



Osceola County Animal Services  
3910 Old Canoe Creek Rd  
St Cloud FL 34769  
[www.osceolacountypets.com](http://www.osceolacountypets.com)



## Adult Volunteer Orientation video

---

### About Osceola County

Osceola County was formed in 1887 from portions of Brevard and Orange Counties.

An area of 1,506 square miles (6th largest county in Florida) with 12 Road Officers.

Population in 2022: 397,636

Governed by 3 sets of elected officials

County Commissioners,  
Constitutional officers, and  
Judicial officers

### County Policy for Volunteers

We welcome volunteers who have a desire to provide valuable service to the county without compensation.

If you are selected, county policy requires volunteers 18 years and older to complete a drug test, to be fingerprinted and cleared by Osceola County Human Resources.

After orientation, you will set up a meet and greet (either virtual or live) with the program coordinator and background information will be handed out or explained at that time.

### How to visit us

Normal hours of Operation:

Monday 12:00-5:00, Tuesday, Thursday, and Friday 10:00-5:00,

Wednesday 10:00-6:00, and Saturday 10:00-3:30

Check us out on line: [www.osceolacountypets.com](http://www.osceolacountypets.com)



Osceola County Animal Services  
3910 Old Canoe Creek Rd  
St Cloud FL 34769  
[www.osceolacountypets.com](http://www.osceolacountypets.com)



## Our Dedicated Team

Total staff of about 30+

- 1 Director
- 1 Administrative Assistant
- 4 Clerical
- 9 Animal Care Technicians
- 12 Animal Services Officers
- 1 Field Supervisor
- 3 Veterinary Technicians
- 1 Part Time Veterinarian
- 1 Program Coordinator Assistant
- 1 Animal Services Program Coordinator

Plus our dedicated team of volunteers and employees.

## Ongoing specials:

- Seniors for seniors
- Long timers' discount
- Pets for vets
- Career Cats

## Make Connections!

- Share information and ideas
- Get names and phone numbers when out at events
- Refer people to staff



Osceola County Animal Services  
3910 Old Canoe Creek Rd  
St Cloud FL 34769  
www.osceolacountypets.com



## Volunteer Requirements

You must be at least 18 years of age to participate in the Community Cat program.

18+ years of age or older, you must go through a background check, which we pay for.

You must have a reliable way to get here.

You must adhere to all standard operating procedures.

## Volunteer Training Process

You will receive proper training for all tasks. Early training will be online.

Follow all operational procedures.

Use protective gear, goggles, gloves when necessary.

Be current on vaccinations (Tetanus, Hepatitis A/B, Rabies).

Know your limitations.

Wear proper clothing and shoes for the weather and environment (including sun screen).

If you receive a bite or scratch: Alert a supervisor immediately.

## Where our pets come from...

Animal control officers

- pick up strays

- on scene with law enforcement

Citizen surrender

- Old days – “a free for all” causing massive overcrowding

- Today, managed intake; choreographed

Law enforcement

Transfers from other organizations



Osceola County Animal Services  
3910 Old Canoe Creek Rd  
St Cloud FL 34769  
[www.osceolacountypets.com](http://www.osceolacountypets.com)



## Services and programs

We have a flexible and open adoption policy.

We act as a resource for individuals and families to become better pet guardians.

Our goal is to help pets find their forever families.

Regular price adoptions: \$75 dogs/\$60 cats, including:

- Spay / Neuter

- Rabies Vaccination and Licensing

- Core vaccines

- Microchipping

- Initial deworming

- Heartworm testing for dogs & FIV/FelV for cats

We are an open access animal shelter and we cannot turn animals away.

We accept all animals (dogs, cats, stray small animals, birds, and livestock).

Lost and found pets registry.

Rescue animals due to neglect and abuse.

Owner requested euthanasia\*

Licensing

Community interaction

Spay/neuter: Snip-It Clinic, Kissimmee

Snip it & Wellness low cost animal clinic at Harmony HS.

Low cost vet clinic at Harmony High School

Vibrant pet foster program

Field Operations (Enforcement of local code)

Loose animals

Rabies vaccination and licensing

Animal cruelty

Nuisance and/or dangerous animals

Our focus is on education in the field and giving owners the chance to address any problems. In situations of public safety, we do not have much flexibility.



Osceola County Animal Services  
3910 Old Canoe Creek Rd  
St Cloud FL 34769  
[www.osceolacountypets.com](http://www.osceolacountypets.com)



## Adoption Guidelines

Ongoing specials:

- Seniors for seniors
- Long timers discount
- Pets for vets

Career Cats

Adoptions requirements

- Must be 18 years of age
- Must complete an application and sign a contract

Make Connections!

- Share information and ideas
- Get names and phone numbers when out at events
- Refer people to staff

## Volunteer requirements

You must be at least 18 years of age to participate in the adult volunteer program.

You must complete a background check, which we will pay for.

You must have a reliable way to get here.

You must adhere to all standard operating procedures.

## Volunteer opportunities

Cat Care/Dog Care

Socialization and enrichment

Assisting clients with animals/paperwork

General shelter tasks

Dog Care

Walking/training/bathing

Animal foster care in your home

Data entry/filing/phones

Pet marketing team/photography



Osceola County Animal Services  
3910 Old Canoe Creek Rd  
St Cloud FL 34769  
[www.osceolacountypets.com](http://www.osceolacountypets.com)



Community/special events assistant

## Things to do

Be friendly and engaging.

Share all information we have on every pet, even things that may discourage an adoption.

Keep cages and kennels clean.

Listen to concerns and be honest and sincere.

Ask questions to potential adopters:

Do you have pets at home?

Do you live in an apartment or home? Do you rent or own?

Have you owned a dog or cat before?

Do you have children? How old?

Is your family in agreement with the adoption of a new pet?

## Expectations of volunteers

Be reliable and dependable

Be respectful and professional

Be receptive to constructive feedback

Be positive

Dress professionally and according to policy

Tennis shoes (closed toes & foot is completely covered)

Long Pants (no capris or shorts)

Volunteer T-shirt (no sleeveless shirts)

Volunteer name tag

## About Community Cats

Stray or feral cats that are:

living wild in the neighborhoods

being fed by residents

We will try to trap them, so they can be



Osceola County Animal Services  
3910 Old Canoe Creek Rd  
St Cloud FL 34769  
www.osceolacountypets.com



spayed/neutered/vaccinated

ear tipped

returned to their home

Career Cats that cannot be returned to their homes

generally, not suitable for adoption; many do not like people

they adopted out for “work” in barns, sheds and other areas where pest

control is needed

### A word about flexibility

Unexpected emergencies occur from time to time requiring Animal Services to change some operating procedures.

Examples include:

the 2020-21 Covid pandemic

animal confiscations/health alerts/illnesses

extreme weather conditions

Any of the above conditions, as well as others, may force OCAS to alter volunteer conditions and requirements.

We will let you know.

We always need to remain flexible and ready to change quickly to respond.

Thank you!