

KING COUNTY ANIMAL CARE & CONTROL

VOLUNTEER POLICIES & PROCEDURES



TIME COMMITMENT & ATTENDANCE

Volunteers are asked to make a commitment to volunteer for a minimum of 6 months. You will be asked to commit to a particular weekly shift and/or schedule in the program you are joining. The exceptions to this policy are fostering, events and office support.

If you are working in one of the programs that work directly with the animals we ask you to commit to 2 hours per week. The animals rely on you to show up and spend valuable “out of the kennel or cage” time with them. Please be sure you can fulfill the commitment before making it.

SIGN IN

All hours worked must be recorded on the sign-in sheet located at the Volunteer Sign In area. If you will be volunteering at off-site locations there will be sign in sheets available at each event, or location.

DRESS CODE

It's important that the staff and public know you are a volunteer, especially when you are taking dogs out of the shelter for walks; and cats out of the cages to cuddle. A volunteer I.D. badge will be provided and must be worn at all times.

Closed toe, rubber sole shoes are required; Long pants are recommended when working with the animals.

OFF-LIMITS AREAS

Certain areas of the shelter are off-limits to volunteers for disease control or an animal's comfort. Volunteers are allowed only in the public areas. These include the cat and dog adoption areas and the front lobby.

Volunteers are not to enter areas marked “staff only.” In the Kent shelter these include the quarantine room, the isolation ward, dog and cat holding, long-term custody area of the main kennel, behind the front desk and all personal offices. In the Bellevue shelter these include dog and cat stray areas, behind the front desk and all personal offices. For your safety and that of the animals, do not handle any animals other than those already screened for health/temperament and are available for adoption. If a volunteer is found entering an off limits area it will be documented and the volunteer will be reminded of the importance in complying with this policy. Repeated failure to comply may result in the volunteer's dismissal.

ABSENCE NOTIFICATION

In the case of absence due to illness or any other reason, please contact the Volunteer Program Manager prior to your scheduled shift. You've made a commitment to us and the animals that you will be here and we are all depending on you. If a volunteer does not show up for 3 shifts in a row, and has not arranged in advance or notified the Volunteer Program Manager, the volunteer may be dismissed from the program.

COMPANION ANIMALS AND GUESTS

For reasons of disease control, safety and the comfort of the animals in our care, volunteers are asked to not bring their own companion animals with them during their volunteer shift. Volunteers are not allowed to bring guests, animal or human, with them while they are volunteering.

NONDISCRIMINATION AND ANTI-HARASSMENT POLICY

It is the policy of King County to provide a workplace that is free from discrimination and harassment, and one that promotes equal opportunity and equitable treatment. Any type of harassment or discrimination based on a person's race, color, age, sex, marital status, sexual orientation, religion, ancestry, national origin, disability and/or veteran status will not be tolerated.

Please report to the Volunteer Program Manager all incidents of discrimination, harassment, and/or retaliation.

HANDLING ANIMALS IN THE SHELTERS

For the safety of the staff, volunteers and animals volunteers are not allowed to handle or walk any animal that has not been health and temperament tested.

REMOVAL OF KING COUNTY ANIMALS FROM THE SHELTERS

Under no circumstances should a volunteer remove an animal from the shelter at the Kent shelter or the shelter in Bellevue. The only exception to this policy is temperament tested dogs going for a walk, or foster animals going into foster. Removal of an animal from the shelter by a volunteer, without specific, written permission from the Shelter Sergeant will be documented. Repeated violations may be cause for volunteer dismissal.

DRUG POLICY

King County is committed to maintaining a drug-free workplace to promote both the quality of its services and the safety of the animals, its employees, volunteers, customers and the public. The County has a chemical dependence and impairment policy that strictly prohibits the use of, or reporting to work under the influence of, drugs, including alcohol. Any suspected incidence of use shall be reported. Violations of this policy will not be tolerated and may result in disciplinary action up to and including dismissal.

WORKPLACE VIOLENCE

Violence, threats, harassment, intimidation, and other disruptive behavior in our workplace perpetrated by strangers, customers, co-workers, personal relations or other non-employees doing business for or with King County will not be tolerated. Any incident of threat or acts of physical violence witnessed shall be reported.

WEAPONS

Animal Care and Control employees and volunteers interact daily with the public. Accordingly, each employee and volunteer is expected to avoid any potentially volatile situation or confrontation and contact the appropriate authority for assistance when necessary. In conjunction with the behavior expected of Division employees and volunteers, it is also the Division's policy that the use, threatened use, or possession of a weapon by a Division employee or volunteer while in the performance of his/her official duties or while on County property **is strictly prohibited**, except this provision shall not apply to persons carrying pepper spray in a personal handbag for personal protection while commuting to and from work. Violations will not be tolerated and may result in disciplinary action up to and including dismissal.

CONFIDENTIALITY

Volunteers may be entrusted with sensitive and confidential information while volunteering. Information relating to King County Animal Care and Control employees, volunteers, customers, donors, field personnel, investigations and internal records with information nondisclosable by Washington state public disclosure law, is to be kept confidential. Volunteers are asked not to disclose or make any private use of such confidential information during their volunteer time at King County Animal Care and Control, and doing so may result in dismissal of volunteer service.

DISCIPLINE

Volunteers who commit minor violations of policy and procedure and/or these guidelines will be verbally counseled in an effort to achieve acceptable compliance (minor violations could include tardiness, absences, etc.). Serious violations (animal abuse; abusive, threatening, harassing behavior to staff or customers; possession of drugs or weapons; disclosure of confidential information, etc.) will not be tolerated and may result in the immediate dismissal of volunteer service.

VOLUNTEER DISMISSAL

King County Animal Care & Control reserves the right to terminate a volunteer's service if, at King County Animal Care & Control's discretion, it is in the best interest of the organization and/or the volunteer. Possible grounds for termination include, but are not limited to: gross misconduct or insubordination; being under the influence of drugs or alcohol; theft of property or misuse of KCACC's equipment or materials; abuse or mistreatment of animals, staff or other volunteers; failure to adhere to the organizations policies and procedures; repeated entry into areas identified as "staff only;" failure to take direction from staff; failure to satisfactorily perform assigned duties; and behavior which is deemed detrimental to King County Animal Care & Control.

REPORTING PROCEDURES

If you are having a problem with the department or the program in which you are working, please speak to the Shelter Sgt. or the Volunteer Program Manager. Problems can usually be resolved and any suggestions for improvement you may have are welcomed.

RESIGNATION PROCEDURES

Upon leaving the program for whatever reason, please contact the Volunteer Program Manager. We want to personally thank you for your time, skills and commitment, and be sure you are not leaving because of any unresolved conflict we may address.

I _____, acknowledge that I have read, understand and agree to comply with the Volunteer Policies and Procedures for King County Animal Care & Control. I also understand that my failure to comply with any or all of the Volunteer Policies and Procedures may lead to my dismissal from the volunteer program with King County Animal Care and Control.

Signature

Date



King County

Records and Licensing Services Division

Animal Care & Control

Department of Executive Services

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