



Transport Handbook



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Welcome!

About ACCT Philly

ACCT Philly is the region's largest animal care and control service provider. Organized in November 2011 and assuming control of animal control operations in April 2012, ACCT Philly is a city-related, 501c3 nonprofit organization, contracted by the City of Philadelphia to provide animal care and control services. ACCT Philly was formed by the City, to serve the City and is overseen by the City of Philadelphia's Managing Director's Office.

Our animal control officers provide service to the city's more than 1.5 million residents, over 142.6 square miles, 24 hours a day, 365 days a year. ACCT Philly's facility in North Philadelphia handles more than 15,000 of the city's animals annually, from dogs and cats, to small animals, reptiles, birds and injured wildlife.

In addition to animal control and sheltering, ACCT Philly also supports a foster care program where community members provide temporary homes for sheltered animals and an extensive rescue partnership program where approved rescue partners accept ACCT Philly animals into their adoption programs. Other exciting ACCT Philly programs include a food pantry for low-income pet owners, trap-neuter-return for community cats, a unique Pen Pal and Kneady Cat program to assist dogs and cats at risk... and so much more!

Animal Care & Control Team of Philadelphia
111 W Hunting Park Avenue
Philadelphia, PA 19140
(267) 385-3800

Mission Statement

ACCT Philly's mission is to provide shelter, care and life saving efforts for homeless, abandoned, and abused animals and protect the health, safety and welfare of the citizens of Philadelphia, providing a benefit to all of the citizens of the City regardless of race or economic status.

Core Values- T.R.I.C.E.P.

ACCT Philly is guided by the following core values:

- Transparency- We strive to be open and transparent in everything we do to build trust and mutual understanding.
- Respect- Our goal is to treat every animal and human with the respect they innately deserve.
- Innovation- The backbone of growth is innovation. To better serve the public, we embrace creative, innovation solutions and ideas.
- Commitment- We are fully invested in our promise to provide high quality services to the citizens and animals of Philadelphia.
- Empathy- Understanding feelings, needs, and struggles beyond our own critical to providing compassionate care.
- Professionalism- We pledge to fulfill our mission with superior efficiency, accountability and competency.

Everyone representing ACCT Philly is expected to follow these core values.

Supporting ACCT Philly

ACCT Philly's lifesaving work with animals is supported through the generosity of thousands of donors each year. There are many ways you can support ACCT Philly beyond your volunteer service including:

- Make a donation [here](#)
- Become a Monthly Sustainer with automatic, monthly donations [here](#)
- Honor a friend or a loved one with a gift in their name [here](#)
- Donate every time you shop online by clicking [here](#)
- Follow us on [Facebook](#), "like" and share our stories with your friends
- Follow us on [Twitter](#)
- Purchase one of the many items on our Amazon wish list [here](#)
- Purchase ACCT Philly swag via our [online shop](#)

Purpose of Volunteer Policies

Animal Care & Control Team (ACCT Philly) volunteer policies are provided to offer guidance and direction to volunteers and staff engaged in ACCT Philly's Volunteer Program. These policies are intended to clarify the roles and responsibilities of volunteers and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not employees of ACCT Philly. ACCT Philly reserves the right to modify any volunteer programs or policies at any time.

Philosophy Statement

ACCT Philly values the role that volunteers play in animal welfare and recognizes that volunteers help our organization meet the needs of the animals in our care and the community we serve. Our organization encourages active collaboration between staff and volunteers to maximize our life saving efforts and community engagement. With their wide array of experiences, skills, and knowledge, volunteers help to keep our mission going strong by supporting shelter operations, engaging positively with the animals in our care and the community as a whole, and helping ACCT Philly expand its programs, reach, and impact within Philadelphia.

Scope of Policies and Procedures

Unless specifically stated, the volunteer program policies and procedures apply to all ACCT Philly volunteers, at all sites of operation and when representing the organization in public forums.

Our Commitment to You

The staff members with ACCT Philly are all truly grateful for your dedication to our animals and our mission, and we want to ensure that you have a fulfilling and enjoyable experience. We will strive to:

- Provide you with adequate training and assistance so that you can be successful in your volunteer role within the organization.
- Communicate all expectations, policies, and procedures regarding the volunteer program.
- Respect your skills, knowledge, and individual needs.
- Be professional when you present concerns or suggestions.
- Treat you as a valued team member within ACCT Philly.
- Provide feedback in a timely manner to allow for collaborative communication

The ACCT Philly volunteer program is led by a Volunteer Manager and a team of individual program coordinators and managers. These staff members are responsible for the maintenance of all volunteer programs within their purview.

Depending on the program/department, staff responsibilities may include but are not limited to:

- Recruit volunteers for specific organization needs and skill sets
- Provide all new volunteers with orientation and training
- Assist with scheduling of volunteers for specific events or programs
- Maintain the safety and confidentiality of volunteers' records and personal information
- Provide appropriate and regular recognition for active volunteers
- Provide updated information about ACCT Philly activities and opportunities
- Process requests from ACCT Philly staff for volunteer assistance, including volunteers for events, initiatives, or special projects
- Provide written documentation of volunteer time or activities when requested

Your Volunteer Commitment

When you serve as an ACCT Philly volunteer, we ask the following of you:

- Have regular access to the internet and a private email address.
- Respond to direct emails from volunteer program staff in a timely manner.
- Use the ACCT Philly Volunteer Center (known as Volgistics) to schedule volunteer shifts and log volunteer hours.
- Complete all required paperwork for general and individual volunteer programs.
- Keep your volunteer record updated with your current email address, phone number, and emergency contact.
- Complete any assignments for which you volunteer. If you cannot complete the assignment, please notify your staff supervisor or the volunteer manager.
- Stay within the parameters of your volunteer position(s) and assignment(s).
- Grant ACCT Philly rights to all photographic images, video, and audio recordings made for ACCT Philly or on our property.
- Follow the dress code outlined in this handbook when representing ACCT Philly at functions and events.
- Follow all shelter policies and procedures as outlined in the general volunteer manual and any subsequent training sessions or materials.
- Adhere to the Volunteer Code of Conduct outlined in this Handbook.

Volunteer Transporters

Volunteers are essential to providing transport for Animal Care and Control Team of Philadelphia (ACCT Philly) animals to transfer partners, off-site adoption locations and veterinary appointments, and special events. Transport volunteers are not only needed for driving dogs and cats, but also reptiles, birds, small animals, and farm animals. Because of the high volume of intakes at our shelter, many urgent animals would be at risk of euthanasia without volunteers providing transport. On behalf of the many animals you will help save as a transport volunteer, THANK YOU!

Who can volunteer

Volunteers transporting for ACCT Philly must possess a valid, current, state issued driver's license and present that license upon request to ACCT Philly management. A copy of that license will be kept on file by ACCT Philly. Transport volunteers using their own vehicle must be 18 years old or older. Transport volunteers using the ACCT Philly Vehicles must be 25 years old or older and have a valid driver's license that has been in effect for at least two years.

To be an ACCT Philly transport volunteer, volunteers must sign and submit the **ACCT Philly Transport Driver Role Description, ACCT Philly Volunteer Waiver and Release, Volunteer Manual Acknowledgement Form**, and a **Volunteer Vehicle Use Agreement** (when driving an ACCT Philly vehicle).

When

The ACCT Philly Lifesaving Department sends out requests for transport assistance via the 'ACCT Philly Transport Volunteers' Facebook page on an as-needed basis. To be added to or removed from the Facebook group, please contact lifesaving@acctphilly.org or volunteer@acctphilly.org.

Where

Most ACCT Philly transport volunteers are needed to drive animals from ACCT Philly's shelter in North Philadelphia to locations in the surrounding areas in Pennsylvania and New Jersey. Occasionally transport volunteers are needed to pick up animals or supply donations from nearby locations and bring them back to ACCT Philly. In general, trip distances vary, and transports can be as short as a few blocks, or as far as a few states away.

How

Volunteers use their own personal vehicle, or when available, the ACCT Philly Rescue Transport Vehicle or another ACCT Philly vehicle to transport animals or supplies.

Personal Vehicles

Volunteers are permitted to use their own personal vehicles to transport ACCT Philly animals, as long as the vehicle is in safe working order, and is covered by a valid auto insurance policy. When using your personal vehicle to transport animals, it is required that animals be crated or secured (tethered) so that they do not have free access to vehicles. ACCT Philly's Life Saving department can often provide carriers and crates for the animals if needed.

ACCT Philly Vehicles

Approved volunteers are permitted to use the ACCT Philly Rescue Transport Vehicle or other ACCT Philly vehicles, as assigned to transport animals or items for business purposes. Volunteers must sign the Volunteer Vehicle Use Agreement in order to be approved to operate the ACCT Philly Vehicles.

When using the ACCT Philly vehicles, all animals must be crated during transport. Crates and carriers are provided by ACCT Philly's Life Saving department.

ACCT Philly Rescue vehicles must be kept clean and debris free. Please remove any personal items or trash from the vehicle upon returning it to the shelter. ACCT Philly staff will take care of any soiled or damaged transport carriers or crates.

Upon completing a transport using an ACCT Philly vehicle, the keys must be returned to Lifesaving management.

Volunteers using any ACCT Philly vehicle must complete a transport log before and after the drive so that the Lifesaving department can track vehicle mileage and the number of animals saved.

See the Volunteer Vehicle Use Policy for a full list of requirements and responsibilities associated with using ACCT Philly vehicles.

Emergencies and Accidents

Whether transporting with our own personal vehicle, the ACCT Philly Rescue Transport Vehicle, or any other vehicle, it is important that you contact Lifesaving Management immediately if the vehicle becomes disabled or damaged while transporting ACCT Philly animals or property. Similarly, any auto accidents that occur while conducting ACCT Philly transport business must be reported to ACCT Philly Lifesaving management immediately so that alternate plans or animal recovery plans can be made, and accident reports and/or insurance claims can be filed promptly when necessary. Volunteers who need immediate assistance can always call ACCT Philly's main number (267-385-3800) and ask to speak with a manager.

Confidentiality and Privacy Policy

ACCT Philly volunteers may have access to confidential information (e.g. name, address, financial information) about the organization's clients, donors, fellow volunteers, adoptive families, and Transfer Partners. It is of the utmost importance to ACCT Philly that this information is maintained at the highest degree of confidence, and that it is accessed only on a need-to-know basis. Any personal information regarding the former owner, adopter, or Transfer Partner for an animal can only be released by a manager. No physical documents can be turned over without a subpoena, which is handled by the Director of Field Operations. For that reason, a volunteer's unauthorized use of confidential information may be cause for termination.

Program Basics

Vehicle Safety and Use Policy

This policy is intended to promote safe and responsible driving practices and to help prevent accidents, injuries, and property damage while using ACCT Philly Rescue Transport Vehicles for official ACCT Philly business. It is also intended to outline vehicle maintenance responsibilities.

Definitions:

- An ACCT Philly Vehicle is any titled or licensed vehicle owned by ACCT Philly and used for official company business.
- An ACCT Philly Authorized Driver is any person working for ACCT Philly, or a volunteer who is authorized to drive an ACCT Philly Vehicle on official business.
- ACCT Philly Official Business is any task or activity aimed at accomplishing the goals outlined by ACCT Philly for a specific project or program and any of its subsequent modifications.

Becoming an Authorized Driver:

- ACCT Philly will verify that all authorized driver candidates possess a valid United States driver's license issued by the Government Authority of the State of residence of the driver.
- ACCT Philly may review the driver's license of all Authorized Drivers annually and request visual confirmation of a driver's license at any time.
- All ACCT Philly Authorized Drivers are responsible for complying with this policy. Violation of this policy may be grounds for loss of Authorized Driver status.

Driving Requirements and Obligations:

All **Authorized Drivers** driving an **ACCT Philly Vehicle** agree to:

- Have a valid driver's license in effect for at least two years and be 25 years of age.
- Have a clean driving record (e.g. no "at-fault" accidents in the last 18 months, no history of drunk driving, driving under the influence of drugs, reckless driving).
- Use ACCT Philly Vehicles for authorized ACCT Philly business only and never for personal use.
- Never drive under the influence of drugs or alcohol.
- Not possess open or closed containers of alcohol while operating any ACCT Philly Vehicle.
- Notify a Lifesaving Department supervisor within 48 hours if their driver's license has been suspended or revoked.
- Not permit any unauthorized persons to drive an ACCT Philly Vehicle.
- Use seatbelts and require all other authorized occupants to do likewise; the number of passengers should not exceed the number of seat belts.
- Operate the ACCT Philly Vehicle in accordance with all applicable rules, regulations, laws, and ordinances of the road.
- Drive at legal speeds appropriate for road conditions.
- Report accidents, theft, damage, vandalism, or other acts of criminal mischief to the Director of Lifesaving or the nearest accessible ACCT Philly Director or manager, as well as to the appropriate local law enforcement agency immediately or as soon as feasibly possible (not taking longer than 2 hours).

- Assume responsibility for fines or traffic violations (including parking violations) associated with his/her use of the ACCT Philly Vehicle.
- Not transport unauthorized passengers such as hitchhikers, family members, or friends.
- Not pick up any stray animals during your transport. If you see an animal, call 311 or 911. If you are outside of the Philadelphia area, call the local animal control center.
- Keep detailed records of the number of miles traveled during each trip and of the fuel consumption of the ACCT Philly Vehicle.
- Turn off Vehicle, remove the keys, and lock the Vehicle when left unattended
- Inspect the ACCT Philly Vehicle for safety concerns before leaving the parking area or garage, checking tires, wipers, lights, and other safety equipment for observable defects. The driver is responsible for the condition of the Vehicle while it is in use and must report any defects within 24 hours to the Department of Lifesaving.
- All ACCT Philly Vehicle keys are kept with the Director of Lifesaving and each Vehicle will have two copies of the key. Lost or stolen keys are to be reported to the Lifesaving Manager within 24 hours.

Vehicle Use Responsibilities:

ACCT Philly is responsible for obtaining comprehensive coverage insurance and for payment of this insurance.

Inspections of fluids, tires, belts and safety features on the ACCT Philly Vehicle shall be conducted as recommended by the City of Philadelphia Fleet Management Department. Vehicle parts should be checked, as recommended by the dealer, and replaced as necessary. ACCT Philly is responsible for Vehicle repairs and associated costs, unless the Authorized Driver was in violation of the driving requirements and obligations listed above at the time of the accident.

Vehicle inspections and repairs shall take place at a location determined by the City of Philadelphia Fleet Management Department; any alternative arrangements must receive prior approval. All repairs and maintenance records should be retained in ACCT Philly Vehicle files; all required procurement and payment procedures should be followed, and documentation retained, in accordance with ACCT Philly's Financial and Accounting procedures.

Safety of Animals During Transport:

Dogs may be transported in two ways, appropriately tethered or crated. While ACCT Philly can and will provide crates for transport if we have them available, we encourage volunteers to purchase a few crates if you plan on transporting. They can be purchased at any number of places and they are a good investment if you plan on driving a lot. If you do not have a crate and are seeking to borrow one from the shelter, please ask before you arrive for your drive to ensure staff have the needed supplies and can pull them together ahead of your arrival. When tethering, please be sure that the dog has slack in the leash; tying a leash to a headrest is not a safe tethering procedure as one sudden stop can result in severe injuries, or death, to a dog. All small dogs must be crated.

If you are tethering a dog, please be sure that the area where the dog will be is free of clutter, ie toys, food, shoes. Some pups will resource guard; for this reason, do not give dogs any toys during your drive.

If you are transporting more than one dog, only one dog may be tethered, all others must be crated.

Personal pets may not be present for any transport trips.

Cats will be put in carriers. If you have a cat carrier, please feel free to use that. Cats are stealthy and are often safer, and more comfortable, in a plastic carrier, rather than a cardboard one.

All other animals, such as pigs, chickens, etc, must be crated during transport.

Important Notes:

Please be sure that you have all of the contact information for the rescue, or foster, where you are driving to prior to leaving the shelter. This includes the following;

- Rescue/foster name
- Rescue/foster address
- Rescue/foster phone number

If you have any issues during the drive, please always reach out to the shelter ASAP. This includes situations when an animal goes in distress, bites/nips during transport, if you get lost, or just need general help or support. You can also go onto the Facebook page and post there.

Thank you for being a part of the transport team!