

CAMPBELL COUNTY ANIMAL SHELTER VOLUNTEER HANDBOOK



August 7, 2013- UPDATE

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DISCLAIMER: The information contained in this manual is intended for volunteers only. It is not exclusive. If you have any questions contact the Shelter Manager for clarification.



Dear Volunteer:

On behalf of the Campbell County Fiscal Court, I want to welcome you to the Campbell County Animal Shelter. We are pleased that you desire to give your time and efforts to assist us with our customers and in caring for the animals in our facility.

The task of helping animals is not always an easy one, but it can be a very rewarding experience. You may be motivated to seek volunteer opportunities with us for a variety of reasons: your love of animals, desire to serve your community, desire to develop your personal skills or other reasons. Whatever prompted you to consider giving your time to the Animal Shelter and the animals that we serve, hopefully it will develop into a long term relationship with us as we partner to make a difference within our community.

It is the County's hope that through the Animal Shelter Volunteer Program we can enhance our ability to promote animal awareness within the community, educate the public about responsible pet care, ownership and safety, and promote the need for responsible pet ownership.

While there will be some details to work through, such as completing a volunteer application and hands-on training before you get started, we are excited that you have an interest in working with us and look forward to meeting you, getting to know you and working together with you. Remember the staff is here to help you, so please don't hesitate to ask for assistance as you learn and grow with us.

Welcome!

Lisa Bowman ☺
Manager

INTRODUCTION

Welcome to the Campbell County Animal Shelter Volunteer Program. We are excited to have you join our team. This handbook is an information tool to help you learn about us and to serve as a guide as you begin your volunteer work with us.

Feel free to ask questions. All questions are important, so please don't hesitate to ask.

MISSION STATEMENT

The Campbell County Animal Shelter makes our community a better place for people and animals by:

- Sheltering stray and unwanted animals and providing food, water and care
- Provide an adoption program to place animals in a caring and responsible home
- Reducing animal overpopulation
- Serving as an advocate for animals by promoting humane standards and preventing cruelty

PURPOSE

The purpose of the Animal Shelter is to promote animal awareness within the community and to educate the public about responsible pet care, ownership and safety. This program teaches quality care for the animals by allowing interaction between the volunteers and animals. The program also provides assistance to Animal Shelter personnel.

HISTORY

The Campbell County Animal Shelter opened in 1986 when the Campbell County Fiscal Court purchased the property on Poplar Ridge Road. The shelter was small and in 2000 we were able to construct an addition to the front of the building to allow more room for the cats/kittens and to provide a bigger lobby/receiving area. Another room for the cats/kittens was added in 2004 using funds from a state grant. This allowed the cats/kittens to be separate from the dogs/puppies. While the new cat room was being built new windows in each of the kennels, new flooring, ceiling tiles and all new cabinets were added.

We received another state grant in 2010 which will allow us to expand the existing building. This addition will increase dog kennels by 12 along with an area for bite cases, pregnant and nursing mothers and aggressive animals. The new addition will also provide a storage room, bathroom and an exam room to groom and care for the animals. This latest addition was completed in early 2012.

ADOPTION CENTER HOURS OF OPERATION

Monday through Friday 10:00a.m. – 4:30p.m.

Saturdays 9:00a.m. – 1:00 p.m.

Closed Sundays and Holidays

CONTACT INFORMATION

Campbell County Animal Shelter location 1989 Poplar Ridge Road, Melbourne, Kentucky 41059

Campbell County Animal Shelter phone number (859)635-2819

Campbell County Animal Shelter web site www.campbellcountky.org

After hour emergencies (859)292-3622

Email for Inquiries: lbowman@campbellcountky.org / shelter@campbellcountky.org

STAFF INFORMATION

Lisa Bowman, Manager/Animal Control Officer (859)635-2819 x8

Lisa Krummen, Assistant Manager/Animal Control Officer

VOLUNTEER INFORMATION

DEFINITION OF A VOLUNTEER

A volunteer is an individual eighteen (18) years of age or older, who without compensation or expectation of compensation, performs a task at the direction of or on behalf of the Campbell County Animal Shelter. A volunteer must be officially accepted by the Campbell County Fiscal Court prior to performing any volunteer duties.

HOW TO BECOME A VOLUNTEER

Persons interested in volunteering for the Campbell County Animal Shelter should contact the Shelter or go online (www.campbellcountky.org) to fill out a volunteer application.

- All applications shall be reviewed and approved by the Campbell County Human Resources Department. The Shelter Manager will notify the applicant within 2 weeks of approval.
- Once approved, the applicant will be scheduled to tour the shelter and for hands-on training.

VOLUNTEER DUTIES

Campbell County Animal Shelter volunteers will help provide assistance to the shelter staff with daily operations and with special events. Duties may include:

- Feeding, walking, socializing, bathing and grooming the animals
- Assisting citizens with information on animals available for adoption
- Cleaning animal cages and/or kennels
- Clean and organize food storage areas
- Cleaning windows inside kennels, cat room and various areas in the Shelter
- Sweeping/cleaning cat room, work room and any other areas as needed
- Working at and assisting with off-site adoption events

GUIDELINES FOR VOLUNTEERS

Handling of Animals

Dogs. All dogs when removed from a cage shall have a leash attached to their collar or around their neck. Be sure the leash is firmly attached to the dog's collar or neck before leading it out of the kennel. Maintain the leash on your wrist and/or hand at all times to prevent the dog from running free.

Cats. Safety gloves are to be worn when handling cats. All cats should be picked up by grasping the back of the neck and the hind legs supporting the body when removing it from the cage. Cats may be removed from their cage and placed on the floor provided the door is closed. Only one (1) cat at a time will be allowed out of the cage.

Injured animals. Volunteers shall not handle injured animals. If a volunteer notices an animal that is injured, they should immediately notify shelter staff.

Quarantined/vicious animals. Animals that are quarantined or have been determined to be vicious should never be handled by the volunteer.

ANIMAL ADOPTION CENTER MAINTENANCE

Sanitation/Disease Control. Proper and timely application of chemical disinfectant is essential for sanitation and disease control and should be done on a daily basis. Volunteers should use great care when handling chemicals. Gloves and goggles shall be worn at all times while using these chemicals.

Animal Feed. All animal food is to be placed in the proper containers immediately upon receipt. The food containers are to be kept sealed tight at all times to avoid spoilage and contamination.

Deceased Animals. Volunteers should not handle deceased animals. Upon observing a deceased animal, notify a staff member.

ANIMAL SHELTER CLEANING PROCEDURES

Main Kennel Area.

- Check food everyday and dispose of if needed. Never use food left in bowls when an animal gets claimed and/or adopted.
- Turn on cleaning pump for the kennel which is located in the first cage on the right as you walk in. Be sure that all fecal matter is washed down the trench drain. Once all kennels are flushed clean, then you squeegee each cage and make sure no water is left on the floor.
- If an animal is removed from a cage, the water and food bowls should be picked up and washed with disinfectant. All runs should be washed down and disinfected before a new animal goes into the cage.
- All blankets should be brought to the laundry room to be washed.
- Every attempt should be made to keep the animal from getting wet.
- Fill food barrels if needed

Cat Cages.

- Empty all food and water in cages if needed. Clean or dump litter boxes if they are messy. Change rugs if needed.
- Sweep out any cat litter or food that is along the edges of the cage.
- Spray inside of cage with disinfectant and/or use disinfectant wipes. Wipe out with paper towels if needed.
- Fill food and water bowls with fresh food and water and place in clean cage. Fill cat litter box with fresh cat litter and place in cage. Put fresh rugs in cage if needed.
- Fill food and litter barrels if needed

Isolation.

- All food and water must be checked everyday. If empty fill and place in cage
- Remove rugs and/or blankets if needed and place in laundry pail to be washed

Exam Room.

- Wash/dry and put away all dishes
- Wipe down sinks and exam tables
- Take out garbage
- Sweep/mop room
- Clean out wormer syringes

Laundry Room.

- Fill shelter cats' food and water containers
- Clean out both litter boxes
- Empty small garbage can
- Sweep/mop floor

PERSONAL APPEARANCE AND HYGEINE

Volunteers are expected to maintain their appearance and grooming while at the Animal Shelter. Volunteers will be dressed and groomed in a manner that is clean, neat and professional and that will not be a health or safety hazard or insulting to others. Any open shoes, such as flip flops, sandals or bare feet are prohibited. Volunteers should wear jeans or long pants while working at the Animal Shelter to avoid injury from scratches or other items.

SAFETY PROCEDURES

In an attempt to minimize accidents and injuries, volunteers need to recognize and follow good safety practices. To accomplish this, the Campbell County Animal Shelter will provide all reasonable safeguards to ensure safe working conditions. No job is so important and no task is so urgent that we cannot take time to perform the task or work safely. The cooperation of the volunteers and Animal Shelter staff in observing this policy will provide safe working conditions and accident free performance.

- Each volunteer will get hands-on training from one of the staff. The length of the training is dependant on the task performed and the pace at which the volunteer learns
- Each volunteer is responsible for immediately reporting the presence of any hazardous or unsafe condition to the Animal Shelter Manager or the staff.
- Campbell County Animal Shelter will provide safety equipment for all aspects of the job. Before using any equipment volunteers shall be trained by one of the shelter staff.
- Under no circumstance shall a volunteer be requested to handle or be exposed to any wild or dangerous animal which may come into the custody of the Campbell County Animal Shelter.

INFORMATION REGARDING EUTHANASIA

Euthanasia is an unfortunate but necessary part of the work carried out by animal shelters across the country and a topic that most people would rather not think about. While it is probably the most difficult subject to understand, it is a very real part of the work conducted at animal shelters. Countless dogs and cats are brought to private and public animal shelters annually because they are unwanted, abandoned or lost. While an animal shelter may work very hard to place each of the animals they take in, there are always some that are either suffering, not savable or treatable and those that have temperaments that are not considered safe for the public. In addition, there may be times when a facility is running at full capacity and is unsuccessful in placing animals in a foster home, or with a rescue group.

At the Campbell County Animal Shelter we work diligently to adopt animals, place them with rescues, and try to find their owners. Because of our live outcome goal, we are committed to do everything we can to save as many animals as possible. Therefore euthanasia is a last resort and only performed when other remedies have been exhausted. As animal lovers, we all share a common goal for the pets in our community, we want them to have a warm place to sleep, good food to eat, a loving family, plenty of exercise and regular veterinary care. Unfortunately, there are times when this outcome may not be achieved.

The decision to euthanize an animal is made after carefully evaluating the following factors: the animal's health conditions and our ability to treat a sick or injured animal, the animal's temperament and whether adequate space is available to isolate sick animals and to house and care for all of the animals in our possession.

If the decision is made to euthanize an animal, a trained staff person who possesses a State certification to perform the procedure will work with an assistant and administer a lethal injection of sodium pentobarbital. This method is widely considered the most humane and painless euthanasia procedure. The animal is held by the assistant who speaks to the animal in a gentle manner during the procedure.

It is unfortunate that this procedure must be conducted and it is no doubt very difficult for our staff. This task requires our staff to cope with both emotional and psychological challenges.

Knowing that these challenges exist, we ask you to respect what our staff deals with and to be sensitive if talking about the topic. We do not want to add to our staff's challenges by insinuating that they are the "bad guy", "culprit" or reason why this procedure was performed.

APPENDIX

FORMS

Volunteer Application. This form must be completed and returned to the Animal Shelter Manager. All lines need to be completed and signed by the volunteer prior to any volunteer hours being completed. Appendix 1A

Waiver of Liability. This form must be completed and returned to the Animal Shelter Manager. All lines must be completed and signed by the volunteer prior to any volunteer hours being completed. Appendix 1B

Volunteer Service Record. This form is the volunteer's time card. It is the volunteer's responsibility to complete the sheet with the hours worked. The form should be filled out the same day that the hours are worked. Appendix 1C



Volunteer Application

Campbell County Animal Shelter

Name _____ Date _____

Date of Birth _____ Social Security Number _____

Home Address _____

City _____ State _____ Zip _____

Mailing Address (if different) _____

City _____ State _____ Zip _____

Email _____ Fax _____

Primary Phone _____ Secondary Phone _____

Best time to contact _____

Driver's License Number _____ State _____ Expiration _____

Name of Emergency Contact _____ Phone: _____

Skills/Education/Training _____

Languages, other than English, in which you are fluent _____

Select ALL categories of interest to you.

___ Greeter/front desk work

___ Paper work and/or data entry

___ Kennel Attendant-feeding and cleaning

___ Grooming/Bathing

___ Special Event assistant

___ Off-site adoption events assistant

___ Education assistant

Length of time you would like to volunteer:

___ One Time ___ Short Term ___ On Going

Hours available per week: _____

References: List three references (If currently employed, or if you have previously been a volunteer, please include those organizations.)

Name	Address/Zip	Phone
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1) _____

2) _____

3) _____

Statement of Agreement

Please read each statement, check the line, and indicate agreement by your signature below:

___ I agree not to consume, use, possess or be under the influence of any drug or alcohol products while volunteering for Campbell County

___ I understand that any conduct or pattern of conduct that would tend to disrupt, diminish or otherwise jeopardize public trust in the Campbell County Animal Shelter will result in dismissal.

___ CONFIDENTIALITY OF CERTAIN RABIES VACCINATION CERTIFICATE AND DOGS/CAT REGISTRATION INFORMATION. I understand that information contained in a rabies vaccination certificate and/or dog and cat registration or in any record compiled from the information contained in them that identifies or tends to identify an owner or an address, telephone number, or other personally identifying information is confidential. The information may be disclosed only to a governmental entity or a person that, under a contract with a governmental entity, provides animal control service or animal registration services for the governmental entity for purposes related to the protection of public health and safety.

___ I understand that my volunteer assignment with the Campbell County Animal Shelter may be terminated at any time

___ I understand that depending upon the nature of the volunteer assignment, the Campbell County Fiscal Court may deem it necessary to obtain a Driver's License Record and/or a Criminal Conviction History and Wanted Information Reports on individuals volunteering for the Campbell County Animal Shelter. I hereby consent to the Campbell County Fiscal Court to perform a background check that may consist of a Driver's License Record search, a Criminal History check and/or State Sex Offenders list search. *I release, relinquish, and hold harmless the Campbell County Fiscal Court/Animal Shelter, its employees, agents and representatives, from any and all causes of action or liability which I may have or which may arise out of, or as a result of, the reports herein authorized. Furthermore I understand that my failure to execute this informed consent will result in my not being further considered for employment or volunteerism.*

___ I have NOT been convicted and/or placed on probation for any criminal offense. If you have been convicted and/or placed on probation, please list date and nature of the offense _____

Signature _____ Date _____
Full Name (please print) _____

Please return form to the Campbell County Animal Shelter

**CAMPBELL COUNTY ANIMAL SHELTER
VOLUNTEER PROGRAM
AGREEMENT OF WAIVER OF LIABILITY**

I, _____, being eighteen years of age or older, hereby agree to accept a position as a volunteer worker of the Campbell County Animal Shelter, and in doing so, agree to comply with all of the rules and regulations established by the Campbell County Fiscal Court and I understand that failure to do so may result in my immediate termination as a volunteer. As a volunteer, I agree to do my best to represent the Campbell County Fiscal Court/Animal Shelter to the public in an accurate and professional manner.

I have agreed to accept such appointment subject to receiving the training provided in the program and understand that my participation is purely voluntary, without compensation; participation may be withdrawn or denied for any reason whatsoever and without cause.

I recognize that in handling animals and performing other volunteer task, there exists a risk of injury including physical harm caused by animals. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless the Campbell County Fiscal Court/Animal Shelter, its agents, servants and employees from any and all claims, causes of actions, or demands, of any nature or cause, including costs and attorney fees incurred by the Campbell County Fiscal Court in connection with the same, based on damages or injuries which may be incurred or sustained by me in any way connected with my services for the Campbell County Fiscal Court/Animal Shelter, including but not limited to animal bites, accidents or injuries.

I understand that public relations are an important part of volunteering at the Campbell County Animal Shelter. On behalf of myself, my heirs, personal representatives and executors, I hereby allow the Campbell County Fiscal Court to use any photographs taken of me for use in public relations efforts

Signature of Volunteer

