



NEW ALBANY FLOYD COUNTY
ANIMAL SHELTER

HELPING HEARTS VOLUNTEER PROGRAM

Reference Manual

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To our future life-saving volunteer,

At the New Albany Animal Shelter, we would like to personally thank you for your interest in volunteering with us, and welcome you as part of our life saving team. Volunteers help the shelter animals remain healthier and happier during their time with us. In some situations, you may be helping to save their lives!

The Shelter would not be where it is today without help from the community and it's volunteers. Please remember, volunteering at an animal shelter can be a bit of an emotional roller coaster. Not everyone is able to handle every program - and that is OK! Try it out and if it is not a fit, talk to the Adoption Coordinator about your concerns or issues and we will try to find a more fitting program! We are here for our volunteers and we want success in every part of what we do! Volunteering in the correct program will help ensure a heartwarming and enjoyable experience for everyone involved.

We are so glad you are here to help us save more lives than ever before!
Lets get started!

Marilee Snider

Adoption Coordinator



www.nafcanimalshelter.org
(812)948-5355



Who We Are:

We are a municipal facility providing animal control and sheltering services to our community. Supporting us in this endeavor are two local non-profits, the Floyd County Animal Rescue League (FCARL) and the Floyd County Humane Society (FCHS). The shelter is located at 215 West Market Street in New Albany, IN. Our shelter has many progressive and community oriented programs, including a room dedicated for training and education. Our shelter supervisory staff have recently been certified in Fear Free, a multilevel program teaching many different ways to lessen fear, anxiety, stress, and frustration for everyone at the shelter.

Our Mission Statement:

New Albany Floyd County Animal Control and Shelter was established by an inter-local agreement between the City of New Albany, Indiana and Floyd County, Indiana Governments in 1968. Its mission is to provide services which safeguard public health and safety, educate its citizens on responsible pet ownership, protect our community's animals from cruelty and neglect, and to humanely house, care for and provide placement or humane resolution for the animals in its care. In addition, we work closely with local non-profits and community organizations to reduce pet overpopulation and provide humane education programs to our community.

To learn more about our agency, please visit our website or contact us with any questions.

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EMAIL

Is being a part of the Helping Hearts Volunteer Program right for you?

Not every volunteer opportunity is right for every person, and we know that! Take our volunteer self evaluation to see if YOU are a fit!

Have you completed the Online Orientation, Volunteer Application, and Release Statements?

Before we can accept a new volunteer, we need to make sure we have everything we need to have an easy transition into training.

Are you able to commit to what you signed up for?

Many of the volunteer opportunities are fairly flexible, but we highly rely on our volunteers to complete what they are signed up for. We do understand that life happens, so please contact as soon as you know you will not be able to come in as scheduled so we can plan accordingly. We are counting on you!

Are you able to remain professional, courteous, and respectful at all times?

As an public animal control facility, we deal with many personalities and emotions every single day. As a volunteer, it is important to maintain your composure at all times, with all animals and people you come in contact with.

Are you able to follow directions, go with the flow, and accept feedback?

The Animal Shelter world is ever evolving, and many times we don't know what the day has in store. It is important to be flexible in your duties, as they may change based on immediate need. Our procedures are very specific to keep our animals healthy and happy. It is important that our volunteers follow directions and are able to accept feedback.

Are you open minded?

Every person has different expectations when it comes to pets. It is important to remember that a persons expectation for pet ownership may vary greatly from our own. They may still be the best option for a pet though. We cannot pass judgement on a person or their pet, for any reason, so long as humane treatment and laws are withheld.

Are you mentally and physically able to complete your task?

Each program has different needs. Please consider what you can handle both mentally and physically when you select your programs. If you have concerns, please let us know and we can help you select a program that works for you! If we do not feel you can handle the given position, your services may be refused or reassigned to another more fitting program. Your wellbeing is just as important to us!

Helping Hearts Volunteer Rules and Guidelines

- Volunteers are only allowed to handle and work with animals that have been approved for each individual program.
- Volunteers are not allowed to be in rooms marked "Staff Only" unless a staff member remains with them at all times.
- Volunteers are to allow time for clean up of their programs before they leave. This may include sweeping and mopping, washing tools, etc.
- All concerns about an animal's health status or behavior concerns need to be expressed to a supervisor, kennel attendant, or shelter supervisor.
- Volunteers are not to discuss animals that are not available for adoption with the public. Animals still going through evaluations do not have guaranteed outcomes. Some may get returned to their owners, transferred to rescue, etc.
- Each program will have very specific cleaning and sanitizing protocols to ensure the safety of our pets. If you do not understand a step, ask a staff member to clarify. Many chemicals may be used. It is important that you know the proper use.
- You are to be polite, humane, and respectful to every animal, staff member, customer, and other volunteers.
- Dress Code: Volunteers are to wear volunteer shirts during their volunteer shift. Clothing bottoms need to be at least knee length. Leggings and thin pants are not allowed. No sandals or shoes that do not cover the whole foot. Do not wear strong perfumes or colognes.
- If at any time, you are uncomfortable with a given task or a particular animal, that is fine. Be sure to let a staff member know so they can ensure the animal still receives what it needs.
- Do not interact with an animal that Animal Control, staff, or the public is bringing in, as we do not know their background, health status, or how they will handle the stress of the shelter.
- Volunteers are not allowed to hold leashes or animals when staff is administering vaccinations or medications as animals can be very unpredictable in these situations.
- Volunteers are only to be in the shelter during their scheduled times. We ask that volunteers' rides arrive early for pick up to allow for delays. If you are unable to make your volunteer shift, please contact the shelter and let them know so that another volunteer can be notified.

Helping Hearts Volunteer Rules and Guidelines (Cont.)

- Home pets should be up to date on vet recommended vaccinations to help protect them from possible exposures. Volunteers should change clothes before interacting with their own pet after volunteering.
- Volunteers must sign in when arriving, and out when leaving on the volunteer clipboard.
- If at any point, with any program, an animal appears to be stressed or uncomfortable, quit activities and let a staff member know. If a staff member or senior volunteer asks you to do something contrary to any of these rules, alert a supervisory staff member.
- If you do not know an answer or how to respond to the public, ask a staff member for help. Never make up answers.
- No profanity, smoking, or drinking.
- If you receive any type of injury, including bites and scratches, report it to a staff member immediately.
- Rules may be changed, modified, or added per individual cases and situations.
- If a volunteer is not fulfilling duties accordingly and resolutions can not be made, the volunteer/shelter relationship will be dissolved.
- Staff, supervisors, and veterinarians are the ones who will determine an animal's outcome including adoption, rescue, and euthanasia. These are decisions that are not taken lightly and are very hard on staff. Once a decision is made, please do not argue the outcome.
- Social Media Guidelines: Animals that are not available for adoption may not be posted to any social media source. Animals under evaluation may have alternative outcomes, be part of court cases, etc. Anything posted about the shelter, staff, volunteers, or animals, should be done in good taste with the person's consent. Always remember, once something is posted online, it can never truly be removed. Volunteers can be permanently dismissed for inappropriate social media post, whether intentional or not. It is always best to ask the supervisor for permission first.

Please sign that you agree to these terms and conditions.

Volunteer Signature: _____ Date: _____

Parent/Guardian Signature (if under 18): _____



Helping Hearts Volunteer Program Outline

Four Divisions, One Purpose

Feline Friends - This program is for all the cat lovers who want to improve the lives of the cats that are in the shelter. There are 3 levels in which the volunteer can be promoted as time and experience is gained. With each level, comes more responsibility and education. Volunteers must be at least 14 years old. Each shift is approximately 2 hours.

Level 1 - Feline Kennel Aid: Volunteers in this level will help maintain the cleanliness of our cat areas. As time permits, volunteers may also help develop adoption profiles and pictures. Morning, afternoon, and late afternoon shifts available each day (Monday-Friday). Volunteers will learn basic cat care, kennel sanitation, body language, signs of stress, and cleaning procedures.

Level 2 - Feline Enrichment Volunteer: This level of Feline Friends will be used for enriching the cats, usually individually. Laser pointers, nose work, hunting games, and just one on one cuddle time are just a few of the tasks this level volunteer may be assigned to do. At times, volunteers may also complete Level 1 tasks as needed. Level 2 will teach volunteers more about body language, adoption profile writing tool sanitizing, and proper handling. Each session will no more that 30 minutes per cat, with cleanup and sanitizing in between.

Level 3 - New Life Volunteer: Coming to the shelter and moving into a new home is all very stressful. This volunteer will help the cats prepare for their new home through experiences. Volunteers will learn cat carrier exposure techniques, tactile fun, and feet/faces/tail handling. Cats can also be taught cute tricks like high five at this level! This session is no more than 15 minutes per cat as it is more stressful for some. Room and tool sanitization must be completed between every cat.



Community Outreach and Offsite Volunteers - This program is a great opportunity for those that may not be able to volunteer in person or at a committed schedule. Community Outreach has numerous areas on involvement that the volunteer can choose to participate in as they are available. Some of these programs are animal transporter, emergency response team, donation pick up, treat/toy /bed making, etc. Volunteers for this program will be emailed when a need arises to notify them of what is needed and when. Some opportunities can be done at any time as the volunteer is needed. Age varies based on task being completed.

Helping Hearts Volunteer Program Outline (Cont.)

K9 Companions- Dog lovers rejoice and sign up today! This program is specifically designed to help the dogs in the shelter reduce their stress and anxiety, and make them more adoptable! There are 3 levels of K9 Companion Volunteers in which a volunteer can be promoted based on time and experience. Volunteers must be at least 14 years old. Each shift is approximately 2 hours long, and availability varies based on level.

Level 1 - K9 Kennel Aid: Volunteers in this level will help maintain the cleanliness of our dog areas. As time permits, volunteers may also help develop adoption profiles and pictures. Morning, afternoon, and late afternoon shifts available each day (Monday-Friday). Volunteers will learn basic dog care, kennel sanitation, body language, signs of stress, and cleaning procedures.

Level 2 - K9 Enrichment Volunteer: This level of K9 Companions will be used for enriching the dogs, usually individually. There are many types of K9 enrichment. Nose work, flirt poles, puzzle toys, and tactile fun are just a few. You may also learn how to show adoptable dogs at this level. At times, volunteers may also complete Level 1 tasks as needed. Level 2 will teach volunteers more about body language, stimulating minds based on temperament and breed, profile writing tool sanitizing, and proper handling. Each session will no more that 30 minutes per dog, with cleanup and sanitizing in between.

Level 3 - Better Dog Academy Trainer: The Better Dog Academy is a training school that all adoptable dogs can go through until their adoption. There are 3 grade levels in the Academy. Some dogs will need several sessions for each grade. This academy is not to make perfect dogs, but to help make them more well mannered and adjusted. Each grade will have some manners, handling, obedience, and lifestyle training. Each grade will build on the pervious. Academy Trainers will go through more extensive training for each level to ensure proper records, responses, and interactions. After a dog has completed all grades, they are allowed to go on an approved Doggie Graduation Outing that will be used to market the dog on social medias.



Kindness Kids- This program is geared specifically for children 8 and up and has many different possibilities for volunteer opportunities. These opportunities may vary in their age categories, locations, requirements, animal interactions, scheduling, and time frames.

Some examples might be: reading to the pets, assisting with picture taking, nursery socializing, making toys and treats, writing stories, etc. More information on this program and its opportunities are available through the Helping Hearts Site.

What's Next?



Now that you know the basics and know more about the different programs available, please fill out the Helping Hearts Volunteer Application through our website. On this application, you will have the ability to select the programs that you are interested in. Once this application has been submitted, it will be reviewed and processed. An email will then be sent with further information on how to continue!

We cannot wait to see the impact you can have enriching the lives of all that we care for!