A volunteer is a person who remembers to do the things to make others happy, who takes the loneliness out of the alone by being with them, who is concerned when others are unconcerned, who has courage to be a prophet and to say things that have to be said for the good of all.”

Author Unknown
A note from the Volunteer Coordinator

Welcome
Welcome to the Kitsap Humane Society Volunteer Program. Thank you for choosing to spend your time working for the benefit of the homeless, abandoned and unwanted animals in our community. In 2009, our volunteers dedicated over 40,000 hours of service – walking dogs, socializing cats and puppies, assisting staff with daily tasks, participating in special events to raise funds, being a foster parent, and much more! In 2010 and 2011 our volunteer service hours increased to over 52,000 hours! The Kitsap Humane Society could not function without the assistance of volunteers helping in all aspects of the shelter.

We hope that you become a part of our family. This manual and our training are created to educate you on the Kitsap Humane Society, our services, policies, volunteer opportunities, and also to make sure you have fun and feel safe no matter how you choose to get involved. If you have any questions or concerns at any point during your time volunteering at KHS, please contact your supervisor, any staff and especially the Volunteer Coordinator.

The Application Process and Expectations
Volunteers are a vital part of our ability to care for and re-home animals at the shelter. While we know prospective volunteers’ passion for the animals lead them to our doors, it is the responsibility of the Volunteer Coordinator and staff to ensure that volunteers are in positions that are fun, safe, fulfilling and moreover fill the current needs of the animals at the shelter. We also need to be able to manage the influx of volunteer applicants. Our Volunteer Program is not a good fit for all pet-lovers.

For this reason we ask for prospective volunteers to complete orientation and training items prior to applying to the program. This not only allows members of the public that may be interested to see opportunities and requirements before they apply, but it also sets forth the expectations that volunteers must be responsible for their own dedication to the volunteer program. We get excited about new volunteers at the shelter and will grab hold the best we can. Likewise, when volunteers choose to not fulfill their commitments, it is a letdown to all staff and volunteers that have spent time pouring into that person. Please honestly review your ability to commit 2 or more hours on a weekly basis to the shelter prior to applying. Now may not be the time. Are you in the middle soccer season, moving houses, or have many family commitments? That’s okay. Please return to us when your schedule opens up!

Once prospective volunteers submit applications, staff members review the applications and set up interviews for applicants that meet the criteria we seek at that time for schedule availability, skill, and interest. This is all in effort to provide for the animals’ needs and fit volunteers with the assignments that they will enjoy, succeed in, and ultimately continue to volunteer for.

Volunteers have many opportunities to vary their service assignment. Additional duties may be assigned as volunteer skill level increase, interests change and opportunities arise. If at any time you
truly do not enjoy your assignment, we are happy to discuss options that will again return your service to being fun and fulfilling.

Thank You
Thank you again stepping forward to serve the Kitsap community through our shelter. You are doing a great service to the homeless, abandoned and unwanted animals of Kitsap County. And while they thank you in a different way, know that you are their world and they appreciate every minute you spend with them and for their benefit.

Sarah Moody
Kitsap Humane Society, Volunteer Department
9167 Dickey Rd. NW
Silverdale, WA 98383
volunteerdept@kitsap-humane.org
360-692-6977, ext. 1119

Volunteer Orientation Checklist

Step 1  To Select your ideal Volunteer Assignment and Apply at the shelter, complete the following:
- Review Volunteer Opportunities and select the position(s) you are interested in.
- Complete the Volunteer Application, specifying your job choice on the application
- Read the Volunteer Manual
- Read and Sign the Volunteer Agreement (last page of the application)
- Bring the Application, Agreement and your $30 volunteer fee to the shelter and submit to the front desk.

Step 2  Interview Process
The Volunteer Coordinator will email you to schedule an orientation. Please check your email (and junk folder), as most communication is done this way. Please indicate on your application if you would prefer a phone call. Your application materials must be complete before you may attend an orientation.

Following acceptance to the volunteer program, you will receive additional instructions on the training you will need to begin your volunteer work. You will attend the required trainings for your chosen position and will schedule a time to work with a lead volunteer for your first shift.

You will need to complete your profile information for the online scheduling system in order to receive your pin number. After the orientation, please visit www.tinyurl.com/KHSvolunteer to register.

You receive your pin number and scheduling instructions via email after your profile is submitted. This may take up to a few days during busy seasons.
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KITSAP HUMANE SOCIETY MISSION AND HISTORY

Kitsap Humane Society History
The Kitsap Humane Society was founded in 1908 after the growth of the community due to the Puget Sound Naval Shipyard. The Bremerton area saw increases in people, businesses and animals at this time, and saw a need to protect those who could not protect themselves. Unfortunately, not a lot is documented about the development of the first SPCA in the area for the first several decades.

During the 1930’s and 40’s, Bremerton’s Animal Control was located in Forest Park. In the early 1950’s, with great effort, hard work, and generous financial support from Almeda (Harris) Wilson, the organization saw great improvements and changes: in 1961, the first Board of Directors was established and a new building was constructed in Charleston Beach. In 1963, the organization became the incorporated 501(c)(3) non-profit called the Kitsap Humane Society (KHS). This building, and the procedures and mission set by Ms. Wilson worked successfully with the community to protect the homeless, injured and abandoned animals of Kitsap County.

Propelled by the new highway interchange built at Charleston Beach, a new shelter was built and opened in 1989 at its current location on Dickey Road in Silverdale.

In 2008, we celebrated our Centennial – 100 years of service. Today, the Kitsap Humane Society and Kitsap Animal Rescue and Enforcement serve thousands of homeless, unwanted and abandoned animals each year. With early efforts of caring individuals in our community, including Ms. Almeda Wilson, the shelter continues to emphasize Humane Education, the importance of Spay and Neuter, responsible pet ownership, and respect for all animals.

Our Mission
The Kitsap Humane Society is an independent non-profit committed to providing positive life-changing solutions to people and companion animals. We do so by:

- Accepting, sheltering, and rehabilitating companion animals in need
- Providing humane rescue, protection, prevention, adoption, and education services
- Implementing progressive life-saving and life-affirming programs
- Creatively collaborating and partnering with our region and supporters to build a model humane community

Rescue. Rehabilitate. Re-home.

Our Vision
Our vision is that every adoptable companion animal has a home.
KHS HOURS AND CONTACT INFORMATION

HOURS OF BUSINESS

Open to the Public          Su, M, W, F, Sa (except holidays)    Noon-5:30pm
Tuesdays                  Closed to public
Thursdays                 Noon – 6:30pm

Staff Hours of Operation   Su-W, F, Sa (except holidays)   9:00am - 6:00pm
Thursdays (except holidays) 9:00am-7:00pm

Open to Volunteers    Sunday thru Saturday (*except holidays) 7:00am -5:45pm

HOLIDAY CLOSURE

KHS is closed to the public:

January 1st                New Years Day
3rd Monday in January      Martin Luther King Jr. Day
3rd Monday in February     President’s Day
Sunday, date/month varies  Easter Sunday
4th Monday in May          Memorial Day
July 4th                   Independence Day
1st Monday in September    Labor Day
November 11th              Veteran’s Day
4th Thursday and Friday in November Thanksgiving Weekend
December 24th and 25th     Christmas Eve, Christmas Day

*Due to adjusted staffing levels on holidays, volunteers are allowed to come in to assist staff with cleaning kennels. Once all kennels are cleaned and all animals are fed, volunteers can begin socializing the animals. Thank you for adhering to these guidelines. This is to ensure staff have the ability to quickly clean without disturbing volunteers’ socialization efforts and vice versa.

KHS CONTACT INFORMATION

KHS Main Line             (360) 692-6977
www.kitsap-humane.org
KHS PROGRAMS & SERVICES

Adoptions
The Kitsap Humane Society receives and adopts out a variety of animals including dogs, cats, puppies, kittens, rabbits, rats, ferrets, hamsters, guinea pigs, birds and livestock, too. The most common adoptions are for dogs, puppies, cats and kittens. Every animal that comes to the shelter requires different instructions and care. We do not have restrictions on pitbull adoptions. All pets leave our shelter spayed or neutered. To qualify to adopt an animal from the Kitsap Humane Society, the potential owner will go through an Adoption Counseling to make sure that the animal and the owner are a good fit for one another.

Licensing
All dogs and cats require licensing in Kitsap County. KHS does not offer licensing on-site for un-incorporated Kitsap County or Cities of Poulsbo, Bainbridge Island, or Port Orchard. KHS does offer on-site licensing for the City of Bremerton.

Low-Cost Spay/Neuter Program
For homes that cannot afford to have their own pets spayed or neutered, the Kitsap Humane Society offers a program for low-income households to get their pet(s) spayed or neutered for little or no cost. Applications can be found in the lobby. Restrictions apply.

In effort to continue our mission of decreasing overpopulation in Kitsap we offer discounted spay or neuter rates for events such as Fix-a-litter, our litter abatement program and Pit Fix, which provides special rates for pitbull breeds. We also partner with Kitsap Spay & Neuter Council, PAWS of Bainbridge and Mason County.

On-site Public Education
The Kitsap Humane Society offers on-site education classes to the public. Please check the KHS website for current classes. New in 2011, KHS offers training packages to new adopters focused on training their new animals to walk easily on a leash, curb barking issues, greet humans politely and other relative topics. In effort to educate the public regarding some of the most misunderstood breeds, we also offer a Bully Breed Class. See our ‘Classes’ tab on the Kitsap Humane Society website for more details.

KHS DEPARTMENTS

Admissions
This area provides a pet owner the ability to relinquish animals they no longer want or are unable to keep. It also receives stray animals brought in by the public. A brief history of each animal, if available, is documented and the owner or person releasing the animal must sign a release form. KHS also offers a low-cost cremations and euthanasia to the public for owners who can’t afford this humane procedure through their vet when the animal suffering for health reasons and cannot be rehabilitated.

Adoption Outreach
Adoption Outreach brings shelter animals to community businesses such as PetSmart and Petco, and local events like the Armed Forces Day Parade. Bringing adoptable animals out in the community allows people to visit a part of the shelter as they run errands and allows the animals the opportunity to be seen by another set of potential adopters.

Animal Care
The animals’ kennels are maintained by the animal care staff. The kennels are cleaned thoroughly each morning and spot cleaning continues throughout the day. The animals are fed, walked and/or socialized and monitored for illness. Animal care staff also does adoption counseling with prospective adopters and maintains food barn donations.

**Vet Services**
Vet Services, which consists of our veterinarians, vet techs, and vet assistant, treats and operates on the shelter animals. This includes altering dogs and cats, treating conditions such as hanging dew-claws, hernias, etc; and helping injured animals with pain management, suturing, and x-rays. Vet Services is also responsible for managing and controlling contagious diseases in the kennel, examining and treating seized animals and hosts microchip clinics.

**Animal Rescue Department**
The Kitsap Animal Rescue is responsible for the enforcement of municipal and county animal control ordinances. This is accomplished by educating pet owners in the care, need, and containment of their animals. The officers offer immediate response to sick or injured animals, livestock at large, and protect the public from dangerous dogs.

**Behavior Department**
Comprised of both canine and feline programs, the Behavior Department establishes rehabilitative and welfare programs to support the daily wellbeing of animals at the shelter. The Canine Program provides opportunities in Environmental Enrichment, Puppy and Small Dog Socializing, Relaxation Facilitator, Basic Manners Training and Canine Assessments. The Feline Program provides opportunities in Cat Socializing for Open Paw Levels 1-5 depending on volunteer skill level, Feline-ality Assessments. Adoption Counselors are also selected from a corps of volunteers to assist and conduct adoption screenings for potential adopters.

The Behavior Department additionally supports the training efforts of shelter volunteers/staff and customers. They offer a Behavior Hotline for adopters, conduct educational classes for the public, and provide special demonstrations at KHS events.

**Customer Service Department**
Customer Service greets guests as they enter the building and walk through the main kennel and/or cattery. They answer questions, process adoptions, and renew pet licenses. Customer Service maintains records of owners who have lost a pet, and animals that have been found and brought in by members of the community or Animal Rescue. Owners may retrieve their pet here, if found at the shelter.

**PR & Development Department**
The Development Department is responsible for raising much needed funds for the shelter. The department maintains a donor database, handles estates and bequests, and creates a quarterly fundraising appeal. Marketing, media, publicity, grant writing and the quarterly shelter newsletter, The Scoop, are also done in the Development Department. PR & Development also handles all fundraising and outreach events for the shelter. These events include a walk-a-thon (PetsWALK), a gala dinner and auction event (Animal Krackers and pet-friendly Santa for family photos (Posing Pets with Santa), among others.

**Foster Program**
The Foster Program is a volunteer program developed to increase adoptions, avoid unnecessary euthanasia, lessen the burden at the shelter for special care cases, and strengthen the organization’s future goals. Animals
that are not eligible for adoption (too young/small to be altered, etc) are placed in foster care until they are ready for a permanent home with new owners.

**Volunteer Department**
Over 500 volunteers support KHS with help with daily tasks, as well as special events and programs. All volunteer recruiting, training and activities are coordinated through the Volunteer Department.
VOLUNTEER POLICIES AND EXPECTATIONS

Eligibility
- Volunteers must be at least 13 years old. Volunteers 13-15 must volunteer with a parent.
- Volunteers ages 16 and 17 must have written consent from a parent/legal guardian to participate.
- Volunteers must apply for a currently open position and attend the volunteer orientation and the required trainings. See Application Process for details.
- Court-ordered community service hours are separate from volunteer hours. For community service guidelines refer to the corresponding tab on the KHS website or contact the Operations Coordinator at ext. 1236.

Time Commitments and Scheduling
We require a commitment of at least 6 months of service. The minimum number of hours required per week varies depending on which volunteer job you do, but volunteers should serve no less than 8 hours per month. Most direct animal care jobs require one 2-hour shift per week. Volunteers are expected to work all scheduled shifts contact their staff or Lead Volunteer supervisor if they are unable to serve.

Cancelling Your Shift
If you cannot make a scheduled shift and are unable to find a substitute, please contact your Lead Volunteer or supervisor and remove yourself from the on-line schedule as soon as you can so that we have time to fill your spot. Please attempt to make up your hours in the same calendar week if possible.

Unexcused Absences
Because we depend on you, the volunteers, to help us help the animals, we take your service very seriously. No-shows will not be tolerated. You will be contacted after your first and second no-show. After three unexcused absences, we will assume that you have changed your mind and are no longer interested in volunteering. You will be taken off the active volunteer roster. A no-show is defined as being assigned to a volunteer shift and not removing your name from the schedule more than 24 hours prior to the shift and contacting either your Lead Volunteer or Volunteer Coordinator.

The Ideal Volunteer
Committed: We are looking for volunteers able to commit at least 2 hours per week (8 hours per month); failure to meet this hour requirement will result in dismissal from the program.

Self-starter: For the first 25 hours of service you are a Volunteer in-Training (VIT). While serving as a VIT, you are responsible for taking the initiative to complete training, begin serving hours, and become accustomed to best practices at the Kitsap Humane Society.

Detail-oriented: You will be responsible for owning your training. This means that when viewing and reading the training manuals for either canine or feline handling or other relevant documents for your position, you are responsible for retaining the materials entirely and following protocol while at the shelter. This is viewed as a probationary period. It is your responsibility to ask questions of staff and Lead Volunteers when you are unclear regarding sanitizing, safe-handling, and assignment details.

Positive and Supportive: You will be representing the shelter each time you serve whether here or in the community. Please maintain a positive attitude, and let us know if you are having a hard time dealing with any of the highly-emotional aspects of the assignments. Though you may or may not have extensive pet experience it is important to support programs and training that is consistent with Kitsap Humane Society procedures. If you have any questions, please ask.
Compassion Fatigue and Duty Rotation
KHS values and relies heavily on its volunteers. In an effort to combat and prevent cases of Compassion Fatigue (and thus risk losing or impacting the effectiveness of our volunteers), we offer opportunities without direct interaction with the animals. Common signs of Compassion Fatigue are: feeling hopeless around the animals, feeling like no one cares for the animals except you; or you are unable to stop thinking about the animals when you are away from the shelter. If you begin to notice these symptoms in yourself, please talk to the Volunteer Coordinator or your supervisor. You can take a 'break' from direct interaction with volunteer opportunities such as helping with the front desk, office work, assisting with training, participating in events and community outreach, etc.

Changing Your Shift or Assigned Duty
We understand that you may change your mind about your position as you put more time into it. You may feel that you are better suited to help directly with the animals or you’d rather work in the offices. Please express these concerns with the Volunteer Coordinator. We want you to enjoy your time here, and to be happy! If at anytime you need to change your situation, please ask!

First Assignments and Training
If you choose to work directly with the animals, you will need to complete the Canine Basic Handling 101 class or the Feline Socialization class. There are different training requirements depending on which positions you choose to do with the animals. Once you have volunteered for hours and are ready to receive your name badge, you will receive different stickers for your name badge to indicate the duties you have been trained for. The Sticker Key is shown in Appendix One, at the end of this manual.

If you want to volunteer directly with animals we ask for you choose either Dogs OR Cats, but not both. This allows you to focus your time at the shelter and fully develop proper-handling skills. For volunteers interested in working with customer service, admissions, animal health, or PR & Development, your first assignment will be determined by the Volunteer or Department Coordinator based on previous experience, skill, and best fit.

Hours of Operation for Volunteers
Volunteers are welcome to work at the shelter anytime we are open (pg. 5), with a few limitations. Volunteers are only permitted to be in the shelter from 7:00am-9:00am to give potty breaks and socialize cats. From 9:00am-12pm, volunteers are allowed to assist with cleaning, but no socialization or dog walking. Normal socialization programs resume after noon or when all cleaning is completed. All volunteers must leave the building at 5:30pm.

Representing the Shelter
As a volunteer, you are representing the Kitsap Humane Society. You have the power to educate and inspire others in our community about what we do and the wonderful animals we work for. We encourage you talk to your friends, family and co-workers about our organization in a respectful, positive manner. If you have any issues or concern with the shelter, please take it directly to the Volunteer Coordinator, your supervisor or the Executive Director. Any disrespectful representation or intentional misrepresentation of the Kitsap Humane Society can be cause for immediate dismissal from the Volunteer Program.

In-kind Donation Items
Our community donates items with the intent of supporting our mission, shelter and needs of the community. This is not to say that our staff or volunteers are exempt from this service should they be in need of similar
items, but that the same procedures must be followed as if they were a community member accessing KHS donations. This includes purchasing the items at low cost once on the retail floor, accessing our pet food bank or donation bin and having all items leaving the building accounted for with supervisor approval to do so (including discarded items).

All in kind donations are to be accounted for, sorted and then divided up for distribution prior to any community members, volunteers and staff having access to them. KHS heavily relies on in kind donations for a variety of departments including our foster parents, to stock our pet food bank, to sell as low cost retail and provide larger operations, like area food banks, with much needed supplies.

All in kind donations are to be accounted for. The blue bin is brought to the truck bay for distribution and storage placement. Once the items have been placed in the food barn or on our retail floor they are considered available for purchase or distribution to the public including volunteers and staff, but not before. Failure to comply with this policy will be reviewed by the department supervisor which can result in dismissal.

**FACEBOOK and Volunteer communications**

Please join our “Official Kitsap Humane Society’s Volunteer Group” page. On the Volunteer page you are able to tell fun stories about your day, communicate with other KHS volunteers and keep in touch. Please keep your comments positive and productive. Concerns should be directed to the Volunteer Coordinator or your supervisor directly.

Please do not use our main Kitsap Humane Society page to communicate with staff, the public or volunteers. Guidelines are as follows:

- As a volunteer you are able to “Like” comments, information and posts on the KHS Facebook page.
- **NEVER** respond for the shelter.
- Stay away from “we” and “us” statements.

Our Social Media volunteers and staff monitor our brand and details posted for the community closely. Not all information that you are privy to at the shelter is open to the public. So, when we post adoption specials, don't say "we have black cats." You may respond with a phrase such as, "I love my black cat I adopted from KHS." When we highlight different animals, don't say: "Fido would make a good pet for any home." Say: "I enjoy taking Fido on walks." Also, understand that you can best help the shelter by sharing or re-Tweeting our official posts on your personal pages.

For a more detailed description of our facebook policies, please refer to Appendix V. at the end of this manual.

KHS also uses Craigslist to advertise for open volunteer positions and some of our available pets. Volunteers are not allowed to post their own ads for KHS animals or volunteer recruitment ads for open positions at the shelter. Failure to adhere to these guidelines is grounds for immediate dismissal.

**Disease and Your Pets**

The Kitsap Humane Society vaccinates each animal as they enter the shelter. We attempt to make every precaution to keep the staff and animals safe while here. One way to keep you and your pets safe is by keeping your pets updated on their vaccines, as well. Also, change your clothes after you have volunteered and before you handle your own pets. This is especially important if you have recently adopted a puppy or kitten as they are more susceptible to disease and infection. If you have questions, please ask an Animal Care Staff.
**Personal Pets on KHS Property**

*KHS does not allow personal pets* on the premises unless they have a vet or microchip appointment. Please do not leave your personal pets in your car while you volunteer. This is for the safety of your pets, KHS animals and volunteers, staff and the public.

**Shelter Break Policy**

If you are interested in giving a shelter animal a shelter break, or short-term fostering, you will need to complete a shelter-break request form, located in the receiving office or in the groom room. There are specific requirements that your household will need to meet in order for you to be approved. Requests must be signed by ONE of the following coordinators/directors: Julie Hammer (foster care), Bobby Cook (animal care), or Deana Case (behavior coordinator). Not all animals are eligible for a shelter break or fostering. Shelter breaks are limited to three days away from the shelter.

**Incident and Bite Reports**

It is the policy of the Kitsap Humane Society to provide and maintain a safe working environment for all employees. The cooperation of each employee and volunteer is important in accomplishing this goal. Employees and volunteers are encouraged to be aware of safety practices and procedures and to report any unsafe conditions to their supervisor immediately. Employees and volunteers working in the kennels and with animals are required to wear appropriate attire for their safety. Employees and volunteers must report all accidents, no matter how minor, immediately to their supervisor. Also, report all accidents that happen to customers, visitors or volunteers on KHS property. If the injury requires treatment, employees or volunteers should contact their personal physician or medical facility.

All animal bites and scratches are considered an injury and must be reported immediately. If treatment is required, necessary arrangements should be made. Please keep in mind we are required by Washington State Law to quarantine or make arrangements to hold any dog, cat or ferret which has bitten (and broken the skin) of any person within the last ten (10) days for rabies observation. By definition Quarantine means any dog, cat or ferret that has bitten (not scratched) and broken skin. Please be advised that Quarantine animals need to have consistent observation and the place of quarantine shall be established by the animal control authority.

Staff are responsible for assisting customers and volunteers in the event of a bite. The procedure is as follows and must be completed in its entirety.

1. Administer First Aid (please note locations of first aid kits throughout the shelter)
2. Complete an incident report (form found by staff mailboxes)
3. Complete a Bite Report (form found in admissions) in the event the animal broke skin
4. Determine if the pet has a rabies certificate or vaccine on file. Typically KHS will administer Rabies vaccines for high risk animals.
5. If no rabies certificate exists and if able (space permitting) move the animal’s location to a place out of view from customers.
6. Place a Red “Quarantine” sign on the kennel and lock the kennel to prevent unauthorized socializing.
7. A quarantine slip must be completed and placed in the front of the kennel card documents.
8. The staff associate notified of the bite and prepping the animal for quarantine is responsible for adding the “bite” information and history into shelter buddy.
   a. Login into Shelter Buddy
   b. Search the animal by intake number
   c. Select “Add Bite/Scratch Incident” found in the right hand column
   d. Answer all necessary fields and select “update” to save.

9. Once data is entered into shelter buddy the printed “bite” report should be turned in with the “Incident Report” and placed in the Animal Welfare Director’s Mailbox.

10. In the event of a Bite, the “Bite Report” must be turned Animal Control’s Mailbox

In the event an animal is euthanized or dies before completion of the 10 day quarantine and there is not a rabies record on file, please follow the below instructions:
   1. A supervisor must be notified immediately
   2. Vet Services must then be notified to follow the appropriate next steps for Dept of Public Health compliance, regulations and animal testing to confirm healthy status.

KHS provides Workers Compensation Insurance for all employees in case of work related accidents or illness. To assure protection under Workers Compensation Insurance, it is necessary that any accident or illness occurring on the premises or in the course of conducting company business be reported immediately, regardless of how small or seemingly unrelated it appears.

**Discipline**

The Kitsap Humane Society believes that volunteers are motivated to do what is best and are accountable for their actions. However, we must establish certain “rules of conduct” so that we can all work together in an efficient and effective manner. All volunteers are at-will, meaning that their volunteer status can be severed at any time, for any non-discriminatory reason, without cause by either the volunteer or KHS. Volunteers who commit minor violations of the Volunteer Program Policies and Procedures will be verbally counseled in an effort to correct the issue immediately, with care and education. Minor violations could include absences, not following safety rules, etc. Continued violations could result in additional counseling or dismissal.

Serious violations can result in immediate dismissal without counseling or notice. Some specific behaviors are so egregious that they will be cause for immediate dismissal. The following list is intended to be a guide or example and is not all-inclusive:

1. Misappropriation or misuse of money or property
2. Unauthorized removal of animal from KHS property
3. Willful damage to property or endangering humans or animals
4. Possession of a dangerous weapon
5. Use, sale, possession, distribution or being under the influence of a controlled substance
6. Failure to follow specific, appropriate instruction
7. Falsification of any document
8. Gambling or any other illegal activity
9. Smoking in areas other than those designated
10. Falsifying your time
11. Intentionally misrepresenting KHS or its policies
12. Verbally harassing other volunteers, staff or members of the public
13. Openly challenging the authority of a senior volunteer or any staff member
14. Unauthorized disclosure of internal communications, documents or client’s personal information

**Euthanasia Policy**

Over the years, KHS’s euthanasia rate has plummeted from nearly 50% to less than 5% of our population! As a volunteer you will rarely be aware of the process, but we do want you to be aware of the reality and reason of this. The Kitsap Humane Society euthanizes for two main reasons: if an animal is sick/injured beyond our abilities to treat and/or if an animal is showing signs of severe aggression and has low prognosis of rehabilitation. Please review the Euthanasia details listed on our website under OWNER RELEASE information.

Prior to euthanizing any animal, a committee of select anonymous volunteers, staff, and board members meet to discuss all resources, partnerships and rehabilitation plans available for working with the animal. Only when those resources are exhausted do we choose to perform the process for humane consideration or public safety. Euthanasia is then performed on animals by a trained professional, and to reiterate, only when necessary.

If you are having difficulty dealing with euthanasia or a specific situation, you’re encouraged to talk to the Volunteer Coordinator or Animal Welfare Coordinator. It’s expected and natural that you may be upset, sad or angry when you know an animal has been euthanized. If any instance continues to stay on your mind, please speak with us. This can lead to Compassion Fatigue and negatively affect your volunteer performance. There are materials that are available to you to help you cope with these feelings.

**Is Kitsap Humane Society a ‘No Kill’ shelter?**

Officially, no we are not a ‘No Kill’ shelter as we refuse to use the term. We have the same performance, goals, and philosophy but do not refer to ourselves this way.

**Why?**

The term ‘No Kill’ was created in a desperate time when the majority of shelters refused to look to progressive alternatives or believe that new ways of looking at things existed.

The No Kill movement is one of compassion that has sadly been misused and abused by many shelters. They have used this term to convince unknowing donors to give funds out of sympathy and pride, while allowing other shelters to deal with problem pit bull, feral cats, and other populations.

In recent years the term has also become egotistic. Many ‘No Kill’ rescues and shelters have called themselves this, when in fact they simply refused to euthanize the sick, suffering, or dangerous. In fact in Pennsylvania several agencies were called to respond to a ‘No Kill’ feline sanctuary that stockpiled cats and refused to provide them compassionate euthanasia when needed. Hundreds of suffering cats were left to die ‘natural’ deaths in a closed room, reinforcing the concept that there are many worse things than death.

We honor and respect the true and authentic ‘No Kill’ movement. Nathan Winograd, a major proponent of the true movement, has declared that a true ‘No Kill’ shelter that euthanizes when appropriate can expect a 6% euthanasia rate whether in a rural or urban community. This has been shown to be the case in many shelters.
Kitsap Humane Society indeed in this sense fits the model, however the term ‘No Kill’ has now become so debatable, emotionally charged, confused, and misrepresented that on a national scale that we believe it is doing more to harm shelters and communities from moving forward.

The Truth?

True ‘No Kill’ shelters do in fact euthanize, because it is the compassionate thing to do. Responsible nonprofits must be truthful to their donors and let them know this.

‘No Kill’ language has divided the animal rescue and welfare community, causing the waste of millions of dollars spent arguing the point, and allowing many false ‘No Kills’ to smear the original compassionate movement.

Kitsap Humane Society enjoys outperforming many shelters our size, be they ‘No Kill’ or otherwise. We won’t use the term however to degrade or belittle our peers. We come to this field seeking a way to do better, do things differently, and save lives. Until the ‘No Kill’ movement is better able to unite the shelters across America, and certify true ‘No Kill’ from the fraudulent, we choose not to use the term.

Kitsap Humane Society limits euthanasia to those truly suffering without hope, dangerous to humans or animals, and maintains a rate comparable to ‘No Kill’ shelters. The Board of Directors have established policy that we do not use the ‘No Kill’ slogan. Rescue. Rehabilitate. ReHome
VOLUNTEERING AT THE SHELTER: RULES TO KNOW

Volunteer Dress Code Checklist:

- Volunteer T-shirt
- Jeans or long pants
- Sturdy shoes
- Temporary sticker badge or name tag lanyard
- No cell phones

Dress Code
Volunteers must wear a volunteer tee shirt when volunteering. Each volunteer is provided one tee shirt. Additional shirts or sweatshirts may be purchased, if desired. In addition, volunteers must wear closed-toed shoes and long pants while working in the kennels and with animals. For your safety, no sandals, flip-flops, crocs or soft-soled shoes (like ballet flats or crocs) are allowed. No shorts are allowed.

A volunteer name badge is also provided and must be worn at all times. For your first 10 hours, use a hand-written name sticker with your name and the position you are volunteering for. Sticker name badges are located in the volunteer room, to the left of the tall cabinet.

Recording Volunteer hours and service
We depend on you signing in and out on the Volunteer Information Center computer each time you serve. Use your volunteer ID number to log in. This is the same as your online Volunteer Information Center password.

**By logging your hours, you are not only verifying when you are eligible to move on to more duties, but you are helping Kitsap Humane Society document community involvement which assists with receiving grants and funding! Don’t be a Silent Service Volunteer! RECORD YOUR HOURS!!

Please use the Volunteer computer to change your sign-in option and switch assignments if you are serving in more than one assignment on the same day. If, for instance, you have 1 laundry shift followed by an Environmental Enrichment shift, please return to the computer between shifts and use the “SWITCH ASSIGNMENT” option.

If you forget to sign-in at the shelter you can use the Volunteer Information Center (www.kitsap-humane.org/current-volunteers) to log your hours from home. Falsification of hours is strictly prohibited and will be cause for termination.

Smoking
Smoking is not allowed in any portion of the building. Smoking is only permitted in the designated smoking area – a picnic table in the parking lot area near the truck bay.

Cell Phones
Volunteers cannot use their cell phone while working with the animals. This includes texting. We encourage you to take your calls outdoors or in the Volunteer Room.

Animal Handling
Any volunteer wishing to serve hands-one with shelter animals must apply to the appropriate department and complete the required training sessions prior to any animal socialization. Do not open or enter any kennels without appropriate training.
Animals being held in the veterinary hallway (outside vet services), isolation and recovery, or admissions should not be touched by volunteers during any Environmental Enrichment or basic animal socialization shifts. These animals are either sick, recovering from surgery, in quarantine or being held for behavior assessment, or have just arrived at the shelter and are awaiting processing.

**Signage on Kennels**
Kennel Cards and other signs are placed on kennels and throughout the shelter to inform the public, staff and volunteers of the animal’s specific needs and information. Please see Appendix IV for kennel sign descriptions.

*Please do not write on kennel cards or change them in any way.*

**Off-Limit Areas**
Certain areas are off-limits to volunteers unless specifically authorized to enter by staff. These areas include: Isolation, Holding (both located in the back, past staff lockers) and Admissions. Vet services is strictly off limits during surgery.

**Feeding Animals**
Volunteers who are directly assisting staff may be asked and trained to feed the animals during their shift. Volunteers are not to feed animal at any other time unless asked to do so by staff.

Kibble is available in the Groom Room for dog walkers. We no longer feed treats to the dogs, to prevent stomachaches and diarrhea. DCO kibble can be used at anytime, in small amounts, to assist in training or getting dogs in and out of the kennel. Cats should not be fed by volunteers unless directly instructed to do so by staff.

**Personal Pets on KHS Property**

*KHS does not allow personal pets* on the premises unless they have a vet or microchip appointment. Please do not leave you personal pets in your car while you volunteer. This is for the safety of your pets, KHS animals and volunteers, staff and the public.
Volunteer Information Center

- Volunteers will sign in and out for their volunteer shift using the computer-based volunteer tracking system, VicTouch at the Volunteer Entrance.
- Each volunteer will have a volunteer id number assigned to them which they will use at the computer at the volunteer station. Volunteers can also log their hours at home if they forget to sign-in or out at the shelter.
- Failure to record hours may result in dismissal from the volunteer program. Please ask if you need assistance.

All new and active volunteers will have access to the KHS Volunteer Information Center at home as well via the internet. This is a site dedicated to KHS volunteers and their service. Volunteers can check their schedule, sign up for shifts, cancel shifts, and edit personal information.

Each volunteer will be given a login and password upon acceptance to the Volunteer Program. Your login username is your email address listed on your profile. The password is your individual volunteer id.

For my Records, my Volunteer ID # is: __________________________

Use the link to access our Volunteer Information Center site!
Appendices Contents:

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Appendix II: Training Sticker Key................................................................................Page 23
Appendix III: KHS Social Media Policy.........................................................................Page 24
Appendix IV: KHS Volunteer Facebook Page Policy.......................................................Page 26
Workplace Culture Agreement

We are drawn to work at KHS because of its mission to Rescue Rehabilitate Rehome. While we spend our lives together doing this work, we can choose to create a humane and healthy workplace for ourselves.

This cultural agreement exists between _____________________ and the volunteers, animals, and staff of Kitsap Humane Society.

We agree to support through action, thought and intent to:

Support a united Kitsap Humane Society
• Practice “we” thinking and speech
• Seek to understand the different needs of all we work with
• Practice responsibility for needs beyond our immediate job requirement
• Participate in Open Paw animal socialization

Practice collaboration, cooperation and coordination
• Encourage inter- and intra-departmental collaboration
• Give an individual about to be interrupted a chance to say if it’s a good time or not, and schedule a later time if need be. Be respectful and don’t assume your crisis is their crisis
• Present no problems, only solutions. All concerns communicated will be supplied with positives you see as well, and suggestions for solutions. Be aware we have no complaint department.

Embrace diversity and practice open-mindedness
• Expect differences
• Different is not wrong
• Look for the contribution that each person is trying to make to help the animals
• Seek commonalities within our differences
• Disagreements, as long as they are respectful, are not necessarily negative. “Fierce conversations” keep us dynamic and evolving.

Practice open, direct, prompt communications
• Take a stand to stop gossip and complaining where it arises
• Practice proactive listening and seek to understand
• Deliver and receive concerns, suggestions, and other communications responsibly
• Hear someone out before responding or jumping to conclusions, check your facts
• Take time to check for understanding before proceeding
• Use phone or face-to-face meetings when topics merit such communications; e-mails and texts can be misinterpreted or impersonal
• Use the organization structure, keeping supervisors informed while respecting their resources

Deal with conflict responsibly
• Agree to resolve outstanding conflict NOW
• Recognize there is such a thing as POSITIVE conflict and it is actually valuable in the work place
• Be active in resolving conflicts, not taking sides
• Deal with conflict directly—with the persons involved
• Do not escalate conflict by involving others not directly involved
• Show respect—keep your voice calm and your language clean and professional
• Opinions are subjective—respect other people’s right to their own perspectives
• Conflict resolution will take place in a private area, especially away from customers and volunteers.

Promote trust
• Everyone must take responsibility in building trust, lend support to others in building trust, and be accountable for their own actions or inaction.
• Trust that everyone at Kitsap Humane is making decisions for the animals in good faith. If you have questions, you must check into it before making accusations or assumptions.

Address problems proactively and constructively
• Treat complaints, suggestions, and ideas with respect
• Take responsibility to bring issues needing attention to someone who can take action on it. Complaining to complain without seeking real solutions is counterproductive.
• Think constructively, look for solutions
• Encourage people to work things out between themselves
• Give up the grudges or let grudges be a signal to you that you need to go talk with
  the person in question

**Demonstrate respect**
• Respect decisions made
• Respect the right to disagree and different opinions
• If you disagree, continue to communicate and present the organization or team opinion to coworkers despite this.
• Extend compassion to your coworkers (and yourself!)
• Value each other regardless of job title, seniority, position, or opinion

**Acknowledge the emotional aspects of our work**
• Recognize the importance of having a sense of humor—lighten up
• Identify healthy ways to reduce or release stress—ask for help if you need it
• Commit to a healthy lifestyle
• Find ways appropriate ways to express sadness, grief, and anger.
• Respect others’ response to emotions—help them find creative and appropriate outlets
to express their feelings
• Keep things in perspective—help yourself and others maintain a positive outlook
• Have fun!

**Create and maintain a safe workplace**
• Commit to following safety procedures even when you’re in a hurry
• Know your limitations and seek out others to help when needed
• Bring safety concerns to the attention of your supervisor or someone on the safety committee

**Show appreciation**
• Take time to remember why we have chosen to work here
• Practice appreciation at all levels of the organization
• Acknowledge people across the organization when they’re doing great work!

**Share the customer service vision and theme**
• Theme:
  | Safety | Courtesy |
  | Education | Efficiency |

• Vision statement:
  We define quality service as exceeding expectations of human & animal clients, paying close attention to
detail, and creating an animal welfare experience which transforms and educates all those we meet

_____________________________  ________________________  
Signed       Date
Volunteer Sticker Key: 2012

<table>
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<tr>
<th>Sticker</th>
<th>Description</th>
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<tr>
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<td>Canine Handling 101 Training Completed</td>
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<tr>
<td>🐱 Cat</td>
<td>Approved for Play Yard Time</td>
</tr>
<tr>
<td>🐱 Cat</td>
<td>Approved for Relaxation Facilitation</td>
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<tr>
<td>🐱 Cat</td>
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<tr>
<td>🐱 Cat</td>
<td>Basic Manners Team Member</td>
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<td>Lead Volunteer/Mentor</td>
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<td>Feline Socialization 101 Open Paw Level One</td>
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<td>Approved for Open Paw Level Three</td>
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</tr>
<tr>
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Kitsap Humane Society Social Media Policy

To: All Staff & Volunteers
From: Director of Public Relations & Development
December 7, 2011
RE: Social Media Policy

In today’s world, having an online presence is vital for any organization to stay in contact with a growing virtual community. The Public Relations & Development Department at KHS works hard to keep the KHS online presence clean, consistent, positive and productive. KHS must always uphold the trust of our community, donors and customers, so it is critical that we tell our story responsibly.

KHS uses Facebook, Twitter and YouTube to promote all of the amazing things going on at the shelter with the hope that people will share information on their pages. Imagine all of the people across the world we could reach if all of our fans shared all of our posts! If our posts become negative, accusatory or critical, imagine how much quicker those posts would travel across the globe. The old adage “if you don’t have anything nice to say, don’t say anything at all” applies here.

KHS expects employees and volunteers to respect the mission, vision and values of the organization as well as abide by our Workplace Culture Agreement and the following online guidelines.

Remember that anyone, including your colleagues, may be actively reading what you publish online. In choosing your words and your content, it’s a good practice to imagine that your supervisor and your family are reading everything you post. It’s all about judgment: using your personal online communications to bash or embarrass KHS, our clients, our donors or your co-workers isn’t smart or professional. If you have suggestions for improvements at KHS, please state them constructively or better yet, go through the proper channels to air your concerns and share your suggestions.

Disrespectful or threatening comments toward other employees, volunteers, donors, customers or other KHS constituents will not be tolerated and can result in termination.

Below are some general rules and guidelines for participating on the KHS branded Social Media sites. If you have specific questions, please contact Kassie Olmsted or Molly Timko at the emails below.

Facebook, Twitter and YouTube

1. The Official Kitsap Humane Society Facebook page is not your personal page. All communications about events, animals or shelter information should come from the “brand,” not individuals.
2. If you would like something posted on the KHS page, please contact Kassie Olmsted at kolmsted@kitsap-humane.org or Molly Timko at zoogoddess@msn.com.
3. If you are a volunteer or staff at KHS, giving advice, or speaking in “we” or “our” language on KHS Facebook or Twitter is strictly prohibited. This is not because your opinions are not valued, but rather because KHS is liable for any advice given on its pages.
4. When we promote our animals on our page, you can give your personal positive experience with a certain animal and we encourage you to do so. DO NOT suggest that a certain animal would do well in a home without children or make comments about why an animal was returned. DO NOT give advice or recommendations on which animals to adopt. The KHS brand will always respond “please come visit the shelter to find the right pet for you!” This is because we want people to come to the shelter and also want to protect ourselves from any upset customers that think our vets, behaviorists or customer service reps misled them.
   a. What is okay: “I love walking Speedy!” or “I enjoy spending time with Fluffy.” or “Peewee had fun hanging out in my office today.”
   b. What is not okay: “Rex got adopted!” or [in answer to an inquiry] “We think Reuben would do well with dogs.”
   c. As a general rule, do not promote animals in foster care that are unavailable, such as puppies, kittens or those on behavior or medical hold. We have so many animals ready to go home at the shelter, so let’s focus on them.

5. Do not make announcements about who was adopted or answer questions about who is still at the shelter. The policy is to always refer people to the shelter either by email or phone or better yet, visiting in person to get their questions answered. Too many times, the information given online is outdated or simply incorrect.

6. We will re-post pictures that the adopters themselves have posted on our page with a “thank you for adopting.” The happy news in general, should come from them first, not us. This also helps us avoid the questions about why a particular animal was back on Petfinder the next day due to being returned.

7. We do not want to get into the habit of having conversations with people on our KHS Facebook and Twitter pages. For example, if someone asks about a certain animal or program, we will indirectly answer their question by posting information on that topic, rather than commenting on their question. If there is a serious or complicated issue, we will answer the inquiry or direct message that person privately in order to keep our KHS pages full of our mission moments and successes.

8. Please share the links, updates and information from Facebook, Twitter and YouTube on your personal Facebook page or Twitter account. Help us spread the word and SAVE MORE LIVES!

9. The PR & Development Department does not monitor the Official Kitsap Humane Society Volunteer Facebook page. If you have questions or concerns regarding that page, please contact Laura Swanson.

Thank you,
Kelly Michaels
Director of Public Relations and Marketing
Kitsap Humane Society
KHS Volunteer Closed Group Facebook Policies

The Kitsap Humane Society Volunteer Team has a closed group on Facebook that new volunteers are encouraged to join. It is a great way to celebrate adoption successes that we can’t share on the main KHS page and to communicate other positive experiences we have at the shelter.

Here are examples of posts that are *appropriate* for the Volunteer Facebook page:

1. Positive messages about certain animals you have worked with here --training victories, progress, funny experiences
2. Adoption celebrations, “Woodward got adopted! Woohoo!” This is appropriate for our closed volunteer group page only, not the main KHS page.
3. Pictures or video you may take during your shift (not showing the animals behind their kennel doors, please)

Here are examples of *inappropriate* posts for the volunteer page:

1. Venting frustrations about policies or circumstances at the shelter – please contact the volunteer coordinator or other staff members with these concerns so we can address them.
2. Any kind of suggestions about how to handle restricted animals – questions about handling restricted animals (code-red dogs, dogs with bite incidents) should be directed to Behavior Coordinator, Deana Case, the Animal Care Coordinator, Bobby Cook, or the Feline Coordinator, Rob Drought.
3. Comments like “Woodward would be great in a home with lots of little kids! Come see him today!” This kind of comment may not be accurate and can cause KHS to be liable if something happens as a result of this kind of comment/false advertising
4. If you notice funny behavior in an animal you are working with during your shift, please fill out a behavior request form so our Behavior team can follow up with an assessment.
5. Scheduling issues and the need for more volunteers – while these things do need to be communicated, please let a lead volunteer, a staff coordinator or the volunteer coordinator know so we can send out an email and be informed about scheduling needs when we recruit new people.
6. Any negative comments about other organizations – KHS can be held accountable and it undermines all of the positive work we do in the community.
7. Personal promotions or subjects that have nothing to do with volunteering at KHS.

These policies are in place to reinforce our mission to Rescue, Rehabilitate and Rehome the homeless animals of Kitsap County. If you have any questions about these policies, please contact the Volunteer Coordinator.