



# Kitsap Humane Society

## Volunteer Manual 2024

## WELCOME!

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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 run 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. Treat you as a valued and respected member of our team
3. Be open-minded to your comments and suggestions, and address your concerns to the best of our ability

### Our Mission

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

### 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.

**Onboarding Fee:** \$15 per person

### **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.

## ABOUT KITSAP HUMANE SOCIETY

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### History

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 1930s and 40s, Bremerton's Animal Control was located in the Forest Park area. In the early 1950s, 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 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, Kitsap Humane Society and Animal Control Officers (ACO) 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 and the importance of spay and neuter, responsible pet ownership, and respect for all animals.

### Funding

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 Control is separately partially funded through city and county funding. Kitsap Humane Society's Annual Report – summarizing 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

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### Sheltering of Homeless Animals

KHS serves as a shelter to which the public may bring homeless, abandoned, or unwanted animals. 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 Control, and adoptable owner-surrendered animals as space and resources are available. 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 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. Our support for this program is determined by our own shelter’s capacity and the current support needs of our community.

### 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**

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 un-incorporated Kitsap County and the cities of Poulsbo, Bainbridge Island, Port Orchard, and Bremerton.

### **Low-Cost Spay/Neuter Program**

For owners who cannot afford to have their pets spayed or neutered, 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. Through 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.

## **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 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.

## **VLC & Access to Affordable Care**

The Russ and Linda Young Veterinary Life Saving Center (VLC) provides a vital safety net for pets and their people. When the Kitsap Humane Society and other animal welfare organizations lobbied the Washington State legislature in 2019 to change the law to allow humane societies to perform low-cost surgeries, it was with the Russ and Linda Young Veterinary Lifesaving Center in mind.

We envisioned a place where people could receive care for their beloved companion animals in the face of difficult financial circumstances. Where a person's ability to keep and love their pets isn't determined by their bank account. A place that kept families together.

Today, that vision is a reality. The Russ and Linda Veterinary Lifesaving Center opened exclusively for emergency referrals from our community veterinary partners in September 2023 and in March 2024, opened to the general public who qualify. Among the features and services provided:

- Reduced-fee veterinary services to families who are low income
- Expanded and enhanced treatment and surgery areas for critical care patients
- Separate, quieter, and less stressful recovery rooms for shelter pets to heal after surgery
- On-demand access to x-rays, ultrasounds, and other diagnostic equipment
- A specialized dental suite to provide greater individualized care

## **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.



## Humane Euthanasia Response to Community

Since January 2021, 900,000 more animals have entered and lingered in our nation's shelters, resulting in an on-going capacity crisis (ShelterAnimalCount.org). At Kitsap Humane Society, we are experiencing local intake (stray and owner rehoming) at its highest rate since 2019. The pandemic played a major role as communities reopened and pet owners struggled to provide for their pets resulting in more animals – including those with behavioral concerns – returning to our nation's shelters. The pandemic resulted in animal overpopulation as spay/neuter dwindled, and adoption rates fell. Kitsap Humane Society continues to work with the community to promote adoption and foster care, provide community programs such as the Pet Food Pantry and low-cost spay/neuter, and offer resources to place animals in loving homes. Multiple teams – including licensed veterinarians, our trained and experienced behavior team, and animal care staff – work together daily to create and follow through with pathway plans for every animal who comes through our doors. This compassionate team of people have dedicated their lives and careers to the animals, who they love and care for deeply. Kitsap Humane does not euthanize for the sake of space. Humane euthanasia decisions are made based on adoptability criteria that is dependent on our current capacity for care, and behavioral/medical needs that may negatively impact an animal's quality of life here at the shelter or may prevent them from being safely adopted out to our community. These decisions are made with the utmost respect for the safety and well-being of the animals, our staff, and our community.

## VOLUNTEER POLICIES & PROCEDURES

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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 15 and up: may volunteer by themselves (you must be 18+ to volunteer in vet and customer services)
- 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 4 hours per week for a period of 3 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 4 hours per week 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 weekly 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 4 hours of service in a given week, please e-mail the Volunteer Manager at [volunteerdept@kitsap-humane.org](mailto: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 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, or 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 Shift Coverage Request
- Weekly updates regarding upcoming volunteer opportunities
- Changes in shelter protocol
- Helpful reminders
- Other important information

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 Manager, 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 (MyImpact), 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 Manager to help you schedule yourself for a shift.

### Inactive Volunteers

When a volunteer has not recorded any service hours for a period of 1 month 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 MyImpact volunteer computer at the shelter. In order to have your volunteer account reactivated, please e-mail the Volunteer Manager at [volunteerdept@kitsap-humane.org](mailto: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 take the online Volunteer Orientation eLearning Module. This will be in the training section in MyImpact.

Volunteers who are interested in **working with the dogs** are required to take the Snout School eLearning Module attend in-person Snout School. In-person Snout School lasts 1.5 hours and covers basic dog handling, canine body language, and protocol for beginning canine volunteers. It also goes over protocols, location of supplies, and specific handling instructions.

Volunteers who are interested in **working with the cats** are required to take the online eLearning Kitty Academy and take the in-person Kitty Academy. The in-person Kitty Academy lasts approximately 1 hour and covers basic feline handling, feline body language, and protocol for beginning feline volunteers.

### 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 to. Be sure to familiarize yourself with KHS's departments and staff.

The Volunteer Code of Conduct is listed in Appendix C.

### **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 Manager or Organizational Leadership (when appropriate). 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. However, walkie talkies are supplied to help with communication.

### **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 to the shelter 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

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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:

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

## YOUTH VOLUNTEER TEAMS

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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 two 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; staff 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 that 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) cats or kittens (Orange), if they have completed the necessary training classes to handle these levels/colors.
  - Youth volunteers are given 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 (even when accompanied by their parent/guardian, an adult volunteer, or a staff member):

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

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
- Lead Cat Handling
- Vet Services Assistant

- Cleaning & Surgery Prep
- Lead Dog Walker Volunteer

## FREQUENTLY ASKED QUESTIONS

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### **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 7:00-9:00 a.m. and 2:30-5:00 p.m., as these are the times of our set dog walking shift. Program Manager and Lead Volunteers can provide you with more details for the assignments they supervise. We always need support in dishes, laundry, and crate washing and have shifts for these roles throughout the day.

### **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 Manager 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 Snout School and Kitty Academy, 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 Manager.

### **Why do volunteers have to work a minimum number of hours each week?**

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 to the shelter when they have scheduled themselves for volunteer service. By requiring a minimum number of hours each week, 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, YouTube, and TikTok to promote all the amazing moments at the shelter with the hope that people will share information on their pages. Imagine all the people across the world we could reach if all our fans shared all our posts!

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 community members, 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.

1. Use of Kitsap Humane Society's name, logo, likeness, and any accompanying assets is prohibited without the express permission of Kitsap Humane Society's Director of Communications, Director of Animal Wellness, or Executive Director(s).
  - a. **This includes:** Creating KHS-related private group pages, profiles, and accounts without approval from the KHS Director of Communications, Director of Animal Wellness, or Executive Director(s).
2. The Official Kitsap Humane Society Facebook, Instagram, Twitter, or TikTok pages are not your personal page. All communications about events, animals, or shelter information should come from the "brand," not individuals.



3. If you would like for something to be considered for posting on the KHS pages, please contact the Marketing Department at [socialmedia@kitsap-humane.org](mailto:socialmedia@kitsap-humane.org).
4. If you are a volunteer or staff at KHS, giving advice, or speaking in “we” or “our” language on KHS social media pages 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.
5. **Do not promote animals that are unavailable**, such as those on behavior, medical, cruelty, or stray hold. We have many animals ready to go home at the shelter, so let’s focus on them.
  - a. Instead, we encourage you to share photos of your foster animals on the KHS foster page on Facebook. And if you would like to share photos of pets who are unavailable, please do so on the KHS volunteer page on Facebook.
6. 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 check out our website to find the right pet for you!” All our adoptable pets have a brief bio that explains what home they would do best in. We 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. **If you’re not sure:** Please contact the Communications Department for additional guidance.
7. Occasionally, Kitsap Humane Society 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. Any media-related questions or inquiries should be directed to the Director of Communications and/or the Executive Director.
8. 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 by email, phone, or visiting the website to get their questions answered.
9. 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.
10. While we want to engage with our supporters and community members on our social media channels in fun, light-hearted ways, we don’t want to encourage debate or drawn-out back-and-forth dialogue related to serious, complicated, or in-depth issues. Please feel free to join the conversation, but questions and

comments around KHS's services, programs, mission, structure, etc., are to be answered by the official KHS social media pages. If you're posting or sharing information about the shelter, its programs, its pets, etc., on your own page, please direct all questions to the KHS website or ask people to email/call our shelter for the most up to date information. Too often, information given out on social media can become out of date very quickly!

11. Please feel free to share the links, updates, and information from KHS's Facebook, Twitter, Instagram, TikTok, and YouTube pages on your personal pages or accounts.
12. The Volunteer Manager ([volunteerdept@kitsap-humane.org](mailto:volunteerdept@kitsap-humane.org)) monitors the Official Kitsap Humane Society Volunteer Facebook page and the Foster Care Coordinator ([foster@kitsap-humane.org](mailto:foster@kitsap-humane.org)) monitors the Official Kitsap Humane Society Foster Facebook page. If you have questions or concerns regarding those pages, please contact them 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.

## Appendix C- Volunteer Code of Conduct

- I have read the complete Volunteer Manual, and I agree to comply by all rules and regulations stated in the Volunteer Manual.
- I agree to attend all required training classes. I agree to abide by the policies and procedures presented to me at the volunteer orientation and training workshops. I understand that if I do not follow rules established by the Kitsap Humane Society, I may be subject to corrective action or disciplinary proceedings, including and up to termination from the Volunteer Program.
- I understand that if I am injured while acting as an unpaid member of the volunteer staff, I am not covered by Washington State Workers Compensation Law. I authorize the Kitsap Humane Society to seek emergency medical treatment in case of accident, injury, or illness. I agree to hold the Kitsap Humane Society, its employees, volunteers, and officers harmless in all matters relating to my service as a volunteer, including but not limited to personal injury.
- I agree on behalf of myself, my heirs, personal representatives, and executors to allow Kitsap Humane Society to use any photographs or videotapes taken of me for use in public relations efforts.
- I understand that I am a representative of the Kitsap Humane Society and that I may have access to personal or privileged information regarding the organization. I agree to respect and maintain confidentiality of all donors, customers, volunteers, staff, and animals of Kitsap Humane Society both on- and off-site, during and outside of volunteer hours. I understand that any disrespectful or misleading representation of Kitsap Humane Society may be cause for immediate dismissal from the Volunteer Program.
- I understand that because I handle animals, it is important to discuss being vaccinated against tetanus with my physician. I release Kitsap Humane Society from all responsibility that may occur because of my not pursuing this matter further, and I understand whatever decision I make is at my own risk.
- I understand the hourly requirements for being a volunteer at Kitsap Humane Society is 4 hours per week for a minimum of three months. I understand that if I am unable to meet the hourly requirements for volunteering that there are other options, but I must contact the Volunteer Department Manager at [volunteerdept@kitsap-humane.org](mailto:volunteerdept@kitsap-humane.org).