



Fort Bend County Animal Services

Community Partner Handbook



HEALTH & HUMAN SERVICES

Fort Bend County Animal Services Community Partner Handbook

Table of Contents

Welcome to Fort Bend County Animal Services! 3

- Welcome & Thank You!
- About Fort Bend County Animal Services.
- What does Fort Bend County Animal Services do?
- What we would like to do.

Key Staff at Fort Bend County Animal Services..... 9

- Contact Information

Partnering with Fort Bend County Animal Services..... 10

- Rescue Groups
- Posters
- Shelter Volunteers
- General Public

Volunteering at Fort Bend County Animal Services Shelter..... 11

- What can you do for the animals housed at Fort Bend County Animal Services Shelter?
- Process to become a Shelter Volunteer at Fort Bend County Animal Services

Shelter Volunteer Opportunities 12

- Dog Walking
- Cat Playing/Grooming
- Dog Bathing/Grooming
- Shelter Cleaning
- Receptionist/Office Help
- Adoption Assistance at the Shelter
- Offsite Adoption Event Help

Scheduling Your Shelter Volunteer Service..... 13

- Using the sign-up schedule
- Daily Closing Time
- Missing Shifts
- Contact Information

Code of Conduct	14
<ul style="list-style-type: none"> • Respectful Behavior • Guests/Pets/Children • Privacy Policy & Conveying Correct Information • Dress Code • Fosters • Smoking • Drugs & Alcohol • Cell Phones • Pictures • Animal Care • Injuries • Complaints • Discipline 	
Working with Fort Bend County Animal Services.....	17
<ul style="list-style-type: none"> • Media Relations • Authorized Areas • Euthanasia • Disease Control 	
Community Groups & Events.....	18
<ul style="list-style-type: none"> • Ad Hoc Activities & Events • Volunteer Groups or Organizations • Rescue Groups 	
Community Support.....	19
<ul style="list-style-type: none"> • Donations 	
Volunteer Application	20
Volunteer Agreement and Contract	22
Volunteer Release and Waiver of Liability	23
Foster Application	24
Rescue Group Registration.....	27

Welcome!!

Fort Bend County Animal Services (FBCAS) welcomes you as a community partner to our shelter and thanks you for the time you are willing to commit to the enrichment of the lives of the animals we house here on a daily basis. We recognize that the success of our shelter in finding homes for the animals housed at the shelter depends on successful partnerships with our own volunteers, 501(c)3 organizations, the various rescue groups and the general public. With the assistance of these partnerships, we strive to return every lost animal to its owner or find the animal a new forever home. Your role in helping us do this is very important. One essential component is the Fort Bend Animal Services Volunteer Program. The purpose of our volunteer program is to provide support to the animals and shelter staff.

Some of the steps used to fulfill our goals are:

- Fort Bend County Animal Services actively looks for the owners of animals turned in to the shelter or picked up by Animal Services employees and have identification
- Volunteer fostering
- Adoption through FBCAS or transfer to one of our partner shelters or rescue groups

Detailed information regarding the activities mentioned above can be found in the Fort Bend County Animal Services Shelter Manual Policies and Procedures.

Some of the areas where our volunteers can best assist are:

- Dog Walking
- Cat Playing/Grooming
- Dog Bathing/Grooming
- Shelter Cleaning
- Receptionist/Office Help
- Adoption Assistance in the Shelter
- Adoption Events Assistance

It is of the utmost importance that animals in the shelter be treated with compassion and kindness while they are in our care... and the care of the volunteers at the shelter. All rules are to be followed while an animal is in our care. If a question arises about an action to be taken, then an employee in a supervisory role should be consulted.

We are not a “no kill” shelter and we only euthanize as a last resort. Our current goal is to continue to reduce the number of animals euthanized annually. From time to time, because of illness, extreme injury or overcrowding, euthanasia is the only choice. As a volunteer, if you are not comfortable with euthanasia, this may not be the volunteer experience for you. Our staff faces this reality each day as they are charged with this duty, and you should know that this could happen at any time in our shelter.

If you have decided to become a valued member of our volunteer program, please review the information in this handbook carefully so there is a full understanding of your role as part of our shelter operation. If you wish to volunteer, please make your decision with an understanding of the commitment to time and

responsibility you must invest to be a volunteer at Fort Bend County Animal Shelter. Think through your decision carefully because fulfilling your weekly/monthly commitment could mean the difference between a smooth operation and a more stressful environment for the animals, staff and other volunteers. If you decide you cannot commit to regularly scheduled times, you might consider other ways you can volunteer actively with Fort Bend County Animal Services.

Again, thank you for all you do to improve the lives and outcomes of the animals housed at the shelter. Welcome to our team! We look forward to working with you and making this a rewarding experience that will benefit you, the staff and our animals.

About Fort Bend County Animal Services

FORT BEND COUNTY ANIMAL SERVICES is committed to pet redemption and adoption. In addition to sheltering and providing care to all animals brought to the shelter, we work diligently to return animals to their owners or place them in new homes. We collaborate and coordinate with other shelters and rescue groups, and communicate through social media networks to cast the widest possible adoption net. We also provide pet fostering programs.

We are committed to promoting responsible pet ownership through spaying/neutering, micro chipping and vaccinations. Campaigns and programs to educate and raise community awareness about these services are ongoing and we welcome additional support in these areas.

A year-long breeding season steadily increases the area's animal population, and our semi-tropical climate serves as an incubator for fleas, ticks and other parasites harmful to animals. Because of this, rabies outbreaks are a special concern. A rabies vaccination is required to register a pet, and pet registration is mandatory in Fort Bend County. Fort Bend County Animal Services serves as the registration facility. We educate the public about rabies prevention and about co-existing with our extensive wildlife population (which include coyotes, bobcats, bats, raccoons, opossums, skunks, foxes, snakes and even alligators). See website: www.fortbendcountyanimalservices.com which gives a detailed overview of the services provided to the community by Fort Bend County Animal Services.

Our goal is to provide animal control and shelter services that minimize fear, pain, stress and suffering to animals in and out of the shelter and we work to ensure safe and healthy human/animal interactions. We work closely with municipalities within Fort Bend County as well as unincorporated areas to respond to animal cruelty and abuse reports, behavioral complaints, dog bite cases and animal/gang related issues.

What does Fort Bend County Animal Services do?

Placement of Pets through Adoptions & Rescue Groups

- We make dogs and cats available for adoption at our shelter and at various off-site adoption events throughout the county. Animals are transferred to registered rescue groups for free.
- Adoption Fees are determined by Fort Bend County Commissioner's Court. A copy of the most recent fee schedule is available in the shelter office and is posted online at www.fortbendcountyanimalservices.com.

Lost and Found

- People who have lost pets are encouraged to check the Fort Bend County Animal Services website: www.fortbendcountypets.com. All found animals are posted to the website, with a picture, description and notation of where they were found. If a community member does not have access to the Internet at home, any of the local libraries can provide Internet service to view the website. You may also contact Fort Bend County Animal Services at 281-238-1512 regarding a lost pet, or visit the location at: 1210 Blume Road, Rosenberg, TX 77471.
- All strays impounded at our facility are shown on our website: www.fortbendcountypets.com
- If Fort Bend County Animal Services picks up an animal with an ID tag or a detectable microchip, staff will call the owner or contact the agency that issued the rabies tag in order to get the pet back to its home.

Pet Registration – the law in Fort Bend County

- We receive and process animal registrations to assist in identifying an animal in case it becomes lost. Even indoor pets can get out and become lost. The Fort Bend County regulations regarding pet ownership, in the unincorporated areas of the county, require that anyone owning a dog or cat must have his or her pet vaccinated against rabies and registered every year. Owners are required to renew the license yearly.
- Annual County Pet Registration Fees are determined by Fort Bend County Commissioner's Court. Current pet registration fees may be located online at www.fortbendcountyanimalservices.com.

Rabies Prevention

- Call 281-342-3512 to report possible exposure, including bites and scratches, from potentially unvaccinated animals.
- Animal bites and scratches need to be evaluated as a possible rabies exposure which may include a quarantine period for the animal to ensure public safety.

Animal Cruelty

- Animal Services handles citizen complaints regarding cruelty and neglect to animals.
- The basic needs of an animal require that they have access to food, water, shelter and exercise. If the dog or cat is reported to be deprived of these, an Animal Control Officer, often in conjunction with law enforcement, will investigate.

Owner Surrender

- Some owners cannot or choose not to fulfill the commitment they made when they brought an animal into their home. We try to inform owners of all the alternatives to surrendering their pet so they can make a decision that's best for the animal. Alternatives include resolution of behavior problems, owner advertising the animal for adoption on reputable sites, or contacting rescue organizations.
- Owner surrenders are accepted at the shelter each day during public hours.

Euthanasia

Euthanasia is an unfortunate occurrence at Fort Bend County Animal Services. It is always the last option, after all other options are exhausted, and we will always strive to place an animal into a good home, if available. We hope that more citizens will visit Fort Bend County Animal Services to adopt rather than to turn-in animals. We also hope that through spay/neuter efforts and community education there will be fewer cats and dogs needing homes.

Volunteers and other partners at the Fort Bend County Animal Services shelter may be exposed to animals facing euthanasia, even though they will not witness the actual procedure. Fort Bend County Animal Services uses a humane intravenous injection method for euthanasia. Whether you personally agree with the practice or not, this is a day-to-day reality at the shelter.

If you are not comfortable in this atmosphere, supporting Fort Bend County Animal Services as it strives to make Fort Bend County a more humane community, this may not be a positive volunteer experience for you. You may be better suited to volunteering at another worthy animal shelter or agency in the area.

What we would like to do!

Fort Bend County Animal Services would like to increase the number of animals who leave the shelter for loving homes. These homes include the original home they strayed from or new adopted forever homes. To achieve this goal, we hope to recruit, incorporate and maintain partnerships with rescue groups, fosters, volunteers, corporations, veterinarians, and 501(c) groups, to name a few.

This effort will take commitment and organization. Successful programs in other county and municipal shelters we would like to develop here include:

- Becoming the accurate and complete source of information for our community partners regarding ALL animals in the shelter
- Partnering with other social media users to promote the animals for adoption and for those who need help immediately
- Increasing offsite adoption exposure utilizing volunteers to transport and staff the events
- Increasing our network of rescue groups
- Working with social media users to increase redemptions to owners
- Recruiting volunteers to actively help decrease the owner-surrender numbers
- Using donations of vaccines or money to vaccinate every animal on intake to the shelter
- Implementing a program to refer very young animals who need bottle feeding or other support until ready for adoption, to a network of fosters/volunteers committed to this support
- Actively promoting injured or ill animals to the community to find individuals or groups who can quickly assist with medical care or fostering

Key Staff at the Fort Bend County Animal Services Shelter – and other information

Fort Bend County Animal Services

Director	Debbi Horrocks
Assistant Director	Rene Vasquez
Adoption Coordinator	Ray Wilson

Front Entrance/Mailing Address:

Fort Bend County Animal Services

1210 Blume Road

Rosenberg, TX 77471

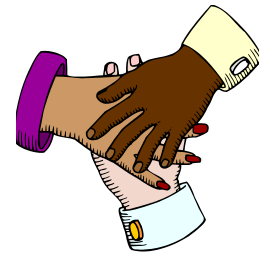
Office: 281-342-1512

Email address: AnimalServices@fortbendcountytexas.gov

Website: www.fortbendcountyanimalservices.com

Facebook page: [Fort Bend County Pets-Fort Bend County Animal Services](https://www.facebook.com/FortBendCountyPets-FortBendCountyAnimalServices)

Partnering with Fort Bend County Animal Services



Fort Bend County Animal Services has the goal of improving the number of animals who leave the shelter for new homes each year. In order to continue to improve, we need the assistance of community members. Specifically, we need rescue groups, fosters, shelter volunteers and the general public.

Rescue Groups

Rescue Groups can assist with pulling animals from the shelter, providing appropriate vetting and finding homes for the animals they pull. Rescue groups assume ownership of the animals they pull and must assure that the animals are spayed/neutered or micro-chipped before going to a new home.

In order to assure safe and healthy outcomes for animals released to rescue groups, the shelter requires that each rescue group register with the shelter using the form attached to this handbook and providing a copy of the IRS 501(c)3 designation and the names of the individuals authorized to pull for the rescue.

Fosters

Fosters can assist the shelter with caring for young, injured or ill animals as well as others who may not do well in the shelter setting. Fosters do not assume ownership of the animals, but will bring them back to the shelter or to sponsored adoption events to help find forever homes for the animals they care for. Fosters can choose a foster to adopt option and then would be responsible for the regular adoption fee and the shelter would arrange for spay/neuter and microchip for the animal.

Shelter Volunteers

Shelter volunteers can assist the staff and animals at the shelter or at offsite adoption events in many ways. Volunteers are critical in socializing, grooming and exercising the animals. If you can commit several hours at the shelter, please review the specific section on shelter volunteers in this handbook.

General Public

More than 4,000 animals come in to the Fort Bend County Animal Services shelter every year. Many of these are not returned to an owner. The shelter needs the public to consider adoption from a shelter over buying from breeders to help find homes for the wonderful animals who through no fault of their own find themselves without a loving home and in the shelter. We also need to spread the word to have all domestic pets spayed/neutered to reduce the number of stray and unwanted animals in the community. Donations of funds for specific purposes, such as vaccinations or medical care, and donations of specific items are always welcome. In the near future, Fort Bend County Animal Services will establish a donation website where community members may visit to donate to help save our furry friends.

Volunteering at Fort Bend County Animal Services Shelter

What can you do for the animals housed at Fort Bend County Animal Services Shelter?

On the following pages, you'll see a variety of shelter volunteer job descriptions. Look through them, and then talk with the Assistant Director who will help you to decide where you are needed most, based on your background and your interests.

We are seeking committed volunteers who can participate in Fort Bend County Animal Services activities at least once a month. While not required, regular participation helps the animals at the shelter and keeps you connected with the rest of the staff and volunteer team.

If you can't come in at regularly scheduled times, there are other ways you can volunteer. We always need help with special events and donation drives. Be sure to check your email or the Fort Bend County Animal Services FaceBook page at *Fort Bend County Pets-Fort Bend County Animal Services* for upcoming events and opportunities to get involved at Fort Bend County Animal Services.

Process to become a Shelter Volunteer at Fort Bend County Animal Services:

- 1. Fill out a volunteer application form** – let us know what you would like to do. Volunteers must be at least 16 years of age.
- 2. Attend a volunteer orientation on the fourth Saturday of the month from 9-11am.** The class lasts approximately 2 hours and includes a classroom presentation and shelter tour, including interaction with the animals, and is a pre-requisite to performing any of the volunteer activities offered. Volunteers must wear long pants and closed-toed shoes to volunteer with Fort Bend County Animal Services to minimize the potential for injury. Come in through our main entrance at 1210 Blume Road, Rosenberg, TX 77471 to the Reception area and you will be escorted to the orientation classroom.
- 3. Sign Up for Volunteer Activities.** Assignments for a variety of volunteer duties are posted at the shelter with the number of volunteers needed for each activity or event.

Shelter Volunteer Opportunities

Hours for the various activities are different, so please take notes in the orientation session to better understand the scope of work needed and the hours when the tasks need to take place.

Dog Walking:

Animal Services is seeking Volunteers interested in walking dogs that are available for adoption. Walking is a great exercise for both people and dogs and helps the dogs get used to being on a leash. Being in a run all day is hard on dogs and walking is a great way for some of them to get out and work off some of that energy.



Cat Playing/Grooming:

Just like the dogs, cats thrive on attention and playtime. Volunteers are needed to interact with the cats and work off some of the energy that builds up from being in a cage all day.

Dog Bathing/Groomer

Rub a dub, dub, dogs in the tub! Animal Services is seeking volunteers interested in bathing dogs that are available for adoption. Being clean and pretty/handsome helps the dogs put their best foot forward and increases their chances of finding that new and forever home. The opportunity could also include ear-cleaning, nail trimming, brushing and clipping, depending on your comfort level and experience.

Shelter Cleaning:

Animal Services is seeking volunteers to help with the daily cleaning of the shelter. Cleaning is a very important job and a never ending one. The more cleaning that can be done, the better will be the health and welfare of the animals in the shelter. Animal areas and common areas, dish cleaning, and laundry are all aspects of the cleaning that is needed.

Reception/Office Help:

Animal Services is seeking volunteers to help with greeting guests and basic office tasks such as filing and call backs. The front office work is a key to our image and success with members of the community and is the backbone of the shelter. Good customer service and communication skills are needed – as well as a healthy dose of patience.



Adoption Assistance at the Shelter:

Animal Services is seeking volunteers to help with photographing the animals, assuring that correct information on each animal is available, and interacting with potential adopters to assist with appropriate placement of animals into forever homes.

Offsite Adoption Event Help:

Wrangling cages and animals for an offsite event as well as interaction with potential adopters is key to the success of offsite adoption events. Animal Services is seeking a few good volunteers to assist with this important effort. The same guidance for volunteers in the shelter applies to volunteers at these off site events.

Scheduling Your Shelter Volunteer Service

Please Assist the Shelter in Organizing Volunteer Coverage by Using the Sign-up Schedule

Volunteer accountability is vital to Fort Bend County Animal Services' overall success. To ensure coverage of volunteer activities, it is appreciated if volunteers sign up on the schedule in the office at least 24 hours in advance. Each day, the staff at Fort Bend County Animal Services will have a list of volunteers that are scheduled to assist with the various needs. If you come unscheduled, you will be welcomed if there are tasks to be covered, but may be asked to return at another time if the shelter has enough volunteers on site at the time. Please note that the shelter will soon have an online registration system to assist you in determining when you are available to participate.

Daily Closing Time

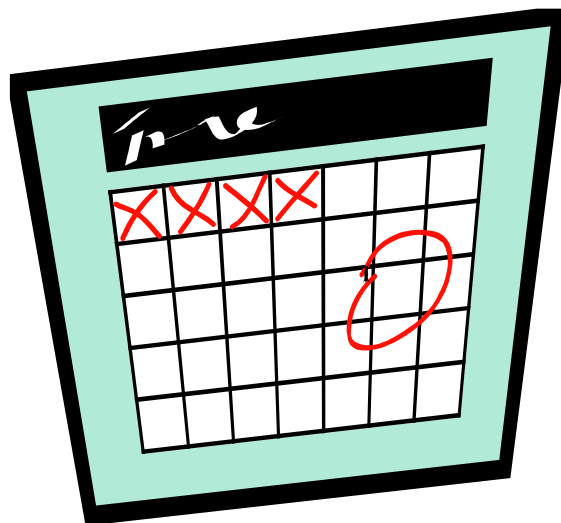
Please assist our kennel technicians in the final cleaning of the day - which includes walk ways - by leaving the shelter no later than the posted public closing time for the shelter each day, and not arriving earlier than the public opening time for scheduled volunteer activities, unless you have been specifically requested by the Director for an event such as an off-site adoption event.

Missing Shifts

Your support matters – the animals and the Fort Bend County Animal Services team are counting on you. Missing volunteer assigned shifts leaves spots available that could have otherwise been staffed by other volunteers. If you find that you are unable to fulfill a previously scheduled activity, please contact the office as soon as you are able so that an alternate volunteer may be found.

Contact Information

It is important to keep your contact information up to date at all times. Therefore, volunteers should notify the Fort Bend County Animal Services Office of changes in address, phone number, emergency contact or email address in a timely manner.



Code of Conduct for Community Partners

Respectful Behavior

As a member of the Fort Bend County Animal Services team, you may be seen as a representative of Fort Bend County Animal Services in the community and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and with staff. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written material as well as personal interactions with staff, shelter volunteers, community partners and members of the public. Bottom line - commit to providing excellent customer service to our visitors, staff, and community partners.

Guests/Pets/Children

Shelter volunteers are not permitted to bring guests, other animals or any children to the facility while performing volunteer activities and will be asked to leave if any children or guests accompany you. If you find that you are unable to perform your duties without anyone else with you, then please be respectful of the work being done at Fort Bend County Animal Services, cancel your volunteer assignment and do not report to duty.

Anyone over 16 years is welcome to complete a Shelter Volunteer application and, if approved, to be scheduled to participate in a Volunteer capacity with Fort Bend County Animal Services.

Other community partners may bring children with them but must keep them under their direction at all times. Of particular concern is the safety of the children who may put their hands and feet into cages and who may not observe cross contamination precautions between animals.

Privacy Policy & Conveying Correct Information

Information pertaining to Fort Bend County Animal Services' records or specific cases is strictly confidential and may not be discussed with anyone other than shelter staff. Please refer members of the public to shelter staff for questions on fees or policies unless you have been requested by shelter staff to provide reception assistance. When in doubt, always refer the person to Fort Bend County Animal Services staff. Community Partners are not to disclose any confidential information (contact, personal information, financial, etc.) of shelter clients, participants, or staff members. Only Fort Bend County Animal Services' approved signage and messaging are allowed on premises and at sponsored events. Do not write notes or messages on kennel cards, on paper signs or affix any other signs or messages without prior approval from Fort Bend County Animal Services' management.

Dress Code

Come prepared with the mindset that anything that you wear will get dirty. When working with animals you are advised to cover as much skin as possible to avoid scratches, exposure to zoonotic communicable illness, ringworm, mange (scabies), fleas and/or ticks. As a Fort Bend County Animal Services volunteer, you are required to wear the following during each volunteer activity for the shelter:

- **Fort Bend County Animal Services Volunteer ID badge** – this will be assigned to you once you have completed the Volunteer orientation and committed to volunteer with the shelter on an on-going basis.
- **Fort Bend County Volunteer vest** - It is imperative that all volunteers be dressed in Fort Bend County Animal Services vest apparel so that they are consistently recognizable to the public. One-time volunteers will not receive Fort Bend County Animal Services vests or badges, but should wear appropriate clothing – long pants, comfortable, closed-toe shoes (preferably tennis shoes) and a comfortable shirt.
- **Long pants** are requested – jeans, khakis or other long pants. Shorts, skirts, skorts, or other garments that expose portions of the leg to potential scratches or scrapes are not permitted.
- **Comfortable close-toed shoes** – no sandals or flip flops.

Fosters

Fosters will be issued identification badges to be worn at all times on Fort Bend County Animal Services property and at Fort Bend County Animal Services events and activities. For more information on the foster program, refer to the Fort Bend County Animal Services Shelter Operations Policies and Procedures Manual. You can find a copy of the manual in the Receptionist office for your review.

Smoking

Smoking is prohibited in all County buildings and within 25 feet of all building entrances. Community Partners who wish to smoke must do so in compliance with County Policy. While working at off-site events as a Fort Bend County Animal Services Volunteer, you may not smoke except when on breaks and out of public view.

Drugs and Alcohol

Under no circumstances shall a Volunteer work at our facility or off-site event under the influence of drugs or alcohol. If suspected of being under the influence of drugs and/or alcohol, you will be asked to leave immediately and your volunteer services with the Fort Bend County Animal Services Volunteer Program will be terminated.

Cell Phones

While you are here, we want you to keep your focus on the animals in your care and the customers in need of assistance. Fort Bend County Animal Services prohibits the use of cell phones and mobile devices that create unsafe situations. For those reasons, and because we don't want your phones damaged by water when bathing animals or from being dropped, we suggest you keep your phone in your car. Cell phone use while handling an animal is strictly prohibited, and should not be used while interacting with Fort Bend County Animal Services customers. If it is necessary for you to have your

cell phone with you while volunteering, set the ringer to vibrate or silent, and use your cell phone in non-working areas only. Ear buds, headsets, and headphones shall not be used at any time while volunteering with Fort Bend County Animal Services.

Pictures

Fort Bend County Animal Services is the best source of pictures of ALL the animals in our care. Each picture posted by Animal Services will include the ID, a basic description and date the hold period ends. If you do take additional pictures and plan to share them, please be sure to also include the shelter picture with the information embedded so there will be a clear link to that animal when someone is interested in adopting or rescuing. Pictures taken by shelter staff and by professional photographers are posted on the FaceBook page (Fort Bend County Pets-Fort Bend County Animal Services) and are available for volunteers to use for further promotion of the adoptable animals at the shelter.



Animal Care

It is expected that Fort Bend County Animal Services Community Partners will treat all animals in the shelter's care with compassion and gentleness. Ask for assistance from Fort Bend County Animal Services' staff when needed, and use caution at all times. Do not hand write messages on kennel cards – notify Fort Bend County Animal Services' staff of any observations or information you believe may need to be noted for an animal. Community Partners are not to diagnose medical cases, remove sick animals from the shelter without permission from the Director, or take any animals from the shelter without proper documentation and approval from the Adoption Coordinator, Assistant Director or Director. Any volunteer doing so will be subject to dismissal.

Injuries

You are responsible for your own health and welfare, so be sure to give attention to all signs and safety precautions. If you are injured while at Fort Bend County Animal Services, you must immediately notify the shift supervisor.

Complaints

Your point of contact regarding community partner activity, shelter volunteering or shelter activities is the Assistant Director. Bring any concerns and questions to the Assistant Director first. If you have a complaint regarding a staff member or an issue with Fort Bend County Animal Services' policy, immediately bring it to the attention of the Assistant Director so that it can be investigated and resolved. If you are not satisfied with the resolution, you may take your complaint to the Director of Fort Bend County Animal Services.

Discipline

Fort Bend County Animal Services promotes a system of progressive discipline for its employees and will extend that system to include our community partners, including shelter volunteers. Those who commit violations of policy and procedure will be verbally counseled in an effort to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal from the shelter.

Working with Fort Bend County Animal Services

Media Relations

Community partners are specifically prohibited from speaking on behalf of Fort Bend County Animal Services to any representative of the media. All media questions are handled by our Public Health Information Specialist, who can be reached at 281-238-3551.

Social Media

Online activities are subject to all of the policies in the Community Partner Handbook, including the Code of Conduct. Individuals who are unable to ensure that their online activities comply with the Handbook will not be permitted to partner with Fort Bend County Animal Services.

Authorized Areas

Volunteers, Fosters and Rescue Partners are permitted to access the public areas of the Fort Bend County Animal Services Shelter during the times they are scheduled to volunteer or visit the shelter. Other areas, for safety concerns are considered staff only and community partners should not attempt to access these areas.

Disease Control

Fort Bend County Animal Services is responsible for ensuring public safety including rabies control and other zoonotic disease containment. As a community partner at Fort Bend County Animal Services, you must wash your hands frequently (refer to posted notices) as well as clean all animal handling equipment thoroughly to prevent the spread of disease in the shelter.

If you are bitten or scratched, you must report the incident to the Assistant Director immediately. Be sure to have the identity (record number or animal ID) of the animal ready. The animal may be quarantined for observation. You are responsible for your own personal health and should seek medical evaluation, and treatment if necessary, from your own doctor.

Community Groups & Events



Ad Hoc Activities & Events

Fort Bend County Animal Services schedules and plans activities and events, on-site as well as off-site, for adoptions, awareness and other outreach initiatives. Any and all activities and events, either on the Fort Bend County Animal Services premises or represented as being sanctioned by Fort Bend County Animal Services to the public must be coordinated, and approved, by Fort Bend County Animal Services well in advance of the event. Unscheduled or impromptu activities or events will not be supported or endorsed by Fort Bend County Animal Services. Under no circumstances shall a community partner hold an event and represent it as being sanctioned by Fort Bend County unless pre-approved by the Director or Assistant Director of Fort Bend County Animal Services. No ID badges, vests or other items issued by Fort Bend County identifying you as a shelter volunteer or other community partner may be used at an event that Fort Bend County is not sponsoring.

Volunteer Groups or Organizations

Any groups or organizations wishing to hold an event or group volunteer project must contact the Adoption Coordinator or other member of Fort Bend County Animal Services' management in advance to make such arrangements. Groups will not be allowed to assemble at sanctioned offsite events or on-site to promote their business, cause or messaging without prior approval from Fort Bend County Animal Services Management.

Rescue Groups

While we hope we can find homes for all the animals that come into the shelter, in reality, we receive many more than we have people who want to adopt. Rescue groups are a particularly valued partner in placing animals into caring, loving homes. Rescue groups are organized 501(c)3 groups that transfer animals from the shelter into their program to care for and place the animal into a permanent home. Fort Bend County Animal Services currently partners with many rescue groups in the Fort Bend County area.

All rescue groups that wish to transfer an animal from Fort Bend County Animal Services must complete a Rescue Group Registration and provide the names of those who are designated to pull for them.

Community Support

Donations



Fort Bend County Animal Services is not a private, non-profit organization. The agency has a limited budget as one of the County government services that is supported by our citizens' tax dollars. We have a responsibility to all the citizens to use these funds as wisely as possible.

Donations of supplies or funds may be brought to the front desk at 1210 Blume Road, Rosenberg, TX 77471, anytime during Fort Bend County Animal Services public hours. And, as noted previously, in the near future, Fort Bend County Animal Services will establish a donation website where community members may visit to donate to help save our furry friends. A receipt for all donations will be provided.

All supplies donated must be unexpired and unopened to be usable. Fort Bend County Animal Services is always in need of the following items (immediate needs are marked **):

Flea Shampoo	Plastic Storage Bins **
Dawn dishwashing liquid **	Dry Dog, Cat, Kitten, or Puppy Food **
Small hand towels	Kitten and puppy nursing bottles **
Newspapers	Kitten Milk Replacer (KMR) **
Kong toys and other sturdy, washable dog toys	Puppy Milk Replacer (Esbilac)
Wand-type, interactive cat toys	Canned and dry cat and dog food **
Washable, plastic, ball-type cat toys	Canned and dry kitten and puppy food **
Natural rawhide chews	Natural dog and cat treats
HE (high efficiency) liquid laundry detergent	Advantage flea and tick medicine
Dryer sheets	Capstar flea and tick medicine
Unopened, unexpired peanut butter	Litter and litter boxes
Tennis balls	Leashes and collars
Air freshener	Nail grooming equipment
Paper bags	Dog & Cat Brushes
Cardboard boxes	Benches **
Esuno fabric softener	A-frame Ladders
New, unopened rubbing alcohol	Large containers for plants
New unopened hydrogen peroxide	Garden stepping stones
Construction paper	Pooper-scoopers **
Markers – sharpies, washable, etc.	



Fort Bend County Animal Services
1210 Blume Rd
Rosenberg TX, 77471
281-342-1512

Shelter Volunteer Application

Thank you for your interest in volunteering with Fort Bend County Animal Services. We would like to welcome all volunteers, 16 years and older, however, if you are a minor (under the age of 18) we will require parental consent to allow you to volunteer at the shelter. Please provide answers to the following questions.

First Name _____ Last Name _____ Middle Initial _____
Address _____ City _____ State _____ Zip Code _____
Phone Number _____ Alternate Phone Number _____
Emergency Contact _____ Relationship to Volunteer _____
Emergency Contact Phone Number _____
Emergency Contact Alternate Number _____

Do you have any physical limitations or health related problems that need to be accommodated?

_____ Yes _____ No

Please explain _____

What skills do you have for volunteering with animals? _____

What duties are you willing to perform while volunteering? _____

What duties are you **NOT** willing to perform while volunteering? _____

What are your available hours to volunteer? _____

Have you ever been convicted of a criminal offense (other than traffic violations)? _____

If yes, please explain _____

ALL VOLUNTEERS MUST BE IN PROPER ATTIRE TO VOLUNTEER IN OUR SHELTER FOR A SAFE AND PROFESSIONAL ENVIRONMENT. ALL VOLUNTEERS ARE REQUIRED TO WEAR THE VESTS PROVIDED. THE FOLLOWING ARE NOT ALLOWED:

SHORTS
SKIRTS
OPEN-TOED SHOES
SLEEVELESS SHIRTS
TANK TOPS
FLIP FLOPS

ALL VOLUNTEERS ARE REQUIRED TO WEAR CLOSE-TOED SHOES SUCH AS TENNIS SHOES OR WATER BOOTS!

YOU ARE REPRESENTING FORT BEND COUNTY WHEN YOU ARE VOLUNTEERING ON OUR PREMISES. PLEASE DRESS AND ACT PROFESSIONALLY.

I understand that by submitting this application I am giving all true and accurate information to Fort Bend County Animal Services and agree to abide by the agency's policies.

Printed Name

Date

Signature

For Minors (age 16-17):

Printed Name of Parent

Date

Signature of Parent

Parent Contact Number



Fort Bend County Animal Services Shelter Volunteer Agreement and Contract

____I agree to conduct myself in a courteous and professional manner as a volunteer and as a representative of the Fort Bend County Animal Services.

____I agree to abide by all Animal Service's policies and procedures, including the Volunteer Handbook.

____I authorize Animal Services to contact my emergency contact and to seek emergency medical care in case of an accident, injury or illness.

____I agree that my services are provided on a volunteer basis without pay or compensation of any kind and all services are to be performed at my own risk and that I may be released as a volunteer at any time.

____I understand that in handling animals and performing other volunteer tasks, there exists a risk of injury, including physical harm caused by the animals.

____I hereby allow Fort Bend County Animal Services to use any photographs taken of me on property or at special events for public relations purposes.

Printed Name

Date

Signature

For Minors (age 16-17):

Printed Name of Parent

Date

Signature of Parent

Parent Contact Number



**Fort Bend Animal Services
1210 Blume Road
Rosenberg TX 77471
281-342-1512**

**ACCIDENT WAIVER AND RELEASE OF LIABILITY FORM FOR
ANIMAL SERVICES SHELTER VOLUNTEERS**

As a condition of my participation as a volunteer at Fort Bend County Animal Services, I agree to and shall indemnify, save and hold harmless and defend the County, its officials, agents and employees from and against any and all claims, losses, damages, causes of action, suits and liability of every kind, including but not limited to attorney's fees (whether 1st party or 3rd party) and related costs, for personal injury death or property damage, destruction or loss arising out of or connected in any way with my volunteer activities.

I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Texas. I agree that in the event that any clause or provision of the Release is deemed invalid, the enforceability of the remaining provision of this Release shall not be affected.

I hereby consent to receive medical treatment which may be deemed advisable in the event of injury, accident, and/or illness during my volunteer activities at Fort Bend County Animal Services.

By my signature, I warrant that I am at least 18 years old; that I have the legal authority to sign this ACCIDENT WAIVER AND RELEASE OF LIABILITY and that I sign it of my own free will. In the event that the below named participant is a minor, I certify that I am the parent or legal guardian of the participant and have agreed to the terms described herein on behalf of my minor child.

I understand that a photocopy of this authorization is as valid as the original.

Printed Name

Date

Signature

For Minors (age 16-17):

Printed Name of Parent

Date

Signature of Parent

Parent Contact Number



Fort Bend County Animal Services
1210 Blume Rd
Rosenberg, TX 77471
281-342-1512

Foster Application

Date: _____ First Name _____ Last Name _____ M.I. _____
Address _____ City _____ St _____ Zip Code _____
Email Address _____
Cell # _____ Home # _____ Work # _____
Emergency Contact _____ Relationship to You _____
Contact's Phone Number _____ Alternate Number _____
Education Level: (Please check highest level) High School: _____ College: _____ Graduate: _____
Degree(s): _____
If currently enrolled, what is the name of your school? _____
Are you employed? Yes _____ No _____ Retired _____
Employer: _____ How long at this job? _____ Can we contact you at work? _____
Have you ever been convicted of any criminal offense? _____ Misdemeanor? _____ Felony? _____
Please explain: _____

Have you fostered before? _____ For which organization(s)? _____
What are your expectations? _____
What responsibilities are you **not** willing to accept? _____
Are you willing to foster the animal until it is adopted, no matter how long it should be? _____
Explain your previous fostering experiences? _____

What types of animals are you interested in fostering? _____
Why do you want to foster animals? _____
Are you capable of training animals? _____ How? _____

How many adults are in this household? _____ Do they all agree on fostering? _____

How many kids are in this household? _____ Ages? _____

Will the kids be responsible for the foster animal? _____ If yes, explain: _____

Is anyone allergic to animals? _____ Explain _____

Do you have any of your own pets? _____ How many? _____ Description of pets? _____

Are they currently vaccinated? _____ Veterinarian _____

Are they spayed/neutered? _____ If no, explain why? _____

Are your animals going to be around the foster animal? _____ How often? _____

Are your animals good with other animals? _____ If no, explain _____

Are you able to keep them separated from the foster if needed? _____

Are you comfortable approaching animals you don't know? _____ Are you willing to work with animals that get scared easy and a possibility of becoming aggressive? _____

What type of home do you live in? _____ Do you rent or own? _____

If you rent, does your Landlord approve of animals on the property? _____ Does your landlord have breed and weight restrictions? _____ If so, what are they? _____

Are there any restrictions on the number of animals you can have? _____

Name of Landlord _____ Phone Number _____

Do you have a fenced yard? _____ What type and how high? _____

Is there a shaded area in the yard? _____ Explain _____

Will the animal be an indoor pet, outdoor pet or both? _____ Explain _____

Do you have a pool? _____ Is the pool area fenced off away from the pet? _____

Besides the children in your home, are there any others that would frequently visit? _____

Do they have access to the animals (your yard, the kennel or home) without supervision? _____

If yes, how do you plan on intend on preventing them from teasing the animal, letting the animal out, or doing anything else that could be detrimental to the welfare of the foster animal? _____

Is there anyone home during the day? _____

How long will the foster pet be left unattended? _____

Describe the area of your home that the animal will be in during the day and at night: _____

Do you travel frequently? _____ How often? _____

I understand that the pet I will be fostering is the property of Fort Bend County Animal Services and that I am responsible for the pet's welfare. _____

I understand that FBCAS can take the pet back at any time while I am fostering. _____

I understand the dog is up for adoption at any time while I am fostering and all adoptions must be through FBCAS. _____

I understand when the dog is being adopted, I have to bring the dog back to FBCAS for the adopter. _____

I understand I need to keep in contact with FBCAS and give updates on the animal. _____

The maximum amount of time for the animal to be fostered is two weeks. The animal needs to be adopted out or brought back to Fort Bend County Animal Services after two weeks of being in foster.

I understand all above statements and agree to all Fort Bend County Animal Services policies and guidelines.

Printed Name

Date

Signature



Fort Bend County Animal Services
1210 Blume Rd
Rosenberg, TX 77471
281-342-1512

Rescue Group Registration

(Please attach a copy of the IRS 501(c)3 designation)

Name of Rescue Organization: _____

Contact Name: _____

Contact Number: _____

Email Address: _____

Address: _____

Two names of people who are authorized to pull for your rescue:

Name of any transporters that may come on your behalf:

Please note: Due to shelter overcrowding, please arrange to pull animals within the 24 hours after their hold period has ended. THANK YOU!