

Metro Animal Care and Control (MACC) Volunteer FAQs

- Is there an age requirement to volunteer at the shelter?
 - Under the age of 12 please look at our free program offerings at the shelter including Sit, Stay, Story Book Club, Kitten Reading Club, and our Summer Camp programming options.
 - Junior Volunteers (12-15 years of age): Our junior volunteers can join a parent or guardian over the age of 18 while they both volunteer at the shelter. Both individuals must have completed our volunteer training requirements. They can volunteer together with our adoptable cats or accompany their adult while they volunteer with dogs.
 - Teen Volunteers (16-18 years of age): Our teen volunteers can participate at the shelter on their own with signed parental permission after they complete the required volunteer training requirements.
- Is there a fee to volunteer at MACC?
 - MACC does not require a fee to volunteer at the shelter.
- I need to complete community service hours at the shelter, can I do that?
 - MACC does not accept court-ordered community service requirements and a background check is run prior to full acceptance into the volunteer program.
 - If you need community service hours for Tennessee Promise or similar programs please contact the Volunteer Coordinator for possible arrangements. There is no guarantee for acceptance of scholarly community service requirements.
- What if I require accommodations to volunteer at the shelter?
 - Please see our “Essential Capabilities Policy” in our volunteer handbook. If you are unable to meet those and volunteer independently you might be asked to volunteer with a partner who could assist you as needed. Any partner would also be required to complete all volunteer training requirements.
- What are the onboarding and training requirements?
 - Everyone interested in volunteering must complete a volunteer application then attend general volunteer orientation. After that interested volunteers will schedule individual one-on-one hands-on training session (called “shadow shifts”); 1 one hour session for cats, 2 two hour sessions for dogs, or all three sessions if interested in working with both animals.
 - Shadow shifts ideally would be completed within a month after the orientation date.
- How often do I need to volunteer?
 - After your training is completed, you are asked to volunteer at least 3 hours per month.
 - Due to limited space in our cat adoption room there are scheduled shifts to sign-up for in advance, there are flexible hours for our dog volunteers who can come and volunteer for any amount of time any day of the week during our business hours, 8am-4pm.
- I have a group that is interested in volunteering at MACC, what do you have available?
 - We do have potential group opportunities available depending on scheduling and group size, please contact the Volunteer Coordinator for more information.

- I have had animals throughout my life and know how to walk dogs and/or handle cats/I have volunteered with another animal welfare organization. Do I need to go through training to start volunteering at MACC?
 - Yes! As a MACC volunteer you will learn the procedures and protocols used at the shelter to ensure a safe, healthy, and least stressful environment. This can be very different from the way you handle animals in a home environment. We provide training to our volunteers on how best to provide positive reinforcement, reduce stress, appropriately handle typical kennel behavior, and prepare them for an adoptable forever home.
- What can I expect a typical day to look like volunteering at the shelter?
 - One of the best parts of volunteering at MACC is that there is no typical day. You can make each day what you wish based on how you want to help MACC. MACC always has operational tasks such as laundry, dishes, and enrichment creation. Assisting with these tasks frees up our staff for other needs. You can provide enrichment and training for our dogs in play yards or take them on extended walks. Do you want to socialize cats and maybe spend the morning with a lap cat? You can do that as well. Volunteering at MACC is largely self-directed and when you decide what opportunities you want to assist with while at the shelter.