



Volunteer Manual

2018

Our vision is that every adoptable companion animal has a home.

WELCOME!

Thank you for volunteering at Kitsap Humane Society (KHS), and welcome to our volunteer team! Volunteers are essential to helping us achieve our mission of providing positive, life-changing solutions to people and companion animals. We value your help greatly and look forward to working with you. The following pages provide an overview of how our operations are ran and what services volunteers can provide.

We want you to have a safe, educational, enjoyable and rewarding volunteer experience while at KHS. The volunteer policies summarized in this manual have been adopted to ensure that your volunteer experience is mutually beneficial to all involved- staff, animals, other volunteers, our community, and you.

Our Commitment to You

The paid staff members of Kitsap Humane Society value your contributions to our shelter. We want your experience to be positive and fulfilling, so our staff members strive to:

1. Provide information, training and help so that you may successfully complete your volunteer assignments
2. Outline goals, and provide guidance and feedback to you
3. Treat you as a valued and respected member of our team
4. Be open-minded to your comments and suggestions, and address your concerns to the best of our ability

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. Rehome.

Our Vision

Our vision is that every adoptable companion animal has a home.

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DISCLAIMER

Purpose of Volunteer Policies

Kitsap Humane Society (KHS) volunteer policies and procedures are provided to offer guidance and direction to volunteers and staff engaged in KHS'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 Kitsap Humane Society. Kitsap Humane Society reserves the right to change any volunteer programs or policies at any time.

Scope of Policies and Procedures

Unless specifically stated, the volunteer program policies and procedures outlined in this manual apply to all KHS volunteers, at all sites of operation.

KHS HOURS AND CONTACT INFORMATION

Hours of Business

Open to the public:	Saturday-Monday, Wednesday, Thursday (except holidays)	Noon-5:30pm
	Friday	Noon-6:30pm
	Tuesday	Closed to the public
Staff Hours of Operation	Saturday-Thursday (except holidays)	9:00am-6:00pm
	Friday	9:00am-7:00pm
Open to Volunteers	Saturday-Thursday (except holidays*)	7:00am-5:30pm
	Friday	7:00am-6:30pm

*Due to limited staffing during holiday closures, volunteers are required to help with clean-up if they come in on a holiday. This protocol helps to ensure that staff is able to properly care for the animals in a limited amount of time. Thank you for adhering to these guidelines.

Holiday Closure

KHS is closed to the public:

January 1 st	New Years Day
4 th Monday in May	Memorial Day
July 4 th	Independence Day
1 st Monday in September	Labor Day
November 11 th	Veteran's Day
4 th Thursday in November	Thanksgiving Day
December 24 th , 25 th	Christmas Eve & Christmas Day

Contact Information:

Address: 9167 Dickey Road NW, Silverdale WA 98383

Phone: (360) 692-6977

Website: www.kitsap-humane.org

Animal Control Phone: dial 911

Helpful E-mail Addresses:

Volunteer Coordinator: volunteerdept@kitsap-humane.org

Director of Animal Welfare: nsmith@kitsap-humane.org

Assistant Director of Animal Welfare: smoody@kitsap-humane.org

Shelter Manager: rcook@kitsap-humane.org

Foster Care Coordinator: foster@kitsap-humane.org

Canine Behavior Coordinator: behavior@kitsap-humane.org

Adoption Coordinator: sfairweather@kitsap-humane.org

Transfer Coordinator: transfers@kitsap-humane.org

Admissions: admissions@kitsap-humane.org

Customer Service: customerservice@kitsap-humane.org

Events & Outreach Manager: kcizekallen@kitsap-humane.org

ABOUT KITSAP HUMANE SOCIETY

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 an increase in people, businesses and animals at this time, and residents 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 the Forest Park area. 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 the Charleston Beach neighborhood. 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, the shelter continues to emphasize Humane Education, the importance of Spay and Neuter, responsible pet ownership, and respect for all animals.

Funding

The Kitsap Humane Society shelter operations are funded by individual donations, wills and bequests, grants, and money received from shelter services and fundraising events. We do not directly receive county, state, or federal funds. Kitsap Animal Rescue and Enforcement (Animal Control) is separately partially funded through city and county funding. The Kitsap Humane Society's Annual Report that summarizes the revenue and expenses of the shelter is available to the public on our website. As a not-for-profit organization, fundraising is crucial to Kitsap Humane Society's existence.

KHS PROGRAMS & SERVICES

Sheltering of Homeless Animals

KHS serves as a shelter to which the public may bring homeless, abandoned, or unwanted animals. The Kitsap Humane Society is an open-admissions shelter, which means that we take in all stray animals, all animals that are brought in by Kitsap Animal Rescue and Enforcement (Animal Control), and all adoptable owner-surrendered animals. For specific information about surrender procedures please see our website at: <https://www.kitsap-humane.org/programs-services/surrendering-your-pet/>. A trained and dedicated staff provides a high standard of humane care for each animal in our facility. Volunteers are essential to helping the shelter continue to meet this high standard of care for each shelter animal.

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. All dogs and cats leave our shelter spayed or neutered and up to date on vaccinations. 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. For more information on how to adopt please see our website (<https://www.kitsap-humane.org/adopt/how-to-adopt/>) and Appendix B.

Transfer Program

In an effort to help save the lives of even more homeless animals, Kitsap Humane Society transfers in dogs and cats from "high-risk" shelters both inside and outside of Washington state. Not all shelters have access to the variety of resources and options that we are able to utilize at KHS, and as a result they are forced to euthanize animals due to lack of available space. Our Transfer program provides assistance to high-risk shelters by transporting animals from these shelters to our own facility, and then placing them up for adoption here.

Foster Program

Our Foster Program provides temporary homes for animals that are too young/small to be spayed or neutered yet, and animals with medical issues or behavioral issues that are not manageable in a shelter setting. The program also serves as a resource which KHS can utilize for animals that have been at the shelter for an extended period of time by giving those animals a break from the shelter environment. Volunteer foster parents care for shelter animals in their homes for both short-term and long-term periods of time, based on the needs of the animal. To learn more about fostering see our website: <https://www.kitsap-humane.org/get-involved/foster-care/>.

Animal Rescue & Enforcement

The Kitsap Humane Society's Animal Rescue & Enforcement Department (formerly Animal Control) at Kitsap Humane Society provides communities with a number of domestic animal related services, including:

- Enforce specialized "Animal Control" code
- Respond 24/7 to emergency calls
- Investigate animal cruelty cases
- Assist fire, medical and police agencies
- Removal of pets and livestock from public roads

Licensing

All dogs and cats require licensing in Kitsap County. KHS does offer licensing on-site for unincorporated Kitsap County, and the cities of Poulsbo, Bainbridge Island, Port Orchard, and Bremerton.

Low-Cost Spay/Neuter Program

For owners that cannot afford to have their 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. At the time of the pet's spay/neuter surgery, the pet owner also has the option to have their pet vaccinated or microchipped by our veterinary staff.

In effort to continue our mission of decreasing overpopulation in Kitsap County we also offer discounted spay or neuter rates through programs such as the Last Litter Program. In this program owners can get their mother cats or dogs spayed for free, if they surrender the kittens or puppies to the shelter for our adoption program.

Microchip and Vaccination Clinics

KHS holds microchip clinics on the 3rd Tuesday of every month, during which pet owners can bring their pets to our shelter to be microchipped for a fee of \$30. Microchips are a form of permanent identification, and are about the size of a grain of rice. The microchip is implanted under the skin of the pet by trained veterinary staff. If the pet should become a stray, the microchip allows animal shelters and veterinary offices to access contact information for the pet's owner. KHS provides this service to the community so that stray animals that come to our shelter can be reunited with their owners more quickly, and thus spend as little time as possible in our facility. We also offer low cost vaccinations, vaccinations are important for both the health of the individual animal and the health of the community.

Pet Food Pantry

Kitsap Humane Society's Pet Food Pantry program provides pet food for low-income pet owners during times of hardship. We provide the pet owners with pet food that has been donated to our shelter by members of the community. Low income pet owners can access the Pet Food Pantry seven days a week by coming into the shelter during open hours.

Humane Euthanasia

Our shelter provides humane euthanasia services to pet owners who have reached the difficult decision to euthanize their pet. When an owner brings their pet to KHS for euthanasia, the animal is humanely euthanized using an overdose injection of sodium pentobarbital, which is an anesthetic. Only veterinarians and state-licensed staff members are permitted to administer the injection. Each animal is treated with compassion and respect during the euthanasia procedure. For more information regarding euthanasia of shelter animals, please read "Are We Considered A No-Kill Shelter?" on the next page of this manual.

IS KHS CONSIDERED A “NO-KILL” SHELTER?

The term “No-Kill Shelter” can be misleading. The generally accepted definition of a “no-kill” shelter is one that does not euthanize more than 6% of the animals received annually. While the Kitsap Humane Society’s euthanasia rate has been consistently below 4% of total animals received, we choose not identify ourselves as a “no-kill” shelter. We do euthanize some shelter animals, and wish to be as transparent as possible with our staff, volunteers, and the members of our community.

KHS places a high priority on the quality of life for the animals in our shelter, and if we feel that an animal has a poor quality of life and is suffering, we may choose to humanely euthanize that animal. In other words, animals who are suffering mentally, emotionally or physically may be candidates for euthanasia. Animals with a poor prognosis, or incurable debilitating illness may also be candidates for euthanasia if they are non-responsive to treatment or if treatment is not reasonably available. Finally, animals who are determined to pose an unacceptable danger to other animals, themselves, or members of the public may be candidates for euthanasia. We do not euthanize due to lack of space, based on length of stay, or due to breed.

If you philosophically disagree with our euthanasia principles, this shelter may not be a positive volunteer experience for you. We encourage you to consider your comfort level with KHS’s guiding principles before fully committing as a volunteer.

VOLUNTEER POLICIES & PROCEDURES

For volunteer and animal safety KHS does have policies and procedures that volunteers must follow. All policies and procedures will be explained during the volunteer training process. Some of our policies and procedures are explained in this section.

Age Requirements

Kitsap Humane Society age requirements for volunteers are as follows:

Ages 18 and up: may volunteer by themselves

Ages 16-17: may volunteer by themselves if parent/guardian signs a permission form

Ages 13-15: may volunteer with a parent/guardian as part of a Youth Volunteer Team

Under 13: not yet allowed to volunteer

Minimum Hourly Commitment

Volunteers are required to commit to a minimum of 8 hours per month for a period of 6 months. Due to the length of time it takes to become a fully trained volunteer and the amount of staff resources used to train, we want to make sure we are training volunteers who are committed to volunteering at Kitsap Humane Society long-term. Volunteers are more than welcome to serve more than 8 hours per month if they choose to do so- there is no maximum number of hours a volunteer may work each month (provided that the volunteer only work during hours in which the shelter is open to volunteers).

We understand that volunteers are not always able to meet the monthly hour requirement, due to work or family obligations, emergencies, injuries, or other similar obligations. If you will not be able to meet the required minimum of 8 hours of service in a given month, please e-mail the Volunteer Coordinator at volunteerdept@kitsap-humane.org.

Attire

When volunteering at KHS, volunteers are required to wear:

1. KHS volunteer t-shirt
2. Long pants
3. Sturdy, close-toed shoes
4. Volunteer name badge
 - Volunteers receive their permanent name badges and lanyards after they have completed 10 hours of volunteer service. Prior to this, volunteers must wear the disposable, adhesive name badges that are located next to the sign-in binder. If a volunteer forgets to bring their permanent name badge and lanyard with them when volunteering, they must wear a disposable, adhesive name badge.

Volunteers are NOT permitted to wear:

1. Sleeveless shirts or tank tops
2. Shorts or Capri pants
3. Skirts (unless due to religious beliefs/practices)
4. Headphones
5. Perfume, cologne, or strongly-scented lotion
6. Flip flops, sandals, open-toed shoes

Communication

Communications from the Volunteer Department will be sent via e-mail. These communications include, but are not limited to:

- KHS Volunteer Snapshot (a weekly update regarding upcoming volunteer opportunities, changes in shelter protocol, helpful reminders, and other important information)
- Volunteer Requests (sent as needed, these are e-mailed to volunteers to recruit volunteers for specific assignments and to inform them of shifts/assignments that are short-staffed)

It is extremely important that KHS volunteers check their e-mail regularly so that they are up to date on shelter information, volunteer opportunities, and changes in protocol. **When contacting the Volunteer Coordinator, e-mail communication is strongly preferred and will always be answered in a timely manner.** If you do not have computer access, we ask that you find a friend or family member who can help you access your e-communications from the shelter.

Scheduling

Volunteers schedule themselves for service using an online volunteer database (VicNet), so you need to have regular access to the Internet and a personal e-mail address. If you do not have computer access, we ask that you contact the Volunteer Coordinator to help you schedule yourself for a shift.

Inactive Volunteers

When a volunteer has not recorded any service hours for a period of 3 months or longer, their volunteer account will be rendered inactive. Once a volunteer's account has been rendered inactive, they will no longer be able to access their volunteer account online or log in via the VicTouch volunteer computer at the shelter. In order to have your volunteer account reactivated, please e-mail the Volunteer Coordinator at volunteerdept@kitsap-humane.org (if it has been less than 6 months since you last volunteered). If a volunteer has not recorded any service hours for a period of 6 months or longer, then they are required to re-take all training classes before their volunteer account will be reactivated. This requirement exists because

rules and protocol at KHS change frequently and it is important for volunteers to stay up-to-date on current standard operating procedures.

General Animal Handling

Every KHS volunteer is required to attend training classes before they are allowed to handle any shelter animals. At these training classes, new volunteers are instructed in the proper way to safely and humanely handle shelter animals. KHS follows the training philosophy of positive reinforcement when working with our shelter animals. Volunteers are required to use only positive reinforcement methods and equipment when working with KHS animals. You will receive instruction on how to do so during your training classes.

All new volunteers are required to attend Volunteer Orientation. This lasts approximately 1 hour and covers basic rules and protocol for volunteers at Kitsap Humane Society.

Volunteers that are interested in **working with the dogs** are required to attend Canine 101 training and Dog Walking Class. Canine 101 lasts approximately 1 hour and covers basic dog handling, canine body language, and protocol for beginning canine volunteers. Dog Walking Class is a two hour hands-on class going over protocols, location of supplies, and specific handling instructions.

Volunteers that are interested in **working with the cats** are required to attend Feline 101 training. This lasts approximately 1 hour and covers basic feline handling, feline body language, and protocol for beginning canine volunteers. After Feline 101 volunteers are required to work their first volunteer shift with a Volunteer Mentor, who will provide more in-depth, hands-on training.

If a volunteer is interested in **working with both the dogs and the cats**, they must choose to first take either Canine 101 or Feline 101, and then may take the other class when it is offered again at a later date.

Signage on Kennels

Before handling any shelter animals, volunteers must read any and all signs that are hanging on the animal's kennel. These signs provide important information regarding the animal's temperament, health, surgical status, adoption status, and other information that is necessary to know about the animal. Volunteers must abide by any rules displayed on shelter signage.

Feeding Animals

The animals in our shelter are fed their meals on a set daily schedule, and they are fed certain types and amounts of food in accordance with their needs. **Volunteers are not permitted to feed KHS animals unless specifically asked to do so by Animal Care or Vet Services staff**, because our staff needs to be able to monitor the amount of food an animal is or is not eating each day. Volunteers are permitted to feed shelter animals small amounts of approved treats each day, unless the signage on the animal's kennel indicates otherwise.

Bites and Other Injuries

We require volunteers to report all bites, scratches and other injuries that occur while they are volunteering at KHS. For any animal bite that breaks the skin, a behavior report and incident report must to be completed. For all other injuries, an incident report must be completed. Behavior reports and incident reports are available in many areas including the front desk. Staff will assist volunteers in filling them out if needed.

Standards of Conduct and Customer Service

As a volunteer for the Kitsap Humane Society, what you say and do reflects on the whole of Kitsap Humane Society. Please be mindful of what you say and do when wearing any KHS volunteer apparel or otherwise identifying as a KHS volunteer. Prior to sharing any information relating to the shelter with the public or with other volunteers, please ensure that the information you are sharing is correct, not confidential, and supports the mission of the shelter.

As a volunteer, you are expected to uphold the same standards of conduct and customer service that we require of our staff. Please adhere to the following guidelines:

- Be Positive
At KHS, we strive to give every person who comes through our shelter a positive experience, regardless of their reason for being at KHS.
- Be Courteous and Helpful
Being courteous and helpful is crucial in creating a positive experience for those who come to KHS. Please also be courteous and helpful to your fellow volunteers and staff.
- Be Professional
It is important to present a professional image to the public while volunteering at KHS. When our staff and volunteers are professional it supports the credibility of the shelter and its programs in the minds of the public.
- Be Knowledgeable
It is likely that in the course of volunteering, you may be asked questions about KHS by members of the public. As a representative of our shelter, you need to be able to provide accurate responses to these questions OR know who to direct their question too. Be sure to familiarize yourself with KHS's departments and staff.

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 at the shelter, communicate with other KHS volunteers and keep in touch. Please keep your comments positive and productive. Any negative feedback or concerns should be directed to the Volunteer Coordinator. Please do not use our main Kitsap Humane Society page to communicate with staff, the public or volunteers. Volunteers must adhere to the Social Media Policy which is provided in Appendix A.

Cell Phones

Use of cell phones or other handheld communication devices is prohibited while volunteering at KHS. If you are volunteering as a dog walker, you are encouraged to carry your cell phone with you on the dog walking trails in case of emergency.

Parking

Parking space at our facility is limited. We encourage staff and volunteers to park in spaces farther away from the building so that the spaces near the shelter are free for adopters and other customers. This guideline only applies to hours and days when the shelter is open to the public. Detailed parking procedures for special events will be sent out via email before each event.

Personal Belongings

KHS recommends leaving all valuables at home or in your personal vehicle. KHS is not responsible for any personal items left in the shelter or in the parking lots.

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, other volunteers, staff and the public.

Closures

When KHS is closed for a holiday, volunteers are still permitted to come in and volunteer. Because staffing is limited during holiday closure volunteers are required to help clean and care for the animals if they come in on a holiday. Detailed holiday closure volunteer protocol will be sent out via email before each closure.

Guests

For safety reasons, volunteers are not permitted to bring friends, family or any other guests with them to the shelter when they come in to volunteer. Only trained volunteers who have completed Volunteer Orientation and other required trainings are allowed in the "back" areas that are not accessible to the public.

Smoking

Smoking is not allowed in any portion of the building, within 30 feet of any building on shelter property, on the dog walking trails, or in any of the play yards, pastures, or meet & greet areas. Smoking is only permitted in the designated smoking area, which is located in the truck bay.

Zoonotic Diseases

Zoonotic diseases are diseases that can be transferred from animals to humans. Potential zoonotic agents include bacteria, viruses, fungi, internal parasites and external parasites. To protect yourself from potentially catching a zoonotic disease:

- sanitize and wash your hands thoroughly after handling an animal
- change your clothing and shoes after visiting the shelter
- avoid touching your face to an animal's face, or allowing an animal to lick you
- read all signage posted on an animal's kennel, as this will notify you if an animal requires special handling due to known zoonotic disease.

For more detailed information about zoonotic disease and how to prevent the spread of these diseases, we recommend visiting <http://www.sheltermedicine.com/node/59>.

RESIGNATION AND TERMINATION

The Kitsap Humane Society has established certain rules of conduct so that we can all work together in an efficient and effective manner. We believe that volunteers are accountable for their actions, and failure on the part of the volunteer to adhere to these codes of conduct may result in disciplinary action. Volunteers who commit minor violations of the Volunteer Program policies and procedures will be verbally counseled in an effort to correct the issue immediately, through education. Minor violations could include absences, not following safety rules, etc. Continued violations could result in additional counseling or dismissal. Serious violations may result in immediate dismissal without counseling or notice. 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.

Some specific behaviors are so egregious that they will be cause for immediate dismissal. The following list of examples of these behaviors is intended to be a guide, and is not all-inclusive:

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

YOUTH VOLUNTEER TEAMS

A youth volunteer is any KHS volunteer aged 13 to 15 years old. Youth Volunteer Teams are comprised of a youth volunteer and their parent/guardian. Youth Volunteer Teams may also be comprised of 2 youth volunteers and a parent/guardian.

The following rules apply to all youth volunteers, regardless of their volunteer start date or prior agreements with KHS staff members or volunteers.

Rights and Privileges for Youth Volunteer Teams

- Youth volunteers are able to do many things while at KHS, including but not limited to handling animals, customer service related tasks, and joining Photo Team. Please review the volunteer position descriptions listed in the Volunteer Manual for more positions that are open to youth volunteers.
- In addition to volunteer work at the shelter, KHS encourages its youth volunteers to:
 1. Participate in off-site events such as parades and Adoption Outreach; man information booth at community events
 2. Organize donation drives
 3. Help with animal transports
- Youth Volunteer Teams may volunteer during all normal volunteer hours.

Responsibilities & Regulations for Youth Volunteer Teams

The shelter is a stressful environment for animals, and as a result these animals can be potentially dangerous. To ensure the safety of youth volunteers, Youth Volunteer Teams must abide by the following regulations:

- The youth volunteer cannot volunteer at the shelter if they are not accompanied by their parent/guardian. The parent/guardian must be an official KHS volunteer.
- The parent/guardian must attend all training classes alongside the youth volunteer.
- While at KHS, the youth volunteer and their parent/guardian must remain together at all times. The youth volunteer and their parent/guardian must remain within sight of one another while working at KHS.
- If working with the dogs:
 1. The youth volunteer and their parent/guardian must remain within arm's reach of one another.
 2. The youth volunteer may only hold the leash for some dogs. It will be left to the parent/guardian's discretion as to which dogs the youth volunteer may walk. It is the parent/guardian's responsibility to ensure that the youth volunteer only hold the leash for dogs which they can safely and securely walk.

- If working with the cats:
 1. Youth volunteers may handle Level 1 (Green), Level 2 (Blue) and Level 3 (Purple & Yellow) cats, if they have completed the necessary training classes to handle these levels/colors.
- Youth volunteers are given **lime-green** name badges, and must wear these while volunteering at KHS or participating in any off-site events.
- Youth Volunteer Teams are required to sign the KHS Volunteer Contract.

The above regulations also apply to off-site Special Events and Adoption Outreach.

Due to the potential for danger, injury, or disease transmission that exists in many areas of the shelter, youth volunteers are not permitted in the following areas while volunteering at KHS:

- Receiving
- Feline Holding
- Feline Assessment
- FISO (Feline URI)
- Dog Holding
- Euthanasia Room
- Recovery
- Surgery
- Isolation

The above areas are off-limits to youth volunteers even if they are accompanied by their parent/guardian, an adult volunteer, or a staff member.

Some volunteer assignments contain a higher potential for danger or injury than others, and other volunteer positions require extensive customer service experience. For these reasons, youth volunteers are not eligible to participate in the following volunteer assignments:

- Feline Assessments
- Canine Assessments
- Adoption Counseling
- Receiving/Admissions Assistant
- Pink Cat Handling
- Vet Services Assistant
- Cleaning & Surgery Prep
- Advanced Handler or Lead Volunteer

VOLUNTEER POSITIONS

Commitment Levels

Please keep in mind that KHS depends on our volunteers to perform many necessary duties both in and out of the shelter. Some positions require a high level of commitment, whereas other positions can be filled on a more flexible basis. The volunteer positions described below have been classified according to their required commitment level.

- *High Commitment Level:* These volunteers need to work the same shift (day and time) each week. We need to be able to rely on you to regularly cover your shift.
- *Flexible Commitment Level:* The hours for these assignments can vary from week to week, or may be scheduled as needed for events, etc. These jobs are a good fit for someone with very limited time to give to KHS, or for someone whose work schedule varies from week to week.

Training Required

Some volunteer positions need additional training beyond the initial training classes provided for new volunteers. Other positions are “entry” level and can be done by relatively new volunteers. As a reminder, all volunteers are required to attend training classes when initially becoming a volunteer more information regarding this classes is provided above in the “General Animal Handling” section under Guidelines and Procedures. Entry level positions are indicated in the list below.

Priority Assignments

Some volunteer positions need to take priority over others when it comes to filling the shifts for these positions. When volunteers are scheduling themselves for their volunteer shifts, they need to fill priority assignments before signing up for assignments that are lower priority. Priority assignments are indicated in the list of the volunteer positions described below.

Position Descriptions

The following are brief position descriptions for some of Kitsap Humane Society volunteer opportunities. To view any requirements that a volunteer must meet before filling a position, please email the Volunteer Coordinator. **The commitment level required of each volunteer position is indicated below (“HIGH” or “FLEXIBLE”), as are the assignments which should be filled before other assignments (“PRIORITY”). Entry level (“ENTRY”) is indicated as well.**

- **Dog Walker:** Dog Walkers take the dogs housed in our Main Kennel for potty breaks and walks along our walking trails. Dog walkers are responsible for cleaning up after the dogs during the walk, and cleaning feces or urine out of their kennels. HIGH, PRIORITY, ENTRY

- **Small Dog Walking & Socialization:** Small Dog Walkers take the dogs housed in our Small Dog Room and Puppy Room for potty breaks and walks along our walking trails. Small Dog walkers are responsible for cleaning up after the dogs during the walk, and cleaning feces or urine out of their kennels. HIGH, PRIORITY, ENTRY
- **Relaxation Facilitation:** Relaxation Facilitators give dogs breaks from the noisy, stressful shelter environment by spending quiet time with them in our “Real Room” or in one of our fenced grassy areas. FLEXIBLE, PRIORITY
- **Cat Socialization:** Cat Socializers provide the cats housed in our Cattery with love and attention by petting them, playing with them, brushing them and giving them treats. FLEXIBLE, ENTRY
- **Feline Assessment:** Feline Assessors evaluate the behavior of each cat using a specific set of actions. Based on the results of this assessment process, our staff can determine what home environment would best fit the needs of each cat. HIGH
- **Adoption Counselor:** Adoption Counselors meet with prospective adopters to help them find a pet that will be a good fit for their home and lifestyle. The goal of Adoptions Counselors is to find our adoptable pets life-long homes, and to educate adopters and potential adopters. HIGH
- **Adoption Outreach:** Adoption Outreach volunteers help at any one of our many off-site adoption events. This may include adoption counseling, dog walking, cleaning cat kennels, transporting animals between the shelter and the adoption site, and adoption processing. HIGH
- **Dog Kennel Cleaning Assistance:** Dog Kennel Cleaning Assistants help KHS staff deep-clean the dog kennels in our shelter during our morning cleaning hours of 9am-11:30am, so that the kennels will be fresh and clean when potential adopters arrive at 12pm, and our shelter dogs can enjoy clean living spaces. HIGH
- **Cat Room Cleaning Assistance:** Cat Kennel Cleaning Assistants help KHS staff deep-clean the Cattery kennels during our morning cleaning hours of 9am-11:30am, so that the kennels will be fresh and clean when potential adopters arrive at 12pm, and our shelter cats can enjoy clean living spaces. As they gain experience, Cat Kennel Cleaning Assistants may also be asked to help clean other feline holding areas such as our Feline Assessment room. HIGH, PRIORITY
- **Animal Transport:** Animal Transport volunteers drive shelter animals to and from a variety of places in Kitsap County and beyond, for a variety of reasons. This can include transporting animals to grooming appointments, off-site training sessions, rehabilitation/physical therapy, and remote adoption sites. Animal Transport volunteers typically have the option to use a shelter vehicle when transporting animals. FLEXIBLE
- **Rescue Me Transfer Team:** Transfer volunteers may fill a variety of positions related to transferring at-risk animals to KHS, including driving the animals from other facilities to our shelter, greeting and unloading the transfer animals when they arrive, transporting animals to rescue organizations and inputting the transfer animal’s information into our shelter database. FLEXIBLE, PRIORITY

- **Laundry/Dishes/Cleaning Crates:** Due to the large number of animals moving through our shelter, we create a large number of dirty dishes, laundry and crates/carriers every day. In order to have enough clean supplies for the animals, it is essential that volunteers help by washing dirty dishes and laundry, and by cleaning dirty crates. FLEXIBLE, PRIORITY, ENTRY
- **Photo Team:** The Photo Team is responsible for helping photographers take attractive, appealing photos of our adoptable animals so that we can utilize these photos on our website, Petfinder, social media, and in advertisements. These photos not only help the animals get adopted more quickly, we can also use the photos as part of our fundraising campaigns. The Photo Team consists of trained cat socializers or dog walkers who handle the animals while the photographers take photos. PRIORITY, ENTRY
- **Customer Service Assistant:** Customer Service Assistants assist Customer Service staff in a number of ways, such as helping by answering customer questions, answering phone calls, setting up adoption counsels, assembling adoption packets, and restocking the customer service area. HIGH
- **Transfer Data Entry Assistant:** Transfer Data Entry Assistants help our Transfer Team and Customer Service staff by entering vaccination records into the shelter database, printing kennel cards for transfer animals, assisting with the "Rescue Transfer In" paperwork in the shelter database before transfer animals arrive, coordinating kennel assignments, and hanging kennel cards. FLEXIBLE, PRIORITY
- **Special Events Volunteer:** KHS hosts a variety of Special Events each year including Animal Crackers (auction), PetsWALK (walk-a-thon), Fore the Animals (golf tournament), and a variety of smaller events including parades. Special Event volunteers can fill any number of roles at these events, including manning information booths, event set-up/tear-down, walking in parades, and filling a variety of other important assignments that are needed to make the Special Event a success. FLEXIBLE, ENTRY
- **Vet Services Assistant:** Vet Services Assistants provide much-needed help for our busy Vet Services department by completing tasks such as cleaning isolation and recovery kennels, providing supportive care/treatment for sick and injured animals, scrubbing surgical instruments and wrapping surgical packs HIGH

FREQUENTLY ASKED QUESTIONS

What should I do if I have a health concern about an animal?

If you are concerned that a shelter animal is ill or injured, request that our Vet Services staff examine the animal, using one of the Vet Requests Logs. These log sheets are located outside of Recovery, in the Cattery, and in Feline Assessment, and they are checked daily by Vet Services staff.

Can dogs play together in our play yards?

To prevent potential dog fights, dog bites to volunteers, and other injury, dogs are not allowed to play together in the play yard. The exceptions to this rule are: 1) if two dogs already share a kennel in the Main Kennel, Small Dog Room, or Puppy Room and 2) if our Behavior staff or a designated Manager have evaluated and paired two dogs together for playtime. These pairs of dogs can typically be taken to the play yard by staff only. Volunteers need special permission from a manager and training classes before they can be involved in playdates.

Can I take a shelter pet off-site?

Possibly, as part of an approved Shelter Break or outing only. Volunteers need special training and permission from a Manager to take animals off of the property.

Should I clean a kennel if I notice it is dirty?

Absolutely! Animal Care staff or Lead volunteers can show you how to properly clean a kennel.

Should I feed and water the animals if their bowls are empty?

KHS animals are fed by staff only, so that we can monitor the amount of food they are eating and ensure they are eating a healthy amount of food. Volunteers cannot feed shelter animals, with the exception of small amounts of treats while walking or socializing the animals. Volunteers are allowed and encouraged to refill the animal's water dishes as needed.

What times of day are volunteers most needed?

It depends on the volunteer assignment. For example, dog walkers are needed from 7:00am-9:00am and 3:00pm-5:00pm, as these are the times of our set dog walking shift. Program Coordinators and Lead volunteers can provide you with more details for the assignments they supervise.

Why do I need to record my hours when I volunteer?

We need you to record your service hours for a variety of reasons. We need to be able to see which volunteers worked on which days and during what shifts, should we need to contact those volunteers for any reason. Also, KHS relies on grants to fund our programs and operations, and most of the grants we apply for ask for volunteer statistics such as number of hours, so we need those to be as accurate as possible.

Do I put my own pet at risk by volunteering?

If your pet is up-to-date on vaccinations and you follow proper animal handling and sanitation protocol, your own pet should be at very little risk of contracting illness or disease. However, unvaccinated animals, kittens and puppies, and animals with compromised immune systems may be more likely to contract illness or disease. To avoid exposing your pet to illness or disease, KHS recommends that volunteers change their clothing and shoes and wash thoroughly after handling shelter animals, prior to handling their own animals.

What do I do if I don't like the assignment I signed up for?

You may switch assignments if you wish. Contact the Volunteer Coordinator for help scheduling new assignments and signing up for any training the new assignment may require.

My friend/relative is visiting the area. Can I bring them in to volunteer with me?

Unfortunately, no. To ensure the safety of our volunteers, staff, and shelter animals, we require that all volunteers attend Volunteer Orientation and Canine 101 or Feline 101, and other required trainings. Therefore, we do not allow volunteers to bring "guests" when they volunteer.

What can children under 13 years of age do to help the animals at KHS?

We have a variety of at-home projects children under 13 years of age can do to benefit the animals of KHS. For a complete list of these projects, please contact the Volunteer Coordinator.

Why do volunteers have to work a minimum number of hours each month?

In order for our volunteer programs to work successfully, it is essential that we have dedicated, reliable volunteers filling our volunteer positions. Other volunteers, KHS staff, and the shelter animals all count on our volunteers to come in to the shelter when they have scheduled themselves for volunteer service. By requiring a minimum number of hours each month, we can ensure that our volunteer shifts are consistently and adequately covered.

Appendix A – 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. KHS works hard to keep its 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, Instagram and YouTube to promote all of the amazing moments 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! 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 by reading and following these 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 undermine KHS programs or philosophies, our clients, our donors or your co-workers isn't professional and damages our mission of saving lives. If you have suggestions for improvements at KHS, please go through the proper channels to convey 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. As will comments that undermine our programs or are detrimental to the shelter's image. This is inclusive of all KHS branded social media sites as well as all personal social media sites (such as your own Facebook, etc.)

Below are some rules and guidelines for participating on the KHS branded Social Media sites. If you have specific questions, please contact your immediate supervisor.

Facebook, Twitter, Instagram and YouTube and any other KHS Social Media Channel

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 for something to be considered for posting on the KHS page, please contact your immediate supervisor, who will direct you to the appropriate contact.
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.
 - a. KHS will always respond to people's comments about certain animals with: "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.

- b. **What is okay:** "I love walking Speedy!" or "I enjoy spending time with Fluffy." or "Peewee had fun hanging out in my office today."
 - c. **What is not okay:** "Rex got adopted!" or [in answer to an inquiry] "We think Reuben would do well with dogs."
 - d. 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. If you would like to share photos of your foster animals please do so on the KHS foster page on Facebook.
5. Occasionally KHS might be involved in cruelty investigations that are covered by the media. It is vital that staff and volunteers refrain from commenting on such events (both on KHS sites and personal pages) as to keep our messaging consistent and not harm any potential legal cases that might arise from the event.
 6. 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.
 7. 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 in the event the animal is returned and is promoted again.
 8. As a general guideline, 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. There are exceptions to this guideline, but in that case the reply must only come from an approved Facebook Administrator.
 9. 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!
 10. The Volunteer Coordinator (volunteerdept@kitsap-humane.org) monitors the Official Kitsap Humane Society Volunteer Facebook page. If you have questions or concerns regarding that page, please contact her directly.

Appendix B – Volunteer Adoptions

Protocol for Volunteers Wishing to Adopt an Animal

If a current KHS Volunteer wishes to adopt an animal from our shelter, it is imperative that all our regular requirements for adopters are followed. Animals will not be placed on hold for volunteer adopters and adoption counsels will take place on a first come, first served basis during regular adoption hours.

A thorough adoption counsel should take place to ensure that the adopter has all information about the animal, including medical and behavioral, and to ensure that the animal is a good fit for the adopter.

KHS Volunteer Adoption Counselors **may not** perform adoption counsels for volunteers looking to adopt a pet. The adoption counsel must be performed by a Staff Adoption Counselor **and** approved by a Shelter Manager.

For dog adoptions, all household members must meet the dog and a dog meet and greet must occur between all resident dogs and the potential adoptive dog.

Any changes or exceptions to this protocol must be approved by Shelter Management.

May 2017