

KETCHIKAN GATEWAY BOROUGH DEPARTMENT OF ANIMAL PROTECTION

Volunteer Guide

WELCOME

Welcome to the Ketchikan Gateway Animal Protection Department! Giving your time is one of the best things you can do for the animals at the shelter. We want to provide the highest level of care for the animals during their stay.



Volunteering at the shelter will not only be rewarding for you, but also for the animals at the shelter. We need you to work together with us to enhance the animals stay while they are at the shelter.

These guidelines outline our general shelter policies as they pertain to the volunteer program. You can make a difference to the animals in your community! We look forward to working with you.

Thank you for volunteering,

Shelter Management

VOLUNTEER ASSIGNMENTS

1. **Assist with animal husbandry:** This is conducted primarily in the morning from 8 am to 10 am. Duties include washing and disinfecting animal feed dishes, washing animal towels and blankets, cleaning and disinfecting animal housing areas, and feeding and watering the animals. The animals are checked and cleaned through-out the day, and in the late afternoon before the shelter closes.
2. **Dog walking:** This activity can be done from 8 am to 5 pm. Please speak with a staff member and sign in before you begin working with the animals.
3. **Cat and kitten socialization:** This activity can be conducted between the hours of 10 am and 5 pm. Please sign in and let a staff member know that you have arrived.
4. **Book Buddy program:** Originally designed by the Animal Rescue League of Berks County, the “Book Buddies” program helps shelter dogs & cats get companionship and socialization. People of all ages come into the shelter, find a book they would like to read, and then read to the animals.
5. **Brushing, grooming, and bathing animals:** Please check with a staff member before you begin these activities. This will give staff an opportunity to provide you with the tools, work space and shampoos needed to complete the task. Also a note can be entered into the animals chart, indicating the time and care provided.

NOTE: VOLUNTEER ASSIGNMENTS MAY CHANGE OVER TIME AS YOU BECOME MORE FAMILIAR WITH THE ANIMAL PROTECTION PROGRAM.

Introduction

We are an “open admissions” shelter. This means we never turn away an animal that is brought in by a citizen or animal control officer from the jurisdiction that we serve.

Mission

To provide humane care and shelter to the lost, injured, or abandoned pets in the community. Place adoptable animals into good homes, and enforce the Boroughs code of animal ordinances.

How to Become a Volunteer

1. Complete a Volunteer Application and sign the Liability Waiver. Parents must complete and sign for volunteers under the age of 18. The waiver must be signed prior to participation in volunteer activities.
2. Attend volunteer orientation meetings and training sessions

Qualifications

Be at least 14 years of age. Parents must accompany any minors below the age of 14 at all times while at the shelter. If you are volunteering with a child you must remain together. Children under the age of 14 are not permitted to volunteer alone.

If you are pregnant or if you have any condition that might compromise your immune system, you must notify your physician of your intent to volunteer at the shelter. Your doctor may want you to limit or stop your volunteering or s/he may have medical advice/precautions for you.

You must complete the volunteer orientation. Additional training may be required depending upon which area you would like to volunteer.

Recording Service Hours

Each time you come to volunteer at the shelter please make sure to sign in and out on the Volunteer Sign In sheet. All volunteers are required to sign in and out

each time they work as we are required to keep track and report the number of volunteer hours. The sign in sheet can be found at the front desk of the shelter.

Emergencies

Please report any injuries to volunteers, visitors or animals to shelter staff immediately. If you are bitten, advise a staff member immediately.

Dress Code

When involved in our events or working at the shelter, you are expected to present a good image of the shelter at all times. This includes language. Volunteers must dress appropriately while volunteering. Be sure to wear a volunteer badge. All volunteers must be clearly identified as a volunteer while performing service at the shelter. No t-shirts with suggestive or offensive words should be worn. No suggestive clothing is allowed. You should wear long pants and sturdy, non-skid, closed-toed shoes for safety. Wear comfortable clothes that you don't mind getting dirty, stained, wet or snagged.

Drugs and Alcohol

Drugs (including tobacco) and alcohol are not to be used by volunteers during activities. The sale, use, possession, or transfer of a controlled substance or alcohol on shelter premises or during work time is prohibited.

Termination Policy

The Ketchikan Gateway Borough Animal Protection Department reserves the right to terminate a volunteer's service at any time, with or without notice. Volunteer service may be terminated for a number of reasons, including, but not limited to:

1. Stealing
2. Substance Abuse
3. Discourtesy / rudeness to another volunteer, staff member or citizen
4. Misrepresenting the Animal Protection Department or the staff in any way
5. Any deliberate act of cruelty to an animal
6. Careless or negligent performance of volunteer duties

Restricted Areas

Volunteers are asked not to enter in the following areas of the shelter for reasons of safety and disease prevention

1. **Animal Isolation Areas:** These rooms are used to house animals that are being treated for an infectious disease. Separating these animals from the general population will decrease the risk of other animals in the shelter population becoming ill. Some of the diseases that are prevalent in shelters can be zoonotic. Staff does not want to expose volunteers to the potential of becoming ill, or risk them spreading the disease to their animals at home.

3. **Animal Quarantine Areas:** These rooms are for housing animals that are being held for bite quarantine, classified potentially dangerous animal, classified dangerous animal, and feral/intractable animals. The risk of injury to volunteers is high in this area; therefore these animals will be handled by shelter staff.

Euthanasia

We do our best to place every adoptable animal that comes to our shelter into a good home. The shelter does not place "time limits" on adoptable animals. A decision to euthanize is based on several different factors which may include but are not limited to: life threatening illnesses, extreme medical problems, or unprovoked aggression. This decision is always carefully made by experienced staff and in consultation with local veterinarians. Staff is deeply saddened every time an animal is euthanized. The shelter is not a no-euthanasia shelter; our program is an "open intake" facility that turns away no animal within our jurisdiction.

VOLUNTEER DIRECTIVES

1. If a volunteer observes an animal that is ill or compromised in any way, please report the observation to a staff member immediately. This will provide staff with an opportunity to check the animal, and seek veterinary attention in a timely manner
2. If a volunteer is injured, scratched, or bitten they must report the incident to a staff member immediately. This will provide staff an opportunity to document the injury, have the person get appropriate medical attention, and initiate animal

quarantine protocols if required.

3. When working with animal, volunteers should return the animals to their designated holding area, once the exercise or socialization time is complete. This allows for continuity of animal location in case the animal has been provided with a special diet, or has been housed in a location for a specific reason.
4. Staff welcomes volunteers to assist in the areas of animal husbandry, animal exercise, animal enrichment, and animal socialization. Also take part in adoption fairs, humane education events, and shelter tours. This type of participation provides an excellent environment for the shelter animals to thrive, remain healthy, and get placed in a great forever home.
5. All customers conducting business with the Animal Protection Department should be provided with a positive experience when visiting the shelter. Volunteers are welcome to converse with visitors and share their knowledge and experiences gained from interacting with the animals.
6. Please check with staff before offering treats to the animals to ensure that it is appropriate for the animal at that time. Animals may be under veterinary care or be on a special diet for health reasons.
7. Any questions , concerns, or issues regarding shelter policy and procedures, including questions regarding euthanasia of specific animals should be discussed to the Animal Protection Director
8. All requests for documentation or records must be in writing and submitted to the Director

Again, Shelter Management and the animals thank you for your help!

**VOLUNTEER GUIDELINES ACCEPTANCE FORM
KETCHIKAN GATEWAY BOROUGH
DEPARTMENT OF ANIMAL PROTECTION**

I have read, understood, and will adhere to the volunteer guidelines for the Ketchikan Gateway Borough Animal Protection Department.

Print Name: _____

Signature: _____

Date: _____