I have been informed against and accept responsibility for any breach on my part respecting confidential information. I have read the Policy adopted by the Contra Costa County Board of Supervisors on volunteer programs. In return for the benefits provided by Contra Costa County in case of my illness, injury, death, or third party liability while providing, or resulting from acts or occurrences within the scope of my authorized volunteer services, and for my right to authorized expense reimbursement, I waive any claim on my behalf and on behalf of my heirs, representatives, and assigns against the County of Contra Costa any other agency governed by the Board of Supervisors, and any agent, officer or employee thereof for illness, injury, debts or without limitation, other harm arising from my volunteer services, whether or not authorized.

Signature Date

Received: _____
Signature Date

CONTRA COSTA COUNTY
PARENTAL CONSENT FORM
VOLUNTEER PROGRAM

Name of Minor: _____

Address: _____

Birth Date: _____

Volunteer Activity: _____

The above person, a minor, desires to perform volunteer services for the County in accordance with the attached application form.

As parent/guardian of this minor, permission is hereby granted for him/her to participate in the volunteer program. My child does not have any physical or medical problems which would prohibit or limit participation in the volunteer program, except:

In case of illness or emergency, please call: _____

Telephone Number: _____

I have reviewed the volunteer application and registration form and the policy adopted by the Contra Costa County Board of Supervisors on volunteer programs, and give my consent for _____ to participate in the volunteer program subject to the terms and conditions expressed therein.

Signed by Parent/Guardian: _____

Date: _____

CONTRA COSTA COUNTY
VOLUNTEER SERVICES
AUTO INSURANCE DECLARATION

Date: _____

This is to certify that I, the undersigned, am in possession of a valid California Driver's License:

No.: _____ Expiration Date: _____

My car is a:

Make: _____ Model: _____

Year: _____ License No.: _____

My car is insured with:

Company: _____

Policy No.: _____

Expiration Date: _____

I further certify that I have minimum liability insurance coverage as follows:

\$15,000 for injury to, or death of, one person;

\$30,000 for injury to, or death of, two or more persons in one accident;

\$ 5,000 for property damage.

If I no longer meet the minimum liability insurance coverage requirements, I will immediately notify the Volunteer Program Coordinator.

____ I certify that I will not be operating a vehicle in my capacity as a volunteer.

Signature

Address

VOLUNTEER PROGRAM POLICY

The use of volunteers in performing specific services is a valuable resource and provides an avenue for citizen participation in various County programs which is recognized as being of public benefit. In recognition of the benefits which may be derived from volunteer services, it is hereby declared that it shall be County policy to encourage and promote volunteer programs determined to be in the public interest.

It is County policy that volunteers will not replace County employees but will provide services to supplement or enrich regular County programs and services.

This policy statement is designed to provide the framework for County volunteer programs activities. The following guidelines are adopted for volunteer programs.

A. Volunteer Programs

A description of each volunteer program shall be submitted by the department head to the County Administrator for review and approval.

Factors to be considered in evaluating programs are the need for and public benefit to be derived from the volunteer program, associated County cost and staff effort required for such a program, the potential for injury to volunteers, and the possibility for injury to others including injuries giving rise to possible liability claims.

The County Administrator may adopt regulations governing the administration of this volunteer program.

B. Volunteers

A volunteer is defined as a person who renders services gratuitously and has been accepted in the volunteer program. The volunteer is not an employee of the County.

In recognition of the benefit to the County derived from volunteer services, and in return for their waiver on their own behalf and on behalf of their heirs, representatives, and assigns of any claim against the County of Contra Costa, other agency governed by the Board of Supervisors, and any agent, officers, or employee thereof, for illness, injury, debts, or without limitation any other harm arising from such volunteer services, authorized volunteers serving in approved programs shall be provided the benefits indicated below:

1. Injury to Volunteer. Contra Costa County volunteers are not entitled to workers' compensation benefits. In lieu thereof and in return for the volunteer's waiver of any claim against the County for illness, injury or other harm arising from acts or occurrences while providing volunteer services, the County shall provide, in the case of volunteer illness, injury or death resulting from acts or occurrences while providing authorized volunteer services, through self-insurance, for reimbursement of County authorized necessary medical expenses, and for minimum permanent disability compensation equal to that afforded under the workers' compensation laws of California, provided, however, that no temporary disability compensation shall be paid; that medical expenses shall be limited to reimbursement for expenditures otherwise qualified for reimbursement which are not covered by the volunteer's health plan, other available insurance coverage, or other third party (i.e., Federal, State or other payment); and that the County may elect to have the County's Health Service Department provide the volunteer's necessary medical care.

2. Public Liability. The County through its self-insurance program shall defend and indemnify volunteers upon request against liability claims initiated by third parties arising out of the volunteer's acts or omissions occurring within the scope of authorized volunteer service, unless the volunteer acted or failed to act because of actual malice, fraud, corruption or gross negligence. Volunteers may be permitted to operate County vehicles in the performance of authorized volunteer services. Volunteers using County or personal automobiles in performing authorized services must maintain liability insurance at limits which as a minimum comply with the California Financial Responsibility Law and must have a driver's license. The protection afforded by the County shall be in excess only of any other public liability or automobile insurance maintained by or which provides coverage for the volunteer, and shall not cover any damages to the volunteer's vehicle, including any deductible amount.

3. Expense Reimbursement. Volunteers may be reimbursed for actual and necessary expenses in performance of authorized volunteer services at the same rates and in accordance with regulations and procedures established for County employees. No reimbursement will be made for any child care expenses, mileage from the personal residence of the volunteer to the County facility or service location or for damage to personal vehicles or other property of volunteers used when performing authorized volunteer services.

CONTRA COSTA COUNTY
Office of the County Administrator

ADMINISTRATIVE BULLETIN

Number: 140
Date: 1/1/2000
Section: General

SUBJECT: Internet Usage

1. PURPOSE

This policy establishes regulations governing Contra Costa County (County) departments, contractors, and employees in their use of the Internet and other County computer resources.

2. BACKGROUND

The County requires responsible use of the Internet. A County employee or contractor who is an Internet user has an accompanying responsibility of prudent use. The Internet access provided by the County is for County business use only. Access can and will be removed from users that violate Departmental, County, Federal, and/or State regulations on appropriate use.

3. GUIDELINES

The County policy is designed:

To permit County Departments with access to the Internet to control staff use, to support this technology, and to carry out their respective missions;

To provide access to the Internet to County staff that can demonstrate a need based on existing or planned business related projects.

To provide electronic mail capabilities for County business.

4. TRAINING

The County Departments shall provide training and support to employees or contractors using the Internet. Training shall be designed, in part, to provide users with the knowledge of this policy.

5. PROHIBITED USES

- A. It is prohibited for any County employee or contractor to use, submit, publish, display, or transmit with County equipment or facilities on the network or on any computer system, any information which:
- a) Violates or unlawfully infringes on the rights of any other person; (including but not limited to, copyrights and software licenses.);
 - b) Contains defamatory, obscene, or illegal material;
 - c) Uses illegally acquired computer resources (to include but not limited to software and databases);
 - d) Violates state, federal, county or departmental law or regulations;
 - e) Restricts or inhibits other users from using the system;
 - f) Is for personal gain or personal business of the employee;
 - g) Is for the purpose of unlawful harassment or discrimination
 - h) Is for any purpose other than County business.
- B. It is also prohibited for any County employee or contractor to use County equipment, the network, or any computer to:
- a) Transmit material, information, or software in violation of any local, state or federal law or regulation;
 - b) Play or participate in interactive games;

c) Make any unauthorized purchase.

6. CONSEQUENCES FOR VIOLATING INTERNET POLICY

Where a Department or Department employee or contractor violates this policy and/or any other regulations developed by the County or County Department, in addition to established disciplinary procedures for employees who are in violation of such regulations, the County Chief Information Officer (CIO) shall have the authority to deny or remove said Department and/or specific user from access to the Internet.

7. COPYRIGHTED MATERIAL

Copyright in its simplest form is literally the "right to copy". This, along with other exclusive rights, belongs to the copyright owner, not to the person who acquires a copy of the copyrighted work. Violation of copyright laws can result in costly fines and other penalties. Copyrighted material that contributes to successfully completing a County business project can be used, but its use must be within the author's agreement as posted by the author or current copyright law. Violation of copyrights is prohibited.

8. PUBLIC DOMAIN MATERIAL

When using County provided access, employees and contractors who download public domain information for County business-related use are responsible for determination that the information is in the public domain. Users may not download public domain software for use on County computers unless specifically authorized to do so by the Department Information Technology (IT) unit. Downloaded information including attachments to electronic mail must comply with the Department IT downloading procedures.

9. INTERNET USAGE AGREEMENT

County employees and contractors having access to the Internet with County equipment or facilities must acknowledge that all such network activity is the property of the County, that the Internet use will be subject to monitoring by the County with or without notice, and that users have no expectation of privacy in any activity they engage in on the Internet. County staff requesting Internet access to be paid for or provided by the County, as a condition to such access, shall sign the County Internet Usage Agreement.

10. INTERNET ACCESS

The County will provide a method for Internet access at a minimum cost to all departments qualified and approved by the County CIO and staff that have a need to access and exchange information on a day to day basis on County business, with companies, vendors, peers, other County departments, or other entities utilizing the Internet. County Department Heads (or their delegated representatives) will be responsible for approving all Internet access by their employees and contractors. Supervisors or managers will be responsible for approving completed access service requests documenting the business need for Internet access.

Each individual Information Technology unit within a department will be responsible for providing the physical access to the County Wide Area Network (WAN). To ensure that minimum adequate protection is in place for all County departments, Internet connections will be limited to a single interface within the Department of Information Technology (DoIT).

11. INTERNET SECURITY

The County Information System Security Administrator (CISSA) will be responsible for developing, maintaining, and monitoring Internet access security policies in cooperation with each Information Technology unit within the County.

A standard approach for monitoring Internet accesses will be implemented. Monitoring will be required to prevent or substantiate any unauthorized use of the Internet as defined in this policy.

12. ACCOUNTABILITY AND FISCAL RESPONSIBILITIES

Each County department will be responsible for ensuring compliance with the Internet Policy.

Information about the County posted on the Internet via County "servers" for public access must identify the department responsible for the information displayed. Descriptions, logos, images, etc. representing County services must be accompanied, to the extent possible, by an identification of the department responsible. The existing County WEB page, for example, will identify the unit responsible (e.g., Department of Information Technology).

Information made publicly available over the Internet by County personnel must be supported and maintained by the department responsible. Each County Department having Internet access must ensure that software and systems are in place that can monitor and record Internet usage. These activity reporting systems must be capable of recording (for each and every user) each World Wide Web site visit, each file, newsgroup or e-mail message, and each file transfer in to and out of County internal networks, and the County reserves the right to make and access such records at any time. Internet activity may be reviewed and analyzed for usage patterns.

13. COMPUTER LAW AND COMPUTER CRIME

There are at least two federal laws, the Computer Fraud and Abuse Act of 1986 and the Electronic Communications Privacy Act of 1986, which have been enacted to control abuses of computers and electronic communication/data transmission. In California, Section 502 of the Penal Code prohibits tampering, interference, damage, and unauthorized access to lawfully created computer data and computer systems. This law includes criminal penalties for introducing contaminants into computer systems and networks, allows the court to seize the hardware and software used in the commission of a computer crime, and allows the courts to consider prohibiting persons convicted of computer crimes from having access to computers. Users must be made aware of these statutes.

The County's Internet facilities and computer resources must not be used knowingly to violate the laws or regulations of the United States or any other nation, or the laws or regulations of any state, city, province or other local jurisdiction.

Orig. Dept.: Department of Information Technology

s/s _____
PHIL BATCHELOR
County Administrator

[Attachment]

County Costa County Internet and Electronic Mail Use Agreement Form

The County reserves the right to monitor and log all network activity including e-mail, with or without notice, and as a user, I understand that I have no privacy in the use of these resources. Internet activity may be reviewed and may be analyzed for usage patterns, and reports may be publicized.

The County may have software and systems in place that can monitor and record all Internet usage. I am aware that security systems are capable of recording (for each and every user) each World Wide Web site visit, each chat, news group or electronic mail message, and each file transfer into and out of our internal networks, and the County reserves the right to do so at any time.

I agree that all network activity conducted while performing County business and/or being conducted with County resources is the property of Contra Costa County. In addition to the terms specified herein, I have been given a copy of the County Internet Usage Policy and Electronic Mail Policy, have read and understand their requirements and information, and agree to abide by and conduct my use of the Internet in conformity with their requirements.

Signed: _____

Date: _____

Supervisor/Manager: _____

Date: _____

Copy to be filed with the specific County Department.

Contra Costa County Animal Services Department Volunteer Computer Responsibility Statement

Purpose

Computer security has become an increasing concern for County government as computer access and usage have increased through the availability of networks and personal computers. It is therefore necessary that all Volunteers using County computers acknowledge awareness of good computer security practices and agree to follow these practices. This statement is intended to protect the County's data and those County Volunteers who are authorized to access and use County data from unauthorized access to that data.

Underlying Principles

- a. All information resources on any County-owned network or system are the property of the County and are subject to County and department policies on computer security and acceptable information resources usage.
- b. Any software developed on County time or using County computer resources is the property of the County.
- c. There is no presumption of privacy for persons using County computers or County networks.
- d. All activity on County computer resources is subject to monitoring by department and County computer systems support staff as part of their responsibility for ensuring system integrity and compliance with security standards. Such monitoring may include accessing personal computers without notice to investigate possible security breaches.

Provisions for Volunteers Level 1 (read access only) and Volunteers Level 2 (read/write access)

As a County Volunteer of the Animal Services Department, I acknowledge the need for computer security and agree to comply with County standards for computer security and usage, including, but not limited to, the following computer data and use standards:

- a. Use good password management and good modem management (see page 2).
- b. Use good computer security practices (see page 2).
- c. Use proper log-on and log-off from County computer systems/networks (see page 2).
- d. Ensure confidentiality of computer data by taking the same precautions as would be taken for sending confidential, hard copy correspondence.
- e. Use of County internet access only for legitimate County business, as specifically authorized by ASD.
- f. Running only pre-approved processes over the ASD local area networks.
- g. No introduction of software or hardware onto County computers/networks without written authorization (see page 2).
- h. No illegal or unlicensed software use (one user/item at the same time). No attempts at unauthorized access to any County systems or data.
- i. No access to County systems or data for which you have no legitimate business need, including but not limited to, activity reports, on-going investigations and /or personal contact information. No unauthorized printing of and/or changes to data to which you have access. No sharing of County data to which you have access.
- j. No giving of access to County or department data to persons not authorized to view or use that data. No printing of medical information on shelter animals.
- k. No copying of software from one computer to another without ASD authorization. No masking the identity of an account, computer or printer.

- l. No sending electronic mail anonymously.
- m. No use of County computers for unlawful or illegal practices.
- n. No use of County computers for the personal profit of yourself or others.
- o. No use of County computers for personal activities that have not been pre-approved in writing by management.
- p. No use of County computers creation/dissemination of harassing/demeaning statements about individuals/groups. No use of County computers for the creation or dissemination of sexually explicit materials.

Good Password Management

- 1. Do not share your password with anyone.
- 2. Do not write down your password
- 3. Do not give your password to anyone over the phone, via email, or fax.

Good Computer Security Practices

- 1. Always login with your user name and password.
- 2. Some computers supply a "last login" date when you log in. Pay attention to when the computer thinks you last logged in; if there is a discrepancy, notify the ASD Administrative Officer.
- 3. Always log off from the computer if you are leaving your desk or work area for a period of time.
- 4. Do not let anyone look over your shoulder while you enter your password.
- 5. Do not install "freeware" or "shareware" software obtained over the internet on County computers without written authorization.
- 6. Be conscious of the physical security of your equipment, especially if you work in an area visited often by persons from outside your department or from the public.
- 7. Lock doors to offices when empty or during off-hours.
- 8. Maintain physical security of any portable computer equipment such as laptops or notebooks.

Contra Costa County Animal Services Department Chameleon Usage Policy for Volunteers

The following guidelines apply to all Contra Costa Animal Services volunteers who have been granted access to the Department's Chameleon database. The intent of these guidelines is to provide volunteers with the appropriate terms of usage for accessing privileged and confidential information.

Chameleon Usage Guidelines

- Users are prohibited from publicly disclosing any personal, medical, or similar files, the disclosure of which would constitute an unwarranted invasion of personal privacy, unless authorized to do so. These files include, but are not limited to, names, addresses, phone numbers, email addresses, driver license numbers, and any other information that can reasonably be construed as "personally identifiable information."
- Use of the Chameleon database is strictly limited to conducting the business of Contra Costa Animal Services, and the specific duties associated with your day-to-day work for the Department.
- Memo editing privileges for volunteers are solely limited to memo types: ADOPT CARD, BEHAVIOR, FOSTER, LOST/FOUND, and NOTE, and only as needed depending upon the volunteer assignment.
- Volunteers may not delete any record, or portion of a record, in the Chameleon database.

Contra Costa County Animal Services Department

Social Media Posting Guidelines

These guidelines shall apply to any and all employees, individuals, volunteers, departments, and/or other county officials who are now or hereinafter permitted as authorized users by Contra Costa County Animal Services Department (CCCASD) to post content on CCCASD's social media sites.

These guidelines are intended to apply to all official blogs or social media platforms maintained by CCCASD, including, but not limited to, MySpace, Facebook, Twitter, Instagram, YouTube, AdoptMe App, or Craigslist. All such activities are referred to as "social media postings" in this document.

Social Media Posting Guidelines

- Social media posting privileges may be granted to CCCASD staff or interested volunteers and/or interns upon approval by the Department Director or Community & Media Relations Coordinator. However, only CCCASD staff may serve as Administrators (or Managers) for any CCCASD social media account. Any volunteer or intern who is granted social media posting privileges will be limited to Editor (or Edit Only) status, which will allow for basic social media postings and direct message responses.
- The primary and foremost purpose of Contra Costa County Animal Services Department social media platforms is to provide public information and education, to generate public interest in adopting or rescuing animals at our adoption centers, and to positively promote the work of our agency, staff and volunteers.
- All authorized CCCASD social media users shall always be kind, courteous and respectful of all points of view when posting on CCCASD's social media platforms.
- In the event that a negative post or comment is placed on any of CCCASD's social media platforms, CCCASD social media posters will not engage in a confrontational ongoing dialogue. We will instead respond using the facts and positive messaging which will be developed by relevant members of the CCCASD Leadership Team and approved by the Department Director and Community and Media Relations Coordinator.
- Common sense is typically the best guide when posting content on CCCASD's official social media platforms. If you are unsure about a particular posting, please feel free to contact the Community and Media Relations Coordinator, Volunteer Coordinator, or Department Director for guidance.
- Social media postings for Contra Costa County Animal Services Department (made on official CCCASD accounts) may be at the direction of the Department Director, Volunteer Coordinator or Community and Media Relations Coordinator for the exposure of adoptable animals, special events, offers, etc.
- Social media postings must not disclose or refer to any information that Contra Costa County Animal Services Department considers confidential information. If you have any questions about what constitutes confidential information, please contact the Volunteer Coordinator, Community & Media Relations Coordinator, Center Operations Supervisor, or Department Director.
- If a member of the news media contacts you about a social media posting that concerns the business of the Contra Costa County Animal Services Department, you must refer that person to one of the following: Department Director or Community and Media Relations Coordinator.
- All CCCASD social media postings should be made from the perspective of Contra Costa County Animal Services Department, reflecting our policies, procedures and positions. Social media posts SHOULD NOT reflect any individual's personal point of view or positions.
- Social media postings must not violate any other applicable policies of Contra Costa County Animal Services Department.



CCAS Patron Conduct Policy

Statement of Policy

Contra Costa Animal Services (CCAS) is dedicated to providing friendly, courteous and respectful service and an enjoyable, clean and comfortable environment for all CCAS visitors, staff and volunteers. We support the right of all individuals to free and equal access to use of our shelters for appropriate purposes. As such, we have developed the following standards to help ensure the comfort and safety of all visitors. A violation of this Patron Conduct Policy may result in action, including dismissal from CCAS facilities.

Conduct Requirements

To keep CCAS safe and fun for everyone, please refrain from:

- Loud talking, shouting, arguing, fighting, disruptive and disorderly conduct
- Cursing or abusive language or gestures
- Physical, sexual, or verbal harassment of customers, volunteers or staff
- Engaging in conduct that can be considered bullying as defined by the Youth Bullying Prevention Act of 2012, (D.C. Law 19-167; 59 DCR 7820)
- Eating food in public shelter areas
- Allowing dogs to urinate on building or sidewalks
- Failing to pick up and properly dispose of dog feces
- Littering
- Smoking or the use of e-cigarettes while on County Property
- Blocking hallways, sidewalks, entryways or exits
- Entering lobby with a dog that is reactive to people, dogs, or other stimulus
- Leaving your children or pets unattended in your car if the outside temperature is over 70 degrees.
- Using skateboards or rollerblades on County Property.
- Offensive odor or bringing in items with a foul odor (can be smelled within 6 ft) that disrupts others
- Non-approved selling, soliciting, peddling, or panhandling
- Circulating unauthorized petitions or surveys
- Posting flyers or displaying printed materials not approved by CCAS
- Inappropriate attire including absence of shirt or shoes
- Being under the influence of alcohol or illegal drugs
- Misuse of restrooms (bathing, laundry, etc.)
- Vandalism
- Loitering or trespassing
- Leaving children under the age of 10 unaccompanied or unsupervised by a parent, adult, or responsible caregiver
- Leaving items/personal property unattended
- Using electronic devices to access, display, send or receive obscenities or threats
- Any UNLAWFUL activity

Inspection of Personal Belongings

For everyone's safety and protection, CCAS reserves the right to inspect a patron's belongings - including purses, backpacks, bags, parcels, shopping bags, briefcases and other items.