



VOLUNTEER WELCOME PACKET





WHY WE NEED YOU!

Across the nation, millions of animals are senselessly destroyed every year in America as a means of “animal control”. Animals are euthanized in an effort to control the population, yet the population continues to grow. We believe the answer to the pet overpopulation crisis is simple – pets should be spayed or neutered.

In San Angelo, thousands of animals are abandoned at the municipal shelter. Without the efforts of rescues such as PAWS, these pets are at risk of being euthanized. Their only crime was being born.

CONCHO VALLEY PAWS IS TRYING TO ATTACK THE COMPANION ANIMAL CRISIS IN A NUMBER OF WAYS

ONE. We are educating, encouraging and providing low cost spay and neuter services in an effort to reduce the number of unwanted pets born and ultimately reduce the number of homeless pets entering shelters.

TWO. We are in partnership with the City of San Angelo on a No Kill Initiative. We have a team located in the city’s shelter facilitating a high-volume rescue and adoption program, pet relocation program, and veterinary triage and shelter pet sterilization.

THREE. We are providing education and resources to help people keep their pets. We are fortunate enough to work with several pet trainers who offer their services for free or greatly reduced prices to help a family work through behavioral issues that may make the family feel that they have to rehome a pet. We are working to provide basic dog and cat education services to first time pet owners or to individuals looking to adopt.

FOUR. We are partnering with community groups and other non-profits to assist people and pets in crisis. We want to help keep families and pets together. We have outreach programs such as the Helping PAWS program that reaches out to families of domestic violence or families facing end of life decisions in Hospice programs.

FIVE. We offer alternative programs to abandoning pets at kill shelters. We help struggling owners responsibly and ethically rehome their companion pets through programs such as our Second Chance Program.

OUR MISSION

We are committed to ending the euthanasia of adoptable pets by providing quality rescue, rehabilitation and adoption programs, educational programs and most importantly, reducing the population of unwanted pets through affordable spay and neuter services.

OUR VISION

To end euthanasia of adaptable animals so that one day no healthy companion animal will be euthanized for lack of home, space or compassion!

CONCHO VALLEY PAWS IS A NO-KILL ANIMAL ADVOCACY ORGANIZATION.

Established in 1961, The Humane Society of Tom Green County is a 501c3 not-for-profit organization. In 2011, we developed a strategic plan that included expanding our services to the 13 counties of the Concho Valley. As such, we decided to change our name to something that better identified us, our mission and our geographic area of focus. Therefore, we filed an assumed name and now we operate under the dba (doing business as) Concho Valley PAWS. We are still very much the same agency with the focus of reducing the number of homeless and abandoned pets that are senselessly destroyed by San Angelo Animal Control.

San Angelo Animal Shelter, located on Highway 67 North, is managed and operated by the City of San Angelo Animal Control and it IS A FULL SERVICE SHELTER which means animals may be euthanized and not everyone is offered for adoption. Recently, the city has put new staff in place and efforts are underway to transform the shelter from a high-kill shelter to a low-kill facility where adoptable animals are networked with area rescues.

CONCHO VALLEY PAWS IS A COMPLETELY INDEPENDANT AND SEPARATE ENTITY. WE DO NOT RECEIVE TAX PAYER DOLLARS AND WE ARE NOT AN OPEN INTAKE SHELTER.



Concho Valley PAWS (Pets Are Worth Saving) Volunteer Information Packet

Our adoption office is located at the San Angelo Animal Shelter, 3142 US HWY 67 North. We also have a satellite location at Sunset Mall which houses many of our adoptable cats and serves as venue for adoption events.

Our Mailing Address: P.O. Box 2604
San Angelo, TX 76902
Our Phone number: 325-656-PETS (7387)
Our Website: www.cvpaws.org
Our Email: info@cvpaws.org
Our Social Media: facebook.com/cvpaws
twitter.com/cvpaws

Adoption Center Hours: Monday – Friday 10am-6pm
We are located inside the City's Animal Shelter
Saturdays we are on location with adoption events at community events and businesses. Please see our events calendar on facebook for details.

After Hours Emergency: 325-300-PETS (7387)
(For Foster Dog Emergencies)

Our Board of Directors: Patricia Hines, President
Kim Stealey, Vice President
Mary Wilson, Treasurer
Teresa Adams, Secretary
Cenny Sheppard
Elizabeth Jost
Linda Rowe
Patricia Latham
AnDrea Walker

Executive Director: Jenie Wilson
jenie@cvpaws.org
325-656-3950

Humane Society of Tom Green County dba Concho Valley PAWS is independently governed by a local volunteer board of directors. We are not a direct affiliate of the Humane Society of the United States.

We are funded through grants and donations. Established October 10, 1961. The Humane Society of Tom Green County dba Concho Valley PAWS is a Texas Incorporated Non-Profit Agency operating under the Texas Charter Number of 178090. We are recognized by the Internal Revenue Service as a 501c3 charitable organization identified as 75-6030459 and as such all donations are tax deductible.

POLICIES AND PROCEDURES FOR VOLUNTEERS

Volunteers are an essential part of Concho Valley PAWS. Volunteer services to the animals and to the organization are invaluable. The staff is familiar with the work of volunteers and depends on the assistance of the volunteers to keep our programs viable. In order to work well with the staff to promote the agency in the best possible manner, we ask that volunteers adhere to the following policies and procedures.

RESPONSIBILITY AND DEDICATION TO THE AGENCY AND THE ANIMALS

- Animals are to be treated kindly, gently, and professionally.
- Volunteers must support our policies, both inside and outside of the organization.

PROFESSIONAL ATTITUDE

- Volunteers agree to conduct themselves in a professional and respectful manner as they interact with animals, volunteers, PAWS staff, shelter staff and the general public.
- Volunteers are expected to take their commitment seriously.

ATTENDANCE

- Volunteers sign in each time for hours worked. This is very important in order for us to track your volunteer hours.
- Report to your job on time and complete your shift.
- Each volunteer is asked to sign-up for a regular shift if possible. If more hours can be worked each week or month, this is an added benefit for agency as well as the volunteer.

VOLUNTEER BENEFITS

- The opportunity to learn about and contribute to the welfare of animals.
- Volunteers are eligible for recognition for their work to help save animals.
- Volunteers receive satisfaction in knowing they are making a difference in helping lost, neglected, abandoned and abused animals.

SUPERVISION

- Volunteers are supervised directly by the Program Staff.

PLEASE WEAR YOUR VOLUNTEER BADGE AT ALL TIMES DURING YOUR VOLUNTEER TIME.

PURSES, BAGS, AND CELL PHONES MAY NOT BE LEFT UNATTENDED.

ACCIDENTS AND INJURIES

- Any accident or injury suffered by a volunteer must be reported immediately to their supervisor. Any bite or scratch is considered an injury and should not be treated lightly.
- Volunteers are covered by the agency's volunteer cap insurance. This insurance covers volunteers while performing designated activities at any PAWS functions.

Concho Valley PAWS (Pets Are Worth Saving) Volunteer Information Packet

PROPER DRESS

- The volunteer's attire should be neat, clean and presentable to the public.
- Volunteers can purchase volunteer shirts.
- No ripped jeans, sandals, or open-toe shoes should be worn when volunteering at the shelter (comfortable "tennis" shoes, walking shoes or flat heeled shoes with adequate foot protection should be worn).
- The best protection against lively dogs and puppies is to wear jeans and long sleeve shirts. These also help protect you from cats' sharp claws. Cats and dogs are required to be quarantined if a scratch breaks the skin, and this increases their stress during their stay at the shelter. Help us help them by preventing accidents.
- Dresses, skirts, shorts or high heels are not appropriate articles of clothing to wear when working around animals.

SMOKING

- Smoking is not permitted at any of our events. If you are at an outdoor event and smoke, you must distance yourself at least 50ft. from the event. City ordinance prohibits smoking in many places.
- No smoking while handling any animals.

VISITORS

- Volunteers may bring friends and family to work upon receiving approval from staff. Children under 16 may volunteer with a parent but a parental waiver must be signed. Some activities may be restricted to minors.

RESPECT THE AGENCY AND OTHERS

- Volunteers are expected to abide by all policies and procedures of PAWS. Volunteers should always defer to the program coordinators and or Executive Director's directives. All concerns should be directed to the program coordinators. If you feel the concern has not been appropriately addressed, you should contact the Executive Director by phone or email.

CONCHO VALLEY PAWS DOES NOT TOLERATE DAMAGING GOSSIP AND DISRESPECT FROM STAFF OR VOLUNTEERS.

- Gossip hurts people and damages professional relationships and organizations. This agency has a zero tolerance policy in regards to gossip, bullying or harassment. Everyone should treat one another with mutual respect. We are not here for ourselves, we are here to help animals. The welfare of the animals and the organization comes first.

RESPECT YOUR COMMITMENT

- When you agree to volunteer for Concho Valley PAWS, we count on you to see your commitment through. If you ever find you can no longer keep your commitment, please let us know as soon as possible.

- **RESPECT OUR MISSION, VISION AND OUR STANCE**

Everything we do at Concho Valley PAWS we do with the best interest of the animal in mind. We try to save every life we can. We are a no kill organization, however the shelter has not yet achieved a sustainable no-kill status. There is a no-kill initiative in place which means it is the goal to transition the shelter to no-kill by 2020. Euthanasia for space has not occurred in months; however, space continues to be an issue of concern as is the fluctuating intake of animals at an open intake facility.

Programs of Concho Valley PAWS



The official mission statement of Concho Valley PAWS is to reduce the population of homeless pets in the Concho Valley and end the euthanasia of adoptable pets by offering low-cost spay and neuter programs, quality adoption programs and educational services.



Pet Rehoming Assistance Program

RESCUED FROM EUTHANASIA AND PLACED IN LOVING FOREVER HOMES: The volunteers and staff of Concho Valley PAWS focus their rescue efforts on saving adoptable pets facing euthanasia as a form of animal control. We save as many as we can. Last year, we saved and rehomed over 1,000 cats and dogs. Before rehoming, all of these pets were fully vetted (spayed or neutered, vaccinated, microchipped, and treated for parasites.) We also offer rehoming alternatives to families needing to rehome pets so that abandoning a pet at the shelter is always a last resort.



SNIP SAN ANGELO (SPAY & NEUTER INITIATIVE PROGRAM): This year, PAWS has entered into a partnership with the City of San Angelo for an educational initiative in hopes of changing the cultural attitudes towards pets and spay and neuter practices. Based on funding availability, the organization provides 60-75 sterilizations each month to pets of low income homes at no cost to the pet's family. We also provide more than 30 dog sterilizations monthly to families owning pit bulls and chihuahuas. The purpose for "targeting" these breeds for sterilization is because they are the most commonly euthanized breed at the local shelter. All of these programs are funded by local support and grant revenue from state and local foundations.

HelpMeGetHome.com
Helping lost pets get safely home



LOST & FOUND ASSISTANCE: In an effort to help reunite lost pets with their owners, Concho Valley PAWS manages and monitors the lost and found website, HelpMeGetHome.com. This is a free service which pet owners can access 24 hours a day, seven days a week. If a pet is lost or found, their photo and description can be easily uploaded to the site. The site automatically generates posters and cross posts lost and found listings on multiple other social media sites. Hundreds of pets have been successfully returned home because of this site. The goal of this site is not only to help lost pets get home, but to encourage neighbors to help one another and reduce the number of animals that enter the shelter. Many times, pets can be reunited in just hours.



PAWSITIVE YOUTH: Concho Valley PAWS is proud to announce that we are in the pilot year for this very important program that targets youth ages 8-16. The program is six months in duration and provides education and hands-on experience to children. They will learn about rescue, responsible pet ownership, the important roles that pets and service animals play in our community, and they will be exposed to careers in animal care and advocacy.



PRISON PAWS: Modeled after several successful programs, Concho Valley PAWS has partnered with Eden Detention Center to implement a foster and training program for dogs rescued from euthanasia. The inmates work directly under the supervision of a certified trainer and the inmates will be responsible for the care and training of the dogs for the duration of a 10 week period. Upon completion, the dogs will test for their Canine Good Citizen accreditation. Upon passing this test, the dogs and the inmates will graduate and the dogs will move on to our foster and adoption program. The training will increase the dogs adoptability and will undoubtedly enhance the life of the inmates.



HELPING PAWS: Concho Valley PAWS has partnered with Hospice of San Angelo, Gentiva Hospice and the ICD Family Shelter to provide support and foster home programs for pets of families in crisis. This program allows Hospice patients to keep their pets in their homes longer through the supportive care of volunteers and will provide the patients with the peace of mind knowing that when the time comes, their pets will go into the foster and adoption program instead of an animal shelter. This program also provides for foster care for pets of women who are fleeing domestic abuse. So often, women will stay in an abusive situation because they fear for the safety of their pets. This program allows for the temporary care of these pets while the women focus on securing their family.

The History of the Humane Society of Tom Green County And Its Transformation to Concho Valley PAWS

The Humane Society of Tom Green County was established to service the Tom Green County area in 1961. For over 50 years, this organization has advocated for the humane treatment of companion animals.

The organization owned property on Baze Street in San Angelo, Texas that the city of San Angelo was allowed to use to operate the city's animal control department. Even though the Humane Society and Animal Control were two completely different entities, they worked together and shared space. While the focus of animal control was to keep the streets clean and the citizens safe, it was the focus of the Humane Society to identify dogs that were "adoptable" and place them in loving foster homes until a new home could be found.

After years at the Baze Street location, it became clear that the building was in bad need of repair and was too small for the growing community. In the late 1990's, the Humane Society worked with the San Angelo Animal Shelter to prepare grant proposals and host fundraisers to raise money for a new animal shelter. That new shelter was erected and is the present day home to the City of San Angelo Animal Control.

In this new building, the Humane Society of Tom Green County had an office. But as the years passed, and players changed, the Humane Society re-evaluated the situation of shared space and how that fed into the misconception that the two entities were one. The philosophies of the entities are very different. Therefore, the Humane Society, in an effort to better identify itself as a separate entity from Animal Control, moved away from their small office and began growing the organization and advocating for the better treatment of companion pets. This physical separation would clarify the differences between the two entities to the public and allow the Humane Society to flourish.

In December of 2010, the Humane Society approached Sunset Mall in hopes of setting up an adoption center in the mall community. Sunset Mall was thrilled with the idea and donated over 1,400 square feet to the organization. The cost of the location is completely underwritten by Sunset Mall and private donors. The organization has minimal operational overhead for the adoption center in regards to rent and utilities.

In October of 2011, the board of directors decided to establish a "doing business as" (dba) name to the organization to offer clarification to the community and distinguish the organization as a separate entity from the San Angelo Animal Shelter, which is owned and operated by the City of San Angelo Animal Control. The Humane Society of Tom Green County is now operating as Concho Valley P.A.W.S. (Pets Are Worth Saving).

By clearly defining our role and our mission, Concho Valley PAWS has emerged as the leader in the Concho Valley for companion animal rescue, rehabilitation, and rehoming services as well as low-cost spay and neuter programs and education services. Concho Valley PAWS takes pets who are facing euthanasia under their protective umbrella and provides them with whatever veterinarian care they need, including but not limited to annual vaccinations, heartworm test for dogs or feline leukemia tests for cats, treatment for any ailments such as fleas, ticks, or internal parasites, and any infections such as upper respiratory or urinary tract. Once all the vetting and bathing is done, the pet is placed in a foster home where it will stay an average of 2-6 weeks while we offer him or her for adoption. Concho Valley PAWS is a no-kill advocacy program, which means an animal stays with us until a forever home can be found. A healthy, adoptable pet is never destroyed.

Concho Valley PAWS (Pets Are Worth Saving) Volunteer Information Packet

In addition to the rescue and adoption program, Concho Valley PAWS offers a low-cost spay and neuter program to low-income families with pets that are not sterilized. The purpose of this program is to reduce the number of accidental or unwanted litters. Sadly, so many of these litters are born only to be taken to the shelter to face disease and euthanasia. Because this program is funded by grants, there are restrictions and limited numbers available each month.

With hundreds of active volunteers, generous supportive donors and a paid staff of only four, Concho Valley PAWS has maximized resources. Last year, Concho Valley PAWS rescued, rehabilitated and rehomed over 500 cats and dogs. The organization funded over 1,200 low-cost spay and neuter procedures for cats and dogs of low income families and funded the spays and neuters of over 100 pit bulls at no cost to the dogs' owners. Thousands of Concho Valley residents visit our adoption centers inside the Animal Shelter and Sunset Mall and receive education about animal issues, specifically on the benefits of sterilizing pets, responsible pet ownership and pet population concerns.

From 2000 to 2009, the Humane Society of Tom Green County was strictly a volunteer organization, and while each life saved is a success, the organization struggled without any real measurable goals. However in 2009, the organization underwent some changes as the board of directors grew and better defined and focused on the agency's mission. Since October of 2009, Concho Valley PAWS has rescued over 10,000 cats and dogs from euthanasia and has provided for the sterilization of many thousands of companion cats and dogs and feral cats. Our rescue efforts have saved tax payers well over \$600,000, as it costs an average of \$60 per pet for a municipal or city funded shelter to process and destroy it. Our spay and neuter programs have prevented countless litters saving thousands of cats and dogs from being born only to have their life ended in a shelter.

In addition to our long established programs, Concho Valley PAWS has developed and implemented several new projects that the organization hopes will help prevent animals from being abandoned at a kill shelter.

- Our *Pet Retention Program* was developed to address the second most common reason dogs and cats are relinquished to shelters - behavioral issues. A volunteer trainer is introduced to the home with the behavioral issues. If the trainer can teach the pet owner how to properly interact and train the pet, the issues can be resolved and the pet can stay in the home and isn't surrendered to a shelter.
- Our *Second Chance Program* is open to pet owners who need to responsibly rehome their pets because of issues such as job loss, relocation, changes in family dynamics and other reasons. The owner can enroll their pet into the *Second Chance Program* and the pet will be offered to the public for adoption.
- Our *Help Me Get Home* website is a free lost and found service provided to the community. People who have lost or found a pet may submit the information online in hopes that the pet and owner can be reunited quickly. Volunteers cross reference helpmegethome.com to facebook, the Standard Times Classifieds and the shelter in hopes of making a connection.

Volunteer Opportunities

Animal Care & Clean Up

Monday–Saturday at 7:30am–10:00am

Volunteers will be needed to assist in caring for the animals by cleaning the facility and kennels, providing food and water, helping administer medication, and all other services needed to start the day. Specific tasks may vary depending on the needs of the animals and workers. PLEASE BE ON TIME! You are very much needed to get the day off to a good start! Thank you!

Animal Care & Hospitality

Monday–Friday at 10:00am–6:00pm

Volunteers will be needed to assist in caring for the animals through various activities decided by the coordinators. Activities can include anything from walking dogs, animal socialization, and keeping the area tidy to helping with paperwork, event planning and hospitality. PLEASE BE ON TIME! You are very much needed to keep the day running smoothly! Thank you!

Adoption Events

Please see the attached handout about adoption events and volunteer roles.

HelpMeGetHome.com Website Monitoring & Updates

Anytime

Volunteers will be needed to update our free lost and found website. We ask volunteer to call people who have posted to check on their pet- if the pet has been found or if it is still missing. By keeping the site updated we are able to remove pets that have been found so that the pets that are still lost are easier to access by users. This can be done by volunteers in the comfort of their home from any computer.

Adoption Application Processors

Monday-Friday at 10:00am-6:00pm

Volunteers are needed to work directly with the adoption coordinator to help run background checks, reference checks and review applications. Applications are then turned over to the coordinator for final disposition.

Clerical Assistants

Monday-Friday at 10:00am-6:00pm

Volunteers are asked to help handle phone traffic and assist the office staff in maintaining animal records, microchip records, mailing lists and closed adoptions. Volunteers may be asked to follow up calls to check on closed adoptions and fosters.

ADOPTION EVENTS

Concho Valley PAWS hosts at least two adoption events each month.

"PAWS Adoption Events" are hosted by local businesses (such as Petco, Palmer Feed, Tractor Supply, Sunset Mall, etc.) or are held in partnership with other special events such as fairs, sporting events, festivals, etc. These are events in which PAWS was invited to participate. These events generally showcase PAWS Foster Pets and pets from the San Angelo Animal Shelter. These events may fall on our regularly scheduled event day or may be held in addition to those events at the mall. Please visit our event calendar on facebook for more details.

EVENTS ARE GENERALLY OPEN TO THE PUBLIC 1PM-4PM but times may vary with location or community event.

Volunteers are needed at adoption events to assist with the following tasks:

VOLUNTEER & EVENT MANAGER- 12:30pm-4:30pm

1-2 VOLUNTEERS (SEASONED VOLUNTEERS SERVING ON VOLUNTEER COMMITTEE)

The event manager should coordinate with staff to check volunteers in and deliver volunteer assignment and instruction. Volunteers must check in or sign in, be given a volunteer badge and directed to an assignment. Volunteers that signed up via signupgenius.com are given their desired volunteer duties. Volunteers who arrive but did not sign up online will be given duties as needed.

Event staff should be set up and ready to go 30 minutes prior to event. Volunteers are expected to arrive 15-20 minutes prior to start of the adoption event.

During the event, the Event Manager will make him/herself available to volunteers for support and guidance. The Event Manager will help ensure that the event is running smoothly and will fill in for the role of Event Greeter should that duty be unassigned. The Event Manager will gently remind volunteers as needed to direct their attention to the leashed dog in their care. Often, volunteers get caught up in conversation and attention drifts from the dogs they have been assigned to watch. This can create issues with dog on dog contact or not monitoring a dog's interaction with an overzealous, unattended child.

EVENT SET-UP- 12:30pm

1-2 VOLUNTEERS

Volunteers help prepare for the event. Tasks can include setting up tables and chairs, receiving foster dogs from foster volunteers, bathing dogs, leashing and tagging pets, copying applications, filling and setting out water bowls, setting out supplies, ensuring that cleaning supplies are accessible on the supply cart, walking dogs and spot cleaning habitats.

EVENT GREETER- 1pm-5pm

1 VOLUNTEER

Ideally, the greeter will be a seasoned volunteer with good overall knowledge of the organization. The greeter will position themselves near the front entrance and welcome guest to the event. The greeter will be advised of basic event information such as adoption fee, adoption process information, etc. to enable them to assist guests as

needed. Preferably, the greeter will not have a pet so that they can freely move about and offer assistance, information or locate staff if needed.

DOG HANDLERS- 1PM-4:15PM

15 VOLUNTEERS

Volunteers who have signed up as a "dog handler" will be directed to the Program Director after signing in and the Program Director will assign them a dog and provide them with basic information on that dog (ie breed, sex, age and name). If a guest shows interests in adopting a pet, the volunteer will then refer the guest to a member of staff. Staff will then assist with the application process.

Dogs handlers will be directed to the supply cart which holds the waste bags, paper towels and disinfectant. The mop, bucket and "wet floor" sign will be positioned next to the cart. Dog handlers are expected to keep the dog to which they were assigned. Should volunteers need to leave, the volunteer must sign out and the dog must be reassigned to another volunteer. Dogs must be kept on a leash at all times and the volunteer handler must be aware of the dogs behaviors and keep the dog a safe distance from other dogs. Handlers must be aware of any messes the dog makes including accidents, water spills, etc. Dogs are not to be fed at the events. Dogs may not be given human food. For reasons of safety, only treats provided by PAWS may be given under the supervision of the staff and handler. Guests are not allowed to give treats unless it is a treat that the handler acquired from PAWS staff. Dogs may be brushed, bathed and groomed in the backroom of the adoption center and not in the main mall area.

APPLICATION PROCESSING- 1PM-4PM

2 VOLUNTEERS

Volunteers will work directly with staff to process adoption applications. Incomplete applications will not be processed. Application process includes verifying identity, address and reference checks. Final approval or denial of applications will be decided by PAWS Program Director and Staff.

Applications are processed in the order they are recieved. Volunteers are asked to be congricent of their comments when handling applications. Some applications are denied during processing and since applications are processed in the order they are recieved, there may be an application ahead of another. So it is imperative that volunteers do not make statements to an applicant that would make them believe they are "approved" until they have been notified that the application has indeed been approved by a member of staff.

Frequently Asked Questions:

The following information is provided for you. We asked our volunteers to become very familiar with this information and to keep this "cheat sheet" handy during your volunteer time with us. This is the information you will need to answer questions from the public. A copy of this information is also kept in a notebook at the front desk for easy access and review.

Does Humane Society / Concho Valley PAWS operate the animal shelter on Hwy 277?

No. The Humane Society / Concho Valley PAWS and the San Angelo Animal Shelter on Highway 277 are two separate entities. However, we do work together in a partnership to save lives! The San Angelo Animal Shelter is operated by the city's animal control department. Concho Valley PAWS is operated by a volunteer board of directors who employ a paid staff to execute the organization's mission work. While our core missions are different, PAWS and San Angelo Animal Control have focused on what we have in common – a desire to decrease the number of adoptable animals euthanized. In 2015, the City of San Angelo accepted the challenge to begin the transition of becoming a no-kill community by the year 2020. This was an incredible challenge that was not taken lightly. In 2009, the City of San Angelo Animal Shelter had a kill rate of over 80%. That means that 80% of the animals that entered the shelter were destroyed. That year, over 12,000 animals were processed and over 9,000 were killed. The No-Kill Initiative was implemented, and the results are nothing short of amazing. In April 2018 the LIVE RELEASE RATE WAS 73%. That means that 73% of the animals processed by the shelter left ALIVE through foster homes, rescue transports and adoptions. We haven't solved the problems that plague our city, but we are making progress.

Concho Valley PAWS is a non-profit 501c3 organization. This means our programs are funded by donations memorial gifts, bequests and grants. We are operated by a volunteer board of directors and we do not make a profit from what we do.

What are your adoption fees?

We ask for a minimal adoption donation of \$50 for cats and \$85 for dogs. Oftentimes, we have adoption promotions that have reduced fees.

Have the animals had veterinary care?

Yes, some. All of the pets in PAWS foster care are spayed or neutered. They receive a full veterinary exam, annual vaccinations and microchip. All of our pets have been tested for parasites, heartworm, FIV/Feline Leukemia (as applicable). We have over \$119 vetting expense in each HEALTHY dog we rescue and \$93 in each HEALTHY cat we rescue. We often have a greater financial investment in other animals with treatable illnesses or injury. The adoption donations help us recoup some of this expense so we can save another life.

However, the animals housed at the shelter have minimal vetting. PAWS currently contracts with a local Doctor of Veterinary Medicine (DVM) to provide triage services to injured or sick animals and spay or neuter services to adoptable pets. Rabies vaccinations and annual vaccinations are also done on site. Animals with severe sickness, broken bones or in need of further assessment are referred out to local clinics.

Regardless of our best efforts, parvo, kennel cough and distemper are risks to all shelter pets as the pets who enter the shelter enter with unknown prior exposures, vaccines, and health.

Do you accept pets from the public?

SOMETIMES, but that decision is left to the rescue intake coordinator. Volunteers MAY NOT commit the agency to taking ANY animal. Because San Angelo has such an animal crisis including overpopulation, irresponsible breeding practices, etc., Concho Valley PAWS must focus its efforts in order to have a measurable impact. **We focus our efforts on rescuing animals from the San Angelo Animals Shelter.**

In addition to our euthanasia rescue, we do have a Second Chance Pet Rehoming Assistance Program which is a fantastic alternative to an owner surrendering a pet to a kill shelter.

Why do I have to fill out an application to adopt a pet?

Because we take the commitments we have made to these animals very seriously.

At the time we rescue an animal we made 3 very important promises.

TO THE ANIMAL, we promise that we will do everything in our power to make sure that they *never enter the shelter system again*. We promise to find them a loving home and to *always put the needs and the welfare of the animal above all else*.

TO THE COMMUNITY, we promise that we will be responsible in our efforts to re-home these pets. We promise to microchip these pets so that in the event a PAWS pet was found at the shelter, we would step up and reclaim the pet and not contribute to the overcrowding and euthanasia statistics. We promise to be good stewards of the donations and support we receive and utilize those dollars to offer permanent solutions and not quick fixes that are often temporary and possibly dangerous to the pet.

TO THE STAFF, VOLUNTEERS AND FOSTERS, we promise that we would be diligent in our work screening applications to *ensure these animals will be loved and protected for the rest of their lives*. We make this promise because our volunteers, staff and fosters have loved, nurtured and in many cases rehabilitated these animals. The bond between us and the animals is strong. Every time we see an animal go to a new home we shed tears of joy and sadness as they leave us to move on. *As staff, fosters and volunteers, we consider ourselves the bridge between the pain and sorrow of what was, to the exciting possibilities of what can be.*

What is the adoption process?

Once someone has found an animal that they are interested in adopting, they must complete an adoption application. The application can be completed in person or you can log on to our website at www.cvpaws.org and complete the application online. **Incomplete applications cannot be processed.** Our adoption coordinator will determine the outcome of all applications. Based on information provided, some applicants may have to have a home visit to qualify or may have to provide additional references or documentation. **Our adoption policies are posted on cvpaws.org.**

What is the Second Chance Program?

Concho Valley PAWS' Second Chance Program is an excellent alternative to surrendering a pet to an overcrowded animal shelter. Because we do not have a shelter facility and because our foster homes are filled with pets rescued from the shelter, we cannot accept pets from the public. **The Second Chance Program is a pet re-homing assistance program developed for individuals or families who find themselves in a situation where they can no longer keep their pet.** PAWS will market the pet as we do all the pets in our adoption

Concho Valley PAWS (Pets Are Worth Saving) Volunteer Information Packet

program. We will place them on petfinder.com, adopt-a-pet.com, television ads, website advertisements, social media promotions and invite them to participate in adoption events. The pet must be spayed or neutered, vaccinated and temperament tested. **The pet must remain in the owners home until a permanent or foster home can be located. The average time from enrollment to adoption is usually 2-6 weeks.** For more information, please call our Adoption Coordinator at 325-656-PETS (7387).

Do you have a spay and neuter program?

Yes. We offer SNIP (Spay/Neuter Initiative Program). The program offers vouchers that are sold for \$25 for cats and \$50 for dogs. These vouchers may be redeemed at several veterinary clinics. The voucher covers the cost of surgery only. The program is operated off State grant money and is subject to the limitations of participating veterinary clinics. Approximately 60 vouchers are issued each month.

How do I become a Pet Foster Parent?

It's simple. Complete an application to foster a pet online at cvpaws.org. Once we process your application, we set up a time visit with you. As a foster, you simply open your home and heart to a homeless pet. You provide the love and patience and we do the rest.

Before a pet is placed in a foster home, the pet is fully vetted, vaccinated, treated for parasites, tested for a variety of things such as heartworm, FIV/feline leukemia, intestinal parasites and treated as necessary. The animal is microchipped and tagged. The animal is bathed or groomed. We can assist in introducing the pet to your home, family and pets. The average time a pet spends in foster care is usually 2-6 weeks.

We take care of ALL veterinary expense associated with our animals and can even provide food if requested.

Fostering a pet doesn't have to cost you anything. For more information and to apply to be a foster pet parent, please visit our website at cvpaws.org and click on the "get involved" tab or call 325-656-PETS (7387).

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A VOLUNTEER means a person who freely chooses and renders services to Concho Valley PAWS in a voluntary capacity. VOLUNTEER CAPACITY means the actions of and the duties performed by a volunteer are not contracted for payment by Concho Valley PAWS. I HAVE RECIEVED AND READ THE VOLUNTEER HANDBOOK. I AM AWARE OF THE EXPECTATIONS AND RISKS OF VOLUNTEERING WITH LIVE ANIMALS.

1. I fully understand and agree to provide my services to the Concho Valley PAWS as a VOLUNTEER in a VOLUNTEER CAPACITY without any express or implied promise of salary, commission, or payment of any kind whatsoever.
2. I fully understand that Concho Valley PAWS handles large numbers of animals of unknown temperament on a daily basis. I agree to hold Concho Valley PAWS harmless of any injury(s) or disease(s), which I might sustain from handling animals during the course of my volunteer duties.
3. I fully understand and agree to assume all risks involved in any and all duties that I perform for Concho Valley PAWS in my VOLUNTEER capacity whether on-site or off-site. Such duties may consist of, but are not limited to, animal handling, custodial work, kennel staff assistance, or other foreseeable duties.
4. I agree to familiarize myself with the Concho Valley PAWS policies and procedures. I will fully comply with both the letter and the spirit of these procedures.
5. I fully understand that Concho Valley PAWS expects high standards of moral and ethical treatment of animals under its care. I agree to strictly adhere to these standards in my voluntary capacity with Concho Valley PAWS.
6. I fully understand and agree that either for failure to fully comply with any and all of the obligations outlined in the VOLUNTEER AGREEMENT, or for any reason whatsoever, while performing my voluntary services to Concho Valley PAWS in a volunteer capacity, Concho Valley PAWS, at its sole discretion, may immediately terminate my services.

I, _____, having fully read and understood the above definitions and terms, hereby agree to accept a position with Concho Valley PAWS in a VOLUNTARY CAPACITY as a VOLUNTEER performing volunteer duties out of generous and charitable motives. I further understand and agree that no liability will be incurred by Concho Valley PAWS to anyone, including myself, for the performance of voluntary actions or duties.

I agree to release, discharge, indemnify and hold the Concho Valley PAWS harmless for any and all damage to my personal property while performing as a VOLUNTEER in VOLUNTEER CAPACITY any and all duties for Concho Valley PAWS. I recognize that handling animals in a VOLUNTARY CAPACITY there is a risk of injury or sickness, including personal injury or harm. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify, and hold harmless Concho Valley PAWS, its agents, servants and employees from any and all claims, causes of actions or demands, of any nature or cause connected with my VOLUNTEER AGREEMENT. This might include costs and attorney's fees and court costs and attorney's fees incurred by Concho Valley PAWS in connection with my VOLUNTEER services based on damages which may be incurred or sustained by me in any way. Such damages or injuries might include, but are not limited to animal bites, accidents, injuries and personal property damage.

I further understand that public relations are an important part of volunteering. I agree, therefore, on behalf of myself, my heirs, personal representatives, and executors to allow Concho Valley PAWS to use any photograph or video recording taken of me for use in public relations efforts. Any photographic images or video tapes I produce will become the property of Concho Valley PAWS. Concho Valley PAWS will use reasonable efforts to notify me but such notification is not a condition of the photographs releases under the auspices of the Concho Valley PAWS.

I acknowledge that I have read and fully understood the terms and conditions of the foregoing Volunteer Agreement and release and that I will comply with the same.

Date: _____ **Volunteer:** _____