



Regional Animal Shelter Volunteer Program Handbook

- I. Purpose
 - a. The purpose of this handbook is to establish guidelines and information for volunteers supporting the Regional Animal Shelter (RAS) operation and special projects.
- II. Policy
 - a. The volunteer program will be administered by RAS staff; and staffed by individuals who volunteer their time. It will be the policy of RAS to utilize qualified individuals for all possible tasks or functions, except those which legal requirements and/or elements of danger make such involvement impractical. Therefore, certain guidelines have been developed to ensure security, confidentiality, and safety.
- III. Procedures
 - a. Qualifications for Volunteers
 - i. The volunteer program is designed to meet various needs of RAS. Volunteers must be willing and able to support the philosophy, policies, and procedures of RAS.
 - ii. Volunteers must be at least sixteen (16) years of age.
 1. Younger individuals may volunteer with constant parental supervision and with approval of RAS staff.
 - iii. Volunteers must complete a Volunteer Application listing contact information, skills, availability, emergency contacts, etc.
 - iv. Volunteers must sign the Liability Release and Non-Conviction Waiver. Volunteers under eighteen (18) years of age must have parental signature on the release form, giving permission for the individual to perform volunteer work.
 - v. Volunteers must indicate by signature, or submission of application, that they have received a copy of this Volunteer Handbook and the policy governing volunteers.
 - vi. Volunteers must sign a statement attesting that they have never been convicted of animal cruelty, neglect, or abandonment.
 - vii. Volunteers shall have personal dogs and cats, 4 months or older, vaccinated against rabies, and have a current dog license from the county in which the volunteer lives.
 - viii. Volunteers serve at the pleasure of RAS staff.
 - b. Placement of Volunteers
 - i. All volunteers will be paired with a staff member for training.
 - ii. Future volunteer assignments will be based upon an application and selection process determined by the needs of RAS staff and individual qualifications.
 - iii. Volunteers must satisfactorily complete the specific training requirements of the assigned volunteer position, as outlined by RAS.
 - c. Schedule of Volunteers
 - i. The schedule for volunteers will remain flexible to accommodate regular employment and other commitments.

- ii. Volunteers must sign in and record their hours on a volunteer time sheet each time they provide volunteer service.
- d. General Rules and Policies for Volunteers
 - i. Volunteers shall always conduct themselves in a professional manner and abide by department policies and procedures for conduct in the workplace.
 - ii. Volunteers must dress appropriately for the conditions and performance of their duties. Volunteers working for the shelter must wear long pants and closed shoes for safety purposes.
 - iii. Volunteers are representative of RAS and, like paid employees, are responsible for presenting a good image to the citizens and other community members who visit the shelter and therefore, must maintain a neat, clean appearance.
 - iv. Volunteers shall maintain the confidentiality of RAS activities. Volunteers may not discuss any of the civil or criminal transactions that take place at the shelter.
 - 1. These transactions include, but are not limited to animal impoundment, prior animal owner's information, complainant information, criminal history, and court cases.
 - v. All requests received by a volunteer for any such information shall immediately be directed to RAS staff.
 - vi. Volunteers shall have access to all public areas of RAS. Access to any other area of RAS shall be determined by the volunteer's current position description.
 - vii. Volunteers shall comply with supervision and access levels as defined by each position description.
 - viii. Volunteers shall only be permitted in RAS or on its grounds when a staff member is present.
- e. Duties
 - i. Volunteer duties are defined by the position description for that job title. It is possible, however for volunteers to hold more than one position.
 - ii. See 'Volunteer Position Descriptions' page for additional information.
- f. Staff Conduct with Volunteers
 - i. The volunteer program allows RAS to benefit from the service of citizens who wish to contribute to the welfare of animals and to the community. It allows RAS to achieve goals that would not be possible through the sole use of staff.
 - 1. Staff shall treat volunteers with courtesy and answer their questions and inquiries in a professional, caring, and informative manner.
 - 2. All staff shall cooperate with volunteers in the proper performance of their duties for the good of RAS and the welfare of the animals.
 - 3. It shall be the duty of all staff to advise RAS Leadership of any violation of policy or procedure by any volunteer.
- g. Resignation/Termination of Volunteers
 - i. RAS reserves the right to terminate any volunteer if:
 - 1. It becomes apparent that the individual no longer meets the needs of RAS.
 - 2. The volunteer fails to abide by the rules and policies of RAS.
 - 3. The volunteer fails to follow instructions or otherwise impedes staff in the performance of their duties.

- ii. When a volunteer resigns or when they are terminated, the volunteer shall return any issued property to RAS staff.
 - iii. RAS staff will conduct an exit interview with the volunteer after notification of a volunteer's intent to resign from the program. This interview will ascertain the volunteer's reasons for leaving the program and assist RAS staff in improving the program when and where possible.
- h. Required Community Service Volunteers
 - i. Community Service Volunteers are individuals that are required by their school, club, or mandated by a general district court to complete a designated amount of hours of service work.
 - 1. Community service volunteers will only be eligible for animal care and cleaning tasks. They will only be scheduled from 8:30am-12:30pm.
 - a. If an alternative schedule is needed it must be approved by RAS staff.
 - 2. Community service volunteers must submit the Community Service Application, rather than the Volunteer Application.
- i. Volunteer Groups
 - i. Proposals for volunteer groups should be emailed to grace.rohler@kwc.gov.