



Welcome! Thank you for choosing to spend your time volunteering with us! We recognize that you have a limited amount of time to give, and we are thankful that you are choosing to donate that time to the Kokomo Humane Society and its programs. Volunteers are an integral part of the work we do here and essential to improving the lives of the animals in our care.

### **OUR MISSION**

Improving the lives of animals. Preventing cruelty and overpopulation. Uniting pets with families.

### **HISTORY**

KHS was first established in 1892 by Nora Gauss, a local schoolteacher, to assist the community by providing a resource for mistreated children and animals. In 1950, KHS opened its first shelter after receiving an anonymous gift of a small house on North Buckeye Street in Kokomo. KHS began providing Animal Control services in 1962, and in 1967 hired Howard County's first dog Catcher to assist the citizens of Howard County with animal control services.

#### Other notable dates:

1968: KHS began the spay/neuter program

1991: KHS attained Federal 501c3 Status

2000: Began microchipping community animals

2001: Website launch

2007: Volunteer and Outreach programs established

2016: Beginning of Medical Program

2017: Dogs Paying for Life came to help establish behavior program

2018: Move into new facility at Hoffer St.

2023: Introduction of Pet Assistance program

## WHO ARE WE?

KHS is the only open-admission animal shelter in Howard County. We strongly believe that every adoptable animal in our care deserves a chance to find a forever home. We do not euthanize for space. While we do have the ability to euthanize at this facility, that option is reserved for animals that are suffering/poor quality of life or are a danger to release into the public. We also offer this service to the community for those that are unable to be seen by a regular veterinarian.

We are a privately run 501c3 not-for-profit organization governed by a board of directors. This means that our policies, funding sources, and objectives are separate from other humane societies. Although we do collaborate with other shelters and rescue organizations, we are an independent organization. We have a contract with Howard County and surrounding municipalities to accept, provide care for, and process all stray dogs and cats from participating municipalities in the county.

Those municipalities currently include

Howard County

Kokomo

Russiaville

## VOLUNTEER REQUIREMENTS

### Age Requirements

Volunteers must be at least 16 years old to volunteer independently and to handle animals. Children from 10 to 15 may volunteer with a parent/guardian. This guardian must be over 18 and be volunteering with them, side by side, at all times. All volunteers under 18 must have their Volunteer Waiver signed by a parent or legal guardian.

### Essential Physical Capabilities

Ability to walk unaided on unpaved, uneven, rugged and sometimes muddy and slippery exercise yard and lawn areas (when walking dogs outdoors).

Must not have strong allergies to dogs, cats or other companion animals that can't be managed by medication, or to chemicals used in grooming or cleaning.

Ability to deal with strong and unpleasant odors, fleas, feces and possible wounds or injuries to animals in our care.

Ability to cope with a very loud environment due to animal noises.

### **Essential Mental Capabilities**

Ability to understand, remember and follow instructions and procedures.

High level reading, writing, spelling and communication skills (example: understand words such as quarantine, euthanize and other common industry-related terms), and a mastery of the English language.

Possess problem-solving capability.

Ability to observe and evaluate response to handling for "matchmaking" purposes, as well as health and behavioral problems that are revealed during socialization.

Must be aware of potentially dangerous situations when working with the animals, must be able to remain calm with animals who are upset; behave sensitively and confidently; show good judgment and act appropriately in these situations.

### **Essential Emotional Capabilities**

Ability to cope with unexpected animal behavior and get assistance as needed.

Ability to cope with a highly emotionally charged environment with some animals that are homeless, abandoned and/or abused, as well as the reality that some of the animals in our care may be euthanized.

Ability to understand KHS' policies and positions regarding companion animals, animal control, and other key animal welfare issues and an ability and willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing KHS.

### **Level of Supervision**

Once trained, must be able to work with minimal supervision, yet must recognize limitations in knowledge and abilities, and ask for help when needed.

Should be able to work independently for long periods of time, as well as work within a team atmosphere with other volunteers or staff.

### **Special Accommodation Requirements**

Volunteers are required to disclose any medical conditions or restrictions that may affect their ability to volunteer at KHS. This information will be kept confidential, but it will allow us to better meet your needs when volunteering.

## **VOLUNTEER SCHEDULING**

### **Time Commitment**

KHS encourages volunteers to commit to a minimum of 4 hours per month. We do not require volunteers to sign up for an assigned reoccurring schedule, but volunteers may find it will improve their experience if they volunteer on a regular day and time. Volunteers who are unable to log any service hours within a 6-month period will become inactive from our Volunteer Program with the opportunity to continue volunteering at a later time.

Consistent volunteer service is critical for the success of our Volunteer Program and for the benefit of the animals in our care. We encourage you to think about your available time and other obligations before you make a commitment to volunteer.

### **Scheduling**

Volunteers are not required to sign up for shifts. We do have several volunteer activities that do require scheduling commitments. Shifts for the pet stores, adoption events, café, and outreach events do require a time commitment and we ask that you show on time to ensure these roles run smoothly. If you cannot show to your shift, please communicate this with your contact for the shift.

### **Logging Hours**

Volunteers are required to log their hours via the scheduling app before and after each volunteer shift. The hours that our log help our shelter qualify for certain grants and funding. Logging your hours also keeps you active in our system.

### **Absences**

We truly rely on our volunteers. If you have committed to a specific project, an off-site event, or a shift at the shelter, please make an effort to arrive on time. We do understand that circumstances may come up and you may need to cancel. If you are unable to come in for any reason, please contact the shelter staff by calling 765-452-6224 or by emailing the Community Outreach Coordinator at [volunteer@kokomohumane.org](mailto:volunteer@kokomohumane.org).

### **Better Impact, Facebook, and Bulletin Board**

Most communication with volunteers regarding shifts, special events, updates, and recruiting is done through the Better Impact app (My Impact in the app store), our Facebook community page, or the Volunteer Board. Please make sure to use these tools when looking for ways to help out and to stay up to date on what is going on in the building.

## Contact Changes

If your address, email, phone, or emergency contact changes, please update your information in the scheduling app.

## References or Recommendation Letters

These are available upon request via email at [volunteer@kokomohumane.org](mailto:volunteer@kokomohumane.org) and are limited to dates of service, hours donated, and duties performed for volunteers in good standing.

## VOLUNTEER OPPORTUNITIES

### Onsite

**Cat/Dog afternoon feeding and enrichment:** This includes walking the cat rooms, passing out canned food to the marked cats and dogs, noting who did not eat breakfast, filling water bowls, and handing out toys and enrichment to the cats and dogs. 1 training shift is required for this role.

**Dog Walking:** This role includes dog walking on our property, assisting with leash training and pulling, handing out enrichment toys in our kennel rooms, giving out treats, etc. The schedule is very flexible, you can volunteer anytime the shelter is open or by setting up another time with staff.

**Cat Café:** This role is to assist in the daily care and cleaning of our cat room and assisting with adoptions that are done in the café area. This includes talking to guests and potential adopters as well as cleaning any cat messes that occur. This can either be an on-call position or a weekly commitment. Shifts are 10-5 split between two volunteers with some flexibility. Requires 1 training shift.

**Facilities Help:** We often need assistance keeping up on laundry, organizing daily donations, keeping storage areas tidy, washing and restocking enrichment, etc. These roles are very important to the health and well-being of the animals in our care.

### Offsite

**Adoption and Outreach Events:** We need volunteers that are great with people and willing to speak about our animals, services, and mission. These events can include adoption events at pet stores, education events with schools and libraries, vaccination and microchip clinics, and trips to visit seniors and nursing homes.

**Petco/PetSmart Cat Caretakers:** These shifts require a weekly commitment and the job usually takes an hour. Includes checking on health of the cats and communicating with staff, cleaning cat kennels, feeding, and disinfecting cages for new animals. Requires 1 training shift.

**Dog Day Out:** This can be done any time the shelter is open. Any of our dogs that are vaccinated, microchipped, and altered are available to go off-site for the day. Volunteers can come get a dog, take them to their home or the park, and get photos and information about how the dog behaves in order to get us more information about the dog.

**Transport:** We always need help getting our animals to clinics in and out of town. If you are willing to help with transport and have a valid drivers license, please email [volunteer@kokomohumane.org](mailto:volunteer@kokomohumane.org)

### Community Service

Anyone wanting to complete court-mandated community service must go through a check with the volunteer coordinator prior to beginning volunteer hours.

### KACC

We have an internship program through a partnership with the Kokomo Area Career Center. Students can explore involvement through their school.

## VOLUNTEER POLICIES

### Dress Code

We do enforce a dress code at KHS to ensure the safety of our volunteers and the animals. Please wear clothes you are comfortable getting dirty in!

Closed toed shoes only

Stomach and shoulders must be covered (no tank tops or mid-driffs)

Pants/shorts must hit below the knee, no basketball shorts allowed.

No loose, hanging jewelry.

Volunteers are asked to wear a shirt or badge identifying them as a volunteer when logging hours.

### **GUESTS**

Bringing guests or friends to volunteer is encouraged with prior notice. Guests will still need to fill out liability paperwork prior to volunteering but can be arranged by appointment with the Community Outreach Coordinator.

### **SOCIAL MEDIA**

Volunteers are welcome to share pictures and videos of our adoptable animals at the shelter. Please check with a team member to ensure the animal is adoptable before sharing any information online.

### **DISEASE CONTROL**

While you should always wash your hands between interactions with animals at the shelter, we also recommend washing your hands and changing your clothes before touching your own pets when you get home. It is advisable that you reserve one pair of shoes that you do not wear around your own animals for your volunteering sessions. We have gloves available to wear while washing dishes and laundry.

### **PPE**

All volunteers are required to wear PPE when handling animals in the shelter. Gloves (changed between animals) must be worn when handling all animals. Puppies and kittens get full PPE (gown, booties, and gloves).

### **ASSUMPTION OF RISK**

As stated in the volunteer waiver signed during your orientation, you are assuming all the risks of volunteering at KHS. This includes work that has potential to be hazardous, including, but not limited to, animal handling, lifting heavy objects, bending, standing for extended periods of time, exposure to cleaning chemicals, and transportation to and from events. Please take precautions around the animals at KHS and think before you act. You should never perform a task that you are uncomfortable performing. If you are asked to do something outside your comfort zone, please communicate that with staff. If you are unsure about any situation, please let the staff handle it. We can always find other ways for you to contribute.

## **ACCIDENT/INJURY REPORTING**

If you are involved in an accident or are injured while volunteering at KHS, you are required to report it to a staff member immediately. This may include, but is not limited to trips, slips, falls, cuts, abrasions, sprains, breaks, bites, or scratches. If an accident involving facilities (fences, kennels, vehicles, etc.) occurs this also must be immediately reported to management.

## **CONFIDENTIALITY**

As a member of the KHS Volunteer Team, you are responsible for keeping certain information, including but not limited to donor and client information, internal operations of KHS, and adoption information private and confidential. If there are any questions whether certain information is private, please check with the KHS management team.

## **CODE OF CONDUCT**

Volunteers influence the success of the organization and are representatives of KHS. Because volunteers are involved with shelter animals and the public, a code of conduct is set forth for the protection of the Humane Society, the staff, the public, the animals, and the volunteer team. While operational, medical, euthanasia, and policy decisions are made by the staff and the board of directors, volunteer input and communication is essential to the success of KHS as an organization and the animals in our care.

Volunteers are expected to:

- Take their commitment seriously

- Provide adequate notice if unable to make their commitment.

- Be courteous, helpful, friendly, and respectful to all KHS guests, staff, and other volunteers

- Only handle animals for which you have undergone proper training

- Always handle all animals in a humane, fear-free manner.

## **DISMISSAL FROM THE VOLUNTEER PROGRAM**

Volunteers are vital to KHS and we are grateful for the services they provide. Volunteers are expected to adhere to all policies and procedures for the safety of the animals, fellow volunteers, and themselves. Any disregard for KHS policies, code of conduct, or

procedures may result in dismissal for the Volunteer Program. Reasons for dismissal may include but aren't limited to:

Abuse or mistreatment of animals, customers, staff, or other volunteers

Being under the influence of or possession of alcohol or illegal substances on KHS property.

Theft of KHS property, funds, or shelter supplies.

### ADDITIONAL NOTES

We at KHS are so thankful for you choosing to spend your time with us. The capacity in which we are able to care for our animals is greatly increased with the assistance our volunteers provide. If you have any questions, please reach out to the Community Outreach Coordinator at [volunteer@kokomohumane.org](mailto:volunteer@kokomohumane.org) or by calling 765-452-6224 ext 3.