



Kane County Animal Control oversees rabies registration, protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.

VOLUNTEER HANDBOOK

Kane County Animal Control
4060 Keslinger Rd.
Geneva, IL 60134
630-232-3555

animalvolunteer@countyofkane.org



Volunteer Handbook

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Welcome

Thank you for your interest in volunteering with Kane County's neediest animals.

Kane County Animal Control, KCAC, is an emotionally and physically challenging place to volunteer. However, it is honestly a place where, when you roll up your sleeves, you have a great opportunity to enhance the quality of animals' lives, increasing their chances of finding a forever home.

Given your incredibly important role here, we believe you will find that KCAC will rank among your most rewarding volunteer experiences.

Your contributions to our Department are truly unique.

Thank you for all you do.



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About Us

In 2007 Kane County Animal Control (KCAC) expanded its mission for animal care by building a shelter in Geneva, Illinois. KCAC is a self-sustaining department of Kane County government that does not rely on tax payer funds for its operations.

Since expanding our mission and opening our doors in 2007, approximately 500 animals a year end up in our shelter. In KCAC's care, animals are given shelter, veterinary attention, fresh food and clean water. At KCAC, all adoptable animals receive a health evaluation, temperament test, microchip, vaccinations and spay or castration surgery. Shelter staff respond to emergency situations and perform specialized procedures to ensure that animals receive the best treatment available while at the shelter.

KCAC responds to approximately 850 requests for service each year. Experienced Animal Control wardens patrol Kane County neighborhoods from 7 a.m. to 6 p.m. Monday through Friday and are on call during the weekends and holidays. KCAC wardens protect public safety and assist injured, neglected and stray animals. KCAC also investigates dog bites, potentially dangerous animals and enforces the rabies registration for dogs and cats in Kane County. KCAC has a licensed veterinarian on hand to address any animal health concerns.

Qualified rescue groups are able to transfer animals out of our facility as soon as the animal becomes KCAC property at low or no cost. The benefit of this program is that animals are able to leave the shelter more quickly. Rescue groups can often provide additional resources and specialized care where needed.

KCAC is committed to increasing live outcomes, improving animal welfare and strengthening the human-animal bond through education, community outreach and excellence in animal care.



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General Shelter Information:

Kane County Animal Control is located at 4060 Keslinger Rd., Geneva, Illinois 60134. The building is staffed 7 days per week in order to maintain the welfare of our animals.

Shelter Hours:

- Intake of lost or unwanted animals
 - 8:30-4:30 Monday, Wednesday, Friday
 - 8:30-6:00 Tuesday and Thursday
 - 9:00-12:00 Saturday
 - KCAC is closed on all government holidays
- Viewing of adoptable pets and volunteering hours
 - 10:30-4:00 Monday, Wednesday, Friday
 - 10:30-5:30 Tuesday and Thursday
 - 9:00-11:30 Saturday
 - KCAC is closed on all government holidays

Animal Drop off Procedures:

Owner Relinquishments:

- Owner relinquishments are scheduled by appointment through the front desk staff.
- When an owner relinquishes their pet, they are informed that they must sign a release form and that they may not be able to reclaim the pet.
- The pet will be evaluated by our medical staff.
- There is a \$20 fee per pet for owner relinquishments.
- KCAC does not guarantee the placement of the pet for adoption or transfer.

Stray Animals:

- All animals are scanned for a microchip and checked for tags and tattoos upon impoundment.
- Stray animals are held for a minimum of 5 days if the owner is unknown and a minimum of 7 days if the owner is known. This allows the owner an opportunity to find their lost pet.
- If no owner is found, the animal will be evaluated by staff to determine its medical and temperament status.



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Adoption Program:

KCAC is open for pet adoptions 6 days per week (please see shelter hours above). Every adoptable companion animal deserves a loving home. At KCAC, all adoptable animals receive a health evaluation, appropriate vaccinations and temperament testing, as well as spay or neuter surgery.

An adoption screening process is in place to determine whether or not a potential adopter will provide a lasting, loving home. KCAC is eager to help everyone make a match with just the right pet to suit their family.

Whether the animal is a pure breed or an all-American mix, the price and requirements are the same at Kane County Animal Control.

- Dogs and Puppies: \$200.00 Fee includes spay or neuter, Rabies inoculation*, appropriate vaccinations, Heartworm testing and microchip.
**Puppies who are too young will not receive rabies inoculation. The option to receive rabies at our facility, once of age, will be given at no additional fee.*
- Cats and Kittens: \$100.00 Fee includes spay or neuter, Rabies inoculation*, appropriate vaccinations, FIV/FELV testing and microchip.
**Kittens who are too young will not receive rabies inoculation. The option to receive rabies at our facility, once of age, will be given at no additional fee.*
- A valid government issued photo ID is required.
- Copy of your rental agreement if you rent, stating that you can own a pet or your landlord's phone number.
- All family members living in the home the animal will reside in must interact with the pet.
- Adopting families, who currently own or have owned a pet in the last seven years, may be required to provide veterinary records.
- Adopting families, who currently own a pet, may be asked to bring the pet in for a meet & greet to get an indication of how the animals will get along.

Lost Pet Redemption Procedures:

To redeem a lost pet, the owner must provide a valid government issued photo ID and proof of animal ownership (veterinary records, purchase receipt, or pictures of the pet) must be provided. Redemption fees will vary per situation. The following may be required upon redemption: Proof of Rabies Vaccination (owner will have 10 business days to provide proof of rabies vaccination), county registration and microchip for dogs and cats.



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Humane Education:

The foundation of having a safe and happy relationship between pets and people starts with humane education. Kane County Animal Control offers an animal education program for elementary students of Kane County schools, boy/girl scout troops, and community groups. An Animal Control warden presents children with the basic knowledge of pet care and safety. This information may be related to issues such as bite prevention, importance of rabies vaccinations, leash laws, pet owner responsibilities and the humane care and treatment of animals. This program is designed to heighten children's understanding of care and safety regarding animals, both domestic and wild.

Rabies Vaccine and Microchip Clinics:

Kane County Animal Control hosts regular low-cost rabies vaccination and microchipping clinics for dogs & cats. This affordable and convenient resource makes it easy for people throughout our community to provide their pets with preventative vaccinations, as well as the microchipping service that can be a lost pet's ticket home.



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Requirements to Volunteer:

- Volunteers **MUST** be at least 18 years of age to volunteer at Kane County Animal Control.
- New Volunteers **MUST** attend a Volunteer Orientation prior to starting. Interested candidates **MUST** complete the following prior to attending the orientation:
 - Complete the Volunteer Application;
 - Clear fingerprint background check;
 - Sign the Liability and Code of Conduct waiver; and
 - Complete the Tetanus Shot Verification form;
- Pass a fingerprint background check by the County of Kane.
- A minimum commitment of 5 hours per month and a preferred commitment of 10 hours per month.
- Compliance with the KCAC Volunteer Code of Conduct.
- An understanding and passion for animal welfare issues.
- Strong verbal communication.
- Ability to work well independently and within a team.
- Exceptional customer service skills.
- Attention to detail.
- Ability to lift at least 15 pounds and stand for long periods of time.
- Accommodations for people with disabilities will be made.

Volunteer Schedule:

Volunteers may visit KCAC during shelter operating hours (refer to shelter hours above). Volunteers must sign in and out and wear their volunteer ID at all times. Your ID badge will be kept at KCAC and will be issued upon signing into KCAC. It is your responsibility to ensure you return your ID badge at the end of your volunteering for the day. If you lose or forget your badge you will be unable to volunteer for the day.

Volunteers are needed to help the shelter staff at KCAC by walking dogs, socializing cats, or spreading the word to potential adopters about the animals and services offered at KCAC.

Volunteer Programs:

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Program	Description	Qualification	Time Commitment
Dog Walking / Socialization	Walk and socialize dogs in the adoption pavilion in all kinds of weather; spot-clean cages; show dogs to potential adopters.	Previous experience with dogs desired, but not necessary.	Minimum 5 hours per month.
Cat TLC / Socialization	Provide socialization and care to adoptable cats; spot-clean cages; show cats to potential adopters.	Previous experience with cats desired, but not necessary.	Minimum 5 hours per month.
Shelter Maintenance and Cleaning	Sweep, mop, shovel, laundry, sanitize dishes and other miscellaneous cleaning duties.	Knowledge of basic sanitation techniques.	Minimum 5 hours per month.
Customer Assistance	Provide customer assistance at front desk; assist visitors looking for their lost pet; complete paperwork at vaccine clinics. Follow up phone calls to previous adopters and transfer partners.	Good people skills. Bilingual a plus.	Minimum 5 hours per month. 
Adoption Screening	Screen potential adopters to ensure a good fit with the pet.	Good people skills and critical thinking skills.	Minimum 5 hours per month. 
Off-Site Adoption Events	Attend events at various locations; assist public; handle animals.	Good people skills and experience with dogs & cats.	Varies 
Animal Enrichment Team	Provide enrichment to the animals at KCAC by engaging them in activities to stimulate them while at the shelter.	Good animal observation skills. Ability to relay information about behaviors to staff.	Varies  
Dog and Cat Transfer Team	Assist in the marketing of animals to KCAC approved agencies/rescues.	Previous experience with dogs and cats, but not necessary.	Varies  

KCAC also accepts professional volunteers such as Licensed Veterinarians, Licensed Veterinary Technicians, Animal Behaviorists/Trainers and Groomers.



 = You MUST be a volunteer in good standing for six (6) months prior to working on this program. Additional training may be required.



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= You MUST be a volunteer for one (1) year prior to working on this program. Additional training may be required.

Etiquette:

- You should represent yourself as a volunteer at all times.
- The Shelter Programs and Operations Manager is the main point of contact for all volunteers.
- Please be polite and respond courteously when speaking with visitors and staff.
- The Shelter Programs and Operations Manager should be contacted if there has been a negative confrontation between volunteers and/or staff members.
- If unsure of an answer, policy or procedure, please ask the Shelter Programs and Operations Manager. If they are not currently available ask the Administrator.
- If a media representative approaches you while at KCAC, direct them to the front desk staff and they will get a spokesperson to speak with them.
- KCAC is not responsible for any lost or stolen items. Personal items left behind will be removed each evening.
- Volunteers are responsible for signing in and out of the building with the provided binder located at the front desk.

Emotional Consideration:

The sad fact is that not all animals may be able to be rehomed. However, every animal deserves a positive experience while at KCAC. You must be able to focus on what you can do to make each animal you work with as comfortable as possible. We ask that you provide as much loving care as you can during each pet's stay with us. Please show empathy to the shelter staff who are directly involved with the making of difficult outcome decisions. If you are experiencing emotional difficulties, please speak with the Shelter Programs and Operations Manager or Administrator.

Dress Code:

The following requirements are in place for volunteer safety. When in doubt, use common sense when dressing for the shelter.

- Volunteers are required to wear their ID Badge at all times. Anyone not displaying an ID will be escorted from the building.
- KCAC Volunteer t-shirts (if available) should be worn while at the shelter and at off-site events.
- Wear comfortable clothes; please keep in mind that you may get dirty. Your clothing should not be disruptive or offensive. For safety reasons, long pants must be worn when volunteering at the shelter even during the warmer times of the year. No shorts or skirts should be worn at any time.
- Closed toe, rubber-soled non-slip shoes are required. No flip-flops, sandals or clogs are to be worn at any time.



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- For security reasons, hats and sunglasses that obscure your identity should not be worn while working at the shelter. Accommodations will be made for religious attire.
- Volunteers who do not adhere to the dress code policies during their volunteer time will be asked to change or leave the building. Volunteers who repeatedly volunteer out of dress code may face permanent dismissal.

Safety Guidelines:

- Hand Washing Policy
 - Wash hands often, especially between handling animals or when visibly dirty or contaminated; before eating; after using restroom; before and after direct animal contact or contact with bodily fluids and after removing gloves.
- Cell Phone Policy
 - Please refrain from using your personal cell phones in front of members of the public while volunteering.
 - Cell phones will not be used while animals are being handled.
 - Volunteers are responsible for any damage to cell phones or other personal property.
 - Headphones will not be permitted at any time.
 - Videos and photographs of the animals are strictly prohibited unless you have received prior approval from the Shelter Program and Operations Manager or Administrator.
- Dog Walking Policy
 - When indoors, all dogs must be transferred throughout facility wearing a slip leash.
 - When walking dogs outdoors, all dogs must wear a collar, leash, and slip leash.
 - Fecal material should be picked up and disposed of in its proper location.
 - All toys are to be picked up and placed in the designated dirty laundry bin.
 - All doors must remain closed at all times.
 - Volunteers shall only walk dogs deemed appropriate by KCAC staff.
- Animal on Animal Interaction
 - At no time should two or more animals be allowed to interact without prior approval from the Shelter Program and Operations Manager or Administrator. Despite your best efforts to monitor their interactions, animals get into fights. Luckily, most fights last less than a few seconds, and you can often interrupt them by simply shouting or using a physical barrier to separate the animals. If the fight continues, however, you should get an employee immediately. Do NOT attempt to break up the fight yourself or grab an animal as they might turn and bite you accidentally.
- Accident Reporting
 - If at any time while volunteering you are injured or see someone injured, you must contact an employee immediately. This may include, but is not limited to: trips, slips, falls, cuts, abrasions, sprains, breaks, bites or scratches. If you fail to notify an employee, you may face permanent dismissal.
- Animal Exposure Reporting



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- If you experience an animal exposure (any break in the skin while in proximity to a dog or cat) you are required to notify an employee and complete an incident report required by state law. If you fail to notify an employee, you may face permanent dismissal.
- Zoonosis are diseases that spread from animals to humans. Cleanliness is the key. Wash your hands as often as possible. Avoid putting your face on the animal, no matter how cute.

Examples include:

- Rabies: Rabies is almost universally lethal. It is transmitted by saliva into open wounds. You do not need a bite - saliva in the eye or on a scratch will also cause transmission. Always report any skin breaks and see a physician for any wound, no matter how minor.
- Salmonella: Salmonellosis, the illness caused by the bacteria, usually lasts four to seven days. Although, most persons recover without treatment, in some persons, the diarrhea may be so severe that the patient needs to be hospitalized.
- Scabies: sarcoptic mange in dogs can infect humans, leading to human cases of scabies.
- Ringworm: Not a worm at all, but a fungal infection. Commonly caught from cats, although dogs get it as well.
- Roundworms and Hookworms: These are the most common intestinal parasites in dogs and cats. When people ingest the eggs from the feces (wash your hands!), the larvae migrate through the human body.
- Immune suppressed individuals should avoid working directly with animals. If in doubt, ask your physician.

If you are sick or feeling sick please do not volunteer for the day as some viruses can be spread to our animals and humans alike.

Restricted Areas:

Volunteers are not permitted in the following areas unless approved by the Shelter Programs and Operations Manager:

- Stray Hold Areas for both cats and dogs.



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- Workroom
- Walk-in Cooler
- Euthanasia Room
- Office/Administrative Area
- Chemical Room
- Any other areas marked with “Authorized Personnel Only” sign(s), unless given prior permission.

Shelter Emergencies:

While at KCAC please take a moment to familiarize yourself with the fire escape routes located on the walls around the shelter. In the event of an emergency, KCAC wants to ensure your safety by providing you the quickest and safest routes of exit from the facility. If you are walking or socializing an animal while an emergency occurs please put the animal back into any cage and exit through the nearest designated fire exit. If you are outside with an animal, remain outside across the street at the designated meeting location. KCAC will be performing a head count to ensure that all volunteers and staff are accounted for when emergency personnel arrive.

If you notice an emergency such as a fire while at KCAC, please inform employee personnel and exit through the nearest designated fire exit. Do NOT attempt to rescue any animals or treat the emergency yourself. Your safety is very important to staff and we want to ensure you are volunteering in the safest environment possible.

Removal of a Volunteer:

It is important that all volunteers understand, agree to, and comply with all KCAC policies and guidelines. Any violation of these policies may result in the volunteer being removed from the list of volunteers. Any decision by the Administrator of KCAC or their designee to remove a volunteer from the list of volunteers is final. Examples of actions that will result in the removal from the list include but are not limited to:



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- Careless, negligent performance of volunteer duties.
- Substance abuse.
- Theft.
- Loss, damage, or theft of Kane County property.
- Discourtesy to or harassment of a volunteer, KCAC staff member or visitor.
- Abuse, neglect, or disregard of animals and/or their care.
- Making statements or offering advice to assist in violating or circumventing KCAC policies, city or county ordinances or state or federal law.
- Unauthorized alterations of a kennel card.
- Not reporting an animal exposure incident to an employee immediately.
- Threatening the safety of another employee, volunteer, animal and/or visitor.
- Threatening, intimidating, coercing, harassing or assaulting another person.
- Sexually harassing an employee, volunteer and/or visitor.
- Carrying weapons or bringing a weapon on the property.
- Allowing unauthorized persons access to the building or confidential information without management permission.
- Using, duplicating or possessing keys and passcodes to the building or offices within the building without authorization.
- Interfering with the animal intake process.

It is the goal of the KCAC to treat all volunteers fairly, so it encourages volunteers to contact the Shelter Programs and Operations Manager with questions regarding this section.



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Volunteer Code of Conduct

Kane County Animal Control (“KCAC”) is committed to high ethical and legal standards, and the principals of respect, compassion, fairness and dignity in all its animal control and sheltering interactions, and in its interactions with volunteers, employees and the public. Dedicated volunteers are essential for helping KCAC uphold this commitment, and KCAC is grateful for each dedicated volunteer. KCAC can be a physically and emotionally challenging place to volunteer. Notwithstanding, all volunteers agree to abide by the following Code of Conduct:

- I will treat each KCAC manager, employee, fellow volunteer and member of the public served by KCAC with respect and dignity, and I will not disrupt the daily work of KCAC managers or employees, second-guess their decision-making or jeopardize their careers.
- Should I have a concern or complaint with KCAC or another volunteer, I will follow KCAC’s Grievance Procedures, and I will abide by the decisions reached through these procedures.
- I will not use social media, or any other public media, to release confidential information allowed to me by volunteering at KCAC, including, but not limited to, FaceBook, LinkedIn, Twitter, radio, T.V. and newspaper.
- I will abide by KCAC’s policy regarding photography, videotaping and promoting the animals. Confidential information is defined as information deemed privileged by KCAC, written, verbal, or electronic, shared only with authorized persons in order to ensure the safety, integrity, and unhindered operation of KCAC. Confidential information includes, but is not limited to, personal information of members of the public such as names, addresses, and telephone numbers.
- If I am unsure of an answer, policy or procedure, I will ask the Administrator, Shelter Programs and Operations Manager, or designee, and confirm.
- I will treat all animals with compassion and respect, and NEVER intentionally harm an animal. I will alert employees and medical staff of any health or behavioral concerns I may have about any animal in the facility.
- I will abide by all KCAC rules, policies and procedures regarding the treatment, training or care of animals at the facility, in foster care and at special events.
- I will uphold KCAC’s mission.
- At no time will I falsely misrepresent or act as an employee of KCAC.

If a volunteer feels that s/he cannot uphold the Code of Conduct, KCAC respectfully requests that s/he not volunteer with the organization.

I have read and understand the Kane County Animal Control (KCAC) Volunteer Policies and Code of Conduct. I agree to abide by them and I understand that my volunteer service can be terminated by KCAC management at any time, with or without notice.

Name (please print): _____

Signature: _____ Date: _____

Received By (KCAC Staff): _____ Date: _____

Volunteer Liability Waiver



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I, _____ wish to be a volunteer with Kane County Animal Control (herein after the “County”). I acknowledge and understand that working with animals may be dangerous and carries with it certain inherent risks that cannot be eliminated regardless of the amount of care taken to avoid injuries. These risks can result in serious injury or even death. I understand that working with animals carries with it certain inherent risks. I appreciate and agree to personally assume any and all liability and risks of working with the County and working with animals that may be dangerous. I affirm that I am at least eighteen (18) years of age.

I hereby RELEASE, WAIVE, DISCHARGE, INDEMNIFY, HOLD HARMLESS, AND COVENANT NOT TO SUE, the County of Kane, its officials, agents, employees, officers, and representatives from every penalty, claim, loss, cost, damage, demand, action, cause of action, all attorney's fees, lien and/or expenses arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or to any property belonging to me, during my performance of any volunteer work with Kane County, including but not limited to any work performed at the County facility located at 4060 Keslinger Rd, Geneva, IL 60134, or any volunteer work performed off-site for or in conjunction with the County, as well as any failure of observance of any rules, regulations or policies of the County. Kane County shall not be liable for injury to me or damages to my property arising from any act or omission of the County, the County's contractors, invitees, employees, any third party, volunteers, volunteer group, or any animal.

I agree to INDEMNIFY AND HOLD HARMLESS the County of Kane from and against all claims of whatever nature (including, but not limited to, medical costs), arising from any of my acts, omissions or negligence, or arising from any accident, injury, or damage whatsoever caused to me, any other person, animal or to my property or the property of any person occurring while I am providing volunteer work to Kane County, or arising from any accident, injury, or damage occurring on the County's premises. I further agree to INDEMNIFY AND HOLD HARMLESS the County of Kane, its officials, agents, employees, officers, and representatives from any and all claims, actions, suits, procedures, costs of any kind (including, but not limited to, medical costs), expenses, damages and liabilities, including attorney's fees and court costs brought by any party as a result of my involvement in any aspect of volunteering with the County. I agree to reimburse the County for any such expenses incurred.

Any cause of action of any kind arising out of this agreement or my volunteer activity with KCAC shall be filed in the Circuit Court of Kane County of Illinois. The laws of the State of Illinois shall govern all disputes arising out of this agreement and my volunteer activity with KCAC

In consideration for my acknowledgment of, and agreement with all provisions of this Liability Waiver, the County agrees to allow me the limited privilege of volunteering with the County. I understand and agree that as a volunteer, I am not an employee of the County, and I am not entitled to any wages, compensation or benefits of any kind. I propose to serve entirely without wages or compensation as a volunteer for such period or periods and at such time or times as may be mutually agreed upon by me and Kane County. I understand that my gratuitous services do not entitle me to workers' compensation or any other insurance policy or benefits through Kane County.

I hereby agree that I have read, will comply with and will not object to or challenge the protocols and procedures outlined in the KCAC Volunteer Policies. Violation of any of these guidelines or any other rules or directives imposed by KCAC or Kane County will be grounds for my immediate removal from the premises and termination of all volunteer transfer opportunities with the County. Further, I acknowledge that the County reserves the right to unilaterally modify, or terminate my privilege to volunteer at any time for any reason or no reason at all. I understand that Kane County has the right to change or modify the Volunteer Policies at any time without advance notice.



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I hereby consent that the County and/or assignees are authorized to use my name, portrait, picture, photograph or any reproduction of me for editorial and/or commercial purposes by the County. Permission is hereby granted to the County to make changes or alterations and/or use my name or a fictitious name for such purposes.

I expressly agree that the foregoing liability waiver is intended to be as broad and inclusive as is permitted by the law of the State of Illinois or any other applicable federal laws and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal effect and force.

The County of Kane makes no representations or warranties whatsoever with respect to the environmental conditions, physical conditions, or working conditions of any of the properties where I shall view animals. I am accessing the property completely at my own risk and Kane County cannot, and does not, guarantee my safety. I accept the use and access to County property in "As-Is" condition.

By signing below, I hereby agree that I have read this liability waiver in its entirety and fully understand all of its terms. I acknowledge that I am signing the liability waiver freely and voluntarily, and intend by my signature to completely and unconditionally release the County of all liability to the greatest extent allowed by law. The representations, conditions and commitments contained in this instrument shall be binding upon my estate, heirs, assigns, legatees, next-of-kin and personal representatives. I understand that, by signing this document, I may be giving up rights afforded to me by law and willingly, voluntarily, and forever waive such rights.

Printed Name: _____ Signature: _____

Date: _____ Age _____

Transfer/Rescue Group Name: _____

DL # _____ State _____ Other ID # _____

Tetanus Shot Verification

The undersigned states that his/her last tetanus shot was received within the last (5) years.

Date of last tetanus shot _____ (month & year)

Signature: _____ Date: _____

Updated: 1/2015