



# animal house

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**A D O P T I O N  
C E N T E R**

## **Volunteer Reference Manual**

[MASVolunteers@louisvilleky.gov](mailto:MASVolunteers@louisvilleky.gov)  
502-473-7387 (press 2 then 2 again)

Welcome

*Welcome to the Louisville Metro Animal Service's volunteer program.  
We are so excited to have you as part of our team!*

Thank you for your interest in volunteering at Animal House (AH) Adoption Center for Louisville Metro Animal Services (LMAS). LMAS is the largest animal control agency in the state of Kentucky with the largest selection of adoptable animals. We receive over 10,000 animals each year. Given those factors, we appreciate all of your help!

The information contained herein is provided as an additional resource to the Louisville Metro Government Volunteer Service Handbook (copy attached) and provides information specific to Animal Services.

As a volunteer for AH, you will be an ambassador for our facility and for the animals in our care. Therefore, we want you to be educated and well trained. In order for our volunteer program to be a great success, we must give you the tools that you will need to be successful. Our volunteer program is designed to give you experience in every area of the shelter so that you enjoy your time at AH and you are a well educated and informed volunteer. With this foundation, you will be able to help countless animals and people in our community.

We do not have a commitment requirement and hope that you sign-up for things you are interested in at times that work for you. We have so many positions, events and places to volunteer so be sure to find the place you most enjoy.

### **Purpose Statement**

The purpose of Louisville Metro Animal Services is to enhance public health and safety while also protecting animal welfare to ensure a better quality, more humane life, for all in the community.

### **Mission Statement**

The Department of Animal Services has a fundamental mission to protect public health and safety, ensure the humane treatment of animals and provide quality, professional service to the public. LMAS will serve as an authority in animal welfare by creating and preserving a safe and humane community for both people and animals. LMAS strives to eliminate the euthanasia of adoptable animals in Louisville Metro through education, community engagement, enforcement and leadership efforts.

### **What it Takes to be a LMAS Volunteer**

Most of our volunteers want to spend time here because they want to help the animals, but what they find out very quickly is that the people who come to our shelter need a lot of help as well. You may experience situations that are challenging and difficult because a customer, other volunteer or staff member may have to make some difficult decisions. The staff who are in positions to make decisions have been trained in protocol and have been given the resources in order to do so.

Over time, if you keep an open mind, you will learn how to handle a variety of difficult situations. Every pet owner is not created equal; everyone has their own idea of what "responsible pet care" means. Of course, we all want the absolute best for every animal, but sometimes we have to take a step back and

look at the bigger picture. Until the pet overpopulation problem is solved, we have to make compromises without sacrificing the humane treatment or the law with the hope that the situations will continue to be more and more in favor of the animals, with the ultimate goal that they will all be loved and cared for as if they were our own.

Our minimum age requirement is 16 years of age unless accompanied by an adult and may not be under 14 years of age.

## **Overview of LMAS Departments**

Louisville Metro Animal Services (LMAS) is a department within Louisville Metro Government. Our role is to enforce the animal control laws and to provide services that encourage responsible pet care and ownership. LMAS is comprised of five divisions:

1. The Animal Care Division is responsible for the care of all impounded animals: providing a clean environment; providing food and water; facilitating the lost and found process; assessing medical and surgical needs and helping to reunite lost pets with their owners.
2. The Animal Control Division answers and investigates all complaints received, patrols neighborhoods and ensures that citizens comply with the animal ordinance and state laws.
3. The Community Engagement Division is responsible for creating, implementing, and overseeing various projects and programs to address LMAS goals and objectives, including: low-cost vaccination clinics; adoption events and promotions; volunteer programs; fundraising and donor related activities; humane education programs and materials and promotion of pet licensing and responsible animal ownership.
4. The Administration Division oversees all accounting, financial and administrative aspects of LMAS operations; customer service; fees collection; animal licensing; animal owner compliance to the animal ordinance when claiming an animal and helping to reunite lost pets with their owners.
5. The Animal Adoption Division provides a clean environment and cares for the animals at Animal House until they help place them in responsible and committed homes.

## **Basic Shelter Information**

### **Animal House Adoption Center**

3516 Newburg Road, Louisville, KY 40218

502-473-PETS (7387)

[www.louisvilleanimalhouse.com](http://www.louisvilleanimalhouse.com)

Center hours:

- Tuesday-Sunday: Noon – 6:00 p.m., Wednesday: Noon – 7:00 p.m.
- Closed Mondays and holidays

### **What can you do here?**

Licensing and Adoptions

**Manslick Shelter:**

3705 Manslick Road, Louisville, KY 40215

502-361-1318

Center Hours:

- Monday thru Friday noon-6:00 p.m.
- Saturday 11:00 a.m. – 2:00 p.m.
- Closed Sundays and holidays

**What can you do here?**

Licensing, Fees & Clerical Processing, animal surrenders and intake, lost ID/redemptions

\*The public is allowed to look at the animals at Manslick, however most are not ready for adoption.

**Animal Control Officers (Field Services & Enforcement)**

\*Routine calls for service (including stray complaints, barking etc.):

7 days a week 8:00 a.m. – 6:00 p.m.

\*Emergency situations (sick or injured animal calls, bite incidents or police assisted emergencies):

7 days a week 24 hours a day

502-363-6609 for any animal related complaint

Volunteer working hours at either facility are during regular business hours ONLY. Additional volunteer hours are available during special events.

Additional hours may be approved based on seniority with approval from the appropriate division supervisor or the Community Engagement Supervisor.

## **Building Layouts**

The Animal House Adoption Center consists of:

- Free roaming cat and kitten rooms
- Pocket Pet Room
- Canine Rooms
- Puppy/Small Dog Bunks or Kitten Cabana
- Grooming Room
- Cat kitchen and Dog Kitchen
- Laundry room
- Administrative offices

Louisville Metro Animal Services Manslick location consists of:

- Business Office
- Canine Kennels
- Puppy/Small Dog Kennels
- Cat Kennels
- Quarantine Area
- Medical Suite, Kennels, and office

- Cleaning room for dishes etc.
- Laundry room
- Administrative offices

## **Programs and Services provided by LMAS**

### Lost & Found

LMAS helps reunite lost animals with their owners. If you have lost an animal or know someone who has, it is very important to come to the shelter to fill out a lost report and walk through the kennels (this should be done at least every two days). If you find a lost animal, it is in the animal's best interest for you to call LMAS and seek advice; this offers the best chance for the owner to find and claim it. If you opt not to bring an animal you have found to LMAS, you must send us a photo of the animal along with other pertinent information and/or complete a Found Report. This information will be posted at the shelter in case the owner comes to look for their lost animal. There is a redemption fee associated with claiming a lost pet. All pets must be spayed/neutered, vaccinated, licensed and microchipped before leaving the shelter.

Lost and Found pets can be registered on our website: [louisvilleky.gov/animalservices](http://louisvilleky.gov/animalservices)

### Adoptions

One of LMAS' most popular programs is our adoption program! The Animal House Adoption Center is the showcase for our adoptable animals. Our Manslick Rd. location has adoptable animals but the final process will be completed at the Animal House location. Citizens are welcome to look around at the animals at the Manslick location but not all are available for adoption at that time because some are still on their stray wait, some may go to rescue or foster, some may be reclaimed and others are involved in court holds. All of our cats and dogs are spayed/neutered, vaccinated, licensed and microchipped before going home. We also place other domestic animals (rabbits, cows, goats, horses, gerbils, chickens, etc.) that arrive at our facility.

*Adoptions include the following:*

- Spay/neuter surgery
- Microchip and registration
- Up-to-date vaccinations (including rabies)
- Mild deworming
- Feline Leukemia and FIV test
- Heartworm test
- Flea, heartworm and tick preventative
- 1 year license

### Education Programs & Guest Speakers

LMAS is fortunate enough to have a Community Engagement Supervisor available to deliver programs to groups of all sizes and ages. Topics include: how to take care of a pet, responsible pet care; spay/neuter; frequently asked questions about our Louisville Metro ordinances, etc. Please let us know if you have an idea for a place/ school/ or group in which we can visit.

### Rabies, License & Microchip Clinics

LMAS has a wonderful resource, SPOT - a 34-foot mobile adoption and veterinary unit. We take S.P.O.T. into the community to provide rabies, license, microchip and adoption clinics throughout the Louisville community.

## Volunteer Program Rules and Regulations

### Getting Started

**\*\*\*Before any volunteer work is performed you must return your completed volunteer application with all required signatures and information. Also, you must resign a volunteer waiver yearly to continue as an active volunteer.**

You must sign-up prior to volunteering through Volgistics, by contacting the Community Engagement Supervisor by calling 502-574-5556 at least 2 days in advance. You will not be able to volunteer unless you have confirmed the date and time!

Also, new volunteers will need to shadow either an employee or active volunteer for at **least three, 2 hour** periods before they can get a kennel key and be on their own.

If you are helping possible adopters with a “meet & greet” you can take them along with an animal into a room or out in the yard at the request of a full-time staff member only. Please stay with the family/adopter during the “meet & greet.”

If you are ever uncomfortable with an animal or a situation, please let a staff member know asap.

Don't forget, dogs can only go out together in the play yard if they are kenneled together and if they have a “take me out to play sign.” Be mindful of other animals when walking dogs. Please get staff approval before taking a dog outside to any area other than the play yard. Try to keep other animals separate in the lobby and when others are walking around or doing a meet and greet.

We have volunteer profile forms to fill out so you will be able to have access to your Volgistics ID. This allows you to sign-in and out when you volunteer. Also, you will be able to sign-up for events and volunteer opportunities with your ID. I have attached the directions to log in to Volgistics.

Books, articles and additional resources available to you at Animal House include information about dog behavior, the proper way to walk dogs, proper ways to interact with cats and much more. Please check these out and let me know if you have any questions.

**Each year you are an active volunteer you must sign a new volunteer waiver.** You can see a staff member to get these when needed.

You must adhere to all Metro Government and Animal Services Policies and Procedures.

### What's Expected

Dedicated volunteers are a wonderful addition to our workforce. We schedule events according to the shelter's needs and often rely on our volunteers for help. ***It is vitally important that volunteers show up for their shifts as many events are completely volunteer-run.***

While people volunteer with LMAS because they love animals, LMAS volunteers must also be able to interact well with customers. Smile, say hello, and direct customers to a staff member if they have questions you can't answer.

Volunteers are expected to get to know our staff, maintain a smooth working relationship with staff members and work within the bounds of volunteer responsibility. It is important to step back and let the staff do their job.

#### Parking

Parking is at a premium. We ask that all volunteers and staff park in the rear of the Animal House, along the fence or behind the white building.

#### What To Wear

Volunteers are expected to dress appropriately. This includes no halter tops, muscle shirts, tank tops, flip flops or shorts. We expect volunteers to wear **long pants** to protect their legs from animal scratches, and **closed toed** shoes at all times. However, shorts can be worn at outdoor events and must fall just above or below the knee.

Please do not wear strong perfumes or colognes since animals are sensitive to strong odors. We also ask you not to wear hats (other than toboggans) or dangly or expensive jewelry.

Volunteer t-shirts are available to purchase for \$10.60. If not wearing a t-shirt, you must wear a volunteer apron. **Name tags are also available upon request.**

Always wear your t-shirt and nametag when working at special events or when working in the kennels. This identifies you as a volunteer to staff and to the public.

You will be asked to leave if you are not dressed appropriately.

#### Always Sign In and Out

Sign in and out on the "Who's Here Today" sheet as well as the touch screen on the computer in the lobby. This allows us to keep track of your hours and helps us locate volunteers in an emergency.

#### Volgisitics

You will receive your Volgistic ID number the first day you volunteer and it will be written on the back of your name tag. If you are at Animal House and you sign in and out on the computer, Volgisitics will record your hours. If you forget or are at an off-site event, you can log your hours at home. Volunteers must enter all hours into VICNet, our online system.

#### Always be Courteous to Staff and Visitors

Every visitor to Animal House will look to you as a source of information. You represent the agency, so please remember that everything you say and do will either hurt or help the animals in our care.

### Always Ask a Staff Member if You Don't Know an Answer

Never give out incorrect information to the public. Always follow instructions given by staff even if you do not agree with them at the time.

### Always refer Media Inquiries to the LMAS Senior Manager of Special Initiatives & Communications

If a reporter from a newspaper or television station comes to the shelter or calls, immediately refer him/her to our Senior Manager Special Initiatives & Communications, Margaret Brosko at 574-5525. If a media representative comes in on the weekend or when Margaret is not in the office, refer him/her to the staff on duty who will contact her. Under no circumstances are you authorized to speak on behalf of Louisville Metro Animal Services or Animal House.

### Smoking is Prohibited

Smoking within any Metro Government building, or outside the building within 50 feet of any entrance to the building, is prohibited. If you must smoke while serving a volunteer shift, please go to the rear of the building. Remember to stay at least 50 feet from any door.

### Leave all valuables locked in your car

There is no area inside Animal House for you to store your belongings (purses, backpacks, etc.) while on your volunteer shift. Please lock everything non-essential in your car out of site.

### Always follow your assigned volunteer schedule

Working in areas or on days for which you are not assigned can cause confusion and may be counterproductive.

### **DO NOT** do ANY volunteer job for which you have not been trained

You must be trained by a staff member before taking on new tasks. If a staff member asks you to do something you have not been trained in, let them know that. This is for your safety as well as the wellbeing of the animals.

### **DO NOT** bring friends or family members with you on your volunteer shift

No volunteer is allowed to bring anyone with them during their volunteer shift who has not yet been through volunteer orientation – this includes friends, children, family members, etc.

### **DO NOT** use Animal House phones for personal phone calls

In case of an emergency or other need, please ask permission of a staff member first.

## **Volunteer Positions and Other Opportunities**

### Office Aid

- Assist LMAS staff with tasks and daily responsibilities of the shelter
- Answer customer questions and provide customer support
- Make copies and organize documents
- Help with data entry, filing, and mailings

### Cat Assistant

- Socialize and work with cats/ kittens
- Clean litter boxes and refill water where needed

### Dog Walking

- Socialize and work with dogs
- Work on behavior and tricks
- Exercise and walk dogs
- Take dogs with “Adopt Me” vests to community events and parks

### Kennel Helper

- Help provide and maintain a disease free living environment
- Wash and fold laundry
- Unfold and shred newspapers
- Mop shelter floors where needed
- Organize laundry, treats, food, and storage areas

### Tabletops

- Take tabletops and signs promoting volunteer opportunities, events, and adoptable animals to businesses and community boards throughout Louisville

### Manslick

- Help with Lost and Found walk-thrus
- Help staff intake animals
- Clean dishes and help with laundry
- Must first work at Animal House and also shadow a Manslick volunteer

\*Email [MASvolunteers@louisvilleky.gov](mailto:MASvolunteers@louisvilleky.gov) to set-up a shadow date and time.

### Fostering

- This life-saving opportunity allows you to care for animals who are underage, underweight, need socialization, or have a medical condition and need some extra TLC to become adoptable.

\*Contact our Foster Coordinator for more information: [MASFoster@louisvilleky.gov](mailto:MASFoster@louisvilleky.gov)

### PetSmart Off-Site Adoptions

- Help with weekend off-site transports and dog adoptions at Hurstbourne PetSmart on Saturdays and Sundays.
- Help with cleaning cats, socializing and assisting with cat adoptions at Outer Loop and Hurstbourne PetSmart Facilities during Open Hours.

## **Dismas House Workers**

We employ a number of volunteer workers from Dismas Charities, which offers transitional housing and employment for individuals recently released from prison. Please respect the needs and requirements of this program and do not engage in any inappropriate touching or communication with a Dismas worker. Also, please do not give or bring in any items or food purchases for the employees. Please let a staff member know if you are solicited by anyone.

## **Safety**

As trained professionals, the staff at Animal House is considered the authority on animal handling. If a volunteer is injured, it results in damages for the volunteer, Animal House, Louisville Metro Animal Services and also for the animal. Please use good sense and judgment and work with respect for the animals and employees. Minimize opportunities for accidents and refer any problems to a staff supervisor.

As a volunteer, you should have an updated tetanus shot if you intend to work with the animals. You will be required to sign the Louisville Metro Government "Agreement to Volunteer and Accept Worker's Compensation Benefits" form **before** volunteering.

#### What to Do if You are Injured

1. Immediately release the animal or try to remove yourself from the situation.
2. Inform a member of staff that you have been injured.
3. They will instruct you on how to properly care for the injury.
4. If the wound is a puncture, you will have to get treatment. Serious bites and can result in hospitalization and a lot of pain.
5. Staff will assist in filling out a First Report of Injury Form, available from the adoption staff. Alert a supervisor as soon as you are able.

## Volunteer Program Overview

The Animal House Volunteer Program relies on volunteers like you to provide many of its services. Trained volunteers contribute their time and talents working in the kennels and administrative offices performing a variety of tasks with the two main goals of getting more of our animals into good adoptive homes and providing the best care for them during their stay here at the shelter.

It takes a certain amount of physical and mental dexterity to be a successful volunteer with any animal shelter, including Animal House. Examples include (but are not limited to) walking dogs over 90 lbs, dealing with angry or sad customers, working with the public and being able to work without the supervision of staff. It is therefore up to the discretion of the Community Engagement Supervisor to determine whether a volunteer applicant is suitable and physically able to perform these tasks. If it is determined by the Community Engagement Supervisor that an applicant would be unable to successfully perform the tasks needed of a Louisville Metro Animal Services Volunteer, their services will be refused. If appropriate volunteer opportunities at other Metro Government agencies can be identified, the applicant will be referred to said agency.

## Reasons for Dismissal

1. Disclosure of confidential information.
2. Failure to follow the volunteer rules and regulations.
3. Involvement in any type of animal abuse or neglect – past or present.
4. Convictions of a criminal offence that undermine a person's suitability for volunteering.
5. The provision of false information relevant to a person's volunteering position.
6. Use of abusive or offensive language or behavior.
7. Bullying or harassment.
8. Failure to abide by policies and procedures.
9. Failure to satisfactorily perform assigned duties.

10. Theft of Animal House, Manslick or off-site property, including animals, documents, equipment, etc.
11. Verbal abuse or harassment of a staff member, visitor, volunteer, or shelter animal.
12. Careless or negligent performance of duties that endanger the life, health, and safety of an animal or another person.
13. Consumption of alcohol or drugs during a volunteer shift, or being under the influence or alcohol or drugs while on a volunteer shift.
14. Possession of a firearm or other unauthorized weapon during a volunteer shift.
15. Intentional disregard of instructions given by a staff member.
16. Failure to attend two or more scheduled volunteer shifts without 24-hour prior notice given to the Community Engagement Supervisor. For shifts that fall on a Saturday or Sunday, notice must be given before 5 PM on the Friday before (or 24 hours, whichever is longer).

**A volunteer can be dismissed at the discretion of the Community Engagement Supervisor or any Supervisor at any time.**

## **Euthanasia**

LMAS is an open-admissions shelter, which means we accept any domestic animal at no charge. Some of the animals we receive are ill, injured, dangerous or a threat to the public, or unfit for adoption for other reasons. Some of the animals come from owners who were irresponsible; their lack of commitment and responsibility becomes ours once an animal comes into our care.

When an animal comes in that is not deemed unfit for adoption, they undergo a behavior evaluation to determine their adoptability. Once an animal is placed for adoption, it will only be removed from adoptions if:

- there is a serious change in their temperament (at which time they will be reevaluated), or
- they become seriously ill (a medical evaluation will be done).

Our staff and volunteers work very hard to try to adopt, foster or transfer as many animals as possible. We use all and every resource we have to save as many lives as we can. Euthanasia is never a decision that is taken lightly, but in some cases it is something we have to do.

The burden of reducing euthanasia of adoptable animals falls not only on shelters, but also on the public. We encourage all of our volunteers to keep a few things in mind whenever there is an opportunity to educate a friend, neighbor or co-worker:

- Encourage people to adopt a homeless animal instead of buying one out of the paper, from a breeder or pet store. If they are set on a certain breed let them know that 25- 30% of the animals in shelters are pure bred. There are also rescue groups for every breed available.
- Encourage people to spay and neuter their pets. Every animal that is born takes away one more chance for a home from a shelter animal.
- Remind people that pets are like children who never grow-up. They require a lifelong commitment of time and money. An animal relies on it owner for all of its basic necessities. Pets are not disposable.

LOUISVILLE METRO GOVERNMENT



# **VOLUNTEER**

## **SERVICE HANDBOOK**

MAY, 2012



*LOUISVILLE METRO GOVERNMENT VOLUNTEERS MAKE A DIFFERENCE!*

## LOUISVILLE METRO GOVERNMENT VOLUNTEER SERVICE HANDBOOK

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**OFFICE OF THE MAYOR  
LOUISVILLE, KENTUCKY**

GREG FISCHER  
MAYOR

Dear Volunteer:

Volunteering is at the heart and soul of our goal to make Louisville an even more compassionate city. The giving spirit of our citizens is just one indication of compassion in Louisville. Your time and talent are the most precious things you can give of yourselves to our community. We are grateful that people like you understand that for a community to be great, everyone needs to play a part.

I see the effort and results day after day and have been lucky to work side by side with many of you as we “Give A Day” in service activities throughout the city. I’ve seen you serve meals to the elderly and help our children by being foster grandparents. People like you keep our neighborhoods strong, build trails in parks, teach children to read, serve on boards & commissions, and help make us a caring community in many other ways. Last year, nearly 18,000 volunteers provided over \$5 million of in-kind service to Louisville. Like you, they want to live in a better place, build skills and meet new people.

We have developed this Volunteer Metro Government Service Handbook for you and for people like you who have not yet volunteered but would like to do so. We have on line resources as well at our website: <http://www.louisvilleky.gov/volunteer.htm>.

I look forward to working with you to continue to make Louisville a great and compassionate city.

Sincerely,

Greg Fischer  
Mayor

## **Louisville Metro Government Volunteer Service Handbook**

### **PURPOSE:**

The purpose of this handbook is to provide a general overview of Louisville/Jefferson County Metro Government and the policies and procedures that govern the involvement of individuals and groups in volunteer service to Metro Government and its various agencies. Metro agencies may have additional policies and procedures which will be made available as part of the volunteer's orientation to that particular agency.

### **LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT'S VISION:**

Louisville is a strong, lively, safe, healthy and progressive community, an ideal hometown where new ideas flourish, quality of life is essential and people of all races, religions and ethnic backgrounds are treated with dignity and respect. Louisville is a place where education is paramount, economic opportunity abounds and families grow stronger together. Louisville values its diverse urban and suburban neighborhoods, unique historical and cultural assets and the beauty of its natural resources, including its river, forest and parks. Louisville's greatness ripples well beyond our borders, strengthening our region, our state and our nation.

### **A BRIEF HISTORY OF LOUISVILLE AND JEFFERSON COUNTY:**

On January 6, 2003, Jefferson County and the City of Louisville merged to form a consolidated local government which serves a community of 700,000 residents and 386 square miles. Louisville and Jefferson County joined to become the 16<sup>th</sup> largest city in the United States-- the first city its size to merge in 30 years.

Louisville/Jefferson County Metro Government is empowered with all of the authority of the two previous local governments and includes an executive branch and a legislative branch. Its chief executive is a Mayor elected city-wide.

A legislative council, called the Metro Council, is composed of 26 members nominated and elected by district. It selects its president by a majority vote each year. All legislative powers of Metro Government are vested in the Metro Council.

### **THE ORGANIZATION:**

The executive branch includes 11 departments that provide services to the public and maintain all operations of Louisville Metro Government. The departments are:

- Public Protection
- Metro Police
- Economic Development
- Codes and Regulations
- Metro Parks and Recreation
- Louisville Metro Community Services & Revitalization
- Public Health and Wellness
- Public Works and Assets
- Technology Services
- Office of Management and Budget

- Human Resources

## **Louisville Metro Government Volunteer Service Handbook**

### **WHY VOLUNTEER:**

- To be involved
- To make a difference
- To improve our city
- To help others
- To build your skills and knowledge
- To meet new people and make new friends
- To be a good citizen and resident
- 

### **ROLES AND RESPONSIBILITIES**

The Louisville Metro volunteer is an individual who willingly and freely offers services with no expectation of payment or other compensation. Volunteers are not employees of Louisville Metro Government. Volunteers may include but are not limited to individuals and groups engaging in service opportunities defined by Louisville Metro Agencies.

Volunteers must comply with the guidelines and procedures outlined in both the Louisville Metro Volunteer Handbook as well as the Agency Handbook for the site where they are providing service. They must abide by the same rules of conduct, ethical standards and confidentiality requirements that govern Louisville Metro employees.

### Who is considered a Volunteer for Louisville Metro Government?

- An individual who willingly and freely offers services with no expectation of payment or other compensation, beyond any stated volunteer recognition programs.
- Individuals/groups which are trained and overseen and/or supervised by Metro employees.
- Individuals and groups engaging in service opportunities defined by Louisville Metro Agencies. Interns are not considered volunteers (refer to HR's policy on interns).

### Who is **NOT** considered a Volunteer for Louisville Metro Government?

- Members of Metro appointed Boards, Commissions and Committees.
- Interns, Work Release (Dismas) or Court Ordered workers.
- Unsupervised groups who are provided equipment, bags and gloves, such as Scout troops or church groups.

### **TYPES OF VOLUNTEER SERVICE**

#### Regular Volunteer Service.

Service activities on an on-going basis or for a set period of time.

Special Event Volunteering.

One time, episodic, or done-in-a-day projects.

**Louisville Metro Government Volunteer Service Handbook**

**VALUE**

Volunteers are integral to the overall operation of Louisville Metro Government. Enabling citizens to be involved actively increases public support and participation. They can provide service on a temporary basis or on long-term assignments.

Without the help of our current volunteers, Metro Government would not be able to provide all its services. In an average year, approximately 18,000 individuals and groups contribute over 333,000 hours of their time, talents and energies to Louisville Metro Government. Volunteers have provided an estimated equivalent of over \$5,000,000 in support of programs and projects. Louisville Metro Government Volunteers make a difference!!

**EXPECTATIONS**

- Dependable – attendance, punctuality, completion of all required paperwork
- Cooperative in spirit
- Courteous and polite to staff and public
- Respectful of others
- Abide by guidelines and policies

**POLICIES AND PROCEDURES**

All volunteers must meet minimum qualifications for placement into any city-related assignment. The primary qualification for volunteer placement is the ability and suitability to perform a task on behalf of Louisville Metro. Agencies are responsible for directing and monitoring the work of volunteers.

Age:

The minimum age of Metro volunteer is sixteen (16) unless accompanied by a supervisor or an adult; however no one under the age of fourteen (14) shall be a Metro volunteer, unless specified otherwise in federal and state laws or in the volunteer description by exception established through the volunteer committee.

Background Investigations:

Depending on the nature of the volunteer assignment and in accordance with federal, state, and local requirements, volunteers may be subject to criminal background checks and/or reference checks and/or driver's license checks.

Volunteer Registration:

All volunteers must complete Louisville Metro volunteer registration forms associated with the type of service they are pursuing (short-term, ongoing, individual, group). Each Louisville Metro Agency may

have additional required forms associated with their agency's utilization of volunteers. Volunteers will be made aware of such additional forms during the application process.

#### Volunteer and Worker's Compensation Form:

Louisville Metro provides Worker's Compensation for certain volunteers serving in specific capacities on behalf of Louisville Metro. Volunteers who qualify must complete an "Agreement to Volunteer and Accept Workers Compensation Benefits Form" prior to placement. Volunteers under the age of 18 must have the Form signed by a parent or legal guardian.

#### **Louisville Metro Government Volunteer Service Handbook**

#### Volunteer and Worker's Compensation Form cont:

Individuals engaging in service in lieu of fines or sentencing or those on work release from a correctional facility do not sign this Form.

#### Non-discrimination policy:

For all activities related to the recruitment and retention of volunteers, Metro Government does not discriminate on the basis of race, color, religion, sex or sexual orientation, national origin, disability, marital status, or political beliefs. Individuals requesting accommodation or accessibility information should contact the Volunteer Supervisor in the agency in which they desire to serve.

#### Confidentiality:

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they have access while serving as a volunteer including confidential information concerning personnel matters, members of the community, or related to Metro Louisville/Metro Louisville Agency. Volunteers may be asked to sign a Confidentiality Statement to this effect.

#### Risk and Insurance:

Louisville Metro provides volunteers Worker's Compensation benefits for certain volunteer activities. In the event that, as a volunteer you are eligible for this benefit and are injured while performing your designated volunteer assignment, you must report the injury as soon as possible to your Metro contact and complete a First Report of Injury form (which Metro will provide). All procedures will be the same that apply to Metro employee report of injury. The Metro employee notified will then notify the Agency Volunteer Supervisor or agency Director's designee.

Volunteers are strictly prohibited from operating Louisville Metro vehicles, except for pre-approved exceptions made through Metro's vehicle use program. Volunteers, who are approved to drive as part of their volunteer assignment, must use their own vehicle, maintain an acceptable driving record and maintain automobile insurance in accordance with Kentucky/Indiana Mandatory Insurance Statutes.

Volunteers are not allowed to handle any Louisville Metro monies. They may assist in set-up at venues but all money must be collected by a Louisville Metro employee(s) on duty.

### Termination:

A volunteer appointment may be terminated at any time. It is Metro's sole discretion with or without cause. There is no appeal from the termination of a volunteer appointment.

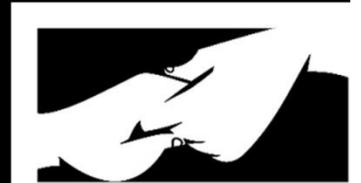
### Ending a Volunteer Assignment

A volunteer assignment may end when the project is complete, when the volunteer has completed the specific time commitment, or when the volunteer, for any reason, must end his/her service. Any volunteer who does not adhere to the policies and procedures of Louisville Metro or who fails to satisfactorily perform their volunteer assignment is subject to dismissal. A volunteer may be terminated at any time by Metro with or without cause. There is no appeal from the termination of a volunteer appointment.

LOUISVILLE METRO GOVERNMENT



# **VOLUNTEER**



RESOURCE PROGRAM POLICY AND PROCEDURE MANUAL **MAY, 2012**



*LOUISVILLE METRO GOVERNMENT VOLUNTEERS MAKE A DIFFERENCE!*

**LOUISVILLE METRO GOVERNMENT'S VOLUNTEER RESOURCE PROGRAM**

**POLICY AND PROCEDURE MANUAL**

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## **Louisville Metro Government's Volunteer Resource Program**

### **Policy and Procedure Manual**

#### **Section 1. Purpose**

The purpose of this policy is to define the structure of Louisville Metro Government's Volunteer Resources Program and to build an effective volunteer management program. This policy establishes consistent and effective guidance.

##### **Subd. 1. Overall Metro Philosophy**

The primary purpose of the Louisville Metro Volunteer Resources Program is to augment and enhance community engagement and the delivery of services for Louisville Metro Government. Additionally, the Louisville Metro Volunteer Resources Program encourages involvement in local government and promotes participation by individuals and groups within the Louisville Metro community.

Volunteer involvement enables Metro to....

- Extend local government's ability to provide services effectively and efficiently and to conserve resources.
- Strengthen the community through collaboration and partnership.

How does a volunteer benefit? The volunteer will receive....

- The opportunity to develop skills and gain experience.
- An increased understanding of Metro government and the opportunity to positively influence its effectiveness.
- Personal satisfaction in helping the community.

For all activities related to the recruitment and retention of volunteers, Louisville Metro does not discriminate on the basis of race, color, religion, sex or sexual orientation, national origin, disability, marital status, or political beliefs. Individuals requesting accommodation or accessibility information should contact the Volunteer Supervisor in the agency in which they desire to serve.

## **Section 2. Roles and Responsibilities**

### **Subd. 1. Agency Director**

Each Agency Director provides leadership and demonstrates, by example, Metro's commitment to volunteerism. The Agency Director will:

- Appoint an Agency Volunteer Supervisor or Agency Director's designee to oversee and implement the Agency's Volunteer Program.
- Include resources for recognizing volunteers in the Agency budget (as appropriate).
- Build excellence in volunteer guidance and direction into the performance evaluation of Agency Volunteer Supervisor.

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### **Subd. 2. Agency Volunteer Supervisor**

Each Louisville Metro Agency utilizing volunteers shall have an Agency Volunteer Supervisor or Agency Director designee. All Agency Volunteer Supervisors must attend any required Louisville Metro trainings related to volunteer resource management before recruiting volunteers for their agency and attend subsequent trainings deemed "required". Agency Volunteer Supervisors or Agency Directors' designees must:

- Promote a uniform, consistent and efficient approach to volunteer coordination and management.
- Provide training, support and consultation to employees within their Agency regarding utilization of volunteers.
- Coordinate the development of identified volunteer opportunities within their Agency.
- Coordinate recruitment of a skilled and committed corps of volunteers for their Agency.
- Conduct reference checks and arrange for criminal background checks in accordance with Section 3.subd. 1 B.2.criteria for volunteers who wish to serve in opportunities requiring same.
- Verify that all volunteers who receive guidance and direction (supervision) by a Metro employee have signed an "Agreement To Volunteer and Accept Workers Compensation Benefits Form", as described in Section 3, Subd. 3 and that the signed form is on file in the Agency for a minimum of 24 months after the volunteer assignment ends.
- Verify that the volunteer received a Louisville Metro Volunteer Handbook as well as an Agency Handbook (if applicable).
- Verify that a signed "Registration Form" form has been received from volunteer(s)
- Verify that the volunteer receives appropriate orientation, training, on-going guidance and direction.
- Coordinate appropriate interviewing and placement of all volunteers.
- If applicable, assist other staff in developing and implementing day-to-day and site-specific volunteer recognition plans, identify and notify employees of community

recognition opportunities, and coordinate and implement Agency-wide volunteer recognition as appropriate.

- Develop a system that will monitor and assess volunteer service.
- Create and maintain a filing system that will track forms and documents signed by volunteer.
- Maintain a database of volunteer activity within the Agency and generate reports as requested/required by Louisville Metro and the Agency in which they serve.
- Develop and maintain connections with other Louisville Metro Agency Volunteer Supervisors or Agency Directors' designees as well as outside non-profit agencies, businesses and service groups that serve the Louisville Metro community in order to promote volunteerism, leadership development, and civic engagement.

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#### **Subd. 2. Agency Volunteer Supervisor (cont.)**

- Participate in local, state and national professional organizations for Volunteer Resource Managers (such as Kentuckiana Association for Volunteer Administrators, National Association of Volunteer Programs in Local Government, Points of Light Foundation, etc.).

#### **Subd. 3. Volunteer Driving**

- Volunteer(s) must use his/her own vehicle. No volunteer(s) are allowed to drive Metro vehicles.
- Vehicle use should be limited to transport of goods or property.
- No volunteer under the age of 18 should drive as part of their duties.
- The Agency must check to make sure the volunteer has a valid operator's license by obtaining the license information and contacting the KY Department of Transportation (if license is for KY) at 502-564-6800, identifying themselves and requesting if the license is valid. This information should then be documented with the volunteer's information.
- If the license is not valid, volunteer should not be permitted to drive as a volunteer for Metro.
- If the volunteer resides in Indiana, the department of motor vehicles will not provide information over the phone. Contact Risk Management to order the record. This process may take some time as records are only ordered monthly. Risk Management should be presented with a copy of the driver's license to order the record.
- To confirm the driving record is acceptable, the Supervisor should send a copy of the driver's license information to Risk Management after confirming the license is valid. Risk Management will order the actual driving record report.
- Upon receipt of the record, if there are concerns regarding the contents, Risk Management will contact the Volunteer Supervisor and a determination will be made if the volunteer may continue to drive on Metro business.

- Annually thereafter, the volunteer's driver's license information shall be obtained and a driving record shall be obtained through Risk Management. It is the responsibility of the volunteer Supervisor to notify Risk Management that a record needs to be ordered.
- It is required that the volunteer maintains a valid driver's license with an acceptable record and auto insurance in compliance with Kentucky/Indiana Mandatory insurance requirements to drive on Metro business.

## **Louisville Metro Government's Volunteer Resource Program**

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#### **Subd. 4. The Volunteer**

##### Who is considered a Volunteer for Louisville Metro Government?

- An individual who willingly and freely offers services with no expectation of payment or other compensation, beyond any stated volunteer recognition programs.
- Individuals/groups which are trained and overseen and/or supervised by Metro employees.
- Individuals and groups engaging in service opportunities defined by Louisville Metro Agencies. Interns are not considered volunteers (refer to HR's policy on interns)
- Volunteer(s) must comply with the guidelines and procedures outlined in both the Louisville Metro Volunteer Handbook as well as the Agency Handbook for the site where they are providing service. They must abide by the same rules of conduct, ethical standards and confidentiality requirements that govern Louisville Metro employees.

##### Who is **NOT** considered a Volunteer for Louisville Metro Government?

- Members of Metro appointed Boards, Commissions and Committees.
- Interns, Work Release (Dismas) or Court Ordered workers.
- Unsupervised groups who are merely provided equipment, bags and gloves, such as Scout troops or church groups. (These helpful citizens **should not** be requested to sign the "Agreement to Volunteer and Accept Worker's Compensation Benefit form.") However, their hours/activity **should** be counted.

Because Worker's Compensation is a no-fault benefit and can be very costly, it is Metro's intent to provide it only to those whom Metro has some degree of control through supervision or training.

Types of volunteer service include:

- (1) Regular Volunteer Service      Activities on an on-going basis or for a set period of time.
- (2) Special Event Volunteering      One time, episodic, or done-in-a-day projects;  
only if trained by a Metro employee

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**Section 3. Policies and Procedures**

**Subd.1. Volunteer Recruitment**

Each Louisville Metro agency coordinate volunteer recruitment activities specific to its programs and needs. Recruitment targets the broadest possible community involvement representing the diverse population of Louisville Metro.

A. Volunteer Assignments

- (1) Every assignment or activity for which volunteer(s) are utilized will require a written volunteer opportunity description. The description provide both employee and volunteer with a clear explanation of responsibilities, proposed outcomes/impact, qualifications needed, orientation/training provided and/or required, employee position(s) responsible to provide guidance and direction to volunteer, minimum time commitment, and benefits to volunteer. Employees wishing to utilize volunteers are responsible for completing the appropriate volunteer opportunity description form based on the classification assignment (short-term, ongoing, individual, group) and submitting this to the Agency Volunteer Supervisor or Agency Director's designee in their department to be maintained in a master file of volunteer opportunity descriptions.

B. Volunteer Qualifications and Registration Process

All volunteers must meet minimum qualifications for placement into any Metro-related assignment. The primary qualification for volunteer(s) placement is the ability and suitability to perform a task on behalf of Louisville Metro.

- (1) Age      The minimum age of a Metro volunteer is sixteen (16) unless accompanied by a supervisor or an adult; however no one under the age of fourteen (14) shall be a Metro volunteer, unless specified otherwise in federal and state laws or in the volunteer description by exception established through the volunteer committee.

- (2) Background Investigations Depending on the nature of the volunteer assignment and in accordance with federal, state, and local requirements, volunteers may be subject to criminal background checks and/or reference checks
- (3) Volunteer Registration Volunteer(s) must complete a Louisville Metro Volunteer Registration Form associated with the type of service they are pursuing (short-term, ongoing, individual and groups). Each Louisville Metro Agency may have additional required forms associated with their Agency's utilization of volunteers. Volunteer(s) will be made aware of such additional forms during the application process.

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- (4) Volunteer and Worker's Compensation Form: Louisville Metro provides Worker's Compensation for certain volunteers serving in specific capacities on behalf of Louisville Metro. Volunteers who qualify must complete an "Agreement To Volunteer and Accept Workers Compensation Benefits Form" prior to placement.

Volunteers under the age of 18 must have the Form signed by a parent or legal guardian.

### **Subd. 2. Placing Volunteers**

- A. To the extent possible, volunteer(s) are offered opportunities that match their skills and interest and also serve operational needs. Volunteer(s) may not be assigned to displace any Louisville Metro employee from a paid position. A volunteer position may not replace an employee position which is vacant due to retirement, resignation or termination.
- B. The Agency Volunteer Supervisor or Agency Director's designee within each Louisville Metro Agency will review registrations and conduct screening interviews and/or a group orientation in order to determine prospective volunteers' qualifications and ability and suitability to volunteer for Louisville Metro.

- C. Volunteer(s) are responsible for maintaining the confidentiality of all proprietary or privileged information to which they have access while serving as a volunteer including confidential information concerning personnel matters, members of the community, or related to Louisville Metro/Louisville Metro Agency(s). Volunteer(s) may be asked to sign a Confidentiality Statement to this effect.
- D. A volunteer appointment may be terminated at any time at Metro's sole discretion with or without cause. There is no appeal from the termination of a volunteer appointment.

**Subd. 3. Risk Management and Insurance Requirements**

Louisville Metro provides volunteer(s) Worker's Compensation benefit for certain volunteer activities. In the event that a volunteer reports an injury, employee(s) should follow the same procedures that apply when an employee reports an injury.

Upon learning of any injury or accident, the responsible employee must notify the Agency Volunteer Supervisor or Agency Director's designee. In keeping with this, Agencies are requested to follow the following guidelines related to volunteers:

**Louisville Metro Government's Volunteer Resource Program**

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**Subd. 3. Risk Management and Insurance Requirements (cont.)**

- A. Volunteers – Louisville Metro Workers Compensation Coverage
  - (1) Volunteer(s) must be placed in a regular volunteer position and have a completed application on file or the volunteer must be volunteering at an approved special event.
  - (2) Agencies must have each volunteer who will receive direct guidance and direction from an employee during their project assignment sign an "Agreement to Volunteer and Accept Workers Compensation Benefits form". This form gives the volunteer Worker's Compensation protection which pays for their medical expenses with no co-payments or deductibles applicable, in exchange for the services provided. It covers any injuries sustained during any authorized volunteer service performed on behalf of Louisville Metro government regardless of fault. Agencies must keep a signed copy of the form on file and in the event an injury occurs, they are to file this form with a Worker's Compensation First Report of Injury Form (IA-1), with the Risk

Management Division. No claims can be honored without a signed “Agreement to Volunteer and Accept Workers Compensation Benefits form”.

- (3) The “Agreement to Volunteer and Accept Workers Compensation Benefits Form” is to be used only for true volunteers. (See Section 2, Subd.4 for definition.)
- (4) Volunteer(s) are strictly prohibited from operating Louisville Metro vehicles, except for pre-approval exceptions made through Metro’s vehicle use program.
- (5) Agencies are responsible for directing and monitoring volunteer(s).
- (6) Volunteer(s) must not be allowed to handle any Louisville Metro monies. They may assist in set-up at venues but all money must be collected by the Louisville Metro employee(s) on duty.

## **Louisville Metro Government’s Volunteer Resource Program**

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#### **Subd. 4. Recognizing Volunteers and Employees**

Effective recognition is an extremely important element of volunteer management.

- A. Recognition by Agency Employees. Agency employees who work directly with volunteers are encouraged to offer appreciation and recognition to volunteers on an on-going basis. All opportunities for informal recognition should be taken.
- B. Recognition by Agencies. Agencies are encouraged to plan volunteer recognition celebrations for their volunteers and/or invite volunteers to employee parties or get-togethers as a form of recognition for participation on the team. Agencies may also want to present awards on the basis of years of service (5, 10, 15, etc.) or other outstanding accomplishments.
- D. Awards. Agency Volunteer Supervisors should gather information about local, regional, state and national service award opportunities and coordinate submission of nominations for Agency volunteers.

- E. Recognizing Employees for their work with volunteers. Volunteer management requires special skills and expertise. Agencies should recognize and reward employees who demonstrate excellence in volunteer management as part of existing employee recognition programs.

## How to Use VICnet

Metro Animal Services uses a browser-based software called VICnet to manage our volunteer program. Volunteers are able to log-in through the MAS website using VICnet to check their schedules, sign-up for openings, post their interests and availability, communicate with the Community Engagement Supervisor, and report and monitor their volunteer service. You can access VICnet online from home or anywhere you have an Internet connection. VICnet works in any popular web browser, and there's nothing to install!

Each volunteer will have a log-in and password for their own VICnet page. You will receive your Volgistics number after your first volunteer day. The login is your email and the password is your Volgistics ID or first and last name (no spaces). Feel free to change your password.

### ***To access your VICnet account after receiving your password:***

- Go to [www.Louisvilleky.gov/AnimalServices](http://www.Louisvilleky.gov/AnimalServices)
- Click on the *Volunteer page*.
- At the bottom of this page, there is a link to VICnet: Current Volunteers-Login Here! Click this link and enter in your log-in information to access your unique VICnet account.

### ***To sign-up for a volunteer opportunity through VICnet:***

- Click on the *My Schedule* tab
- Use the drop-down menu to select a particular volunteer opportunity, or click on *All Assignments* to see all available openings
- Click the calendar date for which you'd like to sign up
- Select the opportunity by clicking *Schedule Me*

### ***To remove yourself from a volunteer opportunity that is more than two days away:***

- Click on the *My Schedule* tab
- Click on the day that you are scheduled to volunteer
- Click the *Remove Me* button
- 

If you have any questions about VICnet or need any assistance, please contact the Community Engagement Supervisor.

Thanks so much!

-Animal House staff

[MASVolunteers@louisvilleky.gov](mailto:MASVolunteers@louisvilleky.gov)

502-473-7387 (2,2)