

Welcome to Our Kind Keeper Volunteer Team!

Your support of our shelter
is greatly appreciated!

Please remember to sign
in and sign out each visit

Name tags will be
provided to all
volunteers



Be Prepared for Volunteering

- Wear appropriate clothing, as there is a chance you will encounter chemicals
- Hand washing is extremely important; we have many small animals that we need to keep healthy
- Remove your clothing and shoes when you get home and wash your hands! Items should be washed with bleach to not take pathogens home.



Front Office

Volunteer Responsibilities

1. Answer and document phone calls, take messages, and answer client questions
2. Make 'go-home' bags for adoptions and file paperwork
3. Take payments for the store, donations, and adoptions
4. Make follow-up calls to adopters for a wellness check
5. Help in our retail store, bring in donations, and assist with general organizing
6. Request donation and Input data into Excel or other data systems
7. Schedule appointments



Job: Adoption Counselor

Office Helpers can help you with showing animals, meet and greets and help with paperwork



Visitor and hygiene rule:

All visitors must sign in and sanitize their hands between touching each animal.



Adoption process:

1. Adoption counselors need to help the adopter find the perfect pet
2. Fill out an application on [KindKeeper.org](https://www.kindkeeper.org)
3. Get approved
4. Pay
5. Fill out go-home paperwork and contract.



Adoption fees:

- Puppies (up to 6 months) - \$375
- Dogs (over 7 months) - \$325
- Cats/Kittens - \$175

Deposits can be taken but are nonrefundable.



Going-home supplies:

- Dogs **HAVE** go home in a harness
- Cats **HAVE** to leave in a carrier or box.



Event Volunteers

Every event is different and has a different outcome goal. Sign up to be an event volunteer at VolunteerKindKeeper.org. Events are also posted on KindKeeper.org and Facebook.

Assist with organizing an event

- Be a part of the Kitchen Club, Goody Bag Girls and Basket Committee
- Start your own fundraiser or event
- Help with soliciting donations
- Make contacts and partners in the community
- Hang up event flyers in the community

At the events

- Help with transporting animals and items
- Sanitize and educate all customers out in the field
- Ask for donations
- Help with raffles, auctions, registration or 50/50 when needed
- Assist with adoptions and tend to animals



Job: Visit the nursing homes



Transporting – Pick up 2 puppies/kittens from the shelter and bring it to the nursing home.



Bring with you hand sanitizer, bandages and waste management tools



Assisting nursing home residents to interact with the animals as directed by the nursing home staff in a pleasant manner.



Clean up any "accidents" by the animals while at the nursing home.



Transport animals back to Kind Keeper and report any issues, concerns or problems to shelter staff when you return.



Job: Maintenance



Office Cleaning (Daily)

- Trash taken out
- Wipe off desks, handles and counters



Help Us With Our Recycling Program

- Sort material
- Take material to dump
- Improve organization and signage



Lawn Care

- Mow and string trim property
- Pull weeds
- Touch up paint
- Fix necessary repairs that need to be repaired
- Light bulbs, filters need to be changed as needed



Stock, Storage and Store Management

- All sheds on the property need to stay organized
- Upkeep up labelling
- All donations need to be documented, bar codes crossed out and put away
- Store needs signage made, organized, clean and welcoming



Medical Room **Helpers**



Prep

- Stock feeding stations, cleaning supplies, gowns, and gloves
- Make sure every animal has a kennel card



Check Kennel Cards

- All kennel cards should have a green or red slip
- Take photos of animals for kennel cards as needed
- Make sure all dogs have had a bath recently
- Make sure nails are trimmed
- Check every animal in general population for health or behavior issues



Additional Responsibilities

- Bathe and clip nails as needed
- Transport animals to medical appointments
- Assist vet techs as needed



Important Note

- The isolation room is off limits to volunteers unless supervised



Job: Dog Walking

— Most of our dog's love to go for walks.

- We fit all our dogs with FULL harnesses that are hanging next to their kennels.
- All dogs that have green kennel card slips are able to go outside.
- If you need assistance with picking what dogs to take, putting harnesses, ask kennel staff, they will be happy to assist you!
- Poop bags are available by the front door; please take several
- Check with Med room staff if a stool sample is needed
- If not, place in outside dumpster
- Please report any unusual behavior to the shelter staff



Feeding the animals at Kind Keeper

We use ALL brands of food



Kittens/ Puppies

- Feeding times: 9am, 12pm and 6pm ¼ a cup of a mix of dry and wet food



Dogs/ Cats

- Feeding times: 9am and 6pm



water

Every animal should have clean water at all times.



Special feeding instructions for special dietary needs for dogs/cats are on a whiteboard above the feeding station.



Dog bowls should be collected immediately after meal and taken to the kitchen



Job: Dishwashing

Proper dishwashing and sanitation is very important for infection control and eliminating cross contamination between animals and done at least twice a day.

1. Wear rubber gloves if desired.
2. Use brush hanging next to utility sink to rinse any particles from dishes before placing them in the kitchen sink for washing.
3. Wash the bowls/platters, etc. in the sink using hot water and dishwashing soap.
4. Rinse with hot water and set aside.
5. After washing, soak all the dishes/bowls for at least 2 minutes in a solution of 2 teaspoons of bleach per 1 gallon of water.
6. Drain and place on drying cart.
7. Once dry, put away in proper location — because there are several different locations in which bowls are kept. Staff will show you where to put them when you are being trained.



Job: Laundry

1. Wear disposable gloves. Use utility room sink to remove soiled matter from each item Before going to the wash machine.
2. Discard items that are extremely soiled. Bedding and other materials heavily contaminated with Parvo discarded rather than risk spread of disease.
3. Add laundry to the washing machine. Do NOT overload the washing machine as this reduces effectiveness of cleaning and puts more wear and tear on the equipment.
4. Add detergent - use the measuring cup to put 1/4 cup liquid laundry detergent per load.
5. Add Bleach – measure 3/4 cup bleach per load of laundry with average soil level. Increase to 1 Cup bleach for heavily soiled laundry.
6. Clean laundry is folded and put away –there are several different locations in which laundry is kept, staff will show you where to put it when you are being trained.
7. Laundry hampers and rolling carts should be cleaned/sanitized daily using bleach solution for regular laundry. For Coccidia hampers, use ammonia solution.



Read All Signs



Green R: Means Ringworm

- fungal infection that is spread by skin to skin contact
- Laundry is not to mix with the general population laundry
- Kennels and carriers are cleaned with bleach water.
- Dishes are washed the same way as normal kennel dishes.



Black M: Means Mange (2 forms)

- **First form is non-contagious** caused by malnutrition and poor living conditions.
- Special diet needed
- **Second form is contagious mites**
- ALL laundry is thrown away to reduce
 - any cross contamination
- Kennels and carriers are cleaned
 - with bleach water.
- Dishes are washed the same way as normal
- Gloves need to be changed after each cleaning.



Blue C: Means Coccidia (parasite)



Blue C: Means Coccidia (parasite)

- We only use blue 'things' to reduce the spread of the parasite.
- Blue blankets, towels, washcloths and toys
- **AMMONIA must be used** to clean
- There is a blue mop bucket, mop and broom/dustpan
- There is also a blue laundry basket used for **the dirty laundry**



Red P: Means Parvo (DANGEROUS)

- Highly contagious virus that causes a gastrointestinal illness in young dogs are quarantined in the isolation room.
- ALL CARE IS HANDLED BY STAFF OR SUPERVISED
- Disposable dishes are used for food
- Laundry and toys are put in the trash.

DO NOT
TOUCH

P



How to be **prepared** to work in puppy whelping rooms or kitten nursery



INTRODUCTION:

Collect all tools and cleaning supplies you may need before entering the room.



ROOM-SANITATION NOTE:

Each room has their own mop bucket to not cross contamination.



Suit up before entering:

- Wear fresh pair of gloves
- Put booties on over shoes
- Use disposable gown or shirt over clothes.



EXIT INSTRUCTIONS:

When leaving the room dispose of booties and gloves. Hang shirt on the door if still clean or put shirt in laundry to be washed.



CLOSING NOTE:

This is done to protect mom and babies.



How to Clean Whelping Rooms



1 REMOVE WASTE

Remove all waste, bedding, food, and toys from the kennel.



2 PRE-SOAK & SPRAY

Rinse the kennel with water. Apply a pet-safe cleaner and let it sit for 5–10 minutes.



3 SCRUB THOROUGHLY

Scrub all surfaces—walls, floor, corners, and door—with a brush to remove dirt and buildup.



4 RINSE & DRY

Rinse completely with clean water to remove all soap. Use proper mop bucket [labeled]. Allow the kennel to air dry before returning items.



CLEAN KENNEL. HAPPY DOC.

Regular cleaning helps reduce odors, bacteria, and the spread of disease.



Clean a dog kennel

1. Pick/wipe up any fecal matter
2. Put dirty bedding and toys in the laundry basket
3. Dispose of old food and water
4. Sweep and mop the floor
5. Wipe down the bed w/ bleach water
6. Put new blanket on the bed
7. Put fresh water in kennel with fresh toys



SAFETY NOTE:

Make sure to use shoe splashes, dispose of gloves or wash hands between each kennels



REPORTING NOTE:

Report any vomit, stool issues or parasites immediately



Cat Caretakers at Pet Stores and Adoption Events

We have partnerships with Petco, PetSmart, Pet Supplies Plus, and other pet stores to have adoption events and cats in-house.

When our kitties are in the pet stores, we need to provide care for them Monday–Sunday.

Volunteers are trained on cleaning procedures and the location of supplies the first time they help at each location.

Shifts

- 10–1 pm
- 1–4 pm
- 4–7 pm
- Volunteers clean the kennels, feed, socialize, and show the kittens to potential adopters.



Help Keep **Cat Cages** Clean at Kind Keeper

1. Get a bucket of water/bleach, washcloths, towel and gloves
 - Use one washcloth per cage
 - Change gloves and wash hands between each cage
2. Use cat carrier if needed (to put cats in when cleaning the kennels)
 - Clean the carrier with bleach solution
3. On Monday, Wednesday and Friday - litter boxes are emptied and washed out. Litter boxes are scooped out multiple times per day.
4. Litter scoops are cleaned last with your washcloth and placed back with the same cat to avoid cross contamination.
5. Wipe down kennel (base and bars) with bleach water.
6. Toys are changed out every Monday or when soaked.
7. Hammocks should be changed and washed every Wednesday.



Catroom:

- a. Scoop and clean litter boxes
- b. Sweep and mop
- c. Remove food and water dishes and replace with fresh food and water (one bowl of each for every 2 cats)
- d. Clean and wipe down perches
- e. Change toys every Monday



Steps to Get Involved

1. Complete the online volunteer quiz by clicking this link:

[Online Volunteer Quiz link](#)

2. Once you've completed the quiz schedule your orientation by clicking this link:

[Kind Keeper Orientation — Signup Sheet | SignUp.com](#)

Thank YOU!

