



**Welcome!**

## **Employee & Volunteer Orientation Overview**

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Scott County Humane Society - [www.sc4paws.org](http://www.sc4paws.org) - (502) 863-3279

Customer Service Representative - Leeanna Smith

Email - SCHSCenter@yahoo.com

## **Welcome to Scott County Humane Society**

On behalf of the Scott County Humane Society (SCHS), I want to welcome you all! Thank you for your time, energy, and support in helping us continue our mission. We rely on the generosity and compassion of our wonderful volunteers and, without you we would not be able to provide services to the many animals in need of care. Your kindness and commitment enable us to maintain nearly all that we do!

As a non-profit organization, SCHS relies primarily on donor support. These donations truly enable us to continue fostering and providing care for hundreds of animals each year.

Please familiarize yourself with this important handbook. Information may be updated or revised as conditions indicate, and written notification will be provided to you to update your own personal handbook. This handbook does not serve as a contract with any employee or volunteer and should not be interpreted as a contract for permanent or guaranteed involvement.

Welcome aboard and please do not hesitate to ask for assistance in joining our great organization as a new member!

For more than 30 years, Scott County Humane Society, a 501c (3) nonprofit organization, has operated successfully with a dedicated and growing volunteer base, Board of Directors, and supportive community and local government. Our membership program is available to anyone interested in supporting our organization's mission to ensure humane care and conditions for companion animals through spay/neuter humane awareness education, and responsible pet adoption and ownership.

In becoming a member of Scott County Humane Society, your membership fee will continue to support making our life-saving programs available to cats and dogs in our community, enhance the services we offer pet owners in the community, and help to provide funding for animal care. Your fee will directly benefit the programs of Scott County Humane Society. Join us as we continue our role in providing essential resources to the animals and community we serve.

As a member, you will help to:

- Grow our educational programs for pet training and pet health care, allowing us to provide essential pet education and awareness to schools, youth groups, and the community.
- Promote the importance of spay/neuter, and help to provide for low-cost assistance, as well as emergency veterinary care assistance to those in need.
- Enhance our adoption venues and services, helping to save more lives through adoption placement.
- Benefit homeless animals in Scott County and those in our foster programs.
- Develop and enhance our volunteer corps so that our programs will continue to serve animals in our community 365 days a year.
- Develop your own knowledge of Scott County Humane Society programs and our services to the community, as well as pet-ownership skills, through training and education opportunities we provide members, volunteers and the community.

Please consider becoming a member today! Your generous contributions to Scott County Humane Society are tax deductible. If you have any questions, or need additional information, please contact

SCHS at 502-863-3279 or email at [SCHSCenter@yahoo.com](mailto:SCHSCenter@yahoo.com), [www.sc4paws.org](http://www.sc4paws.org) **Scott County Humane Society, POB 821, 751 Slone Dr. Suite 13, Georgetown, KY 40324 502-863-3279**

## Scott County Humane Society Membership Levels

### Individual Membership Categories

<b>Youth (18 and under): \$15/year</b>	Feeds a litter of kittens or puppies for one month.
<b>Supporting Member: \$50/year</b> Voting privileges at special meetings and annual election of Board of Directors	Spays or neuters a puppy, kitten, cat or dog.
<b>Protector Member: \$150/year</b> Voting privileges at special meetings and annual election of Board of Directors One ticket to a SCHS event	Sponsors a foster dog for full veterinary procedures to prepare it for adoption.
<b>Guardian Member: \$240/year or \$20/month</b> Voting privileges at special meetings and annual election of Board of Directors Free microchip Name on website Two tickets to a SCHS event	Saves a litter of kittens or puppies and provides each with veterinary care and food.
<b>Benefactor Member: \$500/year or \$42.00/month</b> Voting privileges at special meetings and annual election of Board of Directors Free microchip 10% discount on SCHS merchandise Free Logo apparel Name on website Three tickets to a SCHS event	Provides food and litter to a dog or cat living with a family at or below the poverty level for a year.
<b>Sentinel Member: \$1000/year or \$85.00/month</b> Voting privileges at special meetings and annual election of Board of Directors Free microchip 15% discount on SCHS merchandise Free logo apparel Name on website Four tickets to a SCHS event	Provides food for an entire year for our cat or dog



## ***Mission Statement***

***The Scott County Humane Society, a non-profit community in Scott County, KY is united in a mission to ensure humane care and conditions for companion animals through spay/neuter, humane awareness education, and responsible pet adoption and ownership.***

***Come help support our mission at the SCHS Adoption & Education Center:***

***Monday – Friday 12 pm to 5:30 pm  
Closed Saturday and Sunday***

***You can also help support our mission by volunteering at one of our many adoption venues and fundraiser events. Stay current on SCHS events by staying tuned into our website [www.sc4paws.org](http://www.sc4paws.org) and our Facebook page.***

## **What Makes SCHS Special**

- Scott County Humane Society focuses its efforts on proactive programs, including adoptions, a comprehensive spay/neuter program by partnering with area veterinarian services, behavior training and humane educational programs for children.
- As the largest non-profit animal welfare agency in Scott County Kentucky, SCHS finds homes for hundreds of animals per year.
- 100% of our adopted animals are spayed/neutered, vaccinated and microchipped before they leave.
- SCHS operates our Adoption and Education Center, to help support our mission programs, including adoptions and animal rescue. So, not only does your patronage of these facilities benefit you and your pet, but it also helps hundreds of displaced and neglected pets from our area.
- Launched an aggressive spay/neuter initiative by partnering with local veterinarians and providing low-cost public clinic's, high-volume spay/neuter in an effort to combat the area's staggering pet overpopulation crisis.

## **Committees & Services**

### **Finance Committee**

The Finance Committee is chaired by our Treasurer. The Center Manager and Treasurer responsibilities include accounts payable, accounts receivable, reporting, tax returns, efficiency controls and SCHS finances for our facility and programs.

**Administrative Committee Purpose:** The purpose of this committee is to serve as the Personnel/Human Resources administrators of the organization. This committee is responsible for all state, federal laws and regulations which affect employment.

### **Fundraising Committee**

The Fundraising committee is to oversee development, management, preparation, scheduling and planning of current fundraising events.

### **Grant Administration Committee**

The Committee is to oversee proper administration per approved grant proposals. Identifies grant funding needs and searches for new foundations to pursue funding from. They strive to build and solidify relationships that enable SCHS to fulfill its mission.

**Education/Community Services-** This program aims to build a sense of kindness, respect and responsibility via in-classroom programs and on-site workshops and tours. SCHS teaches the next generation about responsible pet ownership through our Kind Kids programs.

### **Foster Care Program**

Do you have space in your house and heart to be a foster home? This is a demanding, but such a rewarding position. Foster homes are needed for both short term (2 to 4 weeks) and long term placements (1-2 months or longer), while cats, kittens, dogs and puppies wait to be either placed into a rescue program or adopted to their

permanent home. Foster Homes must be able to commit to having their animal available to be brought to SCHS adoption locations.

## **SCHS Education/Adoption Center**

Our Center was established to help support SCHS mission programs, including adoptions, education and spay/neuter program assistance. So, not only does your patronage of these facilities benefit you, but it also helps hundreds of displaced and neglected pets from our area.

The center also serves as our largest foster facility for cats with our large cat room.

### **Cat Room Rules**

\*One cat or kitten is to be out per family/person.

\*Cats and kittens are not to run free throughout the cat room if there are guest present

\*You must use hand sanitizer after handling each cat.

## **Facility Hours**

Adoption/Education Center Hours- 751 Slone Dr in Indian Acres Shopping Center, Georgetown, KY 40324  
Open 5 Days a Week, Monday – Friday 12 pm to 5:30 pm.

Scott County Animal Shelter Hours:

Open Monday through Friday, 8:30 am to 5 pm

## **Disease Control**

**Parvo** is a disease that is very deadly to puppies and dogs. Parvo attacks the digestive system of the animal. Some symptoms of Parvo are bloody diarrhea, vomiting, not eating, and total listlessness. If you notice these symptoms, please notify Adoption Leads immediately. Puppies, because of their weaker immune systems, are most susceptible to the disease.

**Upper Respiratory Infection (URI)** is transmitted through the air by an animal sneezing or coughing. This illness is very similar to a human cold, but the cold can turn into pneumonia. The symptoms are coughing, sneezing and not eating. If you notice these symptoms, please notify Cat Program Leads immediately.

Both Parvo & URI are very contagious, so it is imperative that the puppy and cat room rules, as well as cleaning procedures, are followed carefully! SCHS needs to make sure that the puppies and cats do not interact with each other. These policies are important to prevent the spread of illness.

## **VOLUNTEER OPPORTUNITIES**

### **Adoptions Matchmaker**

To maintain a clean and welcoming environment for prospective adopters and to help people select the best pet for their lifestyle and needs, ultimately reducing the number of pets returned due to poor placements. This position requires training from our Cat/Dog Programs.

### **Dog Walkers**

Exercise and socialize adult dogs and puppies to help them become the type of dogs most adopters prefer. (It gives you exercise too!) Learn basic commands to teach our dogs good manners.

### **Photography Volunteer**

We need your help every week taking photos of adoptable pets to place on our petfinder.com. *The more you help us "get the word out," the more animals we can save!* We are in need of photographers, posers and animal runners.

### **Adoption Center Animal Enrichment Program**

Assist with making the animals feel more comfortable in their temporary stay at our Adoption Center. This opportunity is very flexible during and after our operating hours. Our animals need care and attention by distributing treats, toys, food, water and making sure that they have a clean and safe environment while in our care.

### **Donation jar locations Collection**

We place donation jars (banks) in our area businesses, as well as collect and report on earnings made once a month.

### **Clerical Assistance**

Several SCHS programs have opportunities for data entry, adoption center help, and assistance with mailings.

### **Foster Care Parent**

Foster homes are needed for both short term (2 to 4 weeks) and long term placements (1-2 months or longer), while cats, kittens, dogs and puppies wait to be either placed into a rescue program or adopted to their permanent home.

### **Special Events**

Provide assistance with special fundraising events. Our signature annual events are listed on our website. We also have other smaller events and promotions that require volunteer assistance.

## **Volunteer**

Please be a volunteer today! We need your help in caring for our animals at our Adoption Center or fostering animals at your home. The volunteers must commit to the program and sign up for a scheduled time with our Customer Service Representative or other SCHS staff.

The volunteers will be required to perform select duties including: addressing our customers in a welcoming and friendly manner. All volunteers will work under the direction of the Center staff or other SCHS personnel.

**Volunteers will be trained according to their responsibility. We also expect our volunteers to be dedicated to our mission, have good problem solving and decision making skills for the sake of our animals and to present the organization positively and accurately to the community. Volunteer applications will be reviewed by the SCHS Staff or Volunteer Coordinator and skills will be matched up with their programs of interest. We expect our volunteers to be respectful of our schedules and to please communicate any variances from the scheduled times to the Center staff prior to the starting of the shift. When possible please provide 24 hours notice of your absence or if you are going to be late.**

## ***POLICIES & PROCEDURES***

In order to work well with the staff to promote the SCHS in the best possible manner, we ask that all employees and volunteers adhere to the following policies and procedures:

### **Dress Code**

Please no open-toed shoes. Pants are recommended to protect your legs. Volunteers must wear SCHS shirt with nametag at all times when volunteering at SCHS center. If you choose to participate in the volunteer membership program, a SCHS t-shirt can be worn in lieu of the volunteer t-shirt along with your SCHS nametag. All volunteers will be provided a nametag and must be worn during your volunteer shift and at our fundraising events.

### **Computer usage at Center**

Please use one of our many computers for use for SCHS business. We also have a public resource center in our center activity room for the public to access our SCHS website as well as search for adoptable animals via petfinder.com. When not in use this computer can also be used for our volunteers to access their personal email etc., however, usage of the computer for gaming or extended personal social media is not appropriate.

### **Parking**

Please park in the far area of the parking lot (rows 2 & 3 to allow guests the most convenient access to our Adoption/Education Center entrance.

### **Personal items**

The SCHS is not responsible for any personal belongings. It is best to leave these items at home or in your car.

### **Smoking**

Smoking is permitted in outdoor locations only in the back area of the building. Please make sure the smoking area stays clean of any trash including cigarette butts.

### **Resignation**

Volunteers are asked to contact the appropriate SCHS personnel before resigning.



## **Sexual Harassment Policy**

Sexual harassment will not be tolerated at SCHS. A volunteer who believes they have been the subject of sexual harassment should report the act immediately to the staff present or any Board Member. Appropriate action will be taken.

## **Management**

Volunteers are supervised directly by the program lead in which they volunteer or the fundraising chair. The Center Manager will supervise all volunteers at the center. Children 10-14 are required to have adult supervision when volunteering with the animals. Children under the age of 10 of our volunteers and staff must be adequately supervised by their parent at all times while at the center or an event.

## **Standards of Conduct**

SCHS expects all employees and volunteers to conduct themselves in a professional, positive and respectful manner, at all times, consistently perform assigned work duties and comply with all established policies and procedures. The continued success of our organization is dependent upon the dedication of our Board, Staff and Volunteers. SCHS will comply with our By Laws as well as all applicable laws and regulations to help our continued success.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to the lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with our Center Staff, Event Chair or Program Lead and, if necessary, with our Board Chair for advice and consultation.

The Administrative Committee through the Board of Directors will conduct verbal counseling for disregard of policies and procedures set forth but also reserve the right to recommend terminating an employee or volunteer's service for the following occurrences.

- Animal abuse
- Theft of money or credit card information, SCHS property, including animals, documents, equipment, etc.
- Careless or negligent performance of volunteer duties that endanger the life, health, or safety of an animal or another person.
- Being intoxicated or under the influence of controlled substances except medications written by a physician.
- Unauthorized possession of dangerous or illegal firearms or weapons.
- Undermining the ability, professional opinions or recommendations of SCHS staff including program leads.
- Violating the Volunteer Agreement; giving confidential information to customers, employees, other volunteers, etc.
- Use of profane language.
- Destructive criticism and undermining of others in SCHS and their duties and contributions; our staff or our clients. Continued destructive criticism constitutes harassment and is harmful to the mission of this organization. SCHS takes a firm stance against bullying behavior such as above, name calling or other negative and abusive behavior.

Compliance with this policy is all of our responsibilities and is in the best interest of our organization. Inappropriate and unacceptable behavior may result in discipline up to and including discharge. Please respect each of our volunteers and staff and keep our mission in mind at all times.

**SCHS relies on the generosity of our wonderful volunteers. YOUR kindness and support enables us to continue or supplement nearly all that we do. We couldn't do it without YOU!**

## **Whistle Blower Policy**

If any employee or volunteer reasonably believes that some policy, practice, or activity of SCHS is in violation of law, a written complaint may be filed by that employee or volunteer with the appointed Administrative Committee or any member of the Board of Directors.

It is the intent of SCHS to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees and volunteers is necessary to achieving compliance with various laws and regulations.

An employee or volunteer is protected from retaliation only if the employee or volunteer brings the alleged unlawful activity, policy, or practice to the attention of the Administrative Committee and provides SCHS with a reasonable opportunity to investigate and correct the alleged unlawful activity.

The protection described below is only available to employees and volunteers that comply with this requirement. SCHS will not retaliate against an employee or volunteer who, in good faith, has made a protest or raised a complaint against some practice of SCHS, or of another individual or entity with whom SCHS had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

SCHS will not retaliate against an employee or volunteer who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of SCHS that the employee or volunteer reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

My signature below indicates my receipt and understanding of this Policy.

I also verify that I have been provided with an opportunity to ask questions about the Policies of Scott County Humane Society.

Employee/Volunteer Signature \_\_\_\_\_

Please Print Your Name \_\_\_\_\_

Date \_\_\_\_\_

## **SCHS Vehicle Policy**

### **A. Purpose / Scope**

Specifically designated employees and volunteers are allowed to operate and use SCHS vehicles for BUSINESS PURPOSES ONLY. This Policy is designed to assure that all SCHS and County Vehicles are operated in a safe and professional manner in compliance with all company policies and applicable laws and regulations.

SCHS Business Use shall be defined as: Activities that involve performance of one's duties for the benefit of the SCHS in accordance with the directives and instructions received from staff and Board of Directors.

SCHS Vehicles shall be defined as: All vehicles owned, leased, reimbursed, or otherwise provided for by the County or SCHS and used in the furtherance of SCHS business activities or interests.

No SCHS Vehicle is to be used for any reason other than SCHS Business. SCHS owned or leased Vehicles are not intended for personal use.

Personal Use is defined as: ANY vehicle operation outside the scope of SCHS Business Use.

Employees and volunteers who are assigned a Vehicle will be held responsible for any and all accidents or damage that occurs during non-business related driving. SCHS does not provide automobile liability insurance coverage for any accidents, claims, demands, suits, damages, etc. occurring or arising out of the non-business related use of a SCHS vehicle, or for the operation or use of a SCHS Vehicle in a manner which is in violation of this policy.

#### **B. Authorized Operators, Users and Occupants of SCHS Vehicles**

The operation or use of any SCHS Vehicle is limited to SCHS business use by the assigned driver or other SCHS employee or volunteer acting under the authority of the assigned driver and in compliance with SCHS Policies. No other person is authorized or permitted to operate or use a SCHS Vehicle, including but not limited to the spouse, friend, children, or other family member of the SCHS employee or volunteer.

SCHS employees and volunteers are allowed to occupy a SCHS Vehicle in the course of our business interest and activities.

**SCHS employees and volunteers will sign out the vehicle being used by signing the vehicle log providing name, purpose of use, mileage on van and time out and return for vehicle.**

**All users of a SCHS vehicle will provide SCHS with a copy of their current valid driver's license to be kept on file at the Center.**

All animals must be contained in a crate during transportation.

#### **C. General Provisions**

Any SCHS employee or volunteer to whom a Vehicle has been assigned, or who receives a monetary allowance as reimbursement for expenses incurred in the operation and/or use of a personal vehicle for SCHS Business, must maintain a valid operator's license at all times. Any SCHS employee or volunteer whose operating license or privileges have been suspended or revoked must notify the SCHS Center Manager immediately. Operating or using a SCHS Vehicle or a personal vehicle for business under a suspended or revoked license is a violation of this policy. Care should be taken to protect the interior of the SCHS van when cages or traps are used by placing appropriate covering under the cages or traps etc.

#### **D. Unauthorized Operation:**

Unauthorized operation or Use of a SCHS Vehicle;

- 1) Operating a Company Vehicle without a valid operator's license or under suspension or revocation of operating privileges;
- 2) Operating or using a SCHS Vehicle by anyone who has consumed any alcoholic beverage of any amount whatsoever;
- 3) Operating a SCHS Vehicle in a careless or dangerous manner, including speeding or any other unlawful operation;
- 4) Operating, using or occupying a SCHS Vehicle by anyone who has consumed or ingested any controlled or illegal substance or drug, unless the controlled substance or drug has been prescribed by a physician having knowledge that a vehicle may be operated or used by that person while under the influence of the controlled substance or drug.
- 5) Operating or occupying a SCHS Vehicle while not wearing a seat belt
- 6) Smoking in a Company Vehicle is not permitted
- 7) Texting when operating a Company Vehicle.

No employee or volunteer driving, operating, or occupying a SCHS Vehicle shall engage in any activity that is or could be construed as detrimental to the Organization's reputation in the community.

**E. Acknowledgement:**

All employees and volunteers who drive or operate SCHS Vehicles or who receive a monetary allowance as reimbursement for expenses must sign the attached form acknowledging that they have read this policy and will comply with the policy and conditions.

**G. Forms**

Acknowledgment of the Vehicle Usage Policy

I HAVE READ THE POLICY (SCHS Vehicle Usage Policy) FOR THE USE OF ALL SCHS VEHICLES. I CERTIFY THAT I FULLY AND COMPLETELY UNDERSTAND THE POLICY AND WILL COMPLY WITH THE POLICY AND ITS CONDITIONS.

Employee/Volunteer Signature \_\_\_\_\_

Please Print Your Name \_\_\_\_\_

Date \_\_\_\_\_

SCHS Policy and Procedures updated December, 2017.