

CLARK COUNTY ANIMAL SHELTER  
VOLUNTEER INFORMATION SHEET

NAME \_\_\_\_\_ BIRTHDATE \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_

PRIMARY PHONE \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_

EMERGENCY NOTIFICATION (Person to call in case of an emergency)

NAME \_\_\_\_\_ PHONE \_\_\_\_\_ RELATIONSHIP \_\_\_\_\_

ARE THERE ANY RESTRICTIONS (MEDICAL OR OTHERWISE) OR SPECIAL REQUESTS WE SHOULD BE AWARE OF?

\_\_\_\_\_

WHY WOULD YOU LIKE TO VOLUNTEER?

\_\_\_\_\_

WILL YOU NEED DOCUMENTATION OF YOUR HOURS? (Service hours, community service, etc.) \_\_\_\_\_

WHEN ARE YOU AVAILABLE? CIRCLE ALL THAT APPLY.

Volunteers are usually only scheduled on Sundays and Mondays in special circumstances.

Monday AM PM Wednesday AM PM Friday AM PM Sunday AM PM

Tuesday AM PM Thursday AM PM Saturday AM PM

HOW OFTEN WOULD YOU LIKE TO VOLUNTEER (weekly, monthly, etc.)?

\_\_\_\_\_

Do you have a request for a specific time? \_\_\_\_\_

Will you be volunteering with another person? \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

PLEASE CIRCLE THE AREAS THAT MOST INTEREST YOU.

Office	Adoption/Special Events	Fundraising
Organizing	Photography	Dogs Only
Cleaning	Walk the dogs/Socialize Pets	Cats Only
Spay & Neuter Clinics	Youth Involvement/Projects	_____

TELL US A LITTLE ABOUT YOURSELF (skills, hobbies, work, pets at home, experiences, etc. )

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RELEASE OF LIABILITY

I, in exchange for my being permitted to work as an Animal Shelter Volunteer, hereby agree to release the Clark County Fiscal Court/Clark County Animal Shelter and hold it harmless for any and all liability for any injury or damage I may receive while volunteering as an Animal Shelter Volunteer, whether I am at the Animal Shelter or volunteering at an off-site location. I further hereby acknowledge that as a volunteer, I may not be eligible for Worker's Compensation and agree to hold the Clark County Fiscal Court/Clark County Animal Shelter harmless for same.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

I certify that the information provided is correct and complete to the best of my knowledge and belief. I understand that misrepresentation, falsification, or omission of material may be cause for rejection of my application or for my termination after selection into the Volunteer Program at the Clark County Animal Shelter. I understand and agree that statements made in this application may be subject to verification concerning same and I hereby release any such person from any and all liability for any damage whatsoever incurred in furnishing such information. Furthermore, I authorize the Clark County Fiscal Court/Clark County Animal Shelter to make all necessary and appropriate investigations or background checks to verify the information contained herein.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**RECEIPT OF VOLUNTEER POLICIES**

I have received and reviewed the Volunteer Policies and agree to abide by all rules and regulations therein.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

I, hereby acknowledge that, if I am selected as part of the Clark County Animal Shelter Volunteer Program, I serve at the will and pleasure of the County, the elected officials, or the agent, and that I may be released as a volunteer at any time, for any cause or reason, or for no cause or reason at all. I also understand and agree that regardless of any oral or written representations made by the County, its elected officials, employees, agents or any other person, my participation in the Clark County Animal Shelter Volunteer Program will continue to be at the will and pleasure of the County, its elected officials or agents. I also understand that no ordinance, resolution, code, order, minutes, rules, regulations or any other document shall be construed by me as an expressed or implied, contract modifying in any way, serving the Animal Shelter Volunteer Program at will, unless such documents expressly states that it is intended as a Volunteer Contract and that it is intended to expressly change or modify my individual participation as a Volunteer with the Clark County Animal Shelter.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **WELCOME LETTER**

On behalf of the Clark County Fiscal Court and Clark County Animal Shelter, I want to welcome you to the Clark County Animal Shelter Volunteer Program. 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 Clark County Animal Shelter and our animals, will hopefully develop into a long relationship with us as we partner to make a difference within our community.

It is the Clark County Fiscal Court'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 orientation, and accepting some hands on training before you start performing tasks for us, 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. Remember the staff is here to help you as you begin your volunteer work. Please don't hesitate to ask for assistance.

Welcome.

## **OUR MISSION**

The Clark County Animal Shelter is an open intake animal control and animal sheltering facility that is supported by Clark County, Donations and Volunteers. We accept all stray and unwanted animals in Clark County. We also perform animal related neglect and abuse investigations for Clark County. We are striving to lower the number of unwanted and abandoned animals in our community. We are also striving to eliminate the unnecessary euthanasia of dogs and cats in our area. We require all animals adopted from the Clark County Animal Shelter to be Spayed or Neutered before going to their new home and we also provide low cost spay and neuter services for our community as funding allows.

The Clark County Animal Shelter is county operated and we are not a rescue facility. We strive to adopt all of our animals and work very close with rescue groups and other organizations to ensure our animals are placed in the best homes possible. We are proud that through these efforts we are able to place most of the animals that come into our care and euthanasia is reserved for extreme circumstances.

## **SERVICES WE PROVIDE:**

**Adoption Services** at the shelter and offsite adoption sites (Tractor Supply, Petsense, etc.).

**Lost and Found Services** to reunite as many pets with their owners as possible.

**Youth and Adult Education** The Clark County Animal Shelter recognizes the important role that humane education plays in teaching our community about compassion and responsible pet ownership.

**After Hours Emergency Service** The Clark County Animal Shelter provides after hours response in order to protect the health and safety of the animals and the public. On-call animal control officers respond only to emergencies such as injured animals, vicious animals, animal bite cases, and animal cruelty which immediately threatens an animal's life.

**Animal Cruelty Investigation Services** The Clark County Animal Shelter is dedicated to the prevention of cruelty to animals throughout the county by enforcing State and Local Animal Welfare laws and ordinances.

**Animal Control Services** Animal Control Officers respond to calls for animals running at large and abandoned animals.

**Spay & Neuter Assistance** Animal Shelter staff work with rescues and funding partners to seek grants, supplies and partnerships to provide low cost spay & neuter services to our community. Spay & Neuter is the only way to lessen the number of animals in need.

**Vaccination Clinics** Animal Shelter staff work with veterinarians to offer low cost vaccination clinics to the general public to achieve healthier animals within our community and to comply with state regulations for zoonotic diseases.

**Pet Food Assistance** Our first goal is always to keep pets in homes where they are loved as long as they are able to be cared for there. Sometimes owners may have a temporary hardship that prevents them from meeting the basic needs of their pets. Owners can pick up a small bag of food from the shelter to help get them through a hard time without having to rehome their pet.

### **Euthanasia:**

Once you begin your volunteer journey with us it likely won't take long until you encounter someone dropping off a pet. This may be a pet they just found or it may be their personally owned pet.

The Clark County Animal Shelter is an "open intake" facility. This is not a term many people are familiar with but you have likely heard its counterpart which is "no-kill" facility. A no kill facility is an animal facility that does not euthanize animals which means animals that do not meet health and behavior standards are often turned away. Animals that do meet the requirements may still have to go on a waiting list before entering the program because no kill facilities will only take a new animal if an animal in their care is adopted making a spot available.

Open intake facilities, sometimes also called animal control facilities, do not turn pets away. In our case, the only requirement is that a person be a Clark County resident to surrender an owned pet or that the animal was found in Clark County if it is a stray. Because of this open policy we never know how many or what animals will come in our doors. There are many, many backstories as to how animals end up with us but our goal is to keep the

public safe and those animals safe by housing them at our facility while following all state and local laws pertaining to that.

Sometimes we do receive animals that are at the end of their lives or are severely ill or injured with a poor prognosis for recovery. Sometime we receive animals that are aggressive and cannot safely be placed in a home. In those instances it is our responsibility to humanely euthanize those animals to either end suffering or protect the public. These decisions are never made lightly and whether that animal has been in our care for 1 day or 100 days, every member of our team will tell you that it hurts us. Euthanasia is always performed by a licensed veterinarian and volunteers are never asked to be part of that process. We share this information only to because even though it is an unpleasant topic, it is a reality and we want to be up front and honest with all members of our team and that includes our volunteers.

### **Hours of Operation:**

Clark County Animal Shelter  
5000 Ironworks Road  
Winchester, KY 40391  
859-737-0053

Office Hours are Tuesday – Saturday, 8:00am-4:30pm

Intake Hours are Tuesday – Friday, 8:00am-3:00pm

Viewings and adoptions are by appointment. We do not have walk-in hours unless scheduled during a special event.

Animal Control is On-Call for Emergencies when closed

### **Volunteer Position Description**

1. **Administrative Support:** Provides assistance to the Animal Shelter staff with office operations such as assisting with information, adoptable animal photo production, filing, typing and other office work as needed.
2. **Special Events:** Assists with a variety of special events including offsite adoption events, fundraisers, etc.
3. **Enrichment:** Spends time with adoptable animals taking them outside to burn some energy walking or chasing a ball. Cats may get some time outside of their kennel and chase a ribbon or a ball. Creates positive interactions and reinforces good behavior to help ready pets for adoption.
4. **Grooming:** Bathes, brushes, maintains the overall appearance of the animals when ready for adoption.
5. **Humane Education:** Assists Animal Shelter Staff with humane education programs. Topics covered include but are not limited to pet care, responsible pet ownership and pet adoption.
6. **Landscaping and Ground Maintenance:** Maintain the general landscaping of the grounds by weeding, raking, mowing and cleaning up the ground around the Shelter.
7. If you have a specific task you are interested in performing never hesitate to speak with the shelter director about the opportunity. We are always looking for ways to grow and volunteers are a great resource.

**ALL VOLUNTEER POSITIONS WILL REPORT TO THE SHELTER DIRECTOR OR VOLUNTEER COORDINATOR.**

### **Volunteer Conduct:**



As a representative of the Clark County Animal Shelter it is important that you be familiar with its policies and procedures when dealing with customers and shelter staff. You must be polite, courteous, and helpful. It is the policy of the Clark County Animal Shelter to provide a workplace that is free from discrimination and harassment, and one that promotes equal opportunity. Any type of harassment or discrimination based on a person's race, religion, color, national origin, gender, sexual orientation, etc. is prohibited.

Clark County Animal Shelter is a drug free workplace. We will take the steps necessary to ensure that volunteers/employees perform their duties and responsibilities free of the influence of unlawful drugs and unimpaired by alcohol. The following activities are prohibited on the shelter premises or while conducting department business:

- 1) The unlawful manufacture, distribution, dispensing, possession or use of controlled substance.
- 2) No volunteer shall report for duties after having used a controlled substance.
- 3) No volunteer shall report for duties while impaired from the consumption of alcohol.
- 4) Volunteers are specifically prohibited from discussing any confidential aspect of duties carried out at the animal shelter including but not limited to cruelty investigations, ownership of animals, and euthanasia with any staff member, family member, Veterinarian, the public, or media.
- 5) No volunteer shall commit any crime while on the Clark County Animal Shelter premises.

### **Volunteer Hours & Scheduling:**

Volunteers should schedule times when they would like to assist at the animal shelter. We are a small facility so it may be difficult to schedule many volunteers at the same time. Weather plays a big factor in scheduling volunteers. Inside space is very limited but during nice weather dogs can be walked and have outside playtime, photos and videos can be taken outside, etc. When you choose to volunteer our staff wants to be respectful of your time, not wasteful of it. Your time at the animal shelter makes a difference to our animals and our mission.

Most volunteers have busy personal schedules and we understand you may not be able to commit to a set schedule every week. We ask that you call or email a few days before you would like to come in so we can be sure there are volunteer opportunities available at that time. If you have last minute availability we still encourage you to reach out but please do not be discouraged if there are not volunteer opportunities at that time- we may still need you the next time you are available.

If you are scheduled to volunteer and cannot make it in we ask that you contact us at least 1 hour prior to your scheduled arrival to allow others the opportunity to fill that spot.

**Adoptions:**

- 1) Volunteers must follow the same adoption process as members of the public. All applicable fees still apply.
- 2) Volunteers are prohibited from completing adoptions for the public unless they have been approved by the shelter director to perform that task and have been bonded.

**Off Limit Areas:**

- 1) Certain areas of the Shelter are off limits to Volunteers unless specifically authorized to enter. This may include areas where ill or aggressive animals are housed, as well as, other spaces. Entering an off limit area will result in immediate dismissal from the volunteer program.

**Chain of Command:**

- 1) Clark County Animal Shelter Volunteers will report to the Shelter Director or Volunteer Coordinator.

**Attendance:**

- 1) Volunteers are required to sign in when they arrive at the shelter and before entering the kennel area and sign out when leaving the shelter. This log will record the dates and the time spent as a Volunteer at the Shelter.

### **Removing Animals from their cage:**

- 1) Volunteers will remove one animal at a time from their cage.
- 2) Volunteers will insure that the animal is returned to the same cage they were removed from.
- 3) Before removing any animal, check with the staff to insure it is safe to do so.

### **Injuries:**

- 1) A volunteer who has been bitten or scratched by an animal must report the incident immediately to a staff member and complete an incident report.
- 2) All injuries, even minor ones, should be reported to a staff member immediately and an incident report completed.

### **Dress Code:**

- 1) Volunteers shall wear long pants and close toe shoes at all times. A plain colored t-shirt or collared shirt are preferred but not mandatory. No sleeveless shirts. If a volunteer is dressed inappropriately they may be asked to leave the shelter.

### **Dissemination of Information:**

- 1) Any information pertaining to Animal Shelter records and cases which you may become privileged to, such as: names, addresses, or phone numbers are confidential and may not be discussed with others. Under some circumstances Animal Shelter Staff may be prohibited from discussing with you certain specific details regarding cases that are under investigation, or pending criminal action.
- 2) Volunteers are specifically prohibited from discussing any aspect of the Animal Shelter records and cases where there are pending criminal charges or a criminal investigation is being contemplated by officials with a representative of the media or group unless approved in advance by the shelter director.
- 3) The names and numbers for any veterinarian associated with the Shelter are not to be given to anyone outside of the Animal Shelter Staff. We are

grateful to have a wonderful veterinary team and we will not take advantage of their time and personal contacts.

- 4) Volunteer's personal information may not be disclosed, and will not be provided to anyone unless specifically authorized by the Volunteer.

Failure to work diligently or with presentation consistent with the image of a Clark County Shelter Volunteer is prohibited.

Examples may include but not be necessarily limited to:

- A) Unnecessary shouting or using obscene language;
- B) Tardiness in reporting for assignments;
- C) Lack of courtesy to an individual, either on the phone or in person;
- D) Inappropriate handling of the animals
- E) Acting in a way that may reflect negatively on the Animal Shelter
- F) Portraying the Animal Shelter in a negative way or in a way that does not support our mission

#### **Termination or Suspension of Volunteer Status:**

- 1) All volunteers are required to be familiar with the rules and regulations contained within this manual.
- 2) Any violations of the rules and regulations contained in this manual or any action deemed unacceptable must be reported to the Shelter Director immediately.
- 3) All violations are to be documented and forwarded through the chain of command for appropriate corrective action by the Director of the Clark County Animal Shelter.
- 4) Corrective action types:
  - A) Verbal Counseling (must be documented and placed in Volunteer file)
  - B) Written Counseling
  - D) Termination of Volunteer status.

\*Corrective actions for volunteers are at the sole discretion of the Shelter Director and do not require a progressive discipline process.
- 5) The Director of the Clark County Animal Shelter will have the final approval related to any corrective action related to a Volunteer.

- 6) Volunteers may request a review by both the Shelter Director and County Judge/Executive:
  - A) The request must be in writing.
  - B) The request must be within 5 days of the serving of the corrective action if the action taken was termination.
  
- 7) Volunteers may be asked to leave at any time by the Shelter Director if they feel that the Volunteer is a disruption to the work place, poses a safety concern or does not contribute to the advancement of the Clark County Animal Shelter mission.