

Marion County Volunteer & Intern Orientation Manual



<http://www.co.marion.or.us/BS/VOL>

 *Follow us @ Marion County Volunteer Services*

Marion County Volunteer Orientation

Table of contents

Welcome	3
Marion County policies and information	4
Ethics	4-5
Safety	5-6
Preventing harassment and discrimination	6-7
Preventing workplace violence	7-8
Use of computer, fax, e-mail and Internet	8-9
Drug and alcohol use and testing	10
Recycling	11
Insurance coverage	12
Accident insurance	12
Liability protection for volunteers	12
Automobile liability	13
Procedures and expectations	13
Screening	13
Customer service	13-14
Confidentiality	14
HIPAA	15
Parking	15
Tracking volunteer hours	15
Volunteer job descriptions	15
Volunteer rights and responsibilities	16
Marion County Dog Services	17-23
Legal holidays for county offices	18
Maps of Marion County offices	25-27

If you have any questions regarding Marion County's volunteer policies or the content of the manual, please contact:

**Marion County Volunteer Coordinator
Business Services Department
555 Court Street NE
PO Box 14500
Salem, Oregon 97309-5036
(503) 588-7990 or e-mail: volunteer@co.marion.or.us**

Welcome Marion County Volunteer or Intern

This information has been prepared for you, the volunteer, to give you the foundation, the philosophies, and the policies that make Marion County a great place to volunteer and work. Marion County defines a volunteer as “any person who donates approved service without pay or reimbursement other than approved incidental expenses for those services rendered.”

Marion County encourages volunteer participation of persons under 12 with family participation, 12 - 17 years of age with parental permission, college interns, and adults. Anyone interested in helping neighbors and making a difference in our community is welcome to apply. Volunteer position availability varies. Some volunteer positions may be available on an ongoing basis while others are open only one-time.

Volunteers are given a general orientation on the contents of this manual prior to assisting Marion County. Departments provide job site orientation and training for the position. Volunteers are considered unpaid staff and are expected to adhere to the same policies and procedures as paid staff.

We wish you success in your volunteer experience and hope this information will be helpful to you as a volunteer for Marion County. If at any time you have questions or need more information, please ask either your department supervisor or the county volunteer services coordinator for assistance.

“We make a living by what
we get, but we make a life
by what we give.”

~Winston Churchill

Marion County Policies and Information

This is an overview of Marion County's policies and philosophies. The complete text of the policies is available upon request from the department, volunteer coordinator, or the Human Resources Division of Business Services.

County policies become official once they have been adopted by the Board of Commissioners. Countywide policies are in effect for all regular employees, temporary employees, paid and unpaid interns, practicum students and volunteers. Each department or office of an elected official may have additional policies and procedures specific to that department's work. You should receive a department and job site orientation in addition to this countywide information.

The following information is divided into a county policies section, an insurance coverage section, and a section with additional information that will be useful for you as a volunteer. You may direct inquiries about any of the information in this manual to the county volunteer services program: 503-588-7990 or volunteer@co.marion.or.us.

Policies

Ethics for Public Officials

Public Official: Any person serving the State of Oregon or any local government or public body as an elected official, appointed official, employee, agent, volunteer or otherwise, whether or not the person is paid for the services.

Eight General Rules for Government Code of Ethics:

1. No Favoritism

- Treat all customers and clients equally, no special favors for friends or family

2. No Special Privileges Because of Your Official Position

- Follow the same rules that apply to everyone, no preferential treatment
- Cannot use position to obtain an extra financial gain or avoid a loss

3. Follow Confidentiality Rules and Laws

- Know which information you handle is confidential by law
- Do not disclose confidential information without authorization
- Do not "tip off" anyone with confidential information

4. No Profiting from County Business Either Directly or on the Side

- Applies to you, your relatives, members of household or your businesses
- No directing county business to where you have a financial interest
- No soliciting private clients or work through your county position

5. No Outside Work that Conflicts or Interferes with Your Job

- Avoid conflicts of interest with county position and duties
- Includes interference with attendance and ability to do county job

6. State Law Limits on Accepting Gifts

- Applies to you, your relatives and members of your household
- Gift limit is \$50 per person per year from a source with county interest
- Gifts of entertainment, like tickets or events, are subject to the gift limit
- Some exceptions for food, beverages, small awards; check before accepting

7. No personal Use of County Property

- Do not borrow or take property or supplies for personal or non-county use
- Exception: Marion County's Computer Policy allows limited personal use
- Do not use county property for personal gain or outside business

8. Report Violations to Supervisor, Department Head or County Management

- Violations include improper use or theft of county property
- Duty to report false claims, Medicaid fraud and abuse per federal law

Safety

Providing a clean, safe and healthful work environment is a goal of Marion County. No job is considered so important or urgent that employees and volunteers cannot take time to perform their jobs safely. You should never be asked to your job in a way that is unsafe.

During your job site orientation, your supervisor will discuss all applicable safety and health rules with you. You should know the emergency procedures and evacuation routes for your work site. If you are unclear about any safety policies or procedures, ask your supervisor or volunteer services coordinator.



A volunteer loading safety cones after a weed pull event.

As a volunteer for Marion County, you have a responsibility for your own safety and health, which includes using all required safety devices such as hard hats, seat belts, and eye and ear protection. You are expected to use proper lifting techniques and the right tools for the job. Notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain which may affect your performance.

It is important that you immediately report all work-related accidents, injuries, illnesses, and near-misses to your supervisor or volunteer services coordinator so the proper documentation can be completed.

Preventing Harassment and Discrimination

The policy of Marion County is that unlawful discrimination or harassment on the basis of race, religion, color, sex, sexual orientation, age, physical or mental disability, marital status, national origin, or any other status protected by law, will not be tolerated. Individuals violating this policy will be subject to appropriate disciplinary action, up to and including termination.

The intent of Marion County is that all employees and volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor, contractor, volunteer or non-employee for any reason. This policy is equally applicable to vendors, grantees, contractors and subcontractors of the county concerning their interaction with county employees and volunteers.

No employee or volunteer shall discriminate in employment practices or provision of county services to any person of protected status. Interview questions or competency tests that tend to screen out protected classes and are not related to essential job functions cannot be used. This includes predetermining a job or promotion on the basis of race, sex, etc.

No employee or volunteer shall harass any other employee or person in the provision of county services on the basis of race, religion, color, sex, sexual orientation, age, physical or mental disability, marital status, national origin, or other protected status in accordance with state or federal law.

This includes, but is not limited to :

- **Verbal** - Use of epithets, slurs, negative stereotyping, jokes, or banter that is derogatory or shows hostility because of protected class status. This includes racial slurs, verbal threats or intimidation, derogatory remarks about national tradition, traits or foods, jokes about disabilities, mimicking dialects or accents, or sexual innuendos.

- **Nonverbal** - Distribution or display of written or graphic material placed or circulated in the workplace that ridicules, denigrates, insults, belittles, is disparaging of or shows hostility towards a protected class.
- **Physical** - Unwelcome physical touching or contact. This includes: pinching, grabbing, patting, touching, pushing, assaulting or other hostile acts.

In practical terms, there are two kinds of sexual harassment:

- **Quid Pro Quo** - Where employment decisions or expectations are based on an employee or volunteer's willingness to grant or deny sexual favors.
- **Hostile Environment** - Where verbal or nonverbal behavior in the workplace focuses on the sexuality of another person or occurs because of the person's gender, is unwanted or unwelcome, and is severe or pervasive enough to affect the person's work environment.

If, as a volunteer for Marion County, you feel you may be the subject of discrimination or harassment, you may contact anyone in your department management with whom you feel comfortable, the county's volunteer services coordinator, or any personnel analyst in Marion County Business Services, Human Resources Division. Reports of discrimination or harassment will be directed to Human Resources and will be examined impartially and resolved promptly.

Preventing Workplace Violence

Marion County is committed to maintaining a safe work environment free from all forms of violence for all county employees, elected officials, volunteers, contract workers and agents. Acts of violence are strictly prohibited and will not be tolerated. No one shall engage in any act of workplace violence against any person during the course and scope of his or her work for Marion County.

Workplace violence includes the following acts at or related to the place of work:

- Causing or attempting to cause physical harm to another by any means, including, but not limited to, striking, kicking, shoving, pushing, harassing, intimidating, coercing, or brandishing a weapon.



A volunteer demonstrates pruning techniques.

- Damaging or destroying property when such conduct is not within the course or scope of duties.
- Abuse, intimidation or threats of violence in written, electronic, physical or verbal form.

Employees, elected officials, volunteers, contract workers and agents of Marion County who experience any form of, or have knowledge of, a violent act committed or threatened to be committed in the workplace by any person must report this action.

Should a violent incident occur, the first priority is the safety of the persons in the area. If a person feels threatened or in danger of imminent bodily harm, he or she should take the following steps:

1. Leave the scene if it can be done safely.
2. Call 9-911 (from a county line) if the situation warrants.
3. Report the incident to a supervisor as soon as possible.

If an individual poses no immediate physical threat, but is making verbal threats or otherwise intimidating people in the area, those feeling threatened should:

1. Keep away from the individual.
2. Notify a supervisor as soon as possible.

Marion County recognizes there may be situations that demand immediate actions to protect oneself or others against an act of violence. If an incident occurs where instant and immediate actions must occur and there is no time to contact supervisors or wait for law enforcement to respond, employees, elected officials, volunteers, contract workers or agents may protect themselves consistent with the law.

Use of Computer, Fax, E-mail and Internet

The proper use of county office and telecommunication equipment, e-mail, and Internet is an important method of effectively carrying out the mission of Marion County. Office equipment and data communication hardware and software are to be used for official county business. Brief and infrequent personal use of these items is permitted consistent with this policy and department guidelines:

- **Software purchased by the county may not be copied for personal use**, and only software, hardware, and diskettes owned by Marion County should be used on county computer systems. All software must be used in accordance with its licensing agreements.

- **All communications, files, and attachments on e-mail and word processing systems are considered public records** available for public inspection unless specifically exempted by state law. Confidential information should not be delivered to another person by e-mail. Any message or wording that degrades or humiliates any person is strictly prohibited. Incidental personal use of e-mail during breaks and outside of work hours is permitted, subject to the provisions of this policy. All e-mail communications are subject to inspection at any time and without notice.
- **Internet access is provided as a resource and tool for assisting in the conduct of official county business.** Incidental personal use of county equipment to access Internet sites outside of work hours is permitted if it is conducted in a manner consistent with this policy. Personal use of the county Internet to access sites devoted to racist, violent, or sexual content is strictly prohibited. Only basic text files may be downloaded from the Internet and no executable or program files may be downloaded except by Information Technology Department staff. It is prohibited to post, distribute, store for retrieval, or otherwise make accessible via the Internet any of the following: defamatory, derogatory, insulting, or degrading material or information; confidential or privileged information; and copyrighted materials without consent. Elected officials and department heads may establish more restrictive Internet use policies for their department.
- **Passwords are intended to be selected and maintained by the individual** and not shared with anyone except those authorized by his or her supervisor. In no case should a computer be left logged on to any system when confidential or restricted information is displayed on the screen. The computer should be logged off during breaks or when leaving work.
- **Telephones are an important communication avenue for county business.** Occasional personal use of landline telephones is permitted to avoid undue interruption of work or disruption of the work place. Personal calls shall be limited to calls that are infrequent and brief and necessary to conduct personal business. No long-distance calls are allowed unless billed to a calling card.



A volunteer processing fingerprints at the Forensic Lab.

Drug and Alcohol Use and Testing

The purpose of the Drug and Alcohol Use and Testing Policy is to promote employee safety, health, and efficiency by maintaining a workplace free from prohibited alcohol and drug use. Volunteers must abide by the provisions of this policy as a condition of volunteer service with Marion County.

General fitness for duty and attendance standards:

- Employees and volunteers shall not report for duty or be on call while “under the influence” of alcohol or drugs.
- A volunteer considered “under the influence” by reasonable suspicion will be released from his/her duties. Only a supervisor trained in reasonable suspicion is able to release a volunteer. A volunteer may be tested for a post-accident while performing volunteer duties.
- Employees and volunteers shall not report for duty while using, consuming, possessing or “under the influence” of medical marijuana pursuant to the Oregon Medical Marijuana Act, ORS 475.300 to 475.346.
- Employees and volunteers shall educate themselves about the effects of any prescription or nonprescription medications by obtaining information from health care providers, pharmacists, medication packages and brochures, or other authoritative sources in advance of performing work or volunteer duties. Employees and volunteers shall notify their supervisors in advance when their use of prescription or non-prescription medications may impair their ability to perform duties safely.

Prohibitions and work rules affecting all employees and volunteers:

- Employees and volunteers shall not possess, consume, manufacture, distribute, purchase, or sell alcohol or alcohol containers in the workplace except when lawfully required as part of a the job or volunteer duties. An exception is made when the alcohol containers are sealed and in a private vehicle or are purchased in conjunction with a county authorized fund-raiser.
- Employees and volunteers shall not possess, consume, use manufacture, distribute, cause to be brought, dispense, purchase, or sell illegal drugs or drug paraphernalia, in the workplace except when lawfully required as part of a job or volunteer duties.
- Employees and volunteers shall not distribute, dispense or sell prescription medications except when lawfully required as part of the job or volunteer duties.



Recycling

Marion County makes every effort to practice waste minimization whenever possible. How this is accomplished varies in each department and work site; however, here are some general suggestions that are useful almost everywhere:

Use and reuse of materials:

- Reuse materials whenever possible
- Cut down on the production of waste through use and reuse
- Participate in reduction and reuse

Recycling:

- Recycle recyclable materials
- Provide recycling receptacles
- Contract with non-county recyclers when necessary
- Review recycling information/education
- Participate in recycling

Buy/use recycled:

- Purchase or use recycled products whenever possible
- Purchase refillable items
- Consider environmental impact of purchases
- Buy in bulk whenever possible



A volunteer staffing the recycling bin at the fair.



Insurance



Accident insurance

Marion County has volunteer accident insurance for any work-related injury incurred during the course of a volunteer's official duties as outlined on the volunteer job description. Coverage is initiated when a completed Volunteer and Intern Application Form with the policies section signed by the volunteer after the Marion County Volunteer Orientation is submitted to the county's volunteer services coordinator in Business Services.

The Volunteer Insurance Coverage applies after the volunteer's own medical or any other primary coverage. Limits for volunteer injury coverage are \$10,000 for accidental death and dismemberment, \$5,000 for medical expenses, and \$500 for dental expenses.

Sheriff's Office Reserve Deputy, Search and Rescue Units (includes Posse) and Cadets are covered under Worker's Compensation Insurance.

Liability protection for volunteers

Marion County is a local public body and is subject to legal action and suit for the torts of its officers, employees and agents, including volunteers (Oregon Tort Claims Act, Oregon Revised Statutes 30.260 - 30.302). A tort is any breach of a legal duty which results in injury to a specific person or persons for which the law provides a remedy. "Injury" can include such things as financial loss, damage to reputation or emotional injury as well as physical injury.

According to the Act, the action or suit is brought only against the county, not against the individual volunteer. The volunteer, upon written request, is entitled to indemnification (protection from the cost of any judgment) and legal defense for any tort committed while in the performance of the volunteer's duties. This is true unless the act or omission complained of amounted to malfeasance in office, willful or wanton neglect of duty, or criminal activity.

Volunteers are included, along with agency employees, in tort and civil liability coverage. This coverage extends to injury or wrong to another person or another's property while on a volunteer assignment.

Automobile Liability

Volunteers may be cleared to drive as part of their volunteer work. The volunteer must complete and submit a driving history release form (in some departments the driving check is performed as part of the criminal history check) to the volunteer services coordinator prior to driving. A valid driver's license and an acceptable driving record are required before a volunteer will be permitted to drive. Risk Management has the final authority for determining if an individual's driving history meets county standards.

In addition, if a volunteer will be driving his or her personal vehicle, proof of current insurance on the vehicle must be photocopied and included in the volunteer's file with the county volunteer services coordinator before he or she can drive on county business. Volunteers who drive clients must be assigned to a volunteer position approved by the department head and Risk Management.

In case of an accident in a private automobile, the volunteer's own insurance is primary. Marion County shall indemnify the volunteer for claims within statutory limits if the claims are greater than the volunteer's insurance liability limits. For indemnification to be available, the volunteer must be approved to drive and the volunteer's conduct must have been within the scope of official duty, and it must not constitute willful neglect. Marion County does not reimburse volunteers for deductibles or pay for damage to the volunteer's private vehicle.

Procedures and Expectations

Screening

To maintain security in departments and for certain clients, most employee and volunteer positions require a criminal history and/or driving history check. However, only necessary background checks required for the position are performed. Some departments conduct criminal history checks in addition to checking personal references. Any check into a volunteer's background is conducted in a professional and confidential manner and is only performed with the volunteer's knowledge and permission.

Customer service

Marion County's primary function is to provide service to its customers, the people who live and work in Marion County and its visitors. All employees and volunteers, whether or not they have direct public contact, are engaged in providing this customer service. Every person who enters a Marion County office or work site is a customer and should be made to feel as though his or her interests or concerns are important. Every employee and volunteer is acting as a representative of Marion County to that customer. The role of the county is not to regulate the customer, but to help the customer meet the requirements imposed by regulations.

Marion County customer service standards outlined in policy and procedures that include:

- Accessibility
- Timeliness of Response
- Conduct—Positive Attitude
- Quality
- Resolution
- Accountability



Each department or office of an elected official has developed specific customer service guidelines that allows that office to provide exemplary service to the public.

Confidentiality

Due to the nature of services Marion County offers the public, many county departments process information that is confidential and not public record. For that reason, in some county departments, staff and volunteers are asked to sign a confidentiality statement, agreeing to keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you work. Confidentiality also applies to information that is overheard by and spoken directly to you.



Volunteer members of the Alcohol and Drug Planning Committee accept a prevention calendar.

Health Information Portability and Accountability Act (HIPAA)

Since many county departments handle medical records of clients, following the HIPAA guidelines is required. HIPAA is an upgraded code of behavior for the healthcare industry and someone's health information. HIPAA ensures better customer privacy, security of protected health information, and upgraded standards in electronic transmissions of health records. Handling clients' protected health information means using de-identified information when practicable, being aware of responsibility to a person's protected health information, and avoiding improper use and disclosure of protected health information. Departments with volunteers in positions of access to protected health information provide training on HIPAA. Additional information is available from the county volunteer services coordinator or risk manager.

Parking

Free parking is available at most Marion County sites. Free parking permits are available downtown in the Marion and Pringle parking structures for county volunteers. The City of Salem issues permits through Marion County for registered volunteers. The free parking zone is regularly patrolled by parking enforcement. Tickets for illegal parking are expensive and will not be reimbursed by the county. Many Marion County sites are also easily accessible by public transportation.

Tracking Volunteer Hours

It is important that either your or your supervisor track your volunteer hours and submit them on a quarterly basis to the county volunteer services coordinator. A record of your hours shows when you were on the job for accident claims, can be used to verify work experience for job references, and is used to compile the county's annual volunteer report. You can obtain a volunteer hours form from the county volunteer services coordinator.

Job Descriptions

Every county volunteer must have a job description for the work that he or she will be doing. The job description outlines the volunteer's duties and level of responsibility. Some work-experience volunteers or college interns may have program or learning objectives that can be included in the job duties. It is the responsibility of a volunteer's supervisor to provide the county volunteer services coordinator with a job description prior to the start of volunteer service.



A volunteer dog walker with a stray dog.

Volunteer Rights and Responsibilities

As a Marion County volunteer, you have the right to:

- An interview and orientation.
- Adequate supervision and training.
- Clear and specific directions.
- The opportunity to offer feedback and ask questions.
- Expect regular feedback on the job you are doing.
- Receive adequate space, equipment and supplies to perform your job.
- Be respected and treated in your workplace as unpaid personnel.
- Receive appropriate recognition for your contribution.



As a Marion County volunteer, it is your responsibility to:

- Report promptly at the time agreed upon and notify your supervisor ahead of time if you are unable to be there at that time/day.
- Dress appropriately for the setting and the task at hand. Ask your supervisor if you are unsure of the department's expected dress code.
- Carry out your duties in a safe, responsible way.
- Track and submit the hours you work.
- Maintain the confidentiality of information revealed to you regarding clients and co-workers.
- Work within the guidelines of your job description and accept supervision.
- Observe the same rules and policies as Marion County salaried staff.
- Consider volunteering a serious commitment.
- Offer feedback and suggestions where appropriate.
- Notify department coordinator and/or County Volunteer Services Coordinator when no longer volunteering and return all issued property (including ID card).
- Complete and exit survey upon departure.

Marion County Dog Services



Marion County Dog Services
3550 Aumsville Hwy SE
Salem, OR 97317
503-588-5233

INTRODUCTION

Welcome to the Marion County Dog Shelter Volunteer Program.

We would like to thank you for choosing to participate in our program. As a volunteer, you are a valuable asset to our organization and to the many dogs that need loving homes.

This Guide has been prepared for you as a reference. It contains information regarding the department's responsibilities and procedures as well as ideas on how to make your volunteer time with us safe, fun, and beneficial to all. We hope that the time you spend here will be as rewarding to you as it is to the dogs you care for.

Important Phone Numbers

Main Phone Number	503-566-6966	
Dean Freeze Shelter Operations Manager	(503) 566-6966	dfreeze@co.marion.or.us
Sonya Pulvers Dog Shelter Program Specialist	(503) 566-6966	spulvers@co.marion.or.us
Debbie West Outreach Coordinator	(503) 409-2543 - Cell	dewdropw@aol.com

Volunteer Shelter Hours

Volunteers can visit the dog shelter and walk dogs during the following days and hours:

Monday – Saturday 9:00 am to 4:30 pm
Sunday 9:00 am to 3:00 pm

Although there is staff in the shelter to care for the dogs every day, the shelter is closed to the general public on Sundays and official holidays unless previously arranged or scheduled.

Outreach Volunteers should contact Debbie West for a list of available times, dates, locations and special event needs.

LEGAL HOLIDAYS FOR COUNTY OFFICES *

New Year's Day	Martin Luther King's Birthday
Presidents Day	Memorial Day
Independence Day (July 4)	Labor Day
Veterans Day	Thanksgiving Day
Christmas Day	

* When a holiday falls on a Sunday, the following Monday is considered the holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a holiday. There may be exceptions in some county offices to this holiday schedule. Please check with your supervisor prior to a holiday for verification.

MISSION STATEMENT

To protect, promote, and enhance a positive quality of life in Marion County through the housing and care of lost dogs.

Core Objectives

- ✦ Humanely house and care for lost and quarantined dogs
- ✦ Provide a clean and safe environment for dogs, staff, and the public
- ✦ Handle dogs with the least amount of restraint necessary
- ✦ Treat all dogs with love and respect
- ✦ Return lost, or otherwise missing, dogs to their owners
- ✦ Adopt unclaimed lost dogs to loving families
- ✦ Protect the public from rabies by quarantining potentially infected dogs
- ✦ Educate the public on dog ownership

VOLUNTEER POLICIES AND GUIDELINES

MCDS relies on its volunteers to be dependable and effective during their volunteer hours by following established policies and guidelines. This allows our shelter program to operate smoothly and with the maximum benefit to the dogs, staff, and volunteers. All shelter volunteers must abide by those policies and guidelines detailed in the Dog Shelter Volunteer Guide.

Emergency Evacuation Procedures

If the fire alarm rings or an evacuation order is given:

- Stay calm
- Collect personal valuables (purse, keys)
- Evacuate using posted emergency routes, unless instructed otherwise by a staff member

Go directly to the large wooden sign “Marion County Dog Shelter” located in front of the building on the far side of the parking lot.

****Primary evacuation staging area is located in front of the building to the big wooden Dog Shelter sign. Report here unless otherwise directed by staff members.***

****Secondary evacuation staging area will be where the sidewalk meets the bark chip path to the Marion County Jail.***

Dress Code at the Shelter

We suggest you wear jeans or casual pants and non-skid, rubber-soled shoes with a back or heel strap.

For reasons of safety and modesty, the following items **may NOT** be worn while volunteering:

- Shorts
- Tank-tops
- Slip-on shoes (flip-flops, clogs, etc.)

Low-riding pants (“hip-huggers”)

We strongly recommend that you do NOT wear hoop earrings and long necklaces, as these can be caught by a dog’s paw causing damage or injury to you or the dogs that you are handling.

Conduct

When dealing with customers, you must always be polite, courteous, and helpful. It is the policy of Marion County that unlawful discrimination or harassment on the basis of race, religion, color, sex, sexual orientation, age, physical or mental disability, marital status, national origin, or any other status protected by law will not be tolerated.

Marion County is committed to a safe work environment free from all forms of violence. Acts of violence are strictly prohibited and will not be tolerated.

Accident Prevention

Marion County strives to provide a clean, safe, healthful, and hazard-free workplace. Accidents do happen, but with training, forethought, attention to detail, and personal responsibility for keeping areas hazard free, we can greatly reduce the number of accidents in our shelter.

Accident prevention is everyone's job. If you see a safety hazard such as liquid on the floor of the shelter hallway, spilled food, or containers left open, please notify staff immediately.

Safety

Marion County Dog Services is committed to providing a safe work environment for all employees and volunteers. All Volunteers are responsible for:

- Exercising maximum care and good judgement at all times to prevent accidents or injuries.
- Reporting to supervisors and seeking first aid for all injuries, regardless of how minor.
- Reporting unsafe conditions, equipment or practices to a supervisor and or staff member.
- Utilizing and filling out the Marion County Dog Services Incident Form.
- Observing all safety rules and regulations at all times.
- Notifying your supervisor immediately if your driving privilege's are restricted, suspended or revoked and / or an criminal infractions / citations.

Report any and all safety concerns, problems or events to the supervisor or staff immediately.

Dismissal

Volunteers who do not adhere to the rules, policies or regulations are subject to dismissal.



Material Safety Data Sheets (MSDS)

These sheets are available for all hazardous substances to which employees and volunteers of the shelter may be exposed. They explain what safety precautions and equipment to use when working with these substances. The MSDS are updated as needed and are available to volunteers for review at any time. The MSDS binder is located on the counter in the administration area outside of the Shelter Operations Manager's office.

Off-limit Areas

Certain areas of the shelter are designated "employee only" areas. This is done to protect you, the dogs, and the shelter. If you have any questions please feel free to ask a staff member for assistance.

Smile! You're on Camera!

Please be aware that security cameras are observing you and the shelter customers whenever you are on the premises. Security cameras are placed in all the public and restricted areas with the exception of the restrooms.

Smoking

According to Ordinance 813, it is unlawful for any person to smoke in any county building, facility, vehicle or on Marion County property.

Parking

Please leave the spaces closest to the front door available for customers.

Recycling

The Marion County Dog Shelter is an EarthWISE certified facility, please recycle cans, plastics and paper in the appropriate bins in the break room. Any questions please ask.

Confidentiality

Any information pertaining to Dog Control records including names, addresses, phone numbers of staff, volunteers, and customers, is confidential and should not be discussed with others, nor removed from the shelter.

Volunteers are prohibited from discussing any information in regards to the Dog Shelter with the media without express consent from Management.

Work Release Program

The MCDS is assisted by the Work Release Center located at the Marion County Correction Facility next to the dog shelter. The women in this program are an integral part of our operation; they assist us by maintaining a sanitary environment and socializing the dogs in our care.

Adopting a Dog for Yourself

Volunteers may adopt dogs from the shelter upon meeting Marion County's adoption guidelines and payment of all applicable fees.

While we encourage you to tell your friends and neighbors about the wonderful dogs we have available for adoption, we cannot "hold" a dog for anyone unless they have been screened as an adopter and opt to do a "24 hour adoption hold".

Dog Guidelines

All volunteers must attend Dog Walking Training prior to handling a dog.

Why are shelter dogs different? Dogs in a shelter are not the same as your dog at home. Your dog knows his surroundings and is familiar with your moods and what your expectations are. Dogs in our shelter are in a confusing situation. They are in an unfamiliar setting surrounded by other dogs and handled by strangers.

Many different people might handle one dog during the course of the day. With staff and volunteers working together, we can reinforce good behavior that will help our dogs find wonderful homes. Always follow the guidelines of the staff. Our staff knows our dogs very well. For example, if you are told that a certain dog can only be handled by more experienced volunteers; you must accept the judgment of the staff. We will be happy to train you to become an experienced volunteer, but we do not want either you or our dogs to be placed in a dangerous situation.

Always use caution when dealing with the dogs. Be alert to your surroundings. Be aware of what each dog is telling you. If you pick up signs that a dog is nervous or fearful, remove him from the situation immediately. Shelter dogs are not the same as your family pet. It is easy to misinterpret what they are telling us. When a dog licks the muzzle of another dog, it is a sign of submission from a dog within a pack. Pushing a dominant dog to give a kiss or to receive a hug may be asking for a nip. Hugging a dog tells him that you are dominant. Your dog at home might accept your behavior, while a strange dog may see your behavior as a challenge.

Remember, the role of our volunteers is to keep the animals in our care as stress free as possible and to avoid situations that promote inappropriate behavior.

- Check the dogs kennel card first to determine its walking level.
- Know your color codes.
- If a kennel card has a purple tag that means "staff only" do not enter that kennel.
- Handle only one dog at a time.
- Choose a dog appropriate for your size and skill level.
- Maintain control of the dog at all times.
- Do not handle a dog that makes you feel uncomfortable or nervous; the dog will know!
- Before you remove a dog from a kennel, make sure that the leash you are about to use is in good repair.
- Always approach the dogs calmly and encourage them to be CALM and QUIET before you remove them from the kennel.
- Do not allow dogs to jump up for play bite. Correct them calmly. Never HIT a dog. Remember, we want them to learn good habits, so that we can find good homes for them.
- Never leave a dog unattended. Whether you are walking, bathing or playing with a dog, you must be with the dog at all times. Do not turn the dog over to someone else, but take the dog back to the kennel yourself. Remember, when you take a dog out, you are responsible for that dog until you return it to the kennel.
- Never take a dog out of the kennel for a citizen.

Euthanasia

Euthanasia is a very sad, but necessary part of shelter work. We make every attempt to find a foster home, rescue organization, or alternative shelter to take the dog rather than euthanize. Marion County Dog Shelter provides care for all lost dogs in the county, but not all dogs are suitable for adoption. Euthanasia is performed when there is severe aggressive behavior, a court orders the euthanasia of the dog or a veterinarian recommends euthanasia due to severe medical conditions.

Like volunteers, shelter staff become very attached to the dogs and this is a very difficult part of their job. We ask that volunteers be sensitive regarding this issue when working at the shelter and with staff.

Marion County does not offer euthanasia services to the public.

CANINE DISEASE AND PREVENTION

Can I Catch That?

Zoonotic diseases are diseases that humans contract from animals. The most effective means of preventing zoonosis is to:

- Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or smoking.
- Immediately disinfect any open wounds.

Let your physician know that you work closely with shelter dogs.

Some of the illnesses that humans can catch from dogs include Ringworm, External Parasites (fleas), Intestinal Parasites, and Rabies. You should not let this list alarm you, our dogs are given preventative care to safeguard against these conditions. In an effort to ensure the health and wellbeing of the dogs and yourself please remember to practice good hygiene. Hand sanitizers are placed throughout the shelter.

Can my dog catch that from me?

Just as you can catch illnesses from dogs, you can also unknowingly carry illnesses home to your pets. The most effective means of preventing the spread of illness to your pets (or from your pets to our shelter dogs) is to:

Make sure that your own animals have all of their vaccinations up-to-date.

Let your veterinarian know that you work with shelter dogs.

Change your shelter clothes before socializing with your animals at home, and vice versa.

Check the soles of your shoes before leaving the shelter to ensure you are not tracking feces into your car and home. Even better, designate a pair of shoes to be your "shelter shoes" and take them off before entering your home.

Use foot towels regularly.



Marion County
OREGON

Offices in Downtown Salem

(All phone numbers prefix 503)

494 State Street

District Attorney

Support Enforcement 588-5152

Commercial Street Offices

1115 Commercial Street NE

Marion County Courthouse

100 High Street NE

Sheriff - To report a crime, call 588-5032

Administration 588-5094
Civil 588-5044
Court Services 588-5094
Records 588-5071

State Courts, information 588-5105

District Attorney

Administration 588-5222
Criminal Division 588-5222
Victim Assistance 588-5253

County Clerk

Administration 588-5225
Records 588-5490
Board of Prop. Tax Appeals 588-3578
Elections 588-5041

Assessor

588-5144

Tax Office

588-5215

Courthouse Square Offices

555 Court Street NE

(see map to left)

Board of Commissioners 588-5212

Business Services

589-3295
Human Resources 589-3295
Employee Benefits 589-3295
Job Line 588-5589
Risk Management 589-3295
Volunteer Coordinator 588-7990

Community Services 588-7975

Facilities Management 588-5154

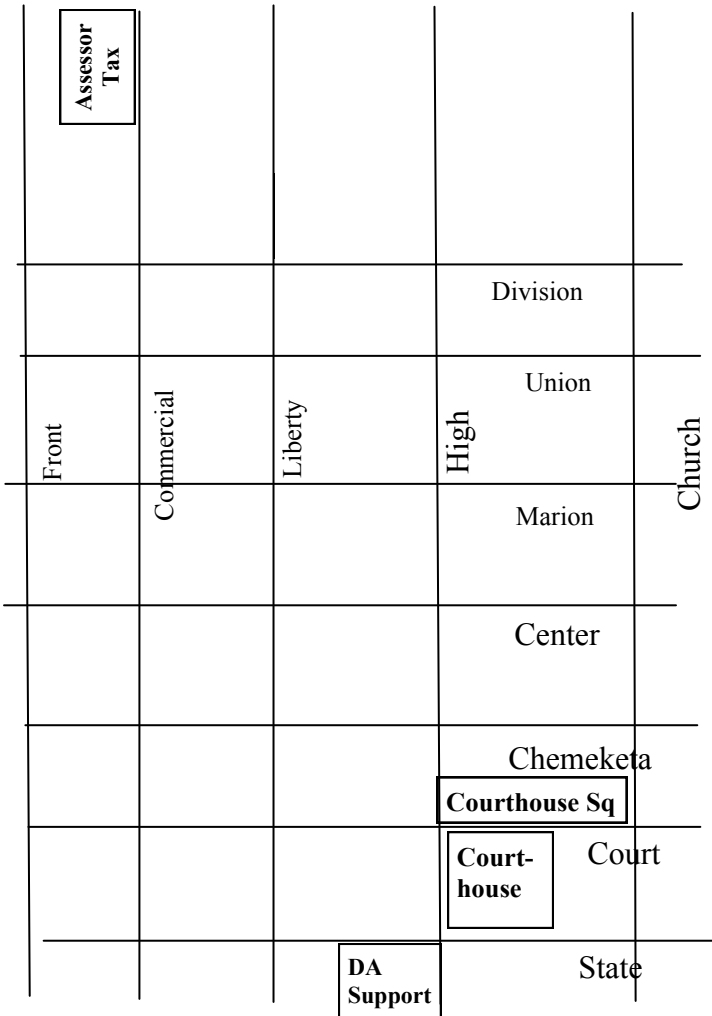
Finance 589-3295

Payroll 589-3295
Procurement 589-3295

Information Technology 584-7744

Legal Counsel 588-5220

Treasurer 584-7700



Public Works Campus

5155 Silverton Rd. NE, Salem, OR 97305

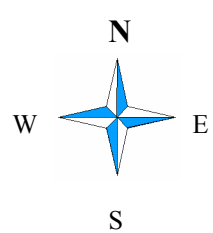
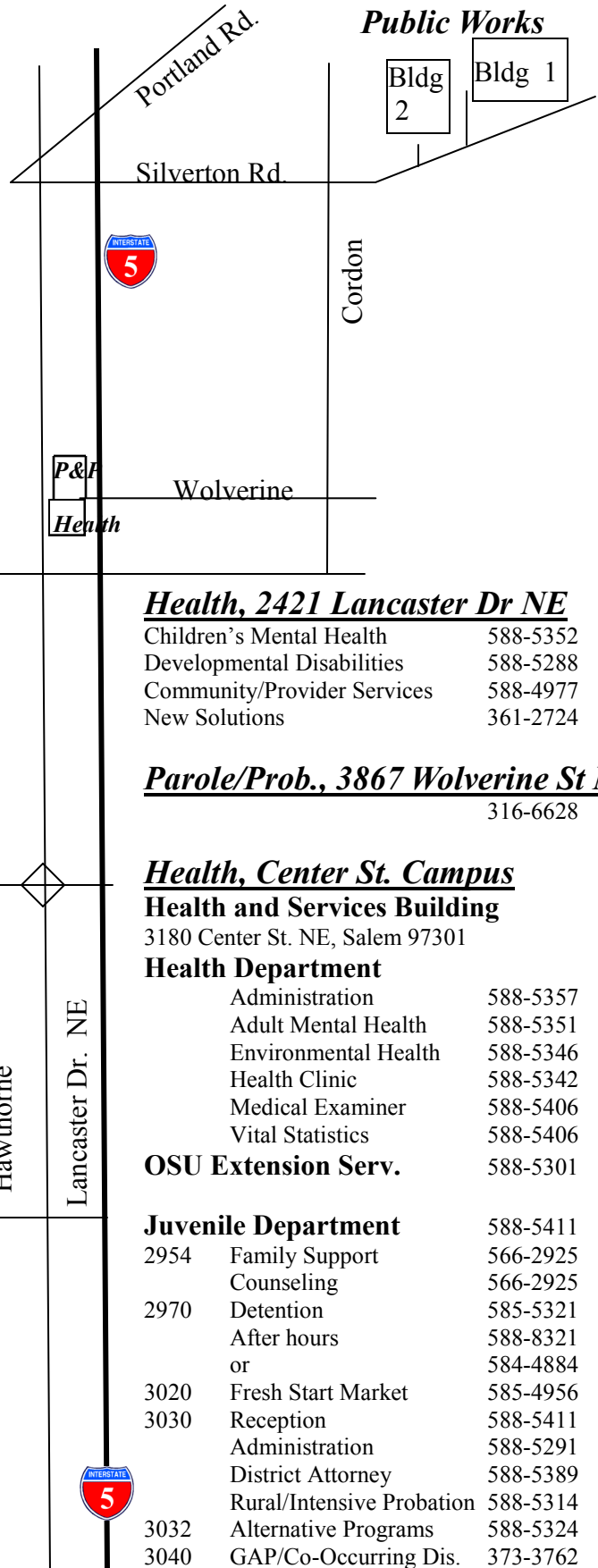
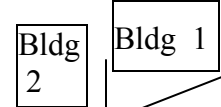
Public Works

Administration	588-5036
Engineering	588-5036
Environmental Services	588-5169
Operations	588-5304
Parks	588-5036
Surveyor	588-5155
Building Inspection	588-5036
Planning/Zoning/Permits	588-5038

Emergency Management

588-5108

Public Works



← To Downtown

Health, 2421 Lancaster Dr NE

Children's Mental Health	588-5352
Developmental Disabilities	588-5288
Community/Provider Services	588-4977
New Solutions	361-2724

Parole/Prob., 3867 Wolverine St NE

316-6628

Health, Center St. Campus

Health and Services Building

3180 Center St. NE, Salem 97301

Health Department

Administration	588-5357
Adult Mental Health	588-5351
Environmental Health	588-5346
Health Clinic	588-5342
Medical Examiner	588-5406
Vital Statistics	588-5406

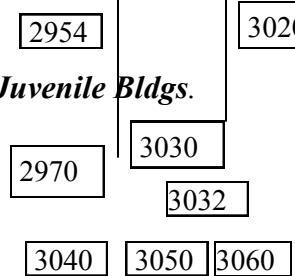
OSU Extension Serv.

588-5301

Juvenile Department

2954	Family Support	566-2925
	Counseling	566-2925
2970	Detention	585-5321
	After hours	588-8321
	or	584-4884
3020	Fresh Start Market	585-4956
3030	Reception	588-5411
	Administration	588-5291
	District Attorney	588-5389
	Rural/Intensive Probation	588-5314
3032	Alternative Programs	588-5324
3040	GAP/Co-Occurring Dis.	373-3762

Juvenile Bldgs.



Health & Services Building

Aumsville Highway Campus

Dog Services

Dog Shelter

3550 Aumsville Hwy. SE 588-5233

Environmental Services

Salem/Keizer Transfer/Recycling Ctr

588-5169

3250 Deer Park Dr. SE (Off Gaffin Rd.)

Correctional Facility

4000 Aumsville Hwy. SE

Administration 581-1183

Jail 581-1183

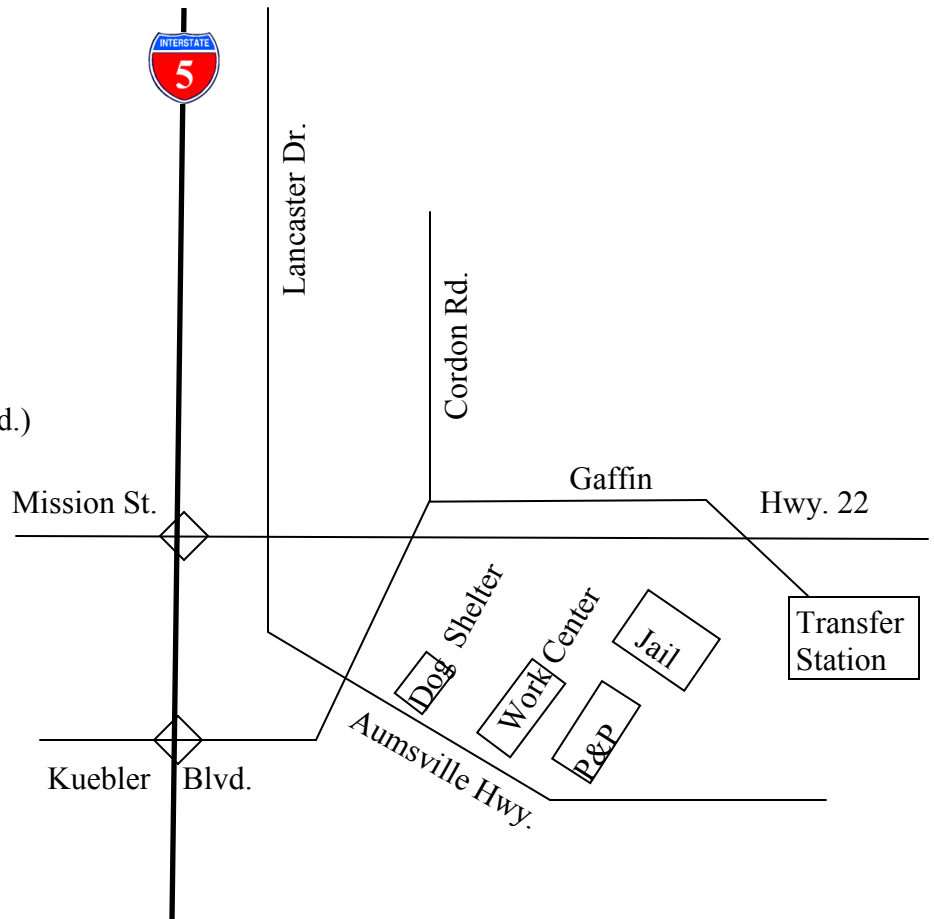
Parole and Probation

4040 Aumsville Hwy. SE 588-8492

Sheriff - Report a crime 588-5032

3940 Aumsville Hwy. SE

Central District 566-6991



Other Marion County Offices

Brooks

Waste-to-Energy Facility

4850 Brooklake Rd. NE 393-0890

Gervais

Sheriff's North District 792-5560

Parole and Probation

13357 Portland Rd. NE

Salem

Brown's Island Disposal Facility

3295 Faragate St. SE 588-5169

Elections

4263 Commercial St. SE, #300 588-5041

Health Department

Drug Treatment

2035 Davcor St. SE 588-5358

Psychiatric Crisis Center

1073 Oak St. SE 585-4949

Mid-Valley Behav. Care Network

1660 Oak St. SE, #230 361-2647

Stayton

East Justice Court 769-7656

111 W Locust St.

Health Clinic 769-9873

1377 N. 10th Ave.

Parole/Probation 769-7526

111 W Locust St.

Sheriff's South District

11656 Sublimity Rd

Santiam Chemeketa Campus

769-3465

Woodburn

Health Clinic

302 W Hayes St.

981-5851

North Justice Court

986 N Pacific Hwy.

981-8101

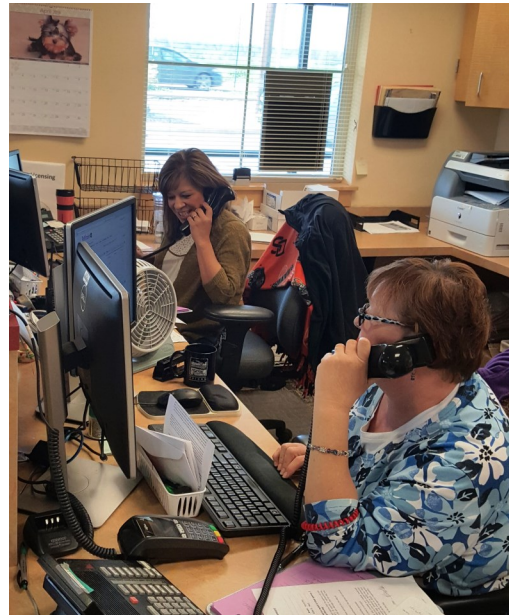
North Marion County

Disposal Facility

17827 Whitney Ln. NE

981-4117

Volunteer Service Area Descriptions



Marion County
Dog Services

Marion County Dog Services
3550 Aumsville Hwy SE
Salem, OR 97317
503-588-5233

**Marion County
Volunteer Service Profile**

Title: Sunday Dog Walker Volunteer
Department: Community Services

Contact

Sonya Pulvers / Allison Barrows
Community Services – Dog Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 566-6966
E-mail: spulvers@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Must be physically able to handle the assigned dog, have experience in or trained in proper dog walking techniques, and be trained or have experience with using the easy walk harness.

Duties:

- Walk only the dogs with the appropriate colored tag (red and purple are non-walk dogs). Follow all dog walking procedures.
 - Keep accurate information on incidents, negative or positive, while walking/socializing the dog.
 - Follow all safety protocols; ensure the safety of self and the dog.
 - Be on time, adhere to the schedule, and notify staff if unable to walk as scheduled. Notify the Dog Shelter at 503-566-6966 no later than 5:00 p.m. on Saturday, if unable to work your scheduled shift.
 - Partner with another scheduled volunteer for walking dogs on Sunday. Both volunteers must be together at all times when walking dogs on Sunday. If one partner is unable to walk that day, both partners must cancel and notify the shelter.
- Only walk dogs with the appropriate colored tag (red and purple are non-walk dogs).

Requirements

Minimum age: 18
Minimum of 2 Volunteers partnered for 2 scheduled hours on Sunday.
Flat closed toed shoes

Training

New Volunteer Orientation
On-site dog walking training

**Marion County
Volunteer Service Profile**

Title: Special Event and Project Volunteer
Department: Community Services

Contact

Sonya Pulvers
Community Services – Dog Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 316-6690
E-mail: spulvers@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Must have basic computer skills, phone skills, and customer service experience.

Duties

Duties will vary based on the volunteer's interest and may include all duties or a portion of the following:

- Distribute informational flyers and brochures throughout the community.
- Assist with planning and organizing special events or projects.
Make copies of event flyers and other appropriate information.
- Contact community-based organizations for assistance or participation with an event or solicit items for donation.
- Participate in the event or project.

Requirements

Minimum age: 18
Minimum of 2 scheduled hours per week.
Flat closed toed shoes.

Cash Handling Class: required for selling dog licenses off site.
DMV check required
Auto Insurance required

Training

New Volunteer Orientation
On site administrative training

**Marion County
Volunteer Service Profile**

Title: Out Reach Volunteer

Department: Community Services

Contact

Sonya Pulvers
Community Services – Dog Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 316-6690
E-mail: spulvers@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Must have good customer service skills and basic dog handling skills.

Duties

Duties will vary based on the volunteer's interest and may include all duties or a portion of the following:

- Transporting dog(s), along with supplies, to and from specified event locations.
- Educating the public on the shelter's services and programs.
- Promote upcoming events to public.
- Promote adoptable dogs at the shelter while showcasing a dog at an event.
- Promote licensing of dogs in Marion County; distribute applications
- Selling of dog licenses off site.
- Collect donations, as applicable.
- Assist at special events as needed.

Requirements

Minimum age: 16 to work at the event
18 to transport supplies or dogs
Flat closed toed shoes

Background Check: selling dog licenses off site.
Cash Handling class, if processing payments off site.
DMV check required
Auto Insurance required.

Training

New Volunteer Orientation
Customer Service Training
Outreach Orientation
On site administrative training for selling dog licenses
Dog walking training

**Marion County
Volunteer Service Profile**

Title: Off Campus Dog Walker
Department: Community Services

Contact

Sonya Pulvers / Allison Barrows
Community Services – Dog Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 566-6966
E-mail: spulvers@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Must be physically able to handle the dog in the community, trained in dog walking and using the easy walk harness.

Duties:

- Work with shelter staff to take the appropriate dog off campus.
- The “off campus walk” must be pre-scheduled.
- If the off campus walk is scheduled on a Sunday, the Dog Shelter must be notified by 5:00 p.m. on the Saturday before, if you need to cancel (503-566-6966).
- Be prompt; arrive and return to the shelter as scheduled.
- Take all the appropriate supplies needed for the dog and the volunteer.
- Re-stock or replenish items used while off campus.
- Keep accurate information on incidents, negative or positive, while off campus.
- Follow all safety protocols and practices.

Requirements

Minimum age: 18
Minimum of 2 scheduled hours per week.
Flat closed toed shoes

DMV check required
Auto Insurance required

Training

New Volunteer Orientation
Dog walking training

**Marion County
Volunteer Service Profile**

Title: Kennel Aide
Department: Community Services

Contact

Allison Barrows
Community Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 566-6966
E-mail: abarrows@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Must have basic janitorial knowledge, customer service skills, basic attention to detail, computer skills and the ability to teach and prioritize.

Duties

Duties will vary based on the volunteer's interest and may include all duties or a portion of the following:

- Operating and utilizing a commercial dishwasher.
- Operating and utilizing a commercial washer and dryer.
- Cleaning kennels and assisting the inmate work crew.
- Training work crews on daily tasks.
- Assisting shelter staff with tasks, as needed.

Requirements

Minimum age: 18
Must be able to lift 15 – 50 lbs
Minimum of 2 scheduled hours per week as assigned by manager based on the needs of the shelter.
Flat closed toed shoes

Training

New Volunteer Orientation
On-site training

**Marion County
Volunteer Job Profile**

Title: Dog Groomer
Department: Community Services

Contact

Allison Barrows
Community Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 566-6966
E-mail: abarrows@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Have the ability to safely handle and restrain a dog.

Duties:

- Operate and utilize grooming equipment provided by the shelter; personally-owned grooming equipment may be used.
 - Operate and utilize the grooming tub
- Follow all safety precautions.
- Basic dog bathing skills. Shelter staff can provide training on grooming, if needed.
 - Volunteer will be “on-call” and must be available within 24 hours of an adoptable dog grooming request.

Requirements

Minimum age: 18
Must be able to lift 15 – 40 lbs
Flat closed toed shoes

Training

New Volunteer Orientation
On-site training

**Marion County
Volunteer Service Profile**

Title: Dog Walker
Department: Community Services

Contact

Sonya Pulvers
Community Services – Dog Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 316-6690
E-mail: spulvers@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Good customer service skills and basic dog handling skills.

Duties

Duties will vary based on the volunteer's interest and may include all duties or a portion of the following:

- Walking and socializing adoptable dogs at the shelter.
- Notifying staff of any positive behaviors or behaviors that may need correcting.
- Following all safety guidelines for handling dogs.

Requirements

Minimum age: 16
Flat closed toed shoes

Training

New Volunteer Orientation
Dog walking training

**Marion County
Volunteer Service Profile**

Title: Adoption Counselor
Department: Community Services

Contact

Sonya Pulvers
Community Services – Dog Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 316-6690
E-mail: spulvers@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Volunteer needs to have good customer service skills and basic dog handling.

Duties

Duties will vary based on the volunteer's interest and may include all duties or a portion of the following:

- Working with customers to match them with an adoptable dog.
- Reviewing a customer's application and checking for prior complaints and current dog licenses.
- Ability to review medical records of adoptable dogs and understand behavior notes, if any.
- Communicate effectively with staff and customers on the needs of the dog and customer.

Requirements

Minimum age: 18
Prior animal care experience.
Flat closed toed shoes

Training

New Volunteer Orientation
Customer Service Training
Dog walking training
On-site training

**Marion County
Volunteer Service Profile**

Title: Administrative Assistant
Department: Community Services

Contact

Sonya Pulvers
Community Services – Dog Services
3550 Aumsville Hwy SE
Salem OR 97317

Work: (503) 316-6690
E-mail: spulvers@co.marion.or.us

Location

Dog Shelter
3550 Aumsville Hwy SE
Salem OR 97317

Duties performed at this location
Personal transportation required
Convenient to public transportation

Qualifications

Volunteer needs to have basic computer and phone skills as well as customer service experience.

Duties

Duties will vary based on the volunteer's interest and may include all duties or a portion of the following:

- Scanning Dog Services Records into a designated folder.
- Filing of hard copy Dog Services Records.
- Data Entry; updating dog license records, updating spreadsheets for license compliance.
- Making photo copies of documents needed at the shelter.
- Writing out license warning notices to dog owners with expired dog licenses.
- Assisting with Amnesty Events in the community, selling dog licenses.

Requirements

Minimum age: 18
Minimum of 2 scheduled hours per week.
Flat closed toed shoes

Background Check/Cash handling class: required for cash handling and selling dog licenses.
DMV check required.
Auto Insurance required.

Training

New Volunteer Orientation
On site administrative training