**Front Street Animal Shelter Volunteer Information Sheet**

*(Effective 02/15)*

Volunteers and staff work seven days a week to ensure the safety, health and comfort of the animals that are in the care of the City of Sacramento Front Street Shelter. **\*\*If you are under the age of 16 years old, an adult must volunteer with you each time you come unless you are attending our teen program. No children under the age of 12 may volunteer at the shelter.**

**The Shelter:**

Front Street Animal Shelter, 2127 Front Street Sacramento, CA 95818

916-808-7387 /main number answered by city 311 call center

916-808-2014 / back line non-published

Open to the public:

Wednesday - Friday 12:00 noon - 5:30 p.m.

Saturday - Sunday 12:00 noon - 5:00 p.m.

The shelter is closed to the public on certain holidays and on Mondays and Tuesdays.

The Reception center is where the public can surrender animals, bring in stray animals, get licenses/microchips, euthanasia requests and give or receive pet food donations (Titanic’s Pantry). Reception is open to the public Wednesday - Sunday 9:00 a.m. - 5:00 p.m.

**Volunteer System:** Create your online profile and manage your schedule at [www.sacpetsearch.com](http://www.sacpetsearch.com). Click on the Volunteer tab and you will be taken to our volunteer system.

**Getting in**

There are several ways to get in to the shelter when it is not open to the public. Please do not knock on the door to the public entrance; there are not always people there to open it.

**Wednesday-Sunday between 7am - 9am** – Use the Reception Center gate code (given at Shelter 101) to open the gate. If you need assistance, c**all the Shelter Supervisor phone at 916-215-4254**. If no response, call the Shelter Back Line at (916) 808-2014. If still no response, try Janice Wagaman (916-806-9587).

**Mondays, Tuesdays, or Holidays** at any time- Use the gate code (given at Shelter 101) to open the gate. If you need assistance, c**all the Shelter Supervisor phone at 916-215-4254**.. If no response, call the Shelter Back Line at (916) 808-2014. If still no response, try Janice Wagaman (916-806-9587).

**Wed through Sun between 9am – noon** – Come in through the Reception entrance

**Parking**

Volunteers can park in legal zones on the street (check street signs to make sure it is a legitimate space) or in the gravel lot across the street by California Auto Museum. To park there, please keep a parking pass on your dashboard; see Janice Wagaman for details or passes.

If you ride a bike to the shelter, feel free to park it in the back area by the pet food trailer.

**Appearance and Dress Code**

Volunteers are the public “face” of the shelter and have a huge impact on how the organization is viewed by the community. Being appropriately dressed and groomed is necessary for both the shelter’s reputation and for safety reasons.

* Closed toe shoes & long pants.
* Shelter volunteer apron with name tag
* Purple is the shelter’s color, so purple shirts are always good. Please avoid tops that are overly revealing or that have slogans/graphics that are potentially offensive to others.
* *Long pants are always the best option* rather than shorts, capris or skirts. Shelters can be stressful for any animal and sudden noises or movement can spook even the normally sweet, calm creature you are interacting with. Our primary goal is to keep everyone safe and accident free. Please be respectful in your dress and keep your pants up!

**Injuries/illness**

For your protection as well as for the safety of the animals and other people at the shelter, any injury (no matter how small) must be reported to a shelter supervisor immediately. A first aid kit is on the wall by the back door of the main building, and eye-wash stations are located around the shelter.

If you are not feeling well and need to go home, please just let a shelter employee know you’re leaving.

**Who to contact**

Have questions, ideas, concerns or suggestions?

Email: jwagaman@cityofsacramento.org

Janice Wagaman, Volunteer Coordinator: 916-808-8166

If you cannot resolve your question through Janice, please feel free to contact the

Shelter Manager Gina Knepp at 916-230-4533 but only after you have talked to Janice first.

**If you are scheduled to volunteer today but need to call in sick**, please call/text the Shelter Supervisor at 916-215-4254. If you need to change when you are scheduled to work on a future date, please update your information on the online volunteer system and email jwagaman@cityofsacramento.org or leave a message at 916-808-8166.

The Front Street Shelter’s website is [www.sacpetsearch.com](http://www.sacpetsearch.com)

“Like” us on Facebook - <http://www.facebook.com/CityofSacramentoFrontStreetAnimalShelter>

Titanic’s Pantry website - [www.sacpetfoodbank.org](http://www.sacpetfoodbank.org)