



Volunteer Handbook

Welcome to the Kentucky Humane Society Volunteer Program!

We're *so excited* to welcome you to the Kentucky Humane Society (KHS) family! By joining our Volunteer Program, you're stepping into a world that's fun, meaningful, educational—and full of compassion. You're not just volunteering your time; you're becoming part of a caring community of fellow animal lovers, dedicated KHS staff, and supportive friends who all share one big goal: making life better for companion animals.

Our Vision

To build compassionate communities that support animal welfare through meaningful acts of volunteer service.

Our Mission

As part of KHS's dedication to being a true champion for companion animals and the people who love them, our Volunteer Program offers you opportunities to directly support staff, connect with the public, and—best of all—interact with and enrich the lives of shelter pets. Every task, every smile, and every minute you spend here helps animals find the loving homes they deserve.

Our Commitment to Culture

We believe animal welfare is a cause that needs *everyone*—no matter your background, experience, or walk of life. Our Volunteer Program is open, welcoming, and always evolving. If you care about animals, you belong here.

A Huge Thank You!

Thank you for stepping up to make a difference. Your time and heart mean the world to us—and to the animals you'll help save. This handbook is your guide to getting started, full of helpful info about our policies, procedures, and what to expect on your volunteer journey. Please take some time to read it and get familiar with your new KHS home.

We're truly grateful to have you with us. On behalf of our team—and every wagging tail and happy purr—**thank you** for being part of something truly special.

Let's get started!

About the Kentucky Humane Society

Welcome to the heart of animal welfare in Kentucky! Located in beautiful Louisville and founded all the way back in 1884, the Kentucky Humane Society (KHS) is proud to be the **state's largest pet adoption agency** and **oldest animal welfare organization**. With over a century of dedication to animals and their people, we're just getting started!

Our Mission

The Kentucky Humane Society is a champion for companion animals and the people who love them. Through leadership, education and proactive solutions, we are creating more compassionate communities.

Our Vision for the Future

KHS envisions a day when every companion animal is given the care, resources and lifelong home they deserve.

Our Commitment to Pets

The Kentucky Humane Society will **never** euthanize a pet due to a lack of space. We are committed to saving **every** healthy, behaviorally sound animal we take in.

Our Core Values

These values guide everything we do, every single day:

- **Always Pawsitive**
We lead with optimism—in our work with animals, with each other, and in our community.
- **Compassion Matters**
We meet every person and pet with kindness, an open mind, and genuine respect.

- **Inspire Others**
We encourage teamwork, dedication, and the belief that together, we can do great things.
- **Ever Evolving**
We don't just adapt—we lead change to meet the needs of our animals and communities.

Making a Lifesaving Difference

In 2020, we're proud to have saved **96%** of the pets who entered our care. That included finding loving homes for **nearly 6,000 cats, dogs, and even horses!** These victories wouldn't be possible without the passion and support of our volunteers—*like you*.

Together, we're not just helping pets—we're changing lives. 🐾

What Do We Do?

Adoption: Finding Forever Homes

Each year, the **Kentucky Humane Society** helps over nearly 6,000 **cats, dogs, and horses** find loving homes! Our adoptions happen at three welcoming locations across the Louisville area:

- **East Campus Adoption Center** (Lyndon Lane)
- **Sam Swope Pet TLC/Main Campus** (Steadly Drive)
- **Purrfect Day Cat Café** (Bardstown Road) – sip coffee while you cuddle adoptable cats!
- **Willow Hope Farm** (Shelbyville KY)

Every KHS pet is:

- Spayed or neutered
- Microchipped
- Dewormed
- Treated for fleas
- Heartworm tested
- Up-to-date on vaccinations

Our goal is to ensure each animal is healthy and ready to start their new life with a loving family.

Spay & Neuter: Saving Lives Through Prevention

Since opening in 2007, our **S.N.I.P. Clinic** has performed over **165,000** spay/neuter surgeries for community pets!

Each year, we spay/neuter over **10,000 dogs and cats**, helping:

- Prevent pet overpopulation
- Reduce suffering
- Create a healthier, happier community
- The S.N.I.P. Clinic offers **high-quality, low-cost**, donor-subsidized surgeries, with **financial assistance** available for those in need
- We also offer services for **feral/community cats** partners using the humane **T-N-R (Trap-Neuter-Return)** method. Cats are humanely trapped, fixed, and returned to their home environment—helping control outdoor cat populations in a kind, effective way

[Admissions: Compassion When It's Needed Most](#)

We believe that pets are for life, and we're here to help people honor that commitment. But we also understand that life doesn't always go as planned.

If someone is considering surrendering a pet, we offer guidance through our **Pet Retention Line: 502-509-4PET (4738)**

We encourage pet owners to explore **alternatives to surrender**, such as:

- Rehoming with a friend or family member
- Temporary resources to help them keep their pet

If surrender is the only option, it is done **by appointment** at our **Sam Swope Pet TLC location** (also know as Main Campus), and we do our best to ensure its handled with care and compassion.

[Pet Resource Services: Here to Help](#)

Our **Pet Resource Services** team (formerly the Pet Help Line) provides **free, judgment-free support** for any pet-related concern.

Whether someone needs:

- Help with behavior issues
- Referrals for affordable veterinary care
- Pet food banks or temporary assistance
- Pet-friendly housing options
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We're here to listen and guide.

Call **502-509-4PET (4738)** — available **7 days a week**, from **8:00 a.m. – 4:30 p.m.**

[KHS Fern Creek Pet Resort: Comfort & Care While You're Away](#)

Heading out of town? Your pet can enjoy a vacation too! Our **KHS Pet Resort** provides **safe, comfortable boarding, day care and grooming** for cats and dogs. Best of all? **Proceeds from our Fern Creek Pet Resorts go directly back to support KHS's lifesaving work**—so your pet's stay helps another animal in need. Whether it's a day of play or an extended stay, we make sure pets are cared for like family.

[Equine C.A.R.E.](#)

KHS isn't just about cats and dogs—we're committed to **all companion animals**, including **horses**.

Our **Equine C.A.R.E.** Program (Connect, Assist, Rescue, Educate) focuses on **recreational and companion horses**, offering support and advocacy to help them live safe, healthy lives.

Key program goals include:

- **Rescuing horses in crisis** and moving them into safe homes or rescue programs
- Providing **re-homing support** to horse owners who can no longer care for their animals
- **Matching horses with adoptive homes** through thoughtful placement
- Sharing **education and resources** with our local equine community

Behavior & Training: Setting Pets Up for Success

At KHS, we believe that **every pet deserves the chance to thrive** in a loving home. That's why we offer a variety of **professional training programs** designed to help keep pets happy, well-behaved, and *out* of shelters.

All KHS trainers are **professionally trained and certified**, using only **positive reinforcement** techniques that build trust and confidence in pets and their people.

We offer:

- **Puppy & Basic Manners** classes
- **Shy Dog & Reactivity** training
- **Private sessions** to tackle specific issues like jumping, pulling, door-dashing, and more

Classes are available at **multiple locations around Louisville**—and even **online** for convenience!

Whether a pet needs help with manners or overcoming fear, our training team is here to support a stronger bond between pets and their families.

Code of Conduct

You're a KHS Ambassador!

As a volunteer, you're not just helping—you're at the heart of the Kentucky Humane Society! Whether you're spending time at the shelter, assisting at an event, or sharing our mission online, we ask that you reflect our core values of compassion, respect, and professionalism in everything you do.

Professionalism & Respect

We truly appreciate your commitment and the way you represent KHS! Volunteers are expected to treat everyone with kindness, professionalism, and respect—whether it's in person or online.

Any behavior that is disrespectful, discriminatory, threatening, harassing, or otherwise unprofessional may result in removal from the program.

Student Volunteers

We love welcoming young animal lovers into the KHS family!

- Volunteers aged 14–17 can volunteer independently or with a parent/guardian who is also an active KHS volunteer.
- All Student Volunteers complete their service at the **East Campus Adoption Center**.
- Volunteers under 14 are not permitted to volunteer in shelter environments, but there are plenty of other ways to get involved when the time is right!

Volunteer Commitment & Expectations

We get it—life gets busy! Whether it's school, work, or family needs, just keep us in the loop. We're here to help and happy to work with you.

Minimum Commitment:

To stay active, volunteers are asked to complete at least one shift every **4 months**. This can include:

- In-shelter volunteering
- Date with a Dog
- Special events
- Virtual/at-home projects

If you are inactive and haven't been in touch:

- After 4 months without completing any volunteer shift, your volunteer account will be deactivated

No shows:

- If you have more than 3 no shows within 2 months, you may be asked to take a break from the program
- If you need to take a break for any reason, just let us know.
- We'll make exceptions for illness, school/work conflicts, emergencies, or travel.

Want to Rejoin Later?

No worries—you're always welcome back, if you left on good terms! Just know you'll need to:

- Create a new VolunteerHub profile
- Attend an orientation again
- Sign a new Volunteer Waiver

If you need to take a break for any reason, just let us know. We'll make exceptions for illness, school/work conflicts, emergencies, or travel.

Who Can Volunteer?

For safety and liability reasons:

- Only registered KHS volunteers are allowed to participate in volunteer shifts
- Friends, children, or guests can't tag along, and personal pets are not permitted during shifts

Privacy & Sharing Information

We're all about protecting privacy—please keep the following in mind:

Do not share confidential information (like adoption details or records)

- Only use KHS-approved signs and materials when representing KHS at events or on-site
- If you're ever unsure about something, direct adopters or guests to a KHS staff member
- Safe Haven animal pictures
 - These animals are in our temporary foster care but are owned animals so no pictures can be taken or posted of them

Dress Code: Be Ready to Get Messy, While Having Fun!

Animal care can get a little unpredictable, so make sure you're dressed appropriately to stay safe and comfortable! This includes Special Events and the Date with a Dog Program. *Staff do have the right to ask you to change or to cancel your shift if you are not in proper uniform.*

You'll need to wear:

- **KHS Volunteer Shirt** – Provided through the Volunteer Membership Program (\$20 annual contribution; new designs each year!)
- **Long pants or knee-length shorts (leggings are ok but your Volunteer Shirt must cover your bottom)**
- **Closed-toe shoes** – No flip-flops or sandals
- No hats if you are around adult dogs- cats and horses are ok

Parking

Please park away from the front entrance of your volunteer location so customers and adopters have easy access. Use designated handicap spaces only if you have a valid placard.

Facility Rules & Safety

For everyone's safety and comfort:

- No smoking at any KHS facility
- Volunteers must be sober during all KHS activities—no drugs or alcohol
- No weapons allowed on any KHS property, including if you have a license to carry permit
- Limit cell phone use to breaks or non-working areas—let's stay focused on the animals and our mission!
- If you are volunteering in areas that are not public facing, you can wear headphones while volunteering. Just please keep the following in mind while doing so:
 - For safety reasons, one ear bud is okay but please do not wear both or have both ears covered. Staff and volunteers need to be able to hear what is going on around them, like a "loose dog!" yell for example.
 - Please make sure your volume doesn't turn up too loud where others can hear. Staff will ask you to lower the volume if needed.
 - If you are interacting with the public or staff for any reason, please remove the headphones/ear buds until you are done with said task before

Animal Care & Safety

Every animal deserves compassion and gentle care:

- **Ask for help** if you're ever unsure or feel uncomfortable
- Volunteers are not permitted to diagnose, remove, or take animals without staff approval
- Any unauthorized action with animals could result in dismissal from the program

Injuries

Your safety is our top priority! If you're injured or bitten while volunteering, please follow these steps:

1. Let a staff member know right away
2. Fill out an Incident Report Form
3. A manager will check in with you within three days to follow up and answer any questions you might have

Who to Contact

If you have any questions, concerns, or need advice, the Volunteer Engagement Manager is your go-to person! If something urgent comes up and the Volunteer Engagement Manager isn't available, feel free to reach out to the People Services Director at 502-272-1055 or alauder@kyhumane.org

If you're having an issue with another volunteer or staff member, please bring it to the Volunteer Engagement Manager's attention. We're committed to resolving concerns respectfully and quickly. We want you to feel valued and supported.

Solicitation

To keep our focus on the animals and our mission, solicitation on KHS property or while volunteering is not permitted. This includes selling merchandise, raffle tickets, or collecting funds for non-KHS-related causes. Thanks for understanding!

Harassment

At KHS, we are committed to creating a welcoming and respectful environment for everyone. Harassment of any kind is not tolerated. This includes harassment based on race, color, religion, gender, sexual orientation, age, disability status, military service, or any other characteristic protected by law.

Specifically, we also have a zero-tolerance policy for **sexual harassment**, which includes unwelcome sexual advances, jokes, physical contact, or any offensive behavior of a sexual nature. Examples of inappropriate behavior include, but aren't limited to:

- Unwanted touching or physical contact
- Making someone feel uncomfortable by invading their personal space
- Offensive comments, jokes, or gestures
- Staring, leering, or stalking
- Offensive emails or voice messages

If you ever experience or witness any form of harassment, please don't hesitate to report it to the Volunteer Engagement Manager. If you feel uncomfortable reaching out to them, you can always talk to another Supervisor or Manager. Your privacy will be respected, and we'll handle all reports with confidentiality.

At KHS, we believe in creating a safe and supportive environment for everyone. Volunteers who engage in harassment will face disciplinary action, which can include termination.

Termination

We understand that things don't always go as planned, and we're committed to helping you succeed in your volunteer role. However, if a volunteer does not follow KHS's policies or isn't meeting performance expectations, disciplinary action or dismissal may be necessary. This can range from a warning to immediate termination, depending on the situation.

Immediate dismissal may be considered for serious offenses, such as:

- Gross misconduct or insubordination
- Theft or misuse of KHS property
- Verbal or physical abuse of animals, clients, staff, or other volunteers
- Consistent failure to follow KHS policies and procedures

If there are concerns about your performance or behavior, the Volunteer Engagement Manager will have a conversation with you to provide feedback. In some cases, termination may happen without warning if the issue is serious.

Media Relations

We truly appreciate your passion for spreading the word about our mission! However, volunteers are kindly asked

not to speak on behalf of the Kentucky Humane Society with media representatives. Our PR & Marketing Director is the point of contact for all media inquiries.

Pictures & Social Media

We love that you want to share the joy of volunteering and highlight our adoptable animals on social media! Pictures are a wonderful way to help us promote our animals and the impact of our work.

While social media can be a powerful tool, we ask volunteers to be mindful of what they share. Please avoid posting about sensitive issues involving the organization, staff, or fellow volunteers. Let's keep things positive and supportive for all!

Social Media Guidelines

- **Protect Confidential Information**: Please remember to respect the privacy of KHS, its employees, volunteers, and the animals in our care. Sharing confidential information can lead to disciplinary action, so we appreciate your careful attention to privacy.
- **Think Before You Post**: Social media is a public space, and once something is online, it can be there forever. If you wouldn't feel comfortable sharing something in a public meeting or with your family, it's best not to post it online. If you're ever unsure, reach out to our Volunteer Engagement Manager or Development Director.
- **Be Aware of Your Audience**: Keep in mind that your posts are visible to many people—potential adopters, clients, other rescue organizations, and the media. Think about how your message might affect or be received by these diverse groups.
- **Be Respectful**: If someone disagrees or posts something negative, we encourage you to take the high road. It's always best to avoid getting into an argument. Instead, contact the Volunteer Engagement Manager for guidance.
- It is important that volunteers be careful about what they post to their personal social media sites (Facebook, Instagram, X, blogs, etc.). Even private remarks can result in legal ramifications for the volunteer and the organization.
- **General guidelines include the following**:
 - If you encounter a post or message that disparages KHS, do not respond. Inform the PR & Marketing Director of the post; it is their responsibility to respond to criticism about KHS and to correct misinformation if deemed appropriate.
 - If someone posts a negative comment about KHS on your personal social media page, inform the PR & Marketing Director, who will help you respond appropriately.
 - Do not post confidential or sensitive information about the Kentucky Humane Society, its employees, volunteers or the animals in its care. Adhere to all applicable KHS privacy and confidentiality policies. Volunteers who share confidential or sensitive information do so at the risk of disciplinary action or termination.

Exceptions at Sam Swope Pet Treatment and Lifesaving Center (also known as Main Campus) and our SNIP Clinic

For the safety and privacy of our animals, **STOP Signs** and **"Safe Haven"** animals at our Sam Swope Pet TLC should never have their photos taken. These special cases are part of a partnership with The Center for Women and Families, providing a safe and anonymous place for pets while their owners get the help they need. Please respect these guidelines to protect everyone involved.

If you've posted photos of animals not marked with a STOP Sign, Blue Tape, or Safe Haven status, please follow our guidelines to ensure the adoption process is handled properly. Any adoption inquiries should be directed to our website at www.kyhumane.org.

Our SNIP Clinic takes care of owned animals throughout our community. Due to those animals being owned and not KHS based, please do not take photos of those animals you interact with while volunteering at SNIP Clinic.

Authorized Areas

As a volunteer, you're welcome to access public areas of KHS. At the Sam Swope Pet TLC (also known as Main Campus) you can store your belongings in the lockers outside the Photo Room, sign in and out for your shifts using the iPad, and check the daily needs on the whiteboard in the Photo Room. At the East Campus, the staff/volunteer break room is available for personal items and logging in/out. Please remember that certain areas, such as quarantine, restricted kennels, and Staff Only zones, are off-limits unless you're specifically assigned to those areas for your volunteer activity.

Euthanasia

Euthanasia is always considered a last resort. Our team carefully evaluates every option, including medical treatment, behavioral support, and transfers to other rescues, before making this difficult decision. We follow industry standards to ensure every animal's well-being is prioritized.

Disease Control

To help protect our animals, it's crucial to wash your hands between interactions with different animals to prevent the spread of disease. We also recommend changing clothes and shoes before interacting with your own pets at home to keep everyone safe and healthy.

Scheduling Your Hours

How to Schedule Your Volunteer Hours

To ensure the best care for our shelter pets and provide thorough training for our volunteers, we require both **Student** (ages 14-17) and **Adult** (18+) volunteers to complete at least 2 shifts per month. Shifts are 2 hours long.

Please use **VolunteerHub** to sign up for your shifts ahead of time. This allows us to prepare for the number of volunteers on each day. If you have trouble using the site or need assistance, feel free to reach out to the Volunteer Engagement Manager.

<http://www.kyhumane.volunteerhub.com>

Logging Volunteer Hours

When you arrive for your shift, use the iPad at your volunteer location to log in and out. Instructions are posted by the iPad.

- If you forget to clock in or out—no worries!
- Email the Volunteer Engagement Manager

Missing Shifts

We depend on you! If you can't make a scheduled shift, please cancel it on VolunteerHub immediately, as staff look daily to see what volunteers are coming into their location. By looking at the volunteers who signed up daily, the staff can plan accordingly how the flow of the day will go and what tasks need to be a priority. You can also cancel day of, if needed.

VolunteerHub Profile and Contact information

Keep your contact information up to date in VolunteerHub. This ensures we can reach you for important updates and events. Don't forget to upload a photo and tell us a bit about yourself!

Where You Can Volunteer

Here's a list of KHS locations in need of volunteers. Choose one that aligns with your interests and availability:

1. [Sam Swope Pet Treatment and Lifesaving Center \(also known as Main Campus\)](#)
Location: 241 Steedly Dr, Louisville, KY 40214
Ideal for: Active volunteers who want to engage with a variety of animals. Adults 18+ only.
2. [East Campus Adoption Center](#)
Location: 1000 Lyndon Lane, Ste B, Louisville, KY 40222
Ideal for: Student volunteers (14-17) in addition to adults 18+.
3. [S.N.I.P. Clinic](#)
Location: 4918 Preston Highway, Louisville, KY 40213
Ideal for: Volunteers who want to assist with surgeries and recovery. You must be comfortable with blood and needles as you will see surgeries. Adults 18+ only.
4. [Purrfect Day Cat Café](#)
Location: 1741 Bardstown Road, Louisville, KY 40205
Ideal for: Cat lovers who want to interact with adoptable cats. Adults 18+ only.
5. [Willow Hope Farm](#)
Location: Simpsonville, KY
Ideal for: Volunteers with horse experience or have an interest in learning about horses. This location is the most labor-intensive KHS volunteer opportunity. Adults 18+ only.
6. [Signature Events/Cause Related Marketing and Puppy Visits](#)
Location: varies based on event scheduling
Ideal for: Volunteers who like potential fast paced environments, interacting with the public and helping spread our mission in the community.

[Sam Swope Pet Treatment and Lifesaving Center \(also known as Main Campus\)](#)
[241 Steedly Drive, Louisville, KY 40214](#)

Our largest facility, where cats and dogs are admitted by appointment, evaluated for medical and behavioral needs, and prepared for adoption. This is also home to our Vet Services, Behavior Teams, and the Foster Program. It's a fast-paced, dynamic environment, perfect for active, self-guided volunteers who enjoy working with a variety of animals. **Volunteers must be 18 or older.**

[East Campus Adoption Center](#)
[1000 Lyndon Lane, Ste B, Louisville, KY 40222](#)

Home to cats and dogs ready for adoption, this location allows the public to interact with animals during standard business hours. We also offer dog training classes and puppy socials. The pace here varies—on slower paced days, volunteers may assist with laundry or admin tasks, while on busy adoption days, it's more fast-paced. **Student volunteers (ages 14-17) must volunteer at this location.**

[S.N.I.P Clinic](#)
[4918 Preston Highway, Louisville, KY 40213](#)

We offer affordable spay and neuter surgeries for owned pets. Volunteers assist with prepping animals for surgery, supporting recovery, and handling administrative tasks like phone calls or emails. **Volunteers must be 18 or older.**

[Purrfect Day Cat Café](#)
[1741 Bardstown Road, Louisville, KY 40205](#)

A cozy café where cat lovers and potential adopters can enjoy food and interact with adoptable cats in the cat room. **Volunteers must be 18 or older.**

[Willow Hope Farm](#)
[4416 Todds Point Road, Simpsonville, KY 40067](#)

We help horses transition to new homes or careers when their owners can no longer care for them. This is the most labor-intensive part of the volunteer program due to the farm nature of the location. **Volunteers must be 18 or older, and horse experience is preferred but not required.**

[Animal Handling Volunteer Opportunities](#)

Cat or Dog Enrichment (CODE) at East Campus (available for Adults): Volunteers will socialize and exercise dogs, puppies, cats, and kittens in the shelter. Volunteers also engage with the public and provide the facilitation of animals between potential adopters.

Date with a Dog at Sam Swope Treatment and Lifesaving Center (also known as Main Campus) or East Campus: Give a shelter dog a much-needed break! "Date with a Dog" lets you treat a pup to a relaxing adventure outside the shelter. Whether it's a walk in the park, a Pup Cup or ice cream treat, walking around at a local Feeders Pet Supply store, or a cozy movie nap on the couch, these field trips help dogs decompress and allow us to learn more about their personalities in a home-like setting.

Animal Prep/Recovery at S.N.I.P. Clinic: Support our veterinary team by helping prep animals for surgery and monitoring them during recovery. Tasks include gentle handling, positioning for procedures, watching animals' post-anesthesia, laundry and light kennel cleaning.

Animal Handling at Willow Hope Farm: Help care for horses at our beautiful Willow Hope Farm. Volunteers assist staff with feeding, grooming, and general care. In addition to this, landscaping, mending or painting fences or helping with tasks in the barn may be needed as well.

Puppy Visits in the Community: Be the heart of KHS in the community! Join our Development Team at local events and help deliver smiles with our Puppy Grams and outreach efforts. Volunteers transport puppies and supplies, assist during events, and share our mission with the public.

Signature Events: Every year, we have three Signature Events that help raise money to further our mission and expand within the community. These events are Waggin Tail Festival, Tuxes and Tails Gala and Pars for Pets Golf Scramble. We always need volunteers to help with the preparation, running the event and helping with the breakdown afterwards.

Photography and Photo Assistants at Sam Swope Treatment and Lifesaving Center (also known as Main Campus) or East Campus: Photography volunteers bring their own cameras and photography experience on a weekly basis to our shelters to photograph animals for our website. Photo Assistants position animals and help move animals from kennels to the photo studio or outside space. This opportunity has a high time-commitment, as weekly shifts are preferred. Special event photography, however, is a low time-commitment as KHS will contact when needs arise.

Purrfect Day Café Volunteer: KHS volunteers can help at our wonderful community partner by interacting with the kittens/cats available for adoption while mingling with the public. On working volunteer shifts, you are allotted a 20% discount to the merchandise and coffee shop inside Purrfect Day Cafe. All volunteers who want to participate at PDC must go through a volunteer orientation with the Volunteer Engagement Manager before obtaining access to the cafe.

Emergency Animal Aid: Sometimes KHS assists out of state shelters in emergency situations or assists other state rescues with large animal intake such as a severe hoarding case. In times like these, we need volunteers help with cleaning, animal care, transport, foster, and more. If interested in being on a contact list if such an emergency arises, please contact the Volunteer Engagement Manager. This opportunity has a low time-commitment as KHS will contact when needs arise.

Foster: The Foster Program at KHS is used to expand our shelter walls and provide specialized care to animals in need prior to their adoption. Over 3,000 animals enter our foster program each year. There are several different types of foster opportunities. These range from caring for orphaned neonates to injured or ill adults. All necessary supplies and medical care are provided by KHS. By offering your safe, warm, and loving care, you are helping us save lives and preparing these animals for their forever homes. Volunteers can earn 5 hours of service for each day they foster. For more information about fostering, contact Foster Program Manager at foster@kyhumane.org or

fill out the foster application on our website. There are both low and high time-commitment options within the Foster Program.

Canine Companion at Sam Swope Treatment and Lifesaving Center (also known as Main Campus): You will be walking dogs around the campus and/or playing with them in the play yards around campus. Feel free to walk the dogs anywhere on property if you do not want to go to the yards. Please be mindful of cars, people and other potential variables that can cause some added stress to the animal. Also, do not go past the gravel lot area when walking. You must go through a Dog Mentor Shift to obtain access to this shift for Sam Swope Pet TLC.

Puppy Room at Sam Swope Treatment and Lifesaving Center (also known as Main Campus): You will be responsible for keeping the puppy kennels safe, clean and water bowls filled. As well as helping potential adopters safely interact with the puppies and answer any questions needed. If you do not know the answer to the question, please find a staff member. You can also take the puppies out to the play yards to help them socialize and release that much needed energy! You must go through a Dog Mentor Shift to obtain access to this shift for Sam Swope Pet TLC.

Cat Coalition at Sam Swope Treatment and Lifesaving Center (also known as Main Campus): Providing enrichment to the cats while they wait for adoption. You can spend up to 15 or 20 minutes with a cat, depending on the cats behavior before moving on to another cat. You must go through a Cat Mentor Shift to obtain access to this shift for Sam Swope Pet TLC.

Foster Room Sam Swope Treatment and Lifesaving Center (also known as Main Campus) : Volunteers help clean the foster room, set up cages for surgery returns, carry, hold, and put away animals after exams, restock food weigh them and more! This shift requires cleaning, but you can have some kitten/cat snuggles. You must go through a Cat Mentor Shift to obtain access to this shift for Sam Swope Pet TLC.

Kitten Feeding Sam Swope Treatment and Lifesaving Center (also known as Main Campus): **During Kitten Season Only** During the thick of kitten season months , staff needs help with feeding all kittens slurry twice daily. It would require someone to make a big bowl of slurry food and take it around to the different cat rooms and dish out some to each kitten. The staff will help you get started and show you how to feed the kittens. It will certainly get messy, but you will get some kitten snuggles along the way!

Whisker Wonderland at Sam Swope Treatment and Lifesaving Center (also known as Main Campus): Volunteers help clean our Whisker Wonderland room, set up kennels, cuddle and love on cats/kittens (that want your love) hold, feeding, resetting kennels, playing with them (if time allows) and keeping the room organized. These cats are not up for adoption, as they are waiting for the next phase of their KHS journey, but they still need love too!

Non-Animal Handling Volunteer Opportunities

Though volunteering at your primary site provides much needed assistance to our shelter, there are other ways to get involved. For more information about the following additional volunteer programs, please contact the Volunteer Engagement Manager. These opportunities are great for volunteers who prefer to volunteer less frequently or without a set commitment.

Admissions Allstar at Sam Swope Pet TLC (also known as Main Campus): Helping our Set Up/Admissions team with various tasks needed throughout the day. Some of the tasks are listed below. Not every shift may look the same but tasks from this list will be asked of you in a variation based off the need of the department.

- *Sorting donations in the Admissions Lobby
- *Opening syringes from packaging and sorting
- *Cleaning cage cards -Laminating items
- *Helping in the dish room
- *Heparinizing needles that are used by departments for blood draws (training provided)

*Some cleaning tasks (mopping, sweeping, wiping counter services, etc)

*Some organization tasks (storage shelves, cabinets, etc)

Adoptions Greeter at Sam Swope Pet Treatment and Lifesaving Center (also known as Main Campus):

You will be greeting the public as they come into the shelter. Answering questions, making sure they sign in, directing them to what part of the shelter they are looking for as well as going over safety protocols of each area. This shift is designed to help the Adoptions Staff with crowd/traffic control so the staff can answer phone calls and help with potential adopters. You will be sitting at a desk for most of your shift. You must be comfortable with interacting with the public as well as knowing your limits.

Landscaping: We always need volunteers to help with keeping our facilities' outdoor areas trimmed and pristine. If you have a passion for landscaping such as pulling weeds, pruning bushes, or trimming trees, this is an area for you!

Belly Banks/Donation Pick Ups: Many Louisville area businesses keep "belly banks" or donation buckets at their registers for patrons to donate cash to KHS. Volunteers pick these up on a monthly or quarterly basis and deliver to KHS' East Campus.

Next Steps

Decide which type of volunteer opportunity you are most interested in and follow the next steps below.

Note: You certainly can do more than one type of volunteering (for example: volunteering at Purrfect Day Cafe and also helping with special events, or being a Cat or Dog Enrichment volunteer in shelter and picking up donations once a month, etc.)

Please review below:

1) Create a profile on our website

<https://kyhumane.volunteerhub.com/vv2/>

2) Once you do that, the Volunteer Engagement Manager will process your profile and email you next steps to sign up for an orientation

3) Once you attend an orientation, you can start volunteering with KHS

If you have any comments, questions, or concerns about this handbook or if you ever need anything during your time as a volunteer, feel free to contact:

Volunteer Engagement Manager

volunteer@kyhumane.org
