



Volunteer Handbook

SHELBY COUNTY ANIMAL SHELTER
266 Kentucky Street
Shelbyville, KY 40065
Phone: 502- 633-0009



“Good Land, Good Living, Good People”

Rob Rothenburger
Judge/Executive

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Phone: (502) 633-0009
Leon.federle@shelbycoky.com

Leon Federle
Animal Control Director

Hours for Volunteers: Tuesday and Thursday 8:00 am – 7:00 pm
Wednesday, Friday and Saturday 8:00-4:30
Sunday and Monday 8-12

As a volunteer: The animals that are brought to the shelter are often stressed and sometimes afraid. Please respect their fear. These are not our own loveable house pets. If you have trouble with an animal, ask the staff for help. They have been trained to handle the animals.

Clothing: Wear old clothes and closed-toe shoes. *Protect as much skin as possible from scratches.* Long sleeved shirts are recommended. (Tank tops, tube tops or similar clothing are not appropriate.)

Sign-In: When reporting for volunteer duty, ALWAYS enter through the front door and sign your name on the volunteer sign-in sheet, including entering the date and arrival time. Please put on your volunteer name badge.

Work Assignment: After signing in, ask a staff member how you can assist. If they do not have a specific assignment for you, choose a job from the list.

Sign-out: Before leaving, be sure to sign out, including sign-out time and the amount of time you worked.

New Volunteers: There is so much to learn that we suggest you try one or two jobs on the list each time you work. Ask a staff person how the work should be done and have one of them check to see that you are doing it properly. It is better to ask questions than to do something improperly which could cause extra work for someone else. The more often you volunteer at the shelter, the more comfortable you will feel doing the various jobs and will become more familiar with shelter policies. Orientation will be mandatory for all new volunteers.

If you can't come: If you will not be able to volunteer at a time for which you have made a commitment, please call the office to let the staff know you will not be in.

Feeding: Do not feed the animals unless directed to do so by a staff person. However, if you are concerned because there is no food or water with an animal, ask the staff before giving the animal anything to eat or drink. Food and/or water may be withheld for medical reasons, such as dietary needs or an upcoming surgery.

Staff Problems: If you see something that seems to need attention make a member aware. For example an animal that shows signs of sickness or aggression. Let them make the decision if something needs to be done. However, if you feel something still is not right, talk to one of the staff members. If you still have concerns, speak with the Supervisor or you can contact the director by phone to schedule a time to discuss with him in person. Many times volunteers perceive things to be wrong when actually shelter policy is being followed. We forget these are stray, abandoned, or unwanted animals that we are sheltering for a short time. Please follow the chain of command when handling any issues or concerns.

Owner Give Up: This is an animal turned in by the owner. It can be adopted at any time and does not need to be held for the required five business days that apply to stray animals.

Stray: This is a lost animal. Dogs must be kept five business days and cats three business days to give the owner the opportunity to come to the shelter to reclaim their pet. After the release date, an animal can be adopted. If a person wishes to place a hold on a stray animal before its release date, have them complete an adoption application and notify a staff member. A second and third application may be placed on the same animal. First come first serve basis.

Litters under six months of age are available immediately.

Walking Dogs: Do not walk quarantined dogs, or any that has not come off stray hold. Some of the larger and more energetic dogs are difficult to control. If you have questions about a particular dog, ask the staff first. Use the fenced area for dogs that may be escape artist or dogs with some questionable behavior. Leashes are available for walking the dogs. If you cannot find one, ask for one. *Do not take the dogs out unleashed.*

Cats: Do not take cats out of the building. It is very easy for a cat to escape. The safest procedure is to keep the cats in the cat room with the door shut. Use extreme care in handling cats to avoid scratches and/or bites.

Adoptions: It is important that we place our animals in homes that are suitable for them. For example, a person living in a one room apartment might love a cute” little” puppy. After talking with a volunteer or staff member, they may realize a cat or kitten would be more suitable and make for a far happier situation in the long run.

Never assume that everyone is aware of the requirements of caring for the animals, either in general or specific to the species or breed. If the adopter is a working person and no one is home during the day, a cat might be a better choice than a dog.

On the other hand, there will always be exceptions. We would not discourage an adoption in the instance where a working person is deeply committed and is obviously in the position to give the dog the attention it needs. For instance adopting an older dog that is already house broken to a home where the adopter has a doggie door to a fenced yard would work well, even though the adopter might be gone all day and is home in the evenings

Prices: Canines- \$65.00
Cats 4 months and older- \$25.00
Kittens- \$40.00

Licensing: *All dogs and cats must be licensed.* For households with multiple animals, kennel licensing is available. Proof of Rabies Vaccination must be presented before any animal is licensed.

Doors & Locks: Be sure to close any door you open, and lock any door you unlock. Be certain cage doors are secure.

Office Area: Please refrain from bringing dogs into the front office or hanging out for an extended amount of time in the front office. Feel free to come into the front office with any questions or concerns.

Keeping a Cooperative Atmosphere:

Any one of us is capable of saying or doing something inadvertently that another may misinterpret or find offensive. However, what is more important to remember are the ideals we share and our common goal at the animal shelter. We all want what is best for the animals. When there is hostility among the staff and volunteers, no one is effective and ultimately, the animals in our care suffer most.

Following is a list of suggestions to help us maintain a healthy working environment:

1. ***Please leave the shelter 30 minutes before closing*** so the staff may close up without interference.
2. ***Learn Shelter policy*** so you do not give out incorrect information.
3. To prevent the spread of diseases and fighting, ***Do not feed animals or move animals to different cages.*** Do not take animals from different cages and put them together in the play area or anywhere else.
4. It is best to ***ask before doing anything that might affect the health and/or wellbeing of an animal.***
5. **BE POSITIVE!** We in Shelby County have much to be proud of with the animal shelter.
6. Volunteers may ask but should never demand that a staff member do something.

Volunteer Code of Conduct:

We appreciate the hard work and dedication of all our volunteers. Volunteers are required to follow a Code of Conduct and their volunteer services may be terminated if deemed necessary by the director. Actions that warrant a termination include, but are not limited to:

- Any disrespectful or unprofessional behavior at the Shelter or on any social media. This includes speaking about the shelter, staff, or other volunteers in any negative manner.
- Misrepresentation of SCAS policies to the public.
- Unauthorized feeding of the animals.
- Poor quality of work.
- Carelessness with regard to assigned tasks or any animal welfare.
- Disregard for safety measures.
- Improper volunteer behavior and attitude.
- Refusal to comply with the directions of the staff.

Immediate Dismissal:

- Confirmed animal abuse within or outside of SCAS.
- Multiple injuries to a volunteer or animal sustained while volunteering.
- Unauthorized use of picture taking devices.

*NOTE: The Shelby County Animal Shelter reserves the right to dismiss any volunteer under any of the above circumstances or in any other circumstance that represents a danger to staff, volunteers, the public or the animals.

Please complete this form and return it to the office. No one may volunteer until this form has been submitted and approved. You must be 18 years or older to volunteer. If under the age of 18, you must be accompanied by an adult. As a government agency, the Shelby County Animal Shelter values the safety of the people whom we serve, our employees, volunteers and the animals in our care. We take prudent measures to attempt to safeguard people and animals from potential harm. Therefore, all applicants who volunteer with the Shelby County Animal Shelter will be subject to a background check. Questions or comments about this policy can be directed to the Shelby County Director of Human Resources, Gail Renfro, 502-633-1220, gail.renfro@shelbycoky.com.

VOLUNTEER REGISTRATION

Name: _____

Address: _____

Home Phone: _____ Cell Phone: _____

Days and Times You Can Work: _____

Emergency Contact-Name & Phone No:

_____ Phone: _____

VOLUNTEER AGREEMENT And RELEASE OF LIABILITY

I, (print your name) _____ have read and understand the preceding volunteer handbook. I agree to comply with all regulations set forth by the Shelby County Animal Shelter. I understand that any deviation from these policies and procedures may result in immediate dismissal from the Shelby County Animal Shelter Volunteer Program.

I also release the Shelby County Animal Shelter and its staff, and other volunteers from any liability for injury to myself or damage to my property as a result of my volunteer activity with the Shelby County Animal Shelter.

Signature: _____ Date: _____