



Volunteer Manual

Regional Animal Services of King County (RASKC)

November 2021

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COVID-19 Precautions

During COVID precaution times, it is extremely important to:

- Wear a mask, whether or not you are vaccinated.
- Try to maintain at least six-foot distance from all people.
- Wash or sanitize your hands frequently.
- Receive a vaccination if you can.

If any of the following apply to you, then follow the absence protocols and stay home for at least 10 days and contact the [Volunteer Program Manager](#) right away (see p. 27):

- If you experience symptoms of COVID (which can also mirror symptoms for the flu, the common cold, and other conditions), you may return to volunteering after 10 days if your symptoms have improved AND if you no longer have a fever without having taken fever-reducing medication within the previous 24 hours. Symptoms, which can be mild to severe, can include:
 - Fever or chills
 - Coughing
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - Sore throat
 - New loss of taste or smell
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- If you are not experiencing symptoms but you did test positive for COVID or if you have been recently exposed to someone with COVID for a total of 15 minutes or more within a 24-hour period:
 - a) Stay home for at least 10 days from the date of the test results or from the date of known exposure, and
 - b) Notify the [Volunteer Program Manager](#) right away (see p. 27).

We understand that these situations can occur and wish everyone good health.

Welcome to Regional Animal Services of King County (RASKC)! A special relationship begins when you join RASKC's volunteer community. Volunteers are essential for RASKC to help thousands of people and pets. Effective teamwork between volunteers and our professional staff enables us to successfully provide care for 4,000- 5,000 animals each year. We wish you an enjoyable, safe, and fulfilling volunteer experience.

RASKC's success depends largely on creating environments that are welcoming, safe, respectful, productive, equitable, and appreciative of staff, volunteers, customers, animals, and others. RASKC invites your suggestions on how to create the type of environment we aspire to.

Thank you for your service!

RASKC Team

About RASKC

Regional Animal Services of King County (RASKC) provides King County with sustainable, cost-effective services that protect people and animals, while providing humane animal care. Our organization is built on the cornerstone values of compassion and pro-equity service. We demonstrate this commitment in the countless hours spent by staff and our volunteers to save animals' lives at the shelter and in the field. By collaborating with community partners, we are able to expand our programs and resources to provide even greater value to our residents.

RASKC's save rate for animals increased from 53% in 2010 to better than 93% in 2020. For the past several years, RASKC's live-release rate has been greater than 90%.

- We take every reasonable measure to help animals, though there are some circumstances when euthanasia is the most compassionate option- for example, when an animal has a poor quality of life and is suffering.
- Animals may be candidates for euthanasia if they are determined to pose an unacceptable danger to other animals, themselves, or members of the public.

Our Story

Our predecessor agency, King County Animal Control (KCAC), was established in 1972 to provide animal services and public education to most of King County. Re-energized in 2008 with a directive to improve animal outcomes and increase efficiency, KCAC dramatically increased the number of animals rehomed each year. In 2010, Regional Animal Services of King County (RASKC) was formed as a partnership between King County and more than two dozen cities to improve animal welfare in our region. Today, RASKC provides services to nearly one million residents living in 24 cities and unincorporated King County. With help from our city partners, more than 100,000 cats and dogs are protected with identification through licensing by RASKC annually. License fees are used to provide animal care and control services and to shelter homeless pets until they are adopted. Our animal services officers cover a territory of more than 1,100 square miles, an area nearly the size of the state of Rhode Island. Our Pet Adoption Center staff and volunteers give thousands of animals each year a second chance by providing quality care while they wait for their "forever home."

Our Community Partners

RASKC works with contracted sales partners, including local city halls, licensing agencies, pet stores, veterinary clinics, animal shelters, and grocery stores. These partners help RASKC by selling pet licenses and distributing information and applications in locations conveniently accessible to our residents throughout the region.

RASKC also partners with other organizations in the animal services community, collaborating on programs and events throughout the year including pet adoption events, low-cost spay/neuter clinics, and much more.

Our Contracting Cities

Regional Animal Services of King County provides service to the unincorporated portion of King County as well as within the boundaries of the contracting cities listed below.

Beaux Arts	Bellevue	Black Diamond	Carnation
Clyde Hill	Covington	Duvall	Enumclaw
Issaquah	Kenmore	Kent	Lake Forest Park
Maple Valley	Mercer Island	Newcastle	North Bend
Redmond	Sammamish	SeaTac	Shoreline
Snoqualmie	Tukwila	Woodinville	Yarrow Point

Our Services and Programs

Adoptions —For a very rewarding experience, adopt a shelter animal. At RASKC, we place healthy and treatable adoptable pets into new homes. We welcome all adopters and aim to find a great match for every customer. We provide as much information as we can about each animal, which allows adopters to make the final decision about what is right for their them. We aim to be a resource for adopters throughout the adoption process and beyond! Learn more by visiting kingcounty.gov/adoptapet.

Animal Control Response — Our Animal Control Officers (ACOs) are dedicated to protecting the health, safety, and welfare of people and pets in our partner cities and in unincorporated King County. ACOs conduct investigations, enforce state and local laws related to animals, as well as educate the public about animal welfare, restraint, and licensing. Our officers respond to calls seven days a week from 7:30 a.m. to 6:30 p.m. We also provide 24-hour emergency response to assist law enforcement, secure dangerous animals or loose livestock on public roadways, and investigate animal injury and abuse. If you encounter and/or have issue(s) with someone else’s pet, please visit kingcounty.gov/animalcontrol.

Donations — At RASKC, our goal is to maximize lifesaving efforts for stray, neglected, and abused animals. These extraordinary efforts can be supported directly by your help. Through donations, we support low-cost spay/neuter services for qualified owners, offer specialty veterinary care for animals that can be medically rehabilitated, spread awareness around responsible pet ownership and much, much more! RASKC has four funds where you can direct your gifts: Benefit Bequest, Spay Neuter, Angel Fund and Animal Retention. To learn more about donating, visit kingcounty.gov/pets.

Education and Community Outreach — We are eager to participate in our community to raise awareness on various topics, from the services we provide, to helping cultivate a culture of compassion and respect for animals and our neighbors. As part of our education and outreach, we offer Kind Kid Tours and in-classroom

outreach programs. We support teen development programs, present at career opportunity events, and attend community festivals. If your community group or school is interested in working with RASKC to educate, engage, and encourage community members or students about animal welfare, please feel free to [contact us](mailto:pets@kingcounty.gov) (pets@kingcounty.gov)

Lost and Found Pets — Whether you have lost or found a pet, our staff and volunteers are here to help. Lost pets are housed at the Pet Adoption Center in Kent where our veterinary and animal teams care for them until owners can come to find them. Unlicensed stray animals are held for three days before the process toward a new adoption begins (licensed pets are held for five days). Lost and found pets can be viewed on our [website](#). You can also [register a lost or found pet](#) and find more resources to locate them. Please visit kingcounty.gov/pets.

Owner Assistance — We aim to help keep pets with their families whenever possible. We are honored to work with our community to help provide resources for pet owners who need assistance, including a pet food and supply bank, low-cost spay/neuter surgeries, and animal behavior resources. We understand that there are circumstances that may lead someone to consider surrendering their pet to a shelter. If you need assistance or are considering the decision to surrender your pet, please consult with our staff or visit our [website](#) to learn more.

Pet Licensing — Licensing your pet helps protect your pet through a recognized identification system in King County. If someone finds your pet, they can call the RASKC phone number, get your phone contact information (even after hours), and reunite you and your pet. The license fee also helps to fund the life-saving shelter work that RASKC performs. Each year, RASKC gives thousands of animals a second chance by providing quality care both in the field and at our Pet Adoption Center. Learn more or license online by visiting kingcounty.gov/licensemypet. You can also speak directly with our pet licensing staff at **206-296-2712**.

Address and Hours of Operation

Address in Kent 21615 64th Ave. South Kent, WA 98032

Getting here by bus? Bus route 161 has stops on S. 212th Street, which is a few blocks from RASKC. King County Metro offers an [online tool](#) to you plan your route (tripplanner.kingcounty.gov)

Phone Number: Main line: 206-296-7387

- Make language selection
- Press 2 for animal control
- Press 3 for shelter services
- Press 4 for pet licensing

Hours of Operation: Monday thru Friday: 12:00pm – 6:00pm
(for public) Saturday thru Sunday: 12:00pm – 5:00pm

Hours of Operation: Monday thru Friday: 7:30am – 6:00pm
(for staff) Saturday thru Sunday: 7:30am – 6:00pm

Hours of Operation: Foster volunteers are asked to make an appointment for routine matters, like
(for volunteers) vaccinations. Appointments are usually scheduled between 2:00pm – 5:45pm
except major holidays. Contact Lori.Mason@kingcounty.gov or call 206-263-1321
in the afternoon, starting at 2:00pm.

RASKC is open to scheduled volunteers on weekdays from 8am- 6pm and on weekends from 8:00am – 5:00pm, except hours may vary on major holidays*. We ask that scheduled volunteers do not arrive much earlier than 8am.

Email: pets@kingcounty.gov (for all inquiries)
petlicense@kingcounty.gov (for pet licensing only)

Website: www.kingcounty.gov/pets

RASKC proudly serves all residents of King County. If a language other than English is needed, all our staff are trained, willing and able to assist using a phone interpretation service.

**Schedule provided in this manual for major holidays, see pages 44- 46.*

Community Service

Community Service- School & Courts

RASKC offers community-service opportunities for students who need hours for school and for many people who need court-ordered hours. It is very important that you coordinate with RASKC before beginning on any project that you would like to receive credit for. Contact RASKC.Volunteers@kingcounty.gov.

To join a volunteer team, you would go through the normal onboarding process.

Make Cat Blankets: Anyone* seeking community service may receive hours for making and donating cat blankets, but only when RASKC is accepting these items. RASKC accepts only a certain number of cat blankets each month. RASKC credits one hour per cat blanket made and donated. An online application and liability waiver are not needed for this activity.

If you are interested in making cat blankets, contact RASKC.Volunteers@kingcounty.gov. It is important that you schedule cat blanket making with RASKC before you begin working on this project.

* Note: Not all courts accept making cat blankets for community service. See the subheading below on "Court-ordered Service."

Sometimes RASKC can offer community-service hours for a special project or other activities; contact RASKC.Volunteers@kingcounty.gov. Some activities for school, possibly the courts, might include:

- Editing pet photos online
- Organizing a donation drive of pet food and supplies
- Picking up litter and excrement at dog parks
- Helping connect lost pets with their owners via online research
- Creating a video or artwork that promotes pet licensing, vaccinations, spay/neuter surgery, and other types of pet-wellness practices
- Printing and putting up RASKC posters in the community

It is important that you coordinate with RASKC before you begin working on any of the above projects if you are seeking community-service hours.

Court-Ordered Service

Court-ordered community service is not available for all volunteer roles, but everyone is welcome to make cat blankets regardless of what you are charged with if we have not already received the maximum number of cat blankets for the month and if the court approves. It is important that you schedule cat-blanket making with RASKC before you begin working on this project.

Note: It is the volunteer's responsibility to check with their attorney or the court to determine whether any of the RASKC activities qualify for community service. For example, many courts accept community-service hours for making cat blankets, but King County Superior Court usually does not.

Coordinate with RASKC prior to starting any project for court-ordered community service. RASKC.Volunteers@kingcounty.gov.

Court-ordered community service for scheduled shifts is available only to people who are currently charged with driving-related offenses or comparable.

Internships & Related

RASKC often provides opportunities for student internships. We do not, however, pay wages or stipends to volunteers. Usually, the student's internship will consist of a regularly scheduled volunteer shift through the normal onboarding process.

Sometimes RASKC can offer an internship for a special project; contact RASKC.Volunteers@kingcounty.gov.

Vet Clinic: RASKC will, upon request, try to arrange for an observation day or half-day in our vet clinic only if you are a student enrolled in a vet school or a vocational program focused on veterinary medicine.

Disabilities, Job Coaches, & Clients

RASKC provides accommodation for training and volunteering upon request. Locations for scheduled volunteering are wheelchair accessible.

If you will be volunteering with a job coach or client, then both people will need to complete the required electronic forms and go through training to become volunteers.

- If the job coach goes through new volunteer orientation (NVO), the client is not required to do so.
- Often RASKC asks that a substitute job-coach also fill out the forms, go through NVO, and receive training, so that they may accompany the client when the regular job coach needs to be absent.

If a job coach or client expresses interest in transitioning the client to work shifts without being accompanied by the job coach, RASKC will accommodate these requests upon mutual agreement between the client, job coach, and RASKC.

Getting Started

Age Requirements

- Ages 18 and up: May volunteer alone.
- Ages 16-17: May volunteer alone if the parent/ guardian completes the liability waiver.
- Ages 9—15: May volunteer but only with an accompanying parent/guardian, who also serves as a volunteer.
- Under 9: Not yet allowed to volunteer, except as part of a foster family with supervision of an adult, who is the official foster volunteer.

Parent-Youth Teams

RASKC welcomes younger volunteers with their parent/guardian in several roles, including:

- Cat Meet & Greet
- Early Morning Cat Crew
- Cat-Care Teams at our partner stores
- Dog Enrichment
- Shelter Helper
- Pet Publicist
- Fostering
- Ambassador & Community Events

If the youth is between 9—15 years old, they must be accompanied by their parent/guardian, who is responsible for supervising them. The parent/guardian becomes a RASKC volunteer and attends all trainings and shifts with their youth.

Youth under 18 years old are not eligible for the following teams: Cat Area Stray Team, Dog Walker, and Vet Clinic Volunteer.

Initial Commitment

Some volunteer roles have a flexible or no minimum commitment: fostering, pet publicist, ambassadors, community events, dog enrichment, and animal transport.

Scheduled shifts typically require an initial commitment of weekly or alternating-week shifts of about one or two hours, depending on the role, for six months. The exceptions to this are the “summer only” volunteers, who contribute a minimum of six shifts plus training. Some roles are not eligible for “summer only” volunteering- for example, Dog Walking and Vet Clinic volunteering.

It’s important that volunteers achieve excellent attendance during the first few months of volunteering unless other arrangements have been made in advance.

In general, RASKC needs volunteers to be present for about 75%—80% of their scheduled shifts, unless a Leave of Absence has been agreed upon.

Please accept training for a scheduled position only if you can make a solid commitment. Nevertheless, we understand that unexpected circumstances arise, despite the very best of intentions. If this occurs, please contact your team leaders right away.

Email & Electronic Communication

RASKC emails important communications to volunteers. It is essential that you check e-mail regularly, so that you are up to date on critical information for you and your team.

- If you are a foster volunteer, you will discover through very time-sensitive emails when a foster animal is ready for you. You would need reply to confirm right away.
- If you are a scheduled volunteer, you will need to access the internet to mark yourself absent and to sign up for extra shifts.

If you do not have a computer, tablet, or a smartphone, we ask that you find a reliable method to receive emails from RASKC. Maybe a friend or family member can help you and/or maybe you could go to a library on a regular basis.

Required Forms

One of the first steps to become a volunteer is to complete the required forms (also available at kingcounty.gov/RASKCVolunteer):

- RASKC's [volunteer application](#)
- RASKC's [liability waiver](#)*

If becoming a foster volunteer is your sole interest, then only one person* in your household needs to complete the forms. The foster applicant must be at least 16 years old. *

** Youth: Volunteers under 18 years old must have their parent/legal guardian complete the liability waiver on their behalf.*

Parent-youth teams: If you'd like a scheduled position, then a separate liability waiver is needed for each member of the family who wants to volunteer.

Eliminating the Barrier of Criminal Background Checks

Criminal convictions are not a barrier to volunteering for RASKC. In keeping with the spirit of "ban the box" and "fair chance" [laws](#), RASKC does not conduct criminal-background checks on volunteers. Because incarceration rates in [King County](#) and elsewhere reflect large racial disparities, actions based on information related to criminal convictions often perpetuate systemic racism.

New Volunteer Orientation

To register for and attend an in-person session of new volunteer orientation, visit our RASKC volunteer page — kingcounty.gov/RASKCVolunteer — or contact RASKC.Volunteers@kingcounty.gov. Sessions are typically offered twice a month in Kent and a few times each year on the eastside.

Online sessions of new volunteer orientation are also available for people who cannot attend in person. Follow the instructions on this [webpage](#) to ensure all modules are successfully completed.

Onboarding & Training

After you have completed the required forms and new volunteer orientation, the RASKC Volunteer Program Manager will begin the onboarding process.

Foster volunteers: After you have completed foster training and the quiz, you are asked to sign up for one or more waitlists, based on the type of animal(s) that you would like to foster. You will enjoy working with RASKC Foster Care Coordinator Lori Mason. She is a Licensed Vet Tech and has been working as our Foster Care Coordinator for over 20 years.

Scheduled Positions: For a list of open positions, click [here](https://tinyurl.com/RASKC-Openings) (tinyurl.com/RASKC-Openings). Usually when you indicate that there is a scheduled position that matches your interest and availability, you are asked to visit with the Volunteer Program Manager and/or an experienced volunteer. This intake session typically occurs before you are scheduled for a training. The intake conversations may occur via Zoom, phone call, or in person.

Training for most scheduled positions involves:

- Reading materials and watching videos
- Answering quiz questions
- Scheduling one or more in-person training shifts with experienced volunteers.

During in-person trainings, it is important that you convey interest and enthusiasm and that you also demonstrate good listening skills. Training to become a Dog Walker involves several additional steps.

Getting ready for your first shift

Attire

When volunteering for RASKC at public venues, volunteers are required to wear:

1. A RASKC volunteer t-shirt or vest,
2. Secure long pants or Capri-length pants if you are working with animals,
3. Sturdy, close-toed, flat shoes (no flip flops, sandals, or other open-toed shoes), and
4. Volunteer name badge. Name badges are given when you complete your training.

Please do not wear any dangly jewelry while you are working with RASKC animals.

Signing In & Out of Your Shift

If you volunteer for RASKC in Kent or Kirkland, it is very important that you sign-in and out of your shift at a computer or kiosk.

- Your PIN is your telephone number for signing in/out of your shift (This is not the password to access your online record).
- When members of a family volunteer together and share the same telephone number, then one person's password is the telephone number. Other family members' sign in/out password is 111 (or 222) plus the last four digits of the telephone number.

If the computer or kiosk is not working, please complete the "whoops" sheet. Include your first and last name, the time you contributed, and date. An office volunteer will then enter your hours for that shift.

If you volunteer at a partner store, community / fundraising event, or donations delivery, it is very important that you to log your hours in your online record the same day.

- Here are [written instructions](#) on how to post your hours to your online record; here is a [training video](#). Or scroll down to the Volunteer Hub at kingcounty.gov/RASKCVolunteer.
- If you forget to post hours, this triggers a review as to whether you attended your shift. It is best to log hours promptly. Thanks!

Cell Phones

Especially since your volunteer shift takes a fraction of your time in any week, RASKC hopes that you will be fully present to focus on the work at hand without spending much time on your phone, tablet, or other device. RASKC does understand, however, that some situations require that you respond to texts, emails, and/or telephone calls right away.

Questions

If you have any questions or would like clarification during your shift at RASKC, feel free to ask a shiftmate or a staff member. See page 27.

Attendance & Absences for Scheduled Volunteers

Attendance

When you train for a scheduled position, you become a valuable member of our team. RASKC counts on you. Your presence makes a difference!

Absences

What to do when you cannot come in for your shift

For every absence, before the shift take yourself off the schedule in your online volunteer record.

- Please provide as much notice as you can for your absence.
- Here are [written instructions](#) and a [training video](#) on how to do so. Or scroll down to the Volunteer Hub at kingcounty.gov/RASKCVolunteer.
- When you take yourself off the online schedule, an automatic opening will be created to allow a fill-in volunteer to sign up to cover your shift.

Many RASKC teams have a system that allows you to send an email to one address, which then goes to all team members. If you serve on a team with this system, be sure to send an email that asks for a fill-in volunteer to cover your absence.

If your absence notification is 48 hours/ two days or less from the start of your shift, then it is very important that you also text your team's leaders. If you have a shiftmate, please let them know too.

Volunteers on RASKC volunteer teams are very good about helping each other.

- If you can fill-in to cover an absence, then it is important to mark the online calendar.
- Here are [written instructions](#) and a [training video](#) on how to do so. Or scroll down to the Volunteer Hub at kingcounty.gov/RASKCVolunteer.

Bad Weather

If you are not able to come in for your scheduled shift due to severe weather, we understand. RASKC prefers that you be safe and not risk hazardous traveling. As for any absence, please take yourself off the online schedule right away and follow the other short-notification absence rules.

Leave of Absence, Arranged in Advance

RASKC often grants a Leave of Absence (LOA) for scheduled volunteers with good attendance for situations when you need to be gone for three consecutive shifts or longer (for example, health reasons or international travel).

- Please make your request for a LOA to your team's leadership with as much advance notice as possible.
- If you can, please include the date when you'd like to resume volunteering. Unless you have a solid record of good attendance, RASKC cannot guarantee that your same shift will be available upon your return.
- Please reach out to your team's scheduler about two weeks before the date that you'd like to return. If RASKC is holding your shift open for you, it is super important that you confirm your return date within this timeframe.

No Show/ No Notification

Advance notice of absences is essential.

- Whenever a volunteer misses two consecutive shifts without advance notice, they are removed from the schedule. They are not eligible to return until and unless the situation is resolved by engaging with the Volunteer Program Manager.
- If three consecutive absences without advance notice take place, in most instances the volunteer is removed from the team.

Volunteer Policies and Expectations

Adopting an Animal from RASKC

Aside from finders and fosters, all pets are to be adopted out through the RASKC public adoption process.

Confidentiality

While RASKC aims for our work to be transparent and is subject to public-records laws, we ask that you maintain confidentiality around sensitive matters- just as you would do at your workplace.

Copy Machines, Computers, & Other Equipment

Since RASKC is an agency of the King County government, personal use of our equipment is extremely limited.

- This rule also means you are not to use the equipment on behalf of organizations.
- RASKC equipment should be used only for RASKC purposes, with very few exceptions.
- Do not download any programs onto a RASKC computer without clear permission from staff.

We ask that you do not use RASKC phones except for urgent matters when you do not have your own phone.

Community Pantry

RASKC maintains a community pantry of donated pet-food and related items for pet owners facing financial hardship. If you are facing these stressful circumstances, please help yourself to any of the items.

Customer Service

- RASKC encourages volunteers to be empathetic and to use a considerate and compassionate approach — polite, kind and intentional — with the public, staff, animals, and other volunteers.
- Please offer cheerful greetings to everyone who walks through the door.
- Remember that some customers prefer a lot of conversation; some prefer less conversation. Please look for cues as to how much conversation your customers might like.

Down Time & Taking Initiative

RASKC loves volunteers who are productive and take initiative. Especially during slow season (January—May), it might seem like there is not enough work to keep you busy at RASKC.

- There are almost always some tasks that you can help with such as, cleaning the tops of the cat condos in the adoption area, making “lost cat” signs, or taking photographs of the adoptable animals to post on Instagram.
- You may also ask the Shelter Administrators and the Volunteer Program Manager if they have any projects for you to work on.

Expenses & Insurance

RASKC does not often reimburse for volunteer expenses, so it is important that you contact [RASKC](#) for clarification and receive approval in writing before you pay for any item or service. (RASKC.Volunteers@kingcounty.gov)

RASKC does not carry health, medical, liability, automobile, workers’ compensation, or disability insurance coverage for any volunteer. We ask that you carry your own insurance coverage, if possible.

Fundraising for Other Organizations

It is important that you do not use your role as a RASKC volunteer to raise money for any other organization. Do not, for example, send unwanted emails to team members about fundraisers. Please do not ask staff to purchase items or otherwise contribute to fundraisers.

Guests

Except for very rare occasions, we ask that family and friends not be present with you during your volunteer shift, unless they are also RASKC volunteers on your team. If you would like an out-of-town guest to accompany you on a shift, for example, you may make a request in advance to your team leader or the volunteer program manager. Team leaders are to inform the volunteer program manager.

Handling RASKC animals

Kennel Cards

It is very important that you read the information that is hanging on the animal’s kennel or condo. It tells you about the animal’s temperament, health, restrictions, and other necessary information.

Never change an animal's name on its kennel card unless you have the clear okay from staff. If you would like to name an animal in adoptions that does not have a name, make your suggestion in writing to an Animal Care Technician (ACT). Include the animal's identification number and kennel/condo number. The ACT may then update the information in the animal database and on the kennel card.

Feeding Animals

The animals at RASKC are fed meals on a set schedule twice a day.

- They are fed certain types and amounts of food according to their needs.
- Volunteers are not permitted to feed the animals at the shelter unless specifically asked to do so by staff. RASKC monitors each animal's intake of food on a daily basis.

If you would like to feed the animals some treats, ask a staff member if it's okay to do so. The animals might have already been fed treats several times that day already.

Preventing Disease Transmission

Zoonotic diseases are diseases that can be transferred from animals to humans (and vice versa). To protect yourself, your pets, and our animals from potentially catching a zoonotic disease:

- Wash your hands thoroughly after handling an animal.
- Change your clothing and shoes after your shift.
- Avoid touching your face to an animal's face and do not allow a RASKC animal to lick you.
- Please ensure that your personal pets are up to date with their vaccines.

Read the animal's kennel card to find out if it is "hands off" due to a zoonotic disease.

Please ensure that your pets are up to date with their vaccinations.

Touching animals at RASKC

While it's natural for most people to want to touch kittens, please do not do so at RASKC unless you are facilitating an adoption. Kittens' immune systems are fragile. You help kittens stay healthy when you do not touch them.

- When engaging with adult cats, ensure your hands are clean.
- Wait for the cat to touch you before petting.
- Before petting another cat, be sure to wash your hands.

While the dogs are very loveable, do not kiss RASKC dogs. In fact, it is important that you do not place your face near the face of any RASKC dog.

If you are not comfortable with an animal that you are assigned

If you are uncomfortable with any of the animals that you've been assigned as a volunteer, then it's important that you not work with that animal.

- If you are a foster volunteer, you may bring back any RASKC animal that is not compatible in your home. Contact the Foster Care Coordinator, Lori.Mason@kingcounty.gov.
- If you are a scheduled volunteer at RASKC or Kirkland, coordinate with your shiftmate(s) to see if any of them would be willing to work with the animal. If none of volunteers feel comfortable with that animal, then notify a staff member.
- If you're at a partner store, just do the "basics" for the cat's care. Notify your team leaders.

Bites and Other Injuries

The vast majority of volunteers never get bitten by a RASKC animal. Nevertheless, an animal bite or deep scratch can happen to the most skillful people. If one of our animals breaks your skin, it is critically important that you:

- 1) Clean the wound right away with soap and water.
- 2) Put on a band aid. All venues are equipped with a first-aid kit, which includes band aids.
- 3) Notify a RASKC employee immediately. The staffer is required to promptly complete a report on your injury and a report on the animal.
- 4) Consult with your healthcare professional to see if any further action might be needed. Cat bites and scratches that result in bleeding have the potential to be very harmful.
- 5) If you become injured in any other way while volunteering for RASKC, please contact a staff member right away. Please also notify your team leaders.

Harassment, Discrimination, & Related Behaviors

If you feel you are or have been unfairly discriminated against, harassed, or subjected to any other unacceptable behavior, please contact the [Volunteer Program Manager](#) or any other member of RASKC's management. Visit the '[About Us](#)' page on RASKC's webpage for the names and email addresses for RASKC's Manager, Lead Sergeant, and Administrator for Communications & Community Engagement (kingcounty.gov/RASKCVolunteer).

Harassment is unwelcome conduct that a reasonable person would consider to be intimidating, hostile, abusive, or offensive. It can take many forms- for example, unwelcome compliments, unwelcome and unsolicited sexual advances, requests for sexual favors, suggestive or insulting noises, facial expressions, vulgar language, innuendos, nicknames, slurs, derogatory comments, cartoons, jokes, pranks, sexually or racially offensive written material, references to sexual or racial stereotypes, offensive gestures, or touching. If this occurs to you while volunteering, it is important to report it to the Volunteer Program Manager or any other member of RASKC's management.

Holidays

RASKC is closed to the public- but not to all volunteers- on the following holidays: New Year's Day, Dr. Rev. Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Veterans' Day, Thanksgiving, day after Thanksgiving, and Christmas day. Starting in 2022, RASKC will be closed to the public also on Indigenous Peoples' Day, which takes place on the second Monday in October.

Scheduled volunteers may always take off from their shift on any holiday (and any other day). If your shift falls on a holiday when you would like off, please mark your absence on the schedule in your online record with as much advance notice as possible, preferably several weeks.

See the appendices of this document that shows which volunteer teams are scheduled on holidays.

Impressions

What you say and do often reflects on our agency. Please be mindful of what you say and do while wearing any RASKC attire or when you otherwise identify as a RASKC volunteer.

Lost & Found Items

If you may have lost an item at RASKC, check in the afternoon with the front counter in the main building. You may also email adoptapet@kingcounty.gov or call 206-296-3936 until 6pm on weekdays and until 5pm on weekends (except not on holidays).

If you have found an item, please bring it to the front counter in the main building.

Parking

RASKC asks that you do not park behind the buildings on the RASKC campus, unless you are a foster volunteer picking up kitty litter.

Performance Concerns

When performance concerns arise, RASKC attempts to coach volunteers to success. We also need volunteers to commit to excellence, including being receptive to coaching and guidance from staff and other volunteers.

- RASKC will engage in best efforts to communicate in diplomatic, appreciative, and problem-solving ways.
- If attempts toward success are not fruitful, then the volunteer will be placed on a leave of absence, usually for six months or longer. When that occurs, volunteers are not guaranteed a shift when they become eligible to return.
- Sometimes conditions are placed upon eligibility to return- for example, additional training and demonstration of skills. Eligibility to return to volunteering is often granted, but it is not guaranteed.

Personal Belongings

RASKC recommends that you leave personal belongings at home or in your locked vehicle, if possible.

- RASKC also offers lockers. If you would like to secure your items, bring your own lock. Then remove the lock and personal items at the end of your shift.
- RASKC reserves the right to remove any locks and items if the volunteer is not at RASKC and/or if the lockers are reasonably thought to be misused or if there is an emergency.

Personal Pets

While we understand the desire to bring your pets with you, RASKC does not allow personal pets to be brought to volunteer shifts. It is also important that you do not leave your pets in your vehicle during your volunteer shift.

Posting Volunteer Hours

If you volunteer at Covington Petco, Reber Ranch, or Tukwila Petco, at a community/ fundraising event, or a donations delivery, it is very important that you log your hours the same day.

- Here are [written instructions](#) on how to do so; here is a [training video](#). Or you may scroll down to the Volunteer Hub at kingcounty.gov/RASKCVolunteer.
- If you forget to post hours when you work a shift, this triggers a review as to whether you attended your shift. Best to log hours promptly. Thanks!

If you volunteer at RASKC in Kent or Kirkland, it is very important that you sign-in and out of your shift at a computer or kiosk. If the computer or kiosk is not working, then it is important to complete the “whoops” sheet. Please include your first and last name, the time you contributed, and date.

Resignation

When it comes time for you to say “goodbye” to RASKC volunteering either on a specific team or altogether, please give your team leaders at least two weeks’ notice, preferably more, if you have a scheduled shift. We need as much time as possible to recruit and train a new person to take your shift.

- If you’d just like to resign from a volunteer team but continue to serve on other RASKC teams (or to hold open the possibility), please complete this online [form](#). Or contact RASKC.Volunteers@kingcounty.gov.
- If you’d like to resign altogether from RASKC volunteering, please complete this online [form](#). Or contact RASKC.Volunteers@kingcounty.gov.
- RASKC asks you to participate in an exit interview, either by completing an online [form](#) or by talking with an office volunteer or staff member, whichever you prefer, either in person, over the phone, or via Zoom.

If you might be leaving because of something that is upsetting or frustrating or due to an unresolved conflict, please notify your team leaders and/or the Volunteer Program Manager. RASKC would like to understand and learn from what happened, see if we can work things out, and create a better situation.

Restraining Orders or Protective Orders

If you have a restraining order or a protective order that legally prohibits someone from being near you, it is important that you inform the [Volunteer Program Manager](#) right away (Sarah.Luthens@kingcounty.gov). We want to create as safe environment as possible.

Ringworm

Ringworm is one of the diseases that is easily transmittable between animals and people.

- If you or any of your pets have any symptoms of ringworm, then it is important that you stay home from your shift and go through the absence-notification procedures.
- When your symptoms are no longer showing, you are eligible to resume volunteering.
- If any of your pets show symptoms of ringworm, then you will need to take your pet to a veterinarian and mark yourself absent from volunteering. You may resume volunteering only after your veterinarian confirms that your pet has recovered.

Sobriety, Drugs, & Alcohol

RASKC promotes a safe, healthy, drug-free, and alcohol-free environment.

It is very important that you are sober and appear to be sober while you are volunteering for RASKC at a public venue and while facilitating any foster adoptions at any location, including your home. Being or appearing to be in an altered state due to using drugs, including alcohol and prescription medicines, can pose serious risks to health, safety, and customer service.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited on the RASKC campus and other venues where volunteering takes place. Volunteers are not to consume alcohol or controlled substances, while volunteering. While on duty, volunteers are not to take prescription drugs that may endanger or impair their work or judgement or appear to do so.

Social Media

RASKC loves for volunteers to share their positive experiences and our adoptable animals on social media.

We encourage you to create an Instagram account that is on a public setting.

- Download photos of adoptable animals from RASKC's [website](http://kingcounty.gov/adoptapet) (kingcounty.gov/adoptapet)
- Note each animal's name and their identification number.
- Post the animals' photos to your Instagram account by using this formula:
#Name+KingCountyPets+A+IdentificationNumber
for example, #FluffyKingCountyPetsA246810
- Use other hashtags like these: #RASKC and #kingcountypets.

Follow RASKC on [Facebook](#), [Twitter](#), and [Instagram](#) (@kingcountypets).

Staff Interactions

Please remember that the primary goal of your volunteer work is to be helpful to staff.

Staff are also charged with being helpful to volunteers. While they might appear to be cheerful and conversational, they are often pressed for time to accomplish many tasks.

Be aware that when you send emails to RASKC staff, many of these emails will be stored and subject to public disclosure.

RASKC staff are prohibited from receiving gifts in the course of their work.

Please acknowledge staff and other volunteers when they are especially helpful.

Always assume the best intentions.

Smoking & Vaping

Smoking and vaping are not allowed inside RASKC-related public venues. We discourage these activities during volunteer shifts. If you feel you need to smoke or vape (tobacco only), it is very important that you do so outside at least 20 feet away from every entrance or exit.

Weapons

Volunteers are prohibited from bringing or storing any dangerous weapons at any RASKC-related public venue. Examples of prohibited weapons: firearms, slingshots, metal knuckles, and spring-blade knives.

When you need a new t-shirt or name badge

To request volunteer t-shirt or name badge, please complete this [form](#). Or you may contact RASKC.Volunteers@kingcounty.gov.

Your Online Volunteer Record

When you access your online record, you may take many actions. For example, you may:

- Check your schedule
- Mark yourself absent
- Sign up for a fill-in shift
- See how many hours you have contributed
- Notify RASKC about your interests and expertise in the "My Profile" tab

- Update your contact information

To access your online record, click [here](http://tinyurl.com/RASKC-OnlineRecord) (tinyurl.com/RASKC-OnlineRecord).

- Your username is the email address you provided on your online application.
- The first time you access your online record, your default password is RASKC.
- Then the system will ask you to create your own password with letters and numbers. RASKC will not know what your password is.

Key Contact Information for Volunteers

For questions about volunteering:

- Contact your team leader(s)
- Contact RASKC.Volunteers@kingcounty.gov, or the Volunteer Program Manager Sarah.Luthens@kingcounty.gov, 206-225-4899 (texts okay)

For questions about foster volunteering:

- Contact the Foster Care Coordinator, Lori.Mason@kingcounty.gov, 206-296-7387

For questions about adoptions, animals at the shelter, or for lost & found pets or items:

- Contact RASKC's front counter, adoptapet@kingcounty.gov, 206-296-3936. Afternoons only.

For questions about animals and/or bites at partner stores:

- Contact the Animal Services Coordinator, 206-639-9454 (texts okay).

For time-sensitive questions & if you cannot reach anyone listed above:

- Contact the Shelter Administrator, 206-263-1314, until 6:00pm.
- Call Center, 206-296-7387, Monday through Friday, 8:30am—4:30pm.

Overview of Volunteer Positions

RASKC's volunteer positions include:

- Fostering
- Volunteering at the Shelter
 - [Shelter Helper](#)
 - [Early Morning Cat Crew](#) (often includes rabbits too)
 - Cat Meet & Greet
 - Cat Area Stray Team

- Dog Walker (including WAGS and [Dog Yard Volunteer](#))
- Dog Enrichment
- [Vet Clinic Volunteer](#)
- Office Volunteers
- Shelter Tours Team
- Volunteering at Partner Pet Stores
 - RASKC's Cat-Care Teams @ Covington Petco, Reber Ranch, & Tukwila Petco
 - Kirkland Cat-Care Team
- Community Outreach
 - Community Ambassadors
 - Community Events & Booths
 - Donation Deliveries
 - Fundraising
 - Meowtropolitan Family Outreach
 - Pet Publicists (including photo editing)
- Other Roles & Activities
 - Animal Transport
 - Making Toys and Cat Blankets
 - Propose Your Own Role
- Volunteer Leadership Positions
 - Mentors
 - Instructors
 - Stewards
 - Schedulers
 - Lead & Co-Lead Volunteers

Fostering

Foster volunteers open their home and hearts to take care of RASKC animals on a temporary basis- sometimes for a few days, a few weeks, or a few months. Hospice volunteers occasionally will care for their foster pet for a year or more.

Fostering virtually expands the walls of the shelter. When our animals are in foster care, that frees up space for other animals to be taken care of.

Foster volunteers provide care for animals who are not available for adoption; for example, kittens who too young for spay/neuter surgery, animals who are recovering from a disease or injury, and pets who are in their final chapter of life.

Many fosters promote their foster pet on social media and meet with potential adopters in person. New foster volunteers must usually wait at least several months before being offered an animal. After you sign up for one or more waitlists, you may always check online for your place in the queue.

Primary Goals: To provide animal-care, including socialization, to help the foster animals get adopted. To promote a positive image of RASKC among potential adopters.

Training: Take training [online](#) and/or participate in the in-person foster training at new volunteer orientation. Take the quiz. You may also access the training and quiz at kingcounty.gov/RASKCVolunteer. Review additional training materials. Foster Care Coordinator Lori Mason then provides one-on-one training when volunteers receive one or more foster pets.

Minimum initial commitment: None. If a foster animal is not compatible in your household, you may return it to RASKC right away.

Age eligibility: This work is available to parent-youth teams and to adults.

* Volunteering at the Shelter *

Shelter Helper

Shelter Helpers provide essential infrastructure support for the well-functioning of the shelter by washing dishes, litterboxes, cat carriers, and related items; by doing laundry and putting it away; and related work. Click [here](#) for a position description; click [here](#) for a video that describes the work or scroll down to the Volunteer Hub at kingcounty.gov/RASKCVolunteer.

Primary Goal: To free-up time for staff to focus on other priorities by volunteers who perform some essential cleaning and “putting away” work.

Training: After an intake interview, volunteers engage with training materials and participate in two training shifts.

Scheduling: Volunteers typically contribute one mutually agreed-upon shift per week (or alternating weeks) for one to two hours, depending if it’s slow season (January-May) or busy season (June- December). In the busy season, usually four shifts take place every day. Shifts may be cancelled when there are too many volunteers scheduled and when there is not enough work available during the slow season. If you participate on an alternating week shift, then excellent attendance is especially important in order to learn the many details of how to do the job well.

Minimum initial commitment: Six months OR the summer-only schedule of six shifts plus two trainings shifts.

Shiftmates: Shelter Helpers often work solo on shifts but often interact with staff and volunteers on other teams.

Age eligibility: This work is available to parent-youth teams, 16- 17-year-olds on an autonomous basis, and to adults.

Cats: Early Morning Cat & Rabbit Crew

The Early Morning Cat & Rabbit Crew (EMCC) cleans condos, kennels, and colony rooms. Cleaning the colony rooms consists of spot cleaning walls and flooring, providing clean water, cleaning out litter boxes, and wiping down surfaces. Hard cleans require additional effort. Volunteers sweep, mop, vacuum, take out the garbage, and replenish supplies. EMCC volunteers take appropriate action if any of the animals display symptoms of illness. Click [here](#) for a position description; click here for a video that describes the work. You may also view the video by scrolling down to the Volunteer Hub at www.kingcounty.gov/RASKCVolunteer.

Primary Goal: To assist staff and free-up time for them to focus on other priorities by volunteers who work to provide a nice, clean environment for felines and people.

Training: After reviewing the training materials, volunteers participate in a training shift.

Scheduling: Volunteers typically contribute one mutually agreed-upon shift per week (or alternating weeks), starting between 8:00am- 9:30am. If you participate on an alternating week shift, then excellent attendance is especially important in order to learn the many details of how to do the job well.

During the slow season (January—May), shifts usually last about one hour. During the busy season (June—December), volunteers may choose a regular shift that lasts anywhere from 90 minutes to three hours. Shifts take place every day. Shifts may be cancelled when there are too many volunteers scheduled and when there is not enough work during the slow season.

Minimum initial commitment: Six months OR the summer-only schedule of six shifts plus one training shift.

Shiftmates: During slow season usually one or two volunteers work each shift. During busy season, several volunteers work on each shift.

Age eligibility: This work is available to adults, parent-youth teams, and to 16-17-year-olds without an accompanying parent.

Cat Meet & Greet

Cat Meet & Greet (Cat M&G) volunteers provide excellent customer service to everyone who comes to our Cat Adoptions Building in the afternoons. Cat M&G volunteers offer friendly greetings and assist the customers in a variety of ways. Gauging how much the customers desire interaction, volunteers play “match maker” between customers and cats. Cat M&G volunteers answer questions, educate on animal-care, offer “lost cat” signage, discuss techniques to help find lost cats, assist customers with adoption paperwork, and help customers understand our guidelines. Volunteers provide cat and rabbit care and clean condos, kennels, and colony rooms. Click [here](#) for a video that describes the work. Or scroll down to the Volunteer Hub at kingcounty.gov/RASKCVolunteer.

Primary Goals: To assist staff and free-up time for them to focus on other priorities by volunteers, who provide important help to customers, felines, and rabbits. To socialize cats and assist in the process of animal adoptions.

Training: After engaging the training materials, prospective volunteers participate in two training shifts.

Scheduling: Volunteers typically contribute one shift per week (or alternating weeks) for two hours. Shifts take place every afternoon. If you participate with an alternating week shift, then excellent attendance is especially important to learn the many details of how to do the job well.

Minimum initial commitment: Six months OR the summer-only schedule of six shifts plus two trainings shifts.

Shiftmates: During slow season (January- May) usually one or two volunteers work each shift. During busy season (June- December), each shift has at least two volunteers, sometimes three.

Age eligibility: This work is available to parent-youth teams, 16- 17-yearolds on an autonomous basis, and to adults.

Cat Area Stray Team

The Cat Area Stray Team (CAST) works with shy cats who are scared of people. CAST volunteers document cats’ behaviors. This documentation can influence what temperament color the cats will be assessed at. Joining the CAST Team is usually a promotional position, except if the volunteer already has significant experience with calming feral and/or very timid cats.

Primary Goals: To assist staff and to modify cats' behaviors to increase the likelihood of successful adoptions.

Training: Potential team members attend a session on cat behavior; engage with training materials; and participate in at least one "hands on" training session, two or three practice sessions, and at least one assessment session. Volunteers are not guaranteed to pass the assessment session.

Scheduling: Volunteers typically contribute one regularly scheduled shift each week for one to two hours. Typically, two shifts occur each day. The early shift usually begins at 11am. The late shift usually begins at least three hours after the early shift. If you participate with an alternating week shift, then excellent attendance is especially important in order to learn the many details of how to do the job well.

Minimum initial commitment: Six months.

Shiftmates: CAST volunteers typically work solo shifts, and they frequently interact with staff and Cat Meet & Greet volunteers.

Age eligibility: Adults only.

Dog Team

If you are an adult who is comfortable being calm and engaged with dogs of all sizes, breeds, and behaviors, some of which can be more challenging than others, we hope you'll join the Dog Team- if there's an open shift that matches your color and availability.

A key qualification is an enormous commitment to positive dog engagement-- e.g., no harsh words with the dogs and no harsh body language. All volunteers must carry RASKC-provided Walkie Talkies while with the dogs and be prepared to use this equipment when needed.

For regular dog-walking shifts: The work typically includes: reading background information the dogs, coordinating with shiftmates, gathering supplies, leashing and harnessing the dogs, taking the dogs in and out of the kennels, taking the dogs on a walk, picking up and disposing animal feces, and providing guidance to the dogs to promote good behavior. Volunteers take out one dog at a time.

For WAGS (Walks, Adventures, and Getting Socialized) shifts: The work typically includes: reading background information on the staff-designated dog, placing the dog in your car- either in a crate or with a dog seat-belt- and then going on an adventure in the community (but not to any dog parks) or the coziness of one's own home if there are no other dogs near the RASKC dog. Sometimes there might an option to take a dog home for an WAGS overnight too!

For the Dog Yard Volunteer: The work typically consists of receiving a dog from an Animal Care Technician (ACT) to take to the dog yard during the time the ACT is cleaning the dog's kennel. The volunteer engages with the dog, picks up messes, and listens for a signal from the ACT over a Walkie Talkie for the volunteer to bring the dog back. This is repeated several times.

Primary Goals: To provide exercise, mental stimulation, and affection for the dogs in adoptions. This work contributes to the dogs' wellbeing and helps dogs display behaviors that will lead to adoption.

Training: Trainees are initially selected primarily as to whether, if successful, they can make a solid commitment to at least an initial six-month commitment to a current opening. After the trainee takes the Dog Team 101 class and engages with the training materials, they go through two training shifts. The trainee is then scheduled for a skills-assessment session to see what color, if any, the volunteer is given that matches the type of dogs the

volunteer will be eligible to work with. "Green" Dog Walkers work with the friendliest dogs. "Blue" Dog Walkers work with shy dogs and the friendly dogs. "Red" Dog Walkers work with the most challenging dogs in adoptions; they may also work with the shy dogs and friendly dogs. If the assessment results in no color, then the person may apply to go through training again in six months contingent upon scheduling.

Scheduling: "Red" and "blue" Dog Walkers typically contribute one scheduled shift each week. RASKC appreciates Dog Walkers who contribute additional shifts to cover absences and position openings. All shifts are scheduled; no "drop in" shifts are available.

The daily Dog Yard Volunteer shift, for "red" volunteers only, takes place from 8:00am—9:30am.

The daily WAGS shift takes place from 8:30—10:30am The shift time can sometimes be modified upon advance request.

Two shifts occur every day for regular dog-walking- for red 9:30—11:30am, for blue/ green 9:30am—11:00am; and 4:00pm—6:00pm for all colors. Shifts may be cancelled when there are too many volunteers scheduled and when there are not enough dogs are available. RASKC usually has very few openings on the Dog Team, except for "red" volunteers who work primarily with dogs in adoptions with the most challenging behaviors. If the volunteer's color assessment results in "green" or "blue" and if there are no "green" or "blue" positions available, then the new Dog Walker becomes fill-in only until a position opens that matches their availability.

Minimum initial commitment: Six months on a weekly shift. During the initial "fill-in only" time period while waiting for a regularly scheduled position, new Dog Walkers usually need to contribute an average of about four hours per month every six-months in order stay current on skills and knowledge that are specific to RASKC.

Shiftmates: Volunteers on regular dog-walking shifts usually work with one or two shiftmates, sometimes three. The Dog Yard Volunteer and the PWAGS volunteer work solo shifts.

Age eligibility: Adults only.

Dog Enrichment

Dog Enrichment volunteers make treats and toss the treats over the kennel doors. Click [here](#) for a video that describes the work in detail. Or scroll down to the Volunteer Hub at kingcounty.gov/RASKCVolunteer.

Primary Goal: To provide mental stimulation for the dogs.

Training: Engage with the training materials and participate in a training shift.

Scheduling: Volunteers typically contribute one regularly scheduled shift per week for about one to two hours. Usually, two shifts take place every day. Drop-in shifts are often available.

Minimum initial commitment: flexible.

Shiftmates: Typically, Dog Enrichment volunteers usually work on a solo basis.

Age eligibility: This work is available to parent-youth teams, 16—17-year-olds on an autonomous basis, and to adults.

Vet Clinic Volunteer

Vet Clinic Volunteers support the clinic veterinarians and veterinary technicians. Click [here](#) for a position description. The main duties include cleaning and wrapping surgical instruments; laundering gowns, blankets, and other items; cleaning empty kennels; spot cleaning urine, feces, and vomit; scrubbing the prep table, surgical table, sinks, and other surfaces; removing garbage, recycling, and soiled towels; sweeping and mopping; and replenishing supplies. Vet Clinic volunteers bend frequently and kneel while cleaning bottom-row kennels. They may also help walk dogs pre- and post-surgery or move animals to and from the vet clinic. The ideal Vet Clinic Volunteer is a quick learner, who can work quietly and independently while the staff is examining and treating animals and is accustomed to the nature of veterinary operations. Working on the Vet Clinic Volunteer Team is usually a promotional position, except if the volunteer already has significant experience in this type of environment.

Primary Goal: To assist staff and free-up time for them to focus on other priorities by volunteers, who perform important cleaning and prep work.

Training: After an intake interview, volunteers engage with training materials and participate in two “tryout” training shifts. Volunteers are not guaranteed to pass the training sessions.

Scheduling: Volunteers typically contribute one regularly scheduled shift each week, 10:00am—1:00pm or 3:00pm—6:00pm.

Minimum initial commitment: Several months, ideally at least one year.

Shiftmates: Because of the small size of the clinic, volunteers work on a solo basis but often near staff.

Age eligibility: Adults only.

Office volunteers

Office volunteers enter data, prepare name badges and t-shirts, run reports on the volunteer database, compile packets, do electronic filing, edit pet photos, and correspond with volunteers. Most office volunteers work at RASKC, but there are some options to do work from home. This work is usually offered on a promotional basis in light of privacy concerns involving the database.

Primary Goals: To assist staff and free-up time for them to focus on other priorities. To provide a wide range of services that may assist volunteers successfully onboard, provide data for accountability and tracking, and to help RASKC comply with recordkeeping regulations.

Scheduling: Most office volunteers coordinate their schedules with the Volunteer Program Manager. Volunteers typically contribute one shift per week.

Minimum initial commitment: Six months.

Shiftmates: Office volunteers typically work on a solo basis and frequently interact with the Volunteer Program Manager.

Age eligibility: This work is available to 16—17-year-olds on an autonomous basis and to adults.

Shelter Tours Team

Shelter Tour Guides show groups around the RASKC campus and tell them about the work that we do. These lively, interactive sessions usually provide plenty of time for the participants to interact with cats and watching a fun

video. Examples of groups who typically take tours: youth groups, employee groups, and groups from houses of worship.

Shelter Tour Guides sometimes lead tours for New Volunteer Orientation participants.

Primary Goals: To leave a positive impression with people who take tours of RASKC in Kent.

Scheduling: Tours with outside groups can last from 30- 90 minutes. They occur on an ad-hoc, often infrequent basis. Scheduling is done through the team's lead volunteer. Tours for new volunteer orientation take place twice a month. Scheduling is done through the Volunteer Program Manager.

Minimum initial commitment: Best efforts to be available to lead or help lead at least three tours during a six-month period.

Shiftmates: Volunteers can request to jointly lead a tour with staff or another volunteer.

Age eligibility: This work is available to parent-youth teams, 16- 17-year-olds on an autonomous basis, and to adults.

* Volunteering at Partner Pet Stores *

Cat-Care Teams at Covington Petco, Reber Ranch, and Tukwila Petco

Volunteers on RASKC's cat-care teams at Covington Petco, Reber Ranch, and Tukwila Petco provide cats with a range of care and socialization. They also clean cat-condos. Usually only one or two cats at a time are at the store. The volunteers notice and engage in appropriate action if any of the animals display symptoms of illness. Team members also cheerfully engage with members of the public and store employees. Sometimes team members help with animal transportation and/or laundry. RASKC staff are not present at the store with volunteers.

Primary Goals: To provide essential cat-care, including socialization, which will help cats get adopted. To provide a nice, clean environment for felines and people. To help promote a positive image of RASKC among potential adopters and the store's customers and staff.

Training: After engaging with training materials, prospective volunteers participate in a training shift.

Scheduling: Volunteers typically contribute one mutually agreed-upon shift per week (or alternating weeks) for two hours. The early shift typically starts any time between 9am- 10:30am (Sunday hours may differ). The late shift typically starts any time between 4:30-6:30pm (Sunday hours may differ). Sometimes mid-day shifts may be offered. During busy season (June- December), shifts usually take place in the morning for 30- 90 minutes and in the late afternoon (or early evening) for 30- 90 minutes. (If you participate with an alternating week shift, then excellent attendance is especially important in order to learn the many details of how to do the job well). During slow season (January- May) most shifts are cancelled due to lack of cats. When felines are present, at least two shifts take place every day. During busy season it can be difficult to predict when your shift might be cancelled during busy season because of no cats at the store and no cleaning needed.

Minimum initial commitment: Six months OR the summer-only schedule of six shifts plus one training shift.

Shiftmates: Volunteers on this teamwork solo shifts.

Age eligibility: This work is available to parent-youth teams, 16- 17-year-olds on an autonomous basis, and to adults.

Kirkland Cat-Care Team/ Eastside Pet Adoption Center

The work that volunteers do as members of the Kirkland/ Eastside Adoption Center Cat-Care Team inside of Kirkland Petco depends on when their shifts take place. Morning volunteers provide a range of cat-care, especially nutrition, and they clean cat condos and the facility. Mid-day volunteers in the morning clean, replenish supplies, and engage in cat socialization. Afternoon volunteers focus on customer service, especially animal adoptions, and cat socialization. Late afternoon volunteers provide a range of cat-care, especially nutrition, and they clean cat condos and the facility. Sometimes they help process adoptions. RASKC staff are typically not present at the store with volunteers on any of the shifts.

Primary Goals: To provide essential cat-care, including socialization. To help facilitate adoptions. To provide a nice, clean environment for felines and people. To promote a positive image of RASKC among potential adopters and the store's customers and staff.

Training: After engaging with training materials, prospective volunteers participate in two training shifts.

Scheduling: Volunteers typically contribute one mutually agreed-upon shift per week (or alternating weeks) for two hours. Shifts usually take place daily every two hours, between 9am- 7pm. If you participate with an alternating week shift, then excellent attendance is especially important in order to learn the many details of how to do the job well. It can be difficult to predict when your shift might be cancelled during busy season because of no cats at the store and no cleaning needed.

Minimum initial commitment: Six months OR the summer-only schedule of six shifts plus two training shifts.

Shiftmates: Weekday volunteers typically work solo shifts. Weekend volunteers usually have at least one shiftmate, sometimes more, especially during busy season (June- December).

Age eligibility: This work is available to parent-youth teams, 16- 17-year-olds on an autonomous basis, and to adults.

*** Community Outreach ***

Community Ambassadors

Community Ambassadors coordinate with RASKC to develop and implement their own community outreach to promote RASKC's services and key messages. This most often takes the form of setting up a table at one's school, house of worship, or at a park. The most important objective is to leave a positive impression of RASKC with the people you meet.

Primary Goals: To promote a positive image of RASKC and responsible pet-ownership.

Training: After engaging with training materials, prospective volunteers participate in a training which can take place in-person, over the phone, or via Zoom.

Scheduling: Variable.

Minimum initial commitment: None.

Shiftmates: Optional.

Age eligibility: This work is available to parent-youth teams, 16—17-year-olds on an autonomous basis, and to adults.

Community Events & Booths

Volunteers promote RASKC's services and key messages by staffing booths and tables at community events where RASKC has a commitment to be present. The most important objective is to leave a positive impression of RASKC with the people you meet. Most opportunities take place on the eastside and north King County.

Primary Goals: To promote a positive image of RASKC and responsible pet-ownership.

Training: After engaging with training materials, prospective volunteers participate in a training which can take place in-person, over the phone, or via Zoom.

Scheduling: Variable. Events typically take place on most weekends between May through September.

Minimum initial commitment: None.

Shiftmates: Variable.

Age eligibility: This work is available to parent-youth teams, 16—17-year-olds on an autonomous basis, and to adults.

Donation Deliveries

Volunteers retrieve donations from pet-supply stores or other venues and bring the items to RASKC on weekdays during hours when the shelter is open to the public.

Primary Goals: To free-up time for staff to focus on other priorities. To help replenish RASKC's onsite community pet-food bank. To promote a positive image of RASKC.

Scheduling: Variable.

Minimum initial commitment: None.

Age eligibility: This work is available to parent-youth teams, 16—17-year-olds on an autonomous basis, and to adults.

Fundraising

Volunteers raise money by working on projects like holiday giftwrapping, rummage sales, and the Seattle International Beer Fest. In the past proceeds from rummage sales help pay for the patio on RASKC's campus.

Primary Goals: To raise money for RASKC's [funds](#) to help animals or other special projects. To promote a positive image of RASKC.

Scheduling: Variable.

Minimum initial commitment: None.

Shiftmates: Variable.

Age eligibility: Except for the Seattle International Beer Fest, this work is available to parent-youth teams, 16—17-year-olds on an autonomous basis, and to adults. The beer fest is open only to people who are at least 21 years old.

Meowtropolitan Family Outreach

Volunteers teach young children about cats, especially best ways to interact with cats. Sessions take place at Seattle Meowtropolitan Café, located in Seattle. Working on this team is usually a promotional position, except if the volunteer already has significant experience with both cats and teaching young children. Openings rarely occur, however.

Primary Goals: To educate young people and their families about cats. To promote a positive image of RASKC among Meowtropolitan customers and staff.

Training: After engaging with training materials, prospective volunteers participate in two training shifts. Volunteers are not guaranteed to pass the training sessions.

Scheduling: Shifts take place once a month from 11:00am—12:00pm in Seattle.

Minimum initial commitment: Six shifts plus training shifts.

Shiftmates: Volunteers work with a shiftmate.

Age eligibility: Adults and 16—17-year-olds.

Pet Publicists

Pet Publicists take photographs of RASKC's adoptable animals and post the images and descriptions to social media. They often help foster volunteers seek adopters through social media.

Primary Goals: To promote a positive image of RASKC online and to help animals get adopted.

Training: After engaging with training materials, prospective volunteers participate in a training shift.

Scheduling: Pet Publicists may drop in the Cat Adoptions Building during afternoon hours, and they are eligible for regularly scheduled shifts.

Minimum initial commitment: flexible.

Shiftmates: Pet Publicists typically work solo shifts and may frequently interact with Cat Meet & Greet volunteers.

Age eligibility: This work is available to parent-youth teams, 16—17-year-olds on an autonomous basis, and to adults.

*** Other Roles & Activities ***

Animal Transport

Volunteers transport animals to or from RASKC in Kent. Typical destinations are to cat cafés, partner stores, and veterinary clinics throughout Puget Sound.

Scheduling: Variable.

Minimum initial commitment: None.

Age eligibility: Adults and 16—17-year-olds.

Making Toys and Cat Blankets

Volunteers often make toys and cat blankets. Here's a [link](#) to a video made by KING 5 featuring a RASKC volunteer who has made and donated over 1,000 cat blankets. Some volunteers organize cat-blanket making parties at their home or on the RASKC campus. Before making toys, please check with [RASKC](#) about your prototype. For example, we are not in a position to accept cat toys made with cork or pipe cleaners, nor t-shirt tug-toys for dogs.

Training: Trainings materials for making cat blankets are available online [here](#) and [here](#).

Scheduling: Due to storage-capacity limitations, it is very important to contact [RASKC](#) to schedule a time to bring in cat blankets. Please do not just drop off cat blankets prior to coordinating with RASKC.Volunteers@kingcounty.gov in advance. Thanks.

Minimum initial commitment: None.

Age eligibility: Any age.

Propose Your Own Role

RASKC welcomes you to submit a [proposal](#) for a volunteer role of your own that advances our mission. Successful proposals from volunteers have included: dog massage, Reiki for animals, and facilitating pet-bereavement support-group sessions.

* Volunteer Leadership Positions *

Mentors

After volunteers gain proficiency in their roles and demonstrate good communication skills, they may become mentors to help train new volunteers.

Stewards

Stewards maintain communication on a regular basis with designated volunteers on large teams to assist team leaders to promote a sense of community by getting to know team members and checking in for questions, suggestions, concerns, and unusual situations.

Instructors

Some volunteers lead in-person classroom or Zoom training sessions, like New Volunteer Orientation, the Dog Team 101 class, or pet photography.

Schedulers

Team Schedulers maintain the accuracy of their team's online schedule and email lists, help recruit fill-in volunteers for specific openings, and help team members achieve proficiency about updating the schedules on their online records and related matters about absences. They respond to all matters involving scheduling. Some schedulers arrange for training shifts. Schedulers are part of a team's leadership and often convey key information to team members.

Lead & Co-Lead Volunteers

Lead and Co-Lead volunteers serve as the first point of RASKC contact for most questions, suggestions, and concerns from their team members. They often play a key role in onboarding new volunteers on their team. These leaders promote a sense of community among team members and serve as liaison between team members and RASKC staff. Sometimes they also serve as the team scheduler.

APPENDICES

RASKC animal adoption locations

	City	Cats	Dogs	Rabbits
RASKC	Kent	yes	yes	often
RASKC Eastside Adoption Center (inside Petco store)	Kirkland	yes	no	no
Bellevue PetSmart	Bellevue	no	no	sometimes
Covington Petco	Covington	often	no	no
Everett PetSmart	Everett	no	no	pending
Individual homes of foster volunteers	Various cities & unincorporated King County	often	no	no
Meowtropolitan Cat Café	Seattle	yes	no	no
NEKO Cat Café	Seattle Bellingham	often sometimes	no	no
North Seattle PetSmart	Seattle	no	no	sometimes
Reber Ranch	Kent	often	no	no
Tukwila Petco	Tukwila	sometimes	no	no

Tukwila PetSmart	Tukwila	no	no	sometimes
Whole Cat & Kaboodle	Kirkland	sometimes	no	no

Holiday volunteer schedule

Dog Team	<p>Morning and mid-day shifts occur on all holidays. Late-afternoon shifts will take place on most holidays. Sometimes additional late-morning shifts will be scheduled on the holidays when the late-afternoon shifts are cancelled, especially Thanksgiving and Christmas Day. Please consult the online schedule.</p>
Shelter Helpers	<p>Optional shifts are available for the mornings, mid-days, and early-afternoons on all holidays. Late afternoon shifts that begin at 3:30pm or later are cancelled on some holidays, including Thanksgiving and Christmas day. Please consult the online schedule.</p> <p>The Cat Adoption Building may be locked in the late mornings and afternoons on holidays. If you are scheduled at that time, ask an employee in the main building to let you in.</p>
Early Morning Cat Crew	Shifts occur on all holidays.
Cat Meet & Greet	All shifts are cancelled on all holidays.
Cat Area Stray Team	<p>Optional shifts are available for late mornings. Optional late- afternoon shifts might be available on some holidays, but they are cancelled on Thanksgiving and Christmas day. Please consult the online schedule.</p> <p>The Cat Adoption Building may be locked in the late mornings and afternoons on holidays. If you are scheduled at that time, ask an employee in the main building to let you in.</p>
Vet Clinic Volunteer	All shifts are cancelled on all holidays.
Foster Volunteers	RASKC's vet clinic is not open for routine foster care on the holidays when RASKC is closed to the public, though a staff member is available by telephone for emergency matters.

Dog Enrichment	Optional shifts are available for late mornings. Optional late- afternoon shifts might be available on some holidays, but they are cancelled on Thanksgiving and Christmas day. Please consult the online schedule.
Pet Publicist RASKC (Kent)	<p>Optional shifts and drop-in times for work in the Cat Adoptions Building are available between 12:00pm—3:00pm on holidays in the summer only.</p> <p>The Cat Adoption Building may be locked in the late mornings and afternoons on holidays. If you are scheduled at that time, ask an employee in the main building to let you in.</p>
Partner Stores (Cat Care Teams @ Covington Petco, Kirkland Petco, Reber Ranch, and Tukwila Petco)	If there is a cat at the store, shifts occur on all holidays- except not on Thanksgiving or Christmas.

Disclaimer

This document is provided to offer guidance, clarity, and direction to volunteers and prospective volunteers. This document does not, however, list all policies and procedures. This document does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Volunteers are not RASKC employees. Nothing in this manual creates a contractual relationship. RASKC reserves the right to bring any volunteer’s time to a close for any reason. RASKC may change volunteer programs, policies, or items in this manual at any time.

No volunteer manual can answer every question or anticipate every situation. We encourage you to discuss your suggestions, questions, and concerns about this manual and/or any other aspect of volunteering with your team leaders.