

DALLAS ANIMAL SERVICES

VOLUNTEER HANDBOOK AND GUIDELINES



BE DALLAS 90.



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INTRODUCTION

Welcome to the Dallas90 Team!

We are thrilled to have you as part of our innovative, lifesaving team! With your help, we can continue to our mission to find a positive outcome for every healthy, placeable pet and improve the lives of both pets and people in our community.

Dallas Animal Services (DAS) is the only open-admission animal shelter in the City of Dallas, which means that we take in any Dallas pet, regardless of our current capacity or the health and behavior of the animal. DAS is one of the largest dog and cat intake shelters in the country with 20,000-40,000 cats and dogs entering our care annually.

MISSION STATEMENT

Dallas Animal Services' (DAS) mission is to help Dallas be a safe, compassionate, and healthy place for people and animals.

DALLAS90 CAMPAIGN

In November 2018, DAS launched Dallas90, a community engagement campaign designed to increase community support for DAS' lifesaving efforts in order to help DAS achieve a sustainable 90% live release rate.

DALLAS 90 VISION STATEMENT

Lead the nation in compassionate care of animals while finding positive outcomes for all placeable pets through innovative shelter operations and community engagement.

DALLAS 90 MISSION STATEMENT

Make Dallas the leading city for animal welfare by responsibly saving all adoptable pets and providing citizens with the education and resources needed to make them successful pet owners.

DAS VALUES

PUBLIC SAFETY

DAS is committed to ensuring the safety of Dallas residents and resolving the Southern Dallas loose dog problem. Our Field Services Team has Animal Services Officers available 24 hours-a-day, seven-days-a-week to ensure prompt response to resident needs and operates several special operation teams that focus on aggressive dogs.

COMPASSION

The Dallas90 Team strives to show compassion toward all the animals that we care for and the humans we serve.

NO SHORTCUTS

The goals DAS has established are lofty and achieving them requires the Dallas90 Team to work non-stop, innovate, and develop new community partnerships. In some areas, there are “shortcuts” that would impact our numbers more quickly, but there would be a significant trade off. The results of these “shortcuts” would be short-lived and could jeopardize the quality of animal care or Dallas resident life. DAS is unwilling to make that compromise.

The Dallas90 Team is made up of trailblazers who are dedicated to the development of new programs, practices, and methods that will provide Dallas with long-term positive progress without ever sacrificing the quality of animal care or resident life.

VALUES IN ACTION

- Provide exceptional care to all animals in our shelter in accordance with industry best standards and the Five Freedoms as established by the Farm Animal Welfare Council.
 - The Five Freedoms, as established by the Farm Animal Welfare Council and have been widely accepted by the wider animal welfare / animal sheltering industry, are:
 - Freedom from hunger and thirst.
 - Freedom from discomfort.
 - Freedom from pain, injury, or disease.
 - Freedom to express normal behavior.
 - Freedom from fear and distress.
- Create the best pet owners in the country through humane education and accessible resources.
- Present the public with transparent and accurate data.
- Increase the safety of Dallas by decreasing the number of loose and aggressive dogs.
- Collaborate with animal rescues, fosters, volunteers, politicians, community leaders, businesses, and citizens to improve the lives of Dallas pets.
- Never turn away any Dallas pet but work towards keeping pets in loving homes through education and resources whenever possible.

SHELTER LOCATIONS

Main Shelter: 1818 N. Westmoreland Rd., Dallas, TX 75212

PetSmart Everyday Adoption Center: 16821 N. Coit Rd., Dallas, TX 75248

CONTACT US

DASvolunteer@dallascityhall.com

JOINING OUR TEAM

This handbook summarizes many of Dallas Animal Services' policies and procedures related to volunteering. Please note that Dallas Animal Services' managers and their designees may modify, rescind, delete, or add to the provisions of this handbook at any time. If any changes are made, we will be sure to notify you as soon as possible.

GUIDING PRINCIPLES

The staff members at Dallas Animal Services truly appreciate your service and dedication to saving the lives of animals in our community. We want to ensure a good experience each time you come to our shelter. Together, our work is guided by the following values and principles:

- **Lead with Innovation:** develop, promote, and collaborate to create new ideas geared towards better lifesaving techniques and increasing the quality of life for all animals.
- **Demonstrate Empathy, Compassion, and Kindness:** by understanding and respecting each other, we can collectively identify how we can become a voice for those who cannot speak for themselves.
- **Provide Success through Support:** ensure that every animal and person is set up for success by providing information, training, and assistance with appropriate dialogue.
- **Safety through Transparency:** provide open and honest communication to ensure all humans and animals thrive within a safe environment.
- **Using Positive and Forward-Thinking:** look towards challenges with an open and positive mind-set, as well as creative solutions.

By working together within these principles, we can impact everything from the animals in our facility, to the individuals who take them home.

AMBASSADORS FOR THE CAUSE

When you join the Dallas90 Team, you become an ambassador of our shared mission. We understand that individuals have a variety of beliefs and values when it comes to animal welfare and we support this diversity as we believe that it is through diversity that innovation is created. Nonetheless, our conduct impacts our community and our ability to help save lives.

We expect all staff, volunteers, fosters, and partners to operate in a respectful, inclusive, and professional manner when voicing opinions.

Additionally, when you are operating in an official DAS capacity or representing yourself as a member of the Dallas90 Team, we expect that your behavior and the information you share will be aligned with DAS policies, procedures, and values.

REQUESTS FOR ANIMAL HELP

As a supporter of DAS, you may be asked by people in your community for help with specific animal situations. Here are some ways to handle these requests:

- To help people find solutions to common problems, direct them to our website at www.dallasanimalservices.org.
- If the person has witnessed animal abuse or cruelty, instruct them to call 911.
- If a Dallas resident has witnessed animal neglect, a loose animal, or other animal issue, instruct them to call 311.

If you anticipate that a situation will become very public or you are contacted by the media or a high-ranking official, please notify your DAS staff contact for further instructions.

EXPECTATIONS

CONDUCT & CUSTOMER SERVICE

DAS upholds the highest standards of conduct and service in order to provide residents with a positive experience and to maximize the number of lives saved. Our Standard of Conduct is a statement of expectations. As a Dallas Animal Services volunteer, we expect you to:

Be polite and professional.

When conducting onsite service, please present an image that is both professional and appropriate to working conditions. First impressions are lasting. Please keep the following in mind:

- You should have a well-groomed appearance. Closed-toed shoes and pants are required when handling animals (unless instructed otherwise).
- Proper identification wristbands, shirts, or aprons should be worn and always visible to identify you as a DAS Team Member
- Drinking alcohol and the use of drugs are not permitted onsite or at offsite events; while volunteering, DAS volunteers may not be under the influence of alcohol, illegal drugs, or prescription drugs with side effects that reduce your ability to safely handle animals or interact with residents.
- Smoking is only permissible in labeled outdoor areas; smoking is not permitted while handling DAS animals.

Be responsible.

Service begins and ends with individuals. While you cannot control what others do, you can guarantee the quality of your own work. Strive to be a positive role model and never be afraid to ask staff for help.

Be positive.

Positivity is contagious. Fulfilling your duties with enthusiasm and dedication will positively impact other supporters, potential supporters, and staff. Some other tips:

- Raise concerns and share ideas in a positive fashion; focus on solutions, not problems.
- Keep an open mind when given constructive criticism; try to avoid automatic dismissal of someone's point of view; strive to educate and prepare individuals for success.
- Add value to each interaction.

Be friendly, courteous, and helpful.

Common courtesy goes a long way toward making a favorable impression on current and potential partners, volunteers, adopters, donors, corporate partners, the public, and DAS staff. Please remember the following:

- A smile goes a long way.
- Use a person's name whenever possible.
- Practice active listening, giving someone your undivided attention.
- Treat each person with kindness.
- Avoid slang or technical jargon/terms that a person may not understand.
- Be aware of how your actions appear to the average person (for example, certain humane animal holds may appear concerning to the unknowing observer) and educate whenever possible.

The above are only guidelines to providing great service. Of course, no written standards can ever take the place of good judgement

SOCIAL MEDIA

Online communication platforms are a valuable tool in our efforts to reach as many individuals as possible. Social media (Facebook, Twitter, Instagram, NextDoor, etc.) are now go-to channels for people who are interested in keeping up with Dallas Animal Services and our collaborative efforts. For that reason, we ask and expect you to use good judgement when contributing to DAS' official pages and groups as well as your own personal accounts, particularly when your posts are related to DAS, DAS projects, and DAS partners.

We encourage the sharing of stories and promotion of our mission through social media, but assert that volunteers cannot speak as official representatives of Dallas Animal Services. Regardless of the platform or page, when engaging with others via social media regarding situations related to Dallas Animal Services, our events, efforts, or animals, we have the following expectations:

Be accurate. Check your facts before posting, taking every precaution to gather the most current information available. If you don't have the facts, please refer readers to one of DAS' general mailboxes (DASVolunteer@dallascityhall.com, DASFoster@dallascityhall.com, DASAdopt@dallascityhall.com, DASRescue@dallascityhall.com, or DASPIO@dallascityhall.com -- (marketing and media) or share a link to the post directly with DAS staff.

Protect confidential information. Protecting confidential and proprietary information is crucial to maintaining public trust. Some examples of information that should never be shared include, but are not limited to:

- Adopter or Rescue Group information: Texas State law protects the identities of adopters and rescue groups who pull animals from DAS.
- Owner or Surrender information: Under no circumstances should any identifying or contact information be shared with members of the public. Information shared with partners is, oftentimes, not appropriate for public sharing.

Failure to maintain confidentiality could result in termination of your relationship with DAS. If you are unsure if the information you wish to share is confidential, please ask DAS staff.

Maintain professionalism. Do not allow discussions of opinions, positions, or a situation or a debate to devolve into personal attacks, fights or flame wars that would reflect poorly on you or the organization; any doubts about the appropriateness of a post should be passed along to your coordinator for evaluation. If you feel that an individual's comments need to be addressed by DAS, please reach out to DASPIO@dallascityhall.com.

No bash, no trash. As a partner of DAS, you commit to helping us with our mission. To achieve this shared mission, we must work together and support one another. Words have power and the words we use can affect public perception. Please keep this in mind and make sure that as you are sharing the stories of animals and our organization, you are not creating negative perception of DAS, a specific breed, or the community that we serve. ***You may disagree with certain policies or decisions made, but we ask that you address these concerns directly with the Volunteer Coordinator rather than through online platforms.***

Again, if you are unsure of the appropriateness of a story or comment, please contact the Volunteer Coordinator or management. You are encouraged and welcome to use your own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy, outreach and more. However, DAS affiliates are prohibited from starting any new social media pages that represent the organization.

CONFIDENTIALITY POLICY

As a DAS volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of Dallas Animal Services to which you are exposed. All volunteers are required to sign a "Release of Liability and Maintaining Confidentiality" waiver. Failure to maintain confidentiality will result in termination of your relationship with DAS.

CONFLICTS OF INTEREST

As a volunteer of Dallas Animal Services, you should avoid any outside activity that could negatively affect the independence and objectivity of your judgement, interfere with timely and effective performance of your duties and responsibilities, discredit DAS or conflict/appear to conflict with DAS' best interest. The success of DAS rests on its reputation and the goodwill of the community.

Unless expressly authorized, no outside activity should involve the use of DAS assets, funds, materials, logos, facilities, time, or services of other DAS affiliates. Violations of this policy may result in release from partnership with DAS.

If you are asked to take part in an activity that conflicts with the vision and philosophies of DAS or if a potential or actual conflict of interest arises, please reach out to your DAS staff contact.

ANTI-HARASSMENT POLICY

Our anti-harassment policy expresses our commitment to maintain a workplace and environment that's free of harassment, so our employees, volunteers, and guests can feel safe and happy. Dallas

Animal Services strives to create and maintain an environment in which people are treated with dignity, decency and respect.

In accordance with all federal, state, and local laws, Dallas Animal Services expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification.

Dallas Animal Services expressly forbids and will not tolerate any actions (e.g., words, jokes, comments or gestures) that unreasonably create an intimidating, hostile, or offensive environment. DAS will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, client, volunteer, or any person working for or on behalf of Dallas Animal Services.

Anyone engaged in sexual or other unlawful harassment will be subject to release from partnership with Dallas Animal Services. If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify your DAS staff contact.

DAS will not tolerate any retaliation, harassment or intimidation of any supporter who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment, or intimidation may result in release from DAS partnership.

Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the affiliate who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, DAS determines that an employee or affiliate has engaged in harassment or illegal discrimination in violation of this policy, DAS will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment, release from partnership or possible legal action.

OVERVIEW OF VOLUNTEER PROGRAM

We respect your time and strive to make your experience with us productive and rewarding.

We aim to utilize volunteers for a variety of tasks, including but not limited to:

- Assisting staff with daily tasks and duties
- Improving the quality of life for all animals in our facility through enrichment, socialization, training, and care
- Providing support with administrative processes
- Growing the reach of Dallas Animal Services into the community and beyond

Whether you are interested in hands-on work with the animals or specialized jobs supporting operations, we can help find the perfect fit for you. By matching you with your ideal position, we can better save the lives of Dallas' companion animals and increase the reach of care for Dallas Animal Services.

Contact the Volunteer Coordinator or login to the volunteer portal for more information on trainings and opportunities.

UNIFORMS

Volunteers will be required to wear a volunteer t-shirt to identify themselves as volunteers during all shifts. They will also wear a colored wristband to identify what type of volunteering they are approved to do (i.e., cats, dogs, medical, administrative, etc.). Long pants and closed-toe shoes with good traction are also a requirement of our program. Volunteers are not able to attend shifts in shorts, regardless of the weather or activity. In cold weather, volunteers are permitted to layer long sleeve shirts under their volunteer t-shirt, but cannot layer on top of the shirt during their shift.

SCHEDULING

All volunteers are required to log a **minimum of four hours per month**, which can be achieved through a variety of in-shelter and remote volunteer opportunities. Short-term volunteer opportunities, which are exempt from the hour minimum, may be available. Please contact DASvolunteer@dallascityhall.com for more info.

Since you are investing your time and talents with us, we strive to make your volunteering experience seamless. For that reason, we utilize a volunteer portal called MyImpact for scheduling, communications, and hour tracking. When you applied, you created a MyImpact account, which you will use to watch trainings, sign up for volunteer shifts, and clock in and out while working.

You should download the [MyImpact phone app](#) so you can schedule yourself on the go and access your timeclock from the shelter. You can [watch this video](#) for a walk through of using your MyImpact account. If you don't have a smartphone, please let us know during your first visit to the shelter so we can walk you through alternatives for timekeeping.

You are required to sign up for shifts in advance, which you can do from the Opportunities page of your MyImpact account, and **you should not arrive to volunteer if you are not scheduled.** Please plan on completing the full shift you've signed up for unless alternative arrangements have been made with the Volunteer Coordinator. **You can sign up for shifts right up until the hour before they start**, so you can schedule yourself on-the-go even if you don't always know your schedule very far in advance!

After booking a shift, you will always need to **check your Schedule page to find Arrival Instructions or to cancel a shift you can no longer attend.** The option to cancel a shift directly from your account disappears once we are within 24 hours of a shift starting, and **you will have to contact the Volunteer Coordinator directly for last-minute cancelations.**

VOLUNTEER PATHWAYS

We are always thinking of new and innovative ways to utilize volunteer assistance. Whether you work best with animals, people, or both, there are many ways that you can assist us at Dallas Animal Services.

While volunteering with DAS, you can choose to work with dogs, cats, or some volunteers choose to work with both! We also have positions that don't put you in direct contact with animals, like working with our marketing team to take photos or write bios for our adoptable pets. It's important to remember that all positions include some level of cleaning and customer service. These are shared tasks that we all contribute to for the wellbeing of our pets!

To see position descriptions for all active volunteer opportunities, you can navigate to the Files Section of your MyImpact account (available in the menu of the app or the Profile section of the web portal). Each position description gives an overview of the position and a breakdown of the core responsibilities.

BACKGROUND CHECKS

Due to handling confidential information and/or being around pharmaceuticals, background checks will be required for volunteers providing volunteer service in non-public areas, including medical, administration, and the kitten nursery.

AVAILABLE TRAININGS

Having a well-trained volunteer base is crucial to promoting a safe and productive environment at DAS. You might find there are some volunteer opportunities that will be limited to individuals that have already completed certain trainings. If you have interest in a position for which you do not meet the required level of training, please reach out to the Volunteer Coordinator for more information.

Prior to being able to handle animals, additional Feline Handling 101 or Canine Handling 101 will be required. There are additional trainings available for specific positions, which will be presented to you after your initial handling training.

COMMUNITY SERVICE

Our program for fulfilling court-appointed service hours is separate from our Volunteer Program. Community service volunteers are not allowed to handle animals but can provide crucial cleaning assistance. To get started on Community Service volunteering, there is an application for court-ordered volunteers to be filled out on our web site at www.bedallas90.org/home/community-service/.

YOUTH VOLUNTEERS

DAS welcomes the involvement of younger volunteers in several different volunteer positions. The goal is the same as it is for our older volunteers: to have a fun and rewarding experience. Below are the specifications to ensure a safe volunteer experience for our youth volunteers.

Ages	Position Types	Requirements
Under 5	Not Eligible	Not eligible for any volunteer programs.
5 - 11yrs	Non – animal handling only	Parent/guardian must be present always
12-15yrs	Open	Parent/guardian must be present always
16-17yrs	Open	Parent/guardian must be present for orientation

Please note: It is up to our Volunteer Team to decide which, if any, volunteer positions are open to minor volunteers.

ATTENDANCE POLICIES AND PROCEDURES

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of our mission. For that reason, we ask that you not make a commitment that you may be unable to fulfill or take on responsibilities for which you feel unqualified for.

We understand that life happens, and you may not be able to make it to your volunteer shift. If you are not available to complete the volunteer shift(s) for which you have registered, please log into MyImpact and cancel your shift(s) or contact the Volunteer Team as soon as possible. By doing so, you will make the shift available to other volunteers.

If you can't perform the duties of your volunteer position or meet required deadlines, and you don't notify the volunteer department or your staff contact in advance, your participation in the volunteer program may be adversely affected. We encourage you to avoid this situation; by not fulfilling your commitment, you will miss out on some wonderful opportunities to help Dallas pets.

Please consult your volunteer team for specific "no-show" policies.

If you are unable to volunteer due to unforeseen circumstances, you may take a leave of absence for any period, but depending on the length of absence, you may need to take a refresher training to resume volunteering. Please discuss your needs with the Volunteer Coordinator by reaching out to DASvolunteer@dallascityhall.com.

STORING PERSONAL BELONGINGS

DAS has made a small group of lockers (located in the grey Annex) available to volunteers. Volunteers should bring and utilize their own locks while they are on the premises. However, volunteers are not permitted to keep their lock on a locker after they leave the premises; failure to remove a personal lock could result in the lock being cut and removed. DAS will not replace or reimburse a volunteer for a cut lock.

DAS is not liable for the security of items left in the lockers (whether secured with a lock or not) or left anywhere else on the premises. DAS encourages volunteers to either leave valuable items at home or keep them on their person.

VOLUNTEER PERFORMANCE SUPPORT

Performance feedback sessions give staff a chance to meet with volunteers one-on-one to review the chosen volunteer position, discuss what's going well, and identify goals and areas for improvement. If, as a volunteer, you have not acted in the best interests of DAS, it may be necessary to end the volunteer relationship.

POTENTIAL CAUSES FOR RELEASE FROM VOLUNTEER SERVICE

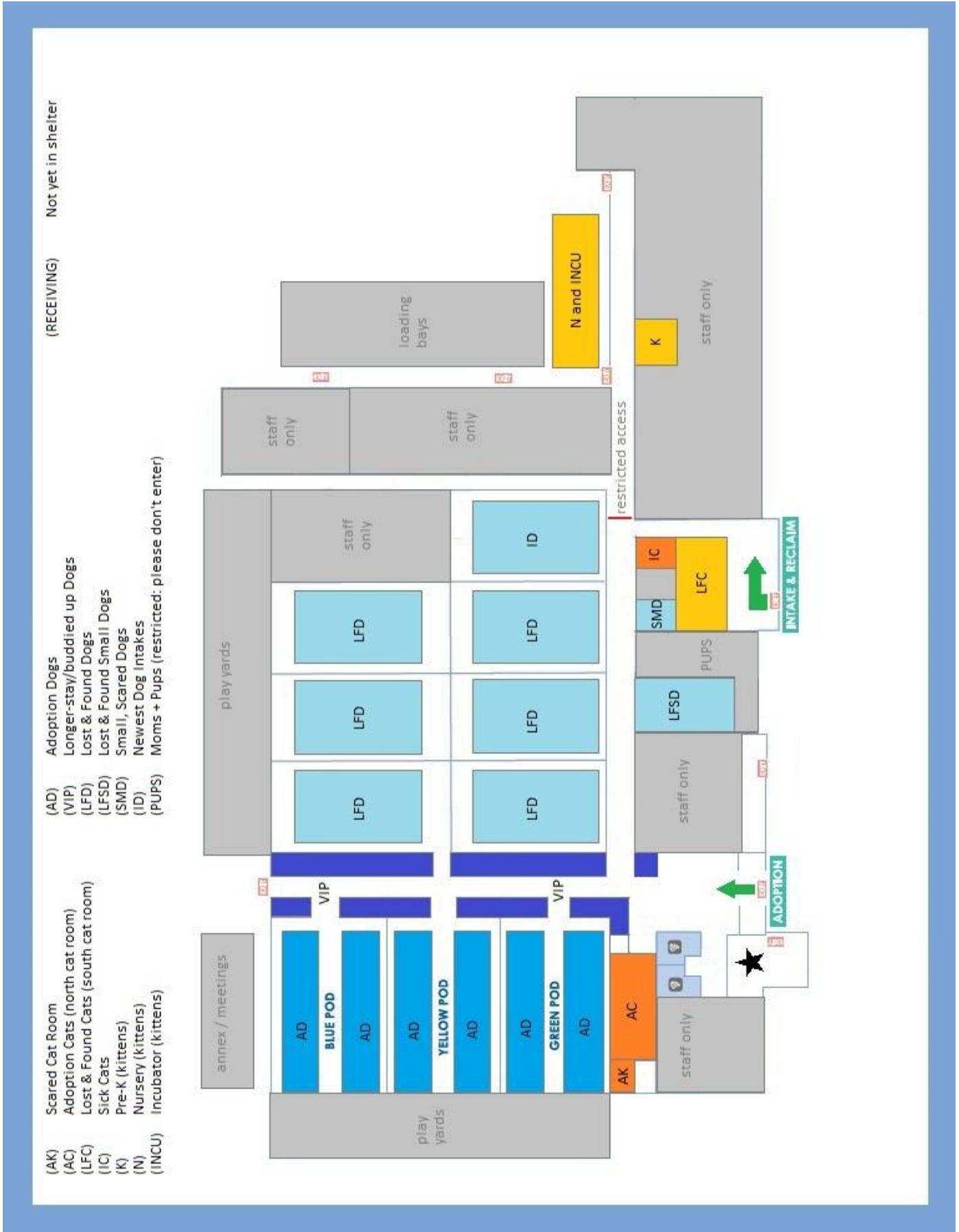
- Breaking of confidentiality
- Failure to adhere to policies or follow procedures
- Failure to report volunteer hours
- Inactivity
- Inappropriate drug or alcohol use
- Inappropriate or unprofessional conduct
- Excessive “no-show” for volunteer shifts
- Not fulfilling the duties of the volunteer position
- Misrepresentation of Dallas Animal Services
- Theft
- Violence or implication of violence

GRIEVANCE PROCEDURE

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of your staff contact or Volunteer Team.

The volunteer management staff make every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.

MAP OF THE BUILDING



RELEASE FORM



General Release and Volunteer Form for Adult Volunteers and Non-Employee Interns

Thank you for offering your time to volunteer with Dallas Animal Services (DAS). By signing below, I acknowledge that I have read this General Release and Volunteer Form (the "Form"), the related Volunteer Handbook, and understand and agree to the requirements outlined below.

1. **VOLUNTARY ACKNOWLEDGEMENT AND PARTICIPATION.** I acknowledge that I have voluntarily agreed to serve as a volunteer for Dallas Animal Services. I am referred to as a "Volunteer." I offer to perform as a Volunteer of my own volition. No one has demanded that I participate in any activity with DAS.
2. **NATURE AND SCOPE OF SERVICES.** As a Volunteer, I will be contributing my time and effort to various programs of DAS and performing a wide range of Services (collectively, the "Services"). The Services will be performed by me as assigned by an officer, director, employee, or another volunteer of DAS. In the course of performing the Services, I agree:
 - To read the Volunteer Handbook and otherwise complete all required orientation, training, and paperwork relating to my volunteer position(s).
 - To inform DAS staff if I am unable to complete tasks or participate in volunteer activities because of any physical or psychological limitations. Since I may be interacting with animals, both healthy and sick, big and small, and may be lifting, carrying, moving, or otherwise engaging in physical labor, I will be respectful of my own limitations and will inform staff immediately of my inability to perform volunteer tasks because of any such limitations.
 - To read and to obey all safety rules and regulations. In the interest of the safety of the animals, staff, and volunteers, I acknowledge that DAS has the right to revoke volunteer privileges if these rules and regulations are not followed.
 - To treat all DAS staff, volunteers, the animals, property, tools, and equipment with respect and kindness. I will also return all DAS property when my volunteer relationship ends.
 - That either I or DAS can terminate the volunteer relationship at will.
3. **NO COMPENSATION.** I agree to provide Services to DAS without compensation. I acknowledge that I will not be compensated for my efforts and that I am not an agent or contractor of DAS. I agree that I am not and will not become an employee, partner, agent, contractor, or principal of DAS upon signing this Form or performing the "Services" as a Volunteer.
4. **RESPONSIBILITY FOR MY OWN ACTS AND OMISSIONS.** I hereby agree to be legally and financially responsible and will indemnify and hold DAS and the City of Dallas and its officials and employees harmless for my own acts and omissions relating to the Services I am voluntarily providing to DAS. I acknowledge that I am responsible for providing my own medical, liability, and auto insurance during my volunteer service. I understand that I am not covered by workers' compensation nor insured by DAS or the City of Dallas during the performance of my volunteer duties and tasks, including when driving a vehicle or transporting an animal.
5. **ASSUMPTION OF RISK.** I am voluntarily participating in the activities of DAS with full knowledge of the risks and dangers involved and hereby agree to accept any and all risks of injury, death, or damage to myself and/ or my personal property. As a volunteer, I may come into contact and interact with animals, and such work entails risk of personal injury due to proximity to animals, dangerous equipment, long-distance driving, and other considerations. These include, but are not limited to, being bitten, kicked, clawed, tripped, and possibly exposed to zoonotic diseases.
6. **PHOTO, VIDEO AND AUDIO RELEASE.** I understand that as a volunteer of DAS, I or my name and likeness, may be recorded on film, video, other electronic recorded images, or other media recordings ("A-V Recordings") for any purpose related to furtherance of the objectives of DAS, including use in Dallas Animal Services media properties such as its magazine and websites. I grant DAS permission to copyright and use, reuse, publish, and republish A-V Recordings, without restriction as to changes or alterations, for art, advertising, trade, or any other purpose. Further, I understand that all work product I create in my capacity as a Volunteer for DAS will be the property of DAS and that DAS will have the sole right to use, sell, license, publish, or transfer any such work product, in any and all media formats, including print, mechanical and electronic formats. I will disclose any such work product to DAS and assign all rights thereto to DAS.

7. RELEASE. As consideration for being permitted by DAS to participate in activities and provide Services, I hereby agree that I, my assignees, heirs, distributees, guardians, and legal representatives will not make a claim against, sue, or attach the property of DAS or the City of Dallas for injury or damage resulting from any act, omission, negligence, or other acts, howsoever caused, by any employee, agent, contractor, or representative of DAS as a result of my participation in activities and performance of the Services or any A-V Recordings. I hereby release DAS and the City of Dallas from all actions, claims, or demands that I, my assignees, heirs, distributees, guardians, and legal representatives now have or may hereafter have for injury or damage resulting from my participation in activities and performance of the Services and any A-V Recordings.

8. CONFIDENTIALITY. During my association with DAS and thereafter, I will keep confidential, refrain from disclosing to others, and use only in the performance of Volunteer Services, all confidential information of DAS that I develop or learn about during the course of the volunteer relationship. I understand that this Form covers all confidential business and technical information and know-how of or about DAS which is not generally known to persons outside of DAS and which I have not been specifically authorized to disclose or use. Examples of confidential information include, but are not limited to, information on finances, membership and donors, volunteer performance, research and development, the condition of sanctuary animals, campaigns, outreach programs, and information received from others that DAS has agreed to keep confidential.

9. SOCIAL MEDIA – As a Volunteer of DAS, when I post on social media about DAS, I will only post in a collaborative manner. All social media communications shall remain professional and respectful. I will not post any information in a speculative manner or in a defamatory context about DAS or other staff, volunteers, fosters, or transfer affiliates. Failure to adhere to requested social media etiquette, could result in suspension or termination of my volunteer relationship with DAS.

10. I HAVE READ THIS RELEASE FORM AND FULLY UNDERSTAND THAT I WILL RELINQUISH ALL CLAIMS OR ACTIONS KNOWN NOW OR IN THE FUTURE AGAINST DALLAS ANIMAL SERVICES AND THE CITY OF DALLAS ARISING FROM MY VOLUNTEER ACTIVITIES WITH DAS. I am of legal age and legally competent to sign this Form. I am signing this Form of my own free will without the influence of a DAS staff member.

11. TERM OF FORM. I acknowledge that this Form will apply to the entire term of my volunteer relationship, starting with the date I first perform Volunteer Services for DAS, even if it pre-dates the date of this Form, and continuing as long as I continue to be a Volunteer and thereafter as is necessary to protect the interests and rights of DAS arising herein with respect to confidentiality and use of my work products and/or A-V material as authorized above.

12. GOVERNING LAW. This Form will be governed by and construed in accordance with the laws of the State of Texas without regard to conflicts of laws or principles.

13. I agree to sign an authorization, waiver, indemnify form giving approval for the City of Dallas to perform a criminal background search.

Name _____

Phone _____ Email _____

Mailing address _____

City _____ State _____ Zip Code _____

Date of birth (mm/dd/yy) _____

Emergency contact name _____ Phone _____

Volunteer Acknowledgement of Safety Rules at Dallas Animal Services

By signing below, I acknowledge that I have read, understand and will follow the safety rules for all areas in which I volunteer, including, but not limited to, all animal areas and other departments or locations.

I further agree that if I am volunteering for DAS outside of the main facility or city of Dallas, I will read and abide by all guidelines as outlined in the DAS Volunteer Handbook.

Signature of Volunteer _____ Date _____