

CITY OF KENAI ANIMAL CONTROL

VOLUNTEER GUIDE

INTRODUCTION

Thank you for your interest in volunteering at the Kenai Animal Shelter. Volunteer efforts greatly enhance the level of care provided to animals staying at the shelter. This Volunteer Guide outlines the general shelter policies as they pertain to our volunteer program.

For optimal volunteer operations, the Kenai Animal Shelter must maintain a professionally organized volunteer program that offers appropriate training, supervision and recognition to volunteers. Any issues or questions regarding volunteer duties, performance, or conduct will be directed to the Volunteer Coordinator.

OUR MISSION – To provide humane care and shelter to all animals housed at the Kenai Animal Shelter; and to fairly enforce the City’s code of animal ordinances throughout the City of Kenai.

OUR VISION – We envision collaborative animal control efforts with the community we serve; with strong two-way communication between shelter staff and residents to help remedy unlawful or neglectful situations involving domestic animals.

OUR VALUES

- Compassion for all animals in the care of the Kenai Animal Shelter.
- Prompt, ethical response to concerns for aggressive, nuisance, or neglectful behavior involving domestic animals in the City of Kenai.
- Public education regarding animal behavior and the City of Kenai animal code.
- Commitment to maintaining a qualified and dedicated team of staff and volunteers.
- Respectful, honest communication from staff/volunteers to each other, and to the community served.

ORGANIZATIONAL HIERARCHY

- a. City Manager
- b. Police Command (Chief and Lieutenant)
- c. Shelter Staff (Chief Animal Control Officer, Animal Control Officers, Temporary Assistant, Shelter Volunteer Coordinator)
- d. Shelter Volunteers

REVISIONS AND RESPONSIBILITIES

This Volunteer Guide shall be reviewed periodically by Police Staff and Animal Shelter Staff, and may be revised at any time with the approval of the Police Chief. The Volunteer Guide is effective as of June 15, 2015. The most current copy of the Volunteer Guide supersedes all previous versions.

KENAI ANIMAL SHELTER hours and contacts

Shelter Address: 510 N. Willow St. Kenai, AK, 99611
Kenai Animal Shelter Phone: (907)283-7353
Kenai Police Department Phone: (907)283-7879

Shelter website: <http://www.ci.kenai.ak.us/government/departments/animalcontrol>

Public Hours:

Tuesday – Friday	11:00am to 5:30pm
Saturday	11:00am to 5:00pm
Sunday & Monday	Closed

APPLICATION PROCESS AND QUALIFICATIONS

All potential volunteers must first complete the [Kenai Animal Shelter Volunteer Application](#). By submitting a completed application you are consenting to a criminal background check. Applicants with the following criminal convictions will be denied the opportunity to volunteer at the shelter: Theft conviction in the last 5 years; Misconduct involving a Controlled Substance conviction in the last 5 years; any felony conviction in the last 10 years; any Cruelty to Animals conviction ever; any Assault conviction in the last 10 years.

Applicants who pass the background check will meet with the Volunteer Coordinator for a brief, informal interview. During the interview the coordinator will discuss with you information that you provided in your application, and further identify your interests and suitability to shelter volunteer operations. Within one week of the volunteer interview, the applicant will be notified whether he/she is accepted into the volunteer program.

Volunteers must be at least 12 years of age. Children ages 12-15 may help their parent(s) or legal guardian(s) volunteer at the shelter, but must be under the direct supervision and care of their parent(s) or legal guardian(s) at all times. Parent(s) or legal guardian(s) must complete a "Volunteer Application" and "Waiver of Liability" form on behalf of their child. Volunteers, age 16-17, may volunteer without a parent or legal guardian present; however the youth and parent (or legal guardian) will both be required to read/sign the volunteer application and volunteer waiver of liability.

In special circumstances, the Chief of Police may approve of a child under the age of 12 volunteering under the close supervision of a parent. The child will have significant volunteer restrictions/limitations.

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.

ORIENTATION/TRAINING

Applicants accepted into the volunteer program must complete the following steps prior to volunteering within the shelter:

1. Attend a volunteer orientation/training course provided by Kenai Animal Shelter staff. The segments of the orientation course are as follows: 1.5 hour orientation/training (required for all); 1 hour dog class (required if interacting with dogs); 30 minute cat class (required if interacting with cats). *Note: Times are approximate, and may be shorter/longer depending on class size.*
2. Within one month of attending volunteer orientation/training, complete an online training course (cost paid by the City of Kenai). The Volunteer Coordinator will provide you with instructions for enrolling/completing the course.
3. All volunteers will be required to attend department approved annual training courses at least once every 12 months in order maintain active status as a volunteer.

VOLUNTEER OPPORTUNITIES

The volunteer opportunities at the Kenai Animal Shelter are as follows:

1. Dog Walking – Dog walking is one of the most important volunteer needs at the shelter. This can entail taking the dog for a walk, or playtime in the fenced area of the shelter (playing fetch, petting). *See Dog Walking Safety Procedures.*
2. Cat and kitten socialization – *See Cattery Procedures*
3. Brushing, grooming, and bathing animals.
4. Assist with shelter cleaning (kennels, dog dishes, animal beds/blankets, and general premises cleaning).
5. Front lobby clerical tasks (greeting, answering phones, data entry, and answering questions of visitors).
6. Special Event Support (rabies clinic, education presentations, etc.).

NOTE: VOLUNTEER ASSIGNMENTS MAY CHANGE OVER TIME AS YOU BECOME MORE FAMILIAR WITH VOLUNTEERING AT THE SHELTER.

VOLUNTEER CONDUCT

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. Volunteers must dress appropriately while volunteering. You will be required to wear your Shelter-issued volunteer t-shirt while volunteering, along with a volunteer badge/tag. All volunteers must be clearly identified as a volunteer while performing services at the Shelter. You should wear long pants and sturdy, close-toed shoes or boots for safety. Wear clothes that you don't mind getting dirty, stained, wet or snagged. A safety vest must be worn whenever walking an animal outside the building.

DRUGS AND ALCOHOL – Drugs and alcohol are not to be used by volunteers during volunteer activities. The sale, use, possession or transfer of a controlled substance, marijuana, or alcohol on shelter premises or during volunteer time is prohibited.

RESTRICTED AREAS – Volunteers are prohibited from entering the following areas of the shelter for safety and disease prevention reasons:

1. 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.
2. Euthanasia Room.

Volunteers will never be tasked with cleaning these areas.

Volunteers will never be involved with euthanizing animals; nor tasked with walking or placing an animal into the euthanasia room.

CONFIDENTIALITY – Volunteers will maintain the confidentiality of Shelter clients, donors, and sensitive information as prescribed by the Animal Shelter and, if applicable, by law. The names and identifying information of Shelter clients and donors will be considered strictly confidential and will not be shared with other agencies or individuals.

ANIMAL REPRESENTATION – In order to promote the animals at the Shelter, in the most consistent manner, it is imperative that most questions relating to an animal's history be directed to a staff member. Volunteers are welcome to share the basic facts about an animal (age, breed, origin, if known), based on information provided by the Shelter's staff, but please refrain from representing the animal in a manner based on assumption or conjecture.

PROMOTING OUTSIDE INTERESTS – Volunteers will not use their association with the Animal Shelter to promote activities related to the volunteer's outside personal or professional interests, including, but not limited to soliciting business, fundraising, or other personal causes.

CLIENT OR PUBLIC COMPLAINTS – If a client or member of the public expresses dissatisfaction with the Animal Shelter in any manner, the volunteer must immediately refer the person to the Chief Animal Control Officer; or, if unavailable, refer the person to a staff member who will make the Chief Animal Control Officer aware of all complaints.

NON-DISCRIMINATION – The Animal Shelter's policy is to render service to all people without regard to race, creed, color, national origin, culture, language, sex, sexual orientation, religion, age, veteran status, mental or physical disability. The Animal Shelter does not tolerate discrimination in any form.

PROFESSIONALISM AND ETHICS – Volunteers will always represent the Animal Shelter in a professional manner at all events or activities in any way connected to the Animal Shelter. Volunteers will respect all people (including staff/volunteers, clients, and other members of the public) and shall not use derogatory and demeaning language. Volunteers will use socially appropriate and respectful terms when referring to individuals or groups of a particular origin, ethnicity, race, religion, gender, or other group.

HARASSMENT AND VIOLENCE – For the health, safety and welfare of the Animal Shelter's volunteers, staff, clients, and animals, the Animal Shelter has a "zero tolerance" policy regarding harassment and violence. No volunteers, staff member, client, or other individual shall be harassed, sexually harassed, or subject to actual or threat of violence at the Animal Shelter or

any Animal Shelter sponsored activities or events. If the Animal Shelter finds that any volunteer, staff member, client, or other individual is in violation of this policy, that person or persons shall be subject to action by the City of Kenai, including but not limited to termination of the Animal Shelter's volunteer position (if the violator is a volunteer).

If a volunteer is subject to such harassment or violence while working, s/he should immediately report it to the Chief Animal Control Officer, Police Lieutenant, or Police Chief.

MEDIA CONTACTS – If you are contacted by a reporter or representative of any TV, radio, newspaper, or magazine, regarding the Animal Shelter, direct him or her to the Chief Animal Control Officer.

ANIMAL ABUSE – Violence toward animals will not be tolerated under any circumstances. If a volunteer witnesses such abuse, they shall immediately report it to the Volunteer Coordinator, and if unavailable to the Chief Animal Control Officer, Police Lieutenant, or Police Chief. If a volunteer witnesses or suspects animal abuse by a client or other individual, they should report the observations to the first available Animal Control Officer. Volunteers will model the Animal Shelter's values regarding the humane treatment of animals at all times.

PHONE CALLS – The Animal Shelter telephone should not be used for personal calls, except for emergencies. Using personal cell phones while volunteering at an event, or during the middle of a shelter task is discouraged. Please only try to utilize your cell phone on a break.

TRANSPORTING ANIMALS – Volunteers are prohibited from transporting animals from the premises (no fostering, no transports to the veterinarian, no transports to the airport, etc.).

TERMINATION POLICY – The City of Kenai reserves the right to terminate a volunteer's service at any time, with or without notice. This recommendation is made by the Chief Animal Control Officer, who will receive final approval from the Police Chief. The Animal Shelter will strive to give advance written notice to a volunteer of dismissal when appropriate or feasible. Volunteer service may be terminated for a number of reasons, including, but not limited to:

1. Stealing
2. Alcohol/Substance Abuse on premises
3. Discourteous/rudeness to another volunteer, staff member, or citizen
4. Insubordination
5. Misrepresenting the Animal Control Department or the staff in any way
6. Any deliberate act of cruelty to an animal
7. Careless or negligent performance of volunteer duties
8. Unauthorized entry into restricted areas
9. Unauthorized release of confidential information
10. Violating any volunteer/shelter policies
11. Repeatedly creating an unsafe environment at the Shelter or at Shelter events
12. Not volunteering for a period of 6 months or more
13. Overall unreliability that has a detrimental effect to Shelter operations

SHELTER SAFETY RULES

PERSONAL SAFETY – The Animal Shelter is committed to providing a safe environment for volunteers, staff, and visitors. It is imperative that you follow the Shelter’s safety rules. Please immediately notify the Volunteer Coordinator, or first available staff member, on any conditions that need improvement.

Following these basic rules will help prevent many accidents:

- Report all injuries, no matter how slight, to the Volunteer Coordinator or any available staff member.
- Do not attempt to lift/push objects or animals that are too heavy—ask for help. Bend at the knees and hips and lift with your legs. Adjustable tables should be lowered to the floor and used anytime the volunteer/employee is unable to lift the animal.
- Identify and remember the location of fire extinguishers, fire alarm pull boxes, and emergency exits. NEVER block these areas with materials or equipment. Keep floors and aisles free of items at all times.
- Use personal protective equipment as described below:
 - Goggles and gloves must be worn when working with cleaning chemicals (quaternary ammonia, degreaser, bleach, etc.).
 - Ear protection is provided and must be worn when working in the dog kennel area, or any other high noise area.
- Any person willfully violating safety procedures and/or endangering the safety of other employees, volunteers, or animals will be subject to dismissal.
- Volunteers can and should decline to do any task that they do not feel comfortable with, including, but not limited to: walking animals, cleaning kennels, mixing cleaning solutions, grooming animals, etc.

HOUSEKEEPING AND CLEANING

- All employees and volunteers are responsible for maintaining the general orderliness and cleanliness of their work areas.
- Do not eat, drink, apply cosmetics, or store food in areas where animals are handled. These practices encourage the spread of disease.
- ALWAYS wash your hands in between handling animals to minimize the transmission of disease, and after handling chemicals to avoid potential allergic reactions.
- Non-hazardous spills are to be cleaned up promptly.

HAZARDS AND HAZARDOUS SUBSTANCES

- Report all hazards to a Kenai Animal Shelter staff member immediately.
- Only properly trained employees are to undertake any repair work involving electrical equipment (i.e. washer/dryer).
- Do not overload or block outlets.
- Only staff/volunteers who have been properly trained/authorized will be permitted to use any commercial chemicals/substances in the facility (including common cleaners). If you weren’t trained on the use of a commercial substance/liquid, keep your hands off.

- Know the safety precautions for each cleaning agent BEFORE you use it. The Safety Data Sheets (SDS) can be found in the animal grooming room.

SAFETY DATA SHEETS (SDS) – The Animal Shelter does not expect its employees or volunteers to use a chemical that does not have an SDS to explain the hazards and safety precautions that should be used with the chemical. The Animal Shelter will be responsible for obtaining SDS for each new chemical used in the facility. All authorized volunteers using cleaning products in the facility will be trained on the safe use of such chemicals prior to any use of the product. As a requirement of the training, the volunteer will read the SDS for any chemicals used, and shown where the SDS is kept should they need to reference it for the future.

CONTAINER LABELING – Each staff member is responsible for checking arriving containers to verify that they are appropriately labeled. If a container is not labeled, the department staff member will obtain a label for the chemical immediately. Any container with a worn or missing label needs to be brought to a staff member’s attention, and the staff member will then label the container before it goes back into use.

ANIMAL HANDLING SAFETY

The following sections provide a general overview of safe animal handling practices. It is not intended to replace actual safe animal handling training conducted by trained staff. When handling animals, be sure to take your time, don’t over stimulate the animal, and remember that the animal may perceive a threat, even though you do not intend to threaten.

Volunteers will only interact with animals available for adoption. Available for adoption means that staff has determined: the animal has received the appropriate wait period, screening, medical exam (if necessary) and is available for the public to interact with the animal.

If you do not feel comfortable handling an animal, DON’T!! Get a staff member to help you— don’t risk getting dragged, scratched, or bitten! Fearful animals can be the most dangerous.

DOG WALKING SAFETY PROCEDURES

- Must be 16 years of age to handle a leash.
- Closed toed shoes required to handle dogs.
- Volunteer must read all intake paperwork on the dog prior to the first time handling it (parent/guardian also must read in the case of a volunteer under 18).
- Volunteers are prohibited from removing a dog from the kennels, and prohibited from placing dogs back in the kennels. A Shelter staff person will remove the dog out of the kennel for you and will return it for you. The exchange areas for staff to/from volunteers are the front lobby, front parking lot, or rear fenced area.
- Wear a safety vest when walking the dog outside the front of the building.
- Never take a dog that is too big or strong for you to realistically handle.
- During the walk the dog must be on a leash at all times. Shelter staff will place a leash on the dog prior to handing it off to you.
- Do not drag, pull, or push the dog if it is not walking. Use caution when picking up small dogs. Not all dogs like to be picked up.
- Watch for signs of stress/fear:

- Ears back
- Hackles raised
- Tail down
- Dilated pupils
- Lifted lip
- Submissive posture
- Growling, snarling, barking, or lunging
- If a dog is fearful, do not make direct eye contact. Do not reach over the dog's head. Move slowly, because rushing the dog only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.
- Try to give each dog at least 15 minutes outside of their kennel. This allows time for them to potty, run, and get some love.
- Only one dog at a time may be walked by a single volunteer to prevent risk of fighting or injury. At least one staff member must be on the shelter premises while a volunteer is walking a dog.
- Only a total of two dogs can be walked at a time (by two separate volunteers and they must be in separate areas). At least two shelter staff members must be on the shelter premises when two dogs are being walked.
- While on the walk use caution around Animal Shelter patrons. Prevent the dog from getting in close proximity to small children.
- Try to allow every dog to have some time in the off leash area behind the shelter. 'Clean dog toy' bins are located in the animal kitchen. After playing with the dog, place the dirty toys in the laundry basket by the washing machine in the garage. Do not let the dog take the toy to their kennel. Do not try to pull a toy from a dog's mouth. You can offer a treat to see if the dog drops the toy. When finished, leave him/her in the fenced area, and notify a staff member that you are finished playing with the dog.
- Use positive reinforcement at all times when working with dogs.
- Place an "I have been walked" card on the dog's kennel after staff secures the dog in its kennel.
- If a dog appears sick, inform the Shelter staff.

CATTERY PROCEDURES

- Volunteers keep the cats happy and content through interaction. This helps the cats become more adoptable when meeting the public.
- Always sanitize your hands before handling any cats at the shelter and between handling different cats.
- **CAUTION:** You are always taking a risk when you handle a shelter cat. Cat bites and scratches do happen. Shelter cats are very different from your cats at home. They are more stressed, so handle them accordingly. Spend time petting a cat before you attempt to pick it up. Some cats prefer to only be petted in their cage. If a cat appears nervous and does not approach you, do not remove it from its kennel.
- Cats located in any area other than the main Cat room cannot be handled for any reason.
- Below are several ways volunteers help in the cattery:
 - **Interaction:** Interact with the cats in a loving way by petting and socializing them, only holding them if they tolerate being held.

- **Litter boxes:** Cleaning litter boxes according to training.
- **Water:** Refill water dishes for cats. Kittens tend to knock over their water, so only fill their dishes about ½ full. Place double sided dishes with the water on the inside of the kennel, and the food towards the door (that way climbing kittens don't fall in the water).
- **Empty Trash**
- When removing a cat from a kennel, be sure to get the cat's attention before opening the door.
- Allow the cat to check out your fingers before you pick it up. The cat should come to you, not the other way around. Talk to the cat calmly and softly to avoid over-stimulating the cat.
- Keep the cat's face away from other cats.
- Watch for signs of stress/fear—enlarged pupils, thrashing tail, growling, hissing, and attempting to hide or escape. If these signs appear, carefully remove the cat from the source of stress—out of the visiting room or into a less stressful kennel with the help of a staff member.
- If a cat is fearful, do not make direct eye contact. Do not reach over the cat's head. Move slowly because rushing the cat only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.

WITH ANY ANIMAL:

- Inform a staff member immediately if an animal is displaying signs of aggression and/or may be a threat to other animals or people.
- If you have questions, ask a staff member. If you feel uncomfortable handling an animal, DON'T!

BITES/SCRATCHES— Preventing bites is not only important to your health and well-being, but to the animal's as well. There is a difference between play-biting and aggressive biting. Every bite and scratch must be reported to staff as soon as it occurs.

IF YOU ARE BITTEN:

- Summon help for someone to secure the animal, and/or to assist you with first aid.
- Wash the wound completely and thoroughly with antibacterial soap for 1-2 minutes.
 - If there is bleeding apply pressure to the wound.
 - Apply first aid bandages if needed.
- Have someone call 911 immediately if an ambulance is needed.
- Depending on the severity of the bite you may need to see your physician or travel to the nearest medical clinic or emergency room.
- Shelter staff will eventually need to complete a bite report, and will gather more details of the incident from you.
- Based on the circumstances, staff will determine the best course of action for the animal.

COMMON DISEASES:

The risk of diseases spreading increases in a shelter environment because of the numbers of animals living in close proximity, animals with different levels of immunity, or animals that may be incubating diseases. In addition, animals are stressed from being in a noisy, strange place.

Some of the diseases of most concern to the Shelter are:

Dogs:

Distemper
Parvovirus
Kennel Cough
Parasites
Respiratory Viruses
Heartworm

Cats:

Upper Respiratory Complex
Feline Leukemia
Parasites
Feline AIDS
Panleukopenia

CONTROL MEASURES: KEEP CLEAN

- Cleanliness is extremely important for removing all sources of disease and controlling its spread. It is important for volunteers and all others to take special care with cleanliness.
- Wash or sanitize your hands between handling different animals. This can mean the difference between life and death for these animals.
- Use toys with only one dog and then place in used toy bin to be cleaned.
- Distemper, parvovirus and panleukopenia are all spread orally through feces. Handling an animal that may have walked through feces in its kennel or cage makes you the possible source of infection to the next animal you touch.
- If you handle a sick dog or cat by mistake, wash your hands immediately and don't handle any other animals! Let a staff member know which animal you handled.
- If you see a kennel that has feces with blood in it, let a staff member know right away.
- Keep your shoes clean. Wear rubber-soled shoes that cover your entire foot.
- Stay out of quarantine and isolation areas.
- If you have a sick animal at home (especially Parvovirus), please do not handle any shelter animals.

COMPUTER USE AND PHOTOGRAPHY/VIDEO

Only authorized/designated volunteers will have access to Shelter computers for data entry purposes, and only at times when at least one shelter staff member is present in the facility. The staff member will open the appropriate computer program for the volunteer, and will subsequently close the program down when the volunteer has completed data entry. The volunteer will not open any other programs, documents, email accounts, icons, etc.; and will not have access to the internet.

Only designated staff of the Kenai Animal Shelter have administrative access to the Kenai Animal Shelter Facebook page. Volunteers are prohibited from having this access to the Kenai Animal Shelter's Facebook page or any other Kenai Animal Shelter social media sites. Volunteers are prohibited from posting photos on the internet of animals that are housed at the shelter. However, volunteers may share posts done by the shelter.

Volunteers are not authorized to photograph or video record shelter animals unless specifically authorized to do so by the Volunteer Coordinator.

The Volunteer Computer Use Policy is not intended to govern volunteers' establishment or use of personal social media accounts for personal purposes, outside of the Animal Shelter. However, volunteers should consider the risks and rewards involved in creating online content that may reflect on the City or appear to represent the City. Any conduct that adversely affects volunteer performance, the performance of other employees/volunteers, or adversely affects City business may result in termination from the volunteer program. Volunteers are personally responsible for content they post on social media.

TRAINING AND SCHEDULING

TRAINING – In addition to general volunteer orientation there may be additional training for volunteer assignments. Training may be provided in advance or during the assignment depending on what will be the most applicable for the role. The Animal Shelter wants to ensure that volunteers have a clear understanding of the tasks they are being asked to help with. Please let the Volunteer Coordinator know if you are unsure of the specifics of an assignment or if you have any feedback about training you receive from the Volunteer Coordinator or other staff members.

SCHEDULING – To make the best use of volunteer time, the Volunteer Coordinator schedules the majority of volunteer assignments in advance. Please request assignments directly with the Volunteer Coordinator. Volunteers will be allowed to volunteer a maximum of three (3) hours per day and eight (8) hours per week. The Volunteer Coordinator will schedule based on the needs of the shelter.

SIGNING IN AND OUT – It is important to log the hours you spend volunteering your time for the Animal Shelter. Please immediately sign in when you arrive, and sign out upon the completion of your volunteering for the day.

SUPERVISION AND SUPPORT

The Volunteer Coordinator is the primary point of contact for volunteer questions, concerns, and challenges. It is the goal of the Animal Shelter to provide volunteers with meaningful assignments, and the volunteer has a voice in these assignments. For example, if a volunteer only wants to walk dogs, then that is all the volunteer will be assigned to do.

Although your primary contact at the Shelter is the Volunteer Coordinator, any staff member may request that you do something differently or that you refrain from an activity. Our staff have years of experience, and are expected to respectfully and assertively intervene with volunteer activity when necessary. Don't take it personal; they are the employees of the Shelter, and it is their job to constantly look out for the best interests of the animals and the facility.

RESOLUTION OF ISSUES/CONFLICTS

If a volunteer has an issue, which could be defined as any problem or difficulty in or with the Animal Shelter or its staff members, that volunteer is encouraged to present the issue as soon as possible to the Volunteer Coordinator. This will assist the Animal Shelter in its attempt to resolve the issue by examination and discussion of the circumstances surrounding the issue. The

Volunteer Coordinator should make every attempt in good faith to satisfactorily resolve issues for the volunteer.

If a volunteer has an issue with another volunteer/s, the volunteer must first discuss the issue with the volunteer/s. If the matter cannot be resolved between or among individuals, the volunteer with an unresolved issue may then notify the Volunteer Coordinator in writing. The Volunteer Coordinator will generally schedule a meeting with the volunteer with the unresolved issue within five (5) business days of receipt of the notice.

If the volunteer's issue is not resolved to the volunteer's satisfaction at this meeting, then upon a subsequent written request to the Volunteer Coordinator, a meeting will be scheduled (within 5 business days) with the Chief Animal Control Officer, which may or may not include the volunteer with the issue. In the Chief Animal Control Officer's sole discretion, s/he may hold additional meetings with the volunteer. The Chief Animal Control Officer's decision is final, and will be documented in the applicable volunteer's personnel file.

GRIEVANCE PROCEDURES - If a volunteer is at odds with the Animal Shelter's philosophy, policies, procedures, staff members; or past, proposed or existing state of affairs, the volunteer should immediately discuss such differences with the Chief Animal Control Officer. If the volunteer is not satisfied with the response from the Chief Animal Control Officer, the volunteer should immediately contact the Kenai Police Lieutenant, and if unavailable, the Kenai Police Chief. When presented through proper channels, the chain of command will take appropriate steps to help resolve the issue. Failing to follow these channels is unprofessional, and can damage internal morale and external perception of the Animal Shelter.

EUTHANASIA

We do our best to place every healthy, adoptable animal that comes to our shelter into a permanent home and there is no clock ticking. We may keep an animal for months, as long as health and behavior allows. We work with rescue organizations from around Alaska to find placement.

As fast as we can find animals homes, more are brought to the shelter on a weekly basis. Sadly, some are at risk of being put down. Some are sick/injured beyond providing them with reasonable veterinary care. Some have behavioral issues and pose a risk to the public and Kenai Animal Shelter staff and volunteers.

It would be wonderful to eliminate the need for euthanasia, but we aren't there yet. Just know that the decision to euthanize is made carefully and with great solemnity.

As a volunteer, you may have become attached to a particular pet and if he or she is no longer in the shelter, feel free to ask staff to let you know what happened (adopted, transferred to rescue, or other). If the animal has been euthanized we will succinctly let you know why the decision was made. If you do not want to know, then simply don't ask.

MINIMUM ATTENDANCE & LONG TERM ABSENCE

Any lapse of six months from volunteering will result in ineligibility to volunteer for the Kenai Animal Shelter; and the volunteer will need to complete the volunteer application process all over

again prior to being accepted back in the program. The same is true of a volunteer who fails to attend an annual, required volunteer training. If you need to resign for any reason, we ask that you let us know.

VOLUNTEER AGREEMENT

By volunteering at the shelter you agree to abide by: all volunteer guidelines as prescribed in the volunteer handbook; and any other training, guidance, and direction that you receive from staff of the Kenai Shelter.

VOLUNTEER GUIDELINES ACCEPTANCE FORM

CITY OF KENAI

ANIMAL CONTROL DEPARTMENT

I have read, understood, and will adhere to the volunteer guidelines for the Kenai Animal Shelter.

Print Name: _____

Signature: _____

Date: _____