

Kind Keeper Animal Rescue



What you need to
know when
volunteering at the
shelter

Welcome



- Your support of our shelter is greatly appreciated!
- As you go through this orientation you will get a better understanding of the important work we do.
- There are many jobs within the shelter.
- This training is designed to provide you information on how we would like each task completed.
- **Please make sure you sign in and sign out** whenever you come into volunteer – your hours help us receive grant monies to support the shelter.

Dog Walking



Most of our dogs love to go for walks. It gives them a chance to stretch their legs, indulge their sense of smell and get a little one on one time with you.

- We fit all our dogs with harnesses. This is the preferred and healthiest way to walk dogs.
- Check with kennel staff to see which dogs can be walked that day
- Harnesses (tagged with the animal's name) should be hanging on a hook at the kennel
- Leashes are hanging at the entrance to the dog kennel area
- Poop bags (take 2-3) are in a basket next to the front door

Dog Walking – Continued

1. Grab poop bags –next to the front door
2. Check with kennel staff to see who you can walk. Not all dogs can be walked by everyone due to size and temperament.
3. Get the harness for that dog from hook by their kennel (names are written on purple tag).
4. Get leash from hooks located in back kennel area.
5. Go to kennel/yard – put harness on the dog. Ask for help if needed!
6. Make sure doors are closed to whelping rooms.
7. Keep dog close to you and let everyone know you are coming through with “name of dog.”



Dog Walking – Continued

7. Best place to take the dogs for a walk is in the neighborhood around the corner from the shelter.
8. Walks should be at least 10 minutes, longer is better for bigger dogs.
9. Poop must be picked up and unless otherwise told, can be disposed of in the trash bin outside (sometimes a poop sample is needed – in this case poop will be brought to the med room).
10. When you come back in – let everyone know you are coming through with “name” of the dog
11. Put the dog back in their kennel, remove harness, hang up lead and return harness to the hook.
12. Report to staff any unusual observations while walking the dog



Dish Washing and Laundry

The cleanliness of our shelter and the health our animals is of the utmost importance to us.

At least twice a day and throughout the day we are changing bedding, feeding, watering and providing medical care to the animals in our shelter. This means we can have a lot of laundry and dishes.



Dishwashing

Proper dishwashing and sanitation is very important for infection control and eliminating cross contamination between animals.

1. Wear rubber gloves if desired.
2. Rinse any food/poop off dishes/bowls before placing them in the kitchen sink for washing. Rinse fecal (poop) material off in the dirty utility room sink using hot water. Use the brushes hanging next to the tub to remove dried/stuck on fecal material.
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.

Dishwashing – Continued



6. Drain and place in the dish drainer to air dry.

**It's important to wash and rinse the dishes first before applying the sanitizing solution because the organics coming off the dishes would react with bleach and diminish the sanitizing effect of the bleach.

Food and water receptacles must be cleaned in an area separate from litter boxes or other items soiled by feces.

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.

Do NOT clean litter pans in the same sink as dishes!

Laundry



1. Wear disposable gloves. Pre-clean laundry to remove soil (poop) as much as possible from each blanket, sheet, towel, toy, etc **BEFORE** it goes into the washer. *Use the grooming room sprayer or dirty utility room sink to remove soiled matter.*
2. Discard items that are extremely soiled or wash this item by itself if needed.
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 1/4 cup liquid HE laundry detergent per load. Use the measuring cup. More is not better and it costs KKR more money.
5. Add Bleach Sanitizer - 3/4 cup bleach for a regular size load of laundry with average soil level. Increase to 1 Cup bleach for heavily soiled laundry.

Laundry – Continued

6. Clean laundry is folded and put away – because 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.
8. **Bedding and other materials heavily contaminated with pathogens such as parvoviruses are discarded rather than risk spread of disease.**
9. Personal clothing worn at the shelter should be laundered using bleach. Shelter staff should always have extra clothing with them to change clothes should their clothing become contaminated during work with the animals.

Kennel Cleaning Routine

1. If there is laundry in the dryer, take it out and put it in the clean laundry basket. If there is laundry in the wash machine, put it in the dryer. If there is dirty laundry, put it in the washing machine and wash. We need to keep the laundry moving all day long!
2. Make up cart with 2 water pitchers, bucket of bleach water and washcloth to wash down beds and fill outside water buckets to place in outside dog runs.



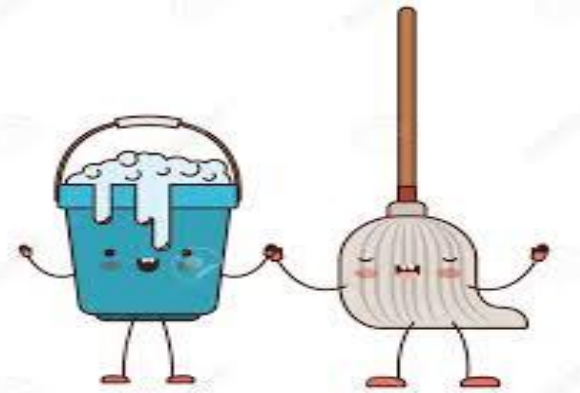
Kennel Cleaning – Continued

1. Make up mop buckets (1/4 c bleach + ¼ cup floor cleaner in water).
2. Empty outside water buckets and replace with freshwater buckets.
3. Let all dogs out to the appropriate play areas (if you are unfamiliar with a new dog, check charts by the kennels or with staff).



Kennel Cleaning - Continued

6. For each kennel:
 - a. Pick up poop, wipe up pee (**if you see vomit, diarrhea, bloody poop or any other bodily fluid that does not look normal alert a staff member immediately**),
 - b. Put dirty bedding and toys in the laundry basket,
 - c. Dispose of old food and water,
 - d. Sweep, and mop the floor,
 - e. Wipe down the bed w/ bleach water,
 - f. Put new blanket on the bed,
 - g. Put fresh water and food in the kennel, and
 - h. Put clean toys and treats in the kennel.
7. Return to check on laundry – switch wash to dryer, dry stuff to clean laundry basket.
8. Sweep, mop and wipe down common area.



Kennel Cleaning - Continued

7. Bring dirty dishes to the kitchen area to be washed.
8. If there are no volunteers at the shelter to wash dishes and/or do laundry, kennel staff do the dishes and the laundry. See Dishwashing and Laundry slides for guidance.
9. Foot baths (contain water & bleach) are located throughout the shelter and are used to clean shoes when entering and leaving a kennel area. Water/bleach should be emptied, towel put in laundry and new towel/bleach water put in each day.
10. Clean poop from yards.



Kennel – Whelping Rooms

The whelping rooms are cleaned much the same as the regular kennels however, before entering the whelping room:

1. Put on a fresh pair of gloves,
2. Put booties on over shoes, and
3. Put on shirt over clothes.
4. 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.

This is done for both whelping rooms to protect Mom and babies.



Special Kennel Cleaning

- **When cleaning kennels or crates it is very important to know and understand code letters posted.**
- **We use codes to indicate conditions some of the dogs and/or cats may have.**
- **These conditions are contagious and have special cleaning requirements to reduce the chances of spreading it to other animals.**



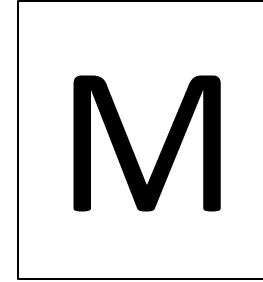
Ringworm



Ringworm is a fungal infection that is spread by skin to skin contact.

1. Treatment consists of antifungal medication and takes anywhere from 2-4 weeks to clear.
2. Animals who have ringworm will have a GREEN "R" code on their kennel/crate.
3. While the animal(s) are being treated their bedding and toys are washed separately from other kennel laundry. Bleach is used in wash machine to clean bedding/toys.
4. Kennels and crates are cleaned with bleach water. Towels/washcloths used to clean should be washed with bedding and toys.
5. Food and water bowls are washed the same way as normal kennel dishes.
6. **GLOVES must be changed after each cleaning and wash hands and up arms to prevent spreading on to you.**

Mange



There are 2 types of Mange skin disease caused by mites.

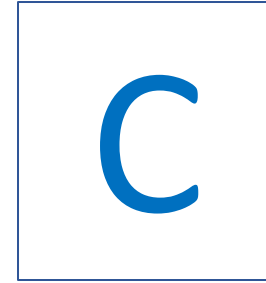
Most animals at the shelter have “demodex” mange, caused by malnutrition and poor living conditions. This mange is not contagious and involves the following:

- Dietary supplements and topical treatments to nourish the skin.
- Bedding/dishes washed as normal with bleach.

There is a contagious Mange called “sarcoptic” mange. Kennels are labeled with a black M tag. This mange can spread to other dogs and involves the following:

1. Medicated bath shampoo and oral medication.
2. Bedding/laundry is thrown away to reduce any cross contamination
3. Kennels and crates are cleaned with bleach water. Towels/washcloths used to clean will go in the trash
4. Food and water bowls are washed the same way as normal kennel dishes.
5. Gloves need to be changed after each cleaning.

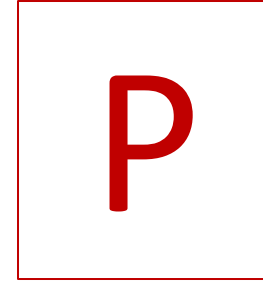
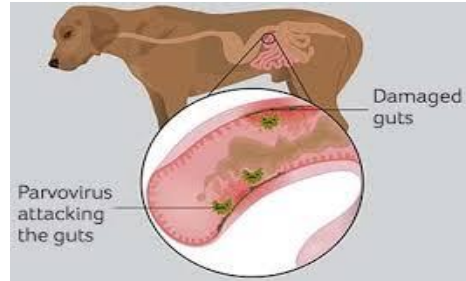
Coccidia



Coccidia is a parasite

1. Treatment consists of an oral medication and take approximately 3 days to clear.
2. Animals who have coccidia will have a **BLUE “C”** on their crate/kennel.
3. While being treated we only use blue “things” to reduce the spread of the parasite.
4. Blue blankets, towels, washcloths and toys can all be found in the cabinet in the far back of the shelter.
5. To clean kennels AMMONIA must be used. There is a blue mop bucket, mop and broom/dustpan in the mop room used specifically for cleaning.
6. There is also a blue laundry basket used for the dirty laundry.

Parvo



Parvo is a highly contagious virus that causes a gastrointestinal illness in puppies. It spreads easily and is very dangerous to puppies.

1. Puppies/ young dogs are quarantined in the isolation room. Care is provided by trained staff.
2. Specialized treatments are provided
3. Disposable dishes are used for food are thrown away.
4. Animals who have parvo with have a **RED "P"** on their kennel.
5. Soiled bedding, toys and towels are put in the trash.

For the most part you will not be cleaning up after animals with parvo but because it is highly contagious it is important to know this information.

Kennel Cough



Kennel Cough is a highly contagious respiratory disease. Dogs can spread it to one another through airborne droplets, direct contact (touching noses), or contaminated surfaces (including water/food bowls).

1. Puppies/ young dogs are quarantined. Care is provided by trained staff.
2. Treatment consists of an oral medication
3. Dishes/water bowls are soaked in bleach solution then washed per dishwashing procedure.

Cat Area Cleaning



1. Get a bucket of water/bleach, washcloths, and gloves
 - Use one washcloth per cage/kennel
 - Change gloves and wash hands between cages/kennels.
2. Get a cat carrier (used to put cats in when cleaning the kennels)
 - Clean the carrier with bleach solution between cats
3. Feed kittens $\frac{1}{4}$ cup food (3 x day) and cats $\frac{1}{2}$ cup food (2 x day)
4. On Monday, Wednesday and Friday – litter boxes are emptied and washed out. On Tuesday, Thursday, Saturday and Sunday – litter boxes are scooped out.
5. Litter scoops are cleaned last with your washcloth and placed back with the same cat to avoid cross contamination.
6. Wipe down kennel (base and bars) with bleach water.

Cat Area Cleaning – continued

6. Toys are changed out every Monday or when soiled.
7. Wipe off hammocks. Hammocks should be changed and washed every Wednesday.
8. Do not put towels or blankets in the bottom of the kennels.
9. Cat room:
 - 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.
 - f. Vacuum carpeted towers/perches on Monday/Thursday



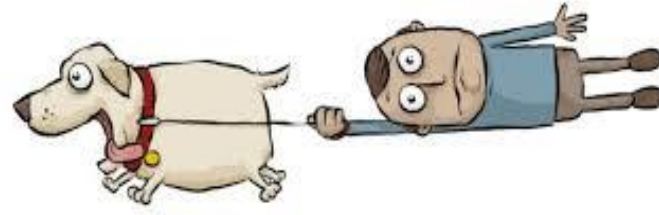
Greeter



Greeters play an important role at the shelter and at events. When you arrive:

1. Speak to staff regarding which animals are available, what you might need to know about certain animals,
2. Walk through the shelter, or event areas so you know where animals are located,
3. At the shelter, get a list of the appointments for that day (the list will show you who is coming in, what time and what animals they would like to see).
4. If people come in without an appointment, ask:
 - a) If they are here to see cats/kittens, dogs/puppies,
 - b) The age and full grown size of animal they want.
 - c) When it comes to the puppies, let people know we sometimes know mom but we usually never know dad. We do our best to figure out breed and size but without knowing the parents it is often a guess.

Greeter – continued



If the visitor asks a question and you don't know the answer, please ask staff to ensure we are providing the correct information.

6. Our adoptions fees are:

- a) Dogs/Puppies - \$325 which include spay/neuter **at one of our veterinary partners**, immunizations while in our care, deworming and heartworm prevention, flea and tick protection, and all other necessary medical care required.
- b) Cats/Kittens - \$125 which includes spay/neuter **at one of our veterinary partners**, immunizations while in our care, deworming, flea and tick protection, and all necessary medical care required.

7. Deposits are NON-Refundable (\$100 for dogs, \$50 for cats)

Event Volunteer



1. We are grateful for all the volunteers in our community that donate their time and energy to help us with events. Events are important for fundraising and finding homes for our adoptable animals.
2. Check Kind Keeper Facebook and web page for upcoming events. You can message, email or call the shelter to let us know you are able to help.
3. Big events such as festivals and parades may require longer hours and/or shifts of volunteers
4. Other – Every event is different and requires different types of participation. More information on what is needed at each event is provided when an event is scheduled!



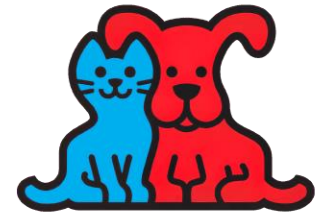
Event Duties



1. Transporting – Pick up a animals from the shelter and bring it to the event. You will be responsible for the care of the animal throughout the event. If animal is not adopted or for some reason does no go home with adoptive person, you will need to transport the animal back to the shelter.
2. Silent Auctions – Man the tables/answer any questions and encourage people to participate.
3. Raffles 50/50 – Sell tickets
4. Other – Every event is different and requires different types of participation. You will represent Kind Keeper Animal Rescue at public events, raising funds, answering questions, soliciting donations and hopefully, getting our animals adopted!!

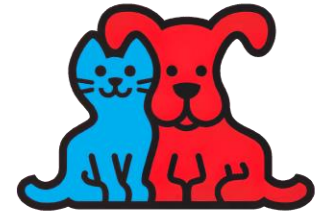


Pet Store Cat Care



- We have partnerships with Petco and Petsmart
 - Petco and Pet Supplies Plus in Conway
 - Petsmart in Shallotte, North Myrtle Beach, Coastal Grand Mall, and Surfside
- When our kitties are in the pet stores, we need to provide care for them every single day they are there
- Shifts are 10-1, 1-4, and 4-7pm
- Volunteers clean the kitty kennels, feed the kitties, socialize the kitties, and show the kitties to potential adopters

Pet Store Cat Care



- Volunteers are trained at each specific store on cleaning procedures, location of supplies the first time they help at each different location
- Volunteers are trained on how to process an adoption at the store
- To sign up for shifts, visit our KK Volunteer Facebook page for posts on when/where we need your help
- You can always message us through Facebook or email us at Kindkeeper@yahoo.com to volunteer.

Nursing Home Visits

1. Transporting – Pick up a puppies/kittens from the shelter and bring it to the nursing home. You will be responsible for the care and safety of the animals throughout the trip.
2. Assisting nursing home residents to interact with the animals as directed by the nursing home staff.
3. Interact with nursing home residents and staff in a positive and pleasant manner
4. Clean up any "accidents" by the animals while at the nursing home.
5. Transport animals back to Kind Keeper and report and issues, concerns or problems to shelter staff when you return.



Office Helpers

1. Answering phones, taking messages, answering client questions and providing information, and documenting calls.
2. Making up "go home" bags for adoptions, filing, making up animal folders.
3. Making follow up calls to recent adopters to check on how the animal is adjusting
4. Helping in our retail store, bringing in donations, and general organizing
5. Inputting data into Excel or other data systems



Next Steps

- Complete the online volunteer quiz by clicking this link:
- [Online Volunteer Quiz link](#)
- If technology isn't your style, you can do a paper quiz at the shelter.
- Once you've completed the quiz, we will schedule you for a tour of the shelter and get you started volunteering!
- Thank YOU!