



FLORIDA KEYS SPCA

Florida Keys SPCA Volunteer Handbook

Thank you so much for your interest in volunteering with us here at the Florida Keys SPCA. This is your guide of the services we offer to our community, the regulations of our organization and your handbook to help you understand what the FKSPCA is about, as well what we are looking for from our volunteers. We want you to enjoy your time here while you help to increase the quality of life for our animals until they are able to find their forever home. Please take the time to read and understand this guide and let us know how we can help you grow in our shelter.



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Contact Information

5711 College Rd.
Key West, FL 33040
(305) 294-4857

www.fkspca.org

Hours of Operation

Adoption Hours:

Monday-Friday	10:00AM to 6:00PM
Saturday	10:00AM to 2:00PM

Volunteer Hours:

Monday-Friday	8:00AM to 6:00PM
Saturday	8:00AM to 4:00PM
Sunday	8:00AM to 4:00PM

Note: Hours may be abbreviated on holidays

Mission Statement

The Florida Keys Society for Prevention of Cruelty to Animals is the Florida Keys largest, non-profit animal adoption shelter. The Florida Keys SPCA is dedicated to promoting the humane treatment of all animals through compassionate care, adoption, education, population control and humane law enforcement.

We accept all animals and do not turn any animals away. We have no time limits on our adoptable animals and we do not euthanize for space. Animals are assessed both behaviorally and medically before they are placed in to the adoption program. Unless there are medical or behavioral issues that develop deeming an animal un-adoptable, the animal will stay in our adoption program until they find their forever home. The FKSPCA also works closely with

other animal welfare agencies and transfers animals that may be more suited to a breed specific rescue.



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Who We Are

The Florida Keys SPCA (FKSPCA) is a 501(c) 3 non-profit, supported by individuals and businesses in our community. We also hold the contract to provide animal control services for Key West and the Lower Keys MM0 to MM70 respectively. We are not under the umbrella of, nor are we funded by any other national humane organization. While we receive funds from Monroe County under our contract to provide animal control services in our jurisdiction, maintaining the high standards of care we provide for our animals including veterinary care, and other important programs such as spay/neuter and community outreach can only be accomplished through donations from the community. Formed in 1999 FKSPCA has been dedicated to re-homing homeless animals, investigating acts of animal cruelty, and educating the community about responsible pet ownership including spaying and neutering. Each year, the FKSPCA services over 3,000 animals through our adoption, lost & found, FAITH, low cost spay neuter, and cruelty investigation programs. The FKSPCA has a dedicated Board of Directors, staff and volunteers who work to socialize and provide companionship to all of our animals.

Key Staff for Volunteer Services

Cathy Baier
cathy@fkspca.org

Animal Behavior Program Mgr.
305.294.4857

Matt Royer
matt@fkspca.org

Operations Director
305.294.4857

Amina Chaudhry
amina@fkspca.org

Volunteer & Humane Education Coordinator
305.294.4857

Tiffany Dunsmore
tiffany@fkspca.org

Development Director
305.294.4857

Lindsey Thompson
lindsey@fkspca.org

Animal Care Team Leader
305.294.4857



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FKSPCA Services

- ***Adoptions***-The FKSPCA services over 3,000 animals a year. Adoption prices vary and include vaccinations, heartworm or feline leukemia /FIV testing, deworming, spay or neuter, license and microchip.
- ***Low Cost Spay Neuter Clinics***-Since this program was established in 1999, the FKSPCA has spayed or neutered over 13,000 animals. The clinic is Free for Pit Bulls and Feral cats and low cost for those with other criteria with an annual income of \$40,000 or less per year. Clinics are monthly and those wishing to make an appointment should call 305.294.4857.
- ***Cruelty investigation and animal control***-The FKSPCA responds to reports of cruelty, stray animals, injured animals, wildlife in distress, and bite reports. The FKSPCA handles between 500 and 700 animal control calls each year.
- ***Humane Education***-The humane education program teaches children and adults about people and pets through our informational packet. This packet of resources and links can be accessed on our website. This section includes educational support materials on topics such as responsible pet ownership, pet needs, behavior resources, and safety for and around animals. Tours are available by appointment only.
- ***Special Events***-The FKSPCA has a very solid foundation in the Key West community and attends many local events at which we showcase animals for adoption, hand out educational materials, and promote our programs.
- ***Fundraisers***-Because the FKSPCA is not under the umbrella of, or funded by any other national humane organization, we rely on donations from members of the community to support our programs. Our two largest fundraisers are our annual “Spring Social” and our annual “Parade of Paws” events. We also have a variety of other events throughout the year to help raise funds for our programs.
- ***Safe Haven Program***-The FKSPCA will temporarily shelter the animals of victims of domestic abuse or other emergencies. Dependent on space.
- ***Return to Owner***-Lost & Found program returns lost pets home. We pick up stray pets and work to reunite them with their owners.



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Volunteer Policies and Procedures

The Florida Keys SPCA relies on volunteer support in almost every aspect of our operations. From walking dogs to socializing cats to fundraising and data entry, volunteers are an integral part of our shelter.

Age Requirement:

Volunteers ages 10-15 must submit signed parental permission forms and waivers before participating in the Youth Volunteer Program. 16 and 17 year olds may volunteer on their own with parental consent.

Training:

All volunteers must attend a general volunteer orientation and subsequent program-specific training session. No volunteer may handle animals until they are approved and trained on shelter protocol.

Volunteer Admin Fee:

The FKSPCA charges a one-time \$30 administrative fee per volunteer to help us cover our costs for our volunteer program. As long as volunteers remain active, (Volunteers are dropped after 6 months of inactivity) one fee covers all volunteer programs at the FKSPCA. Foster Care Volunteers are waived from this fee.

Dress Code:

All volunteers must be in dress code while working at the shelter and at any event where you will have direct contact with animals. The dress code is as follows:

- Long pants or shorts encouraged
- Closed toe shoes
- FKSPCA T-shirt
- FKSPCA name tag

Upon completing initial training, volunteers will receive a **volunteer name badge** which they are required to wear at all times while volunteering.



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Commitment:

All volunteers are asked to commit to an average of 2 hours per week. However, different programs have different needs, and we understand if this is not realistic for your volunteer position. With the exception of Foster Care Volunteers, those who do not log hours for 3 months straight will be considered “inactive” and will be required to re-train as a volunteer.

Communication:

You will receive communication from the FKSPCA via email. Please make sure your current email address is provided to the Volunteer Coordinator. You will receive emails regarding current needs as well as updates on shelter happenings, weekly adoptions, volunteer opportunities and special events.

Volunteer Hours:

With the exception of foster care volunteers, all volunteers are required to log their time volunteering for the FKSPCA through our volunteer system, Volgistics. Please sign in and out on a daily basis. Volunteer hours are calculated in order to apply for grants and fund our shelter programs, ultimately helping to save more animal lives.

Scheduling:

Most volunteer programs do not require volunteers to sign up for specific shifts, although it is recommended that you check with the Volunteer Coordinator to see when coverage is needed at the shelter. Our volunteer system, Volgistics, will have opportunities available for you to sign in for whether you have a set schedule or not. Please refer to schedule in Volgistics and sign up for the needs available during the specific time you are at the shelter.

Parking:

We ask that volunteers please park in the spaces furthest away from the main entrance and leave those spaces open for adopters and visitors. Volunteers may enter through the side entrance next to the Sally Port if you are here prior to 10AM. If entering or exiting before or after shelter business hours, please do not unlock the main entrance to exit. Instead, please exit through a side entrance.



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Personal Belongings:

Next to the Volunteer Nametags there are lockers that volunteers are welcome to put their possessions in. The lockers volunteers can use are labeled “Volunteer”. However, we ask that volunteers do not lock the lockers in the event that their items are forgotten overnight or for several days, making the locker unusable for other volunteers. There is a camera facing the lockers and the lockers are in an area where only staff and other volunteers are allowed. However, the FKSPCA is not responsible for lost & stolen items, so if you are concerned about your personal possessions, leaving your items in your vehicle or on your person is safest.

Visitors and Personal Guests:

Only FKSPCA approved volunteers may handle animals at the shelter that are not available for all visitors to interact with. If you have visitors or personal guests attending the shelter with you and you are authorized to handle these animals, please maintain control of said animals.

Bite/Scratch Reporting:

It is the policy of the FKSPCA that all bites or scratches that break the skin, whether intentional or not, must be reported immediately upon injury. If a dog or cat bites or scratches and breaks the skin, please report directly to the Animal Care Team Leader or Operations Director to fill out the appropriate information. The injured area should be immediately washed with soap and water, and the volunteer should seek appropriate medical care from their primary care physician.

Confidentiality:

As a volunteer, you may have access to information and documents that may be confidential including donor information, adoption records etc. All volunteers must sign a confidentiality agreement in which the divulging of confidential information may result in termination from the volunteer program. Additionally, volunteers may also have access to information about animals that are not yet approved for adoption. Volunteers may not disclose to members of the public any information on animals that are not yet available for adoption.



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Sexual Harassment / Discrimination:

The FKSPCA is committed to providing a harassment-free workplace for both staff and volunteers. FKSPCA will not tolerate any speech or conduct that is intended to, or has the effect of, intimidating, abusing or harassing any employee or volunteer because of his or her race, color, religion, sex (including pregnancy, childbirth or related medical conditions), national origin, ancestry, age, physical or mental disability, veteran status, or any other characteristic protected by law. This policy applies to any person associated with the shelter.

Drug and Alcohol Abuse:

The FKSPCA is committed to maintaining a safe and productive working environment for all individuals. The use of drugs or alcohol by individuals associated with the FKSPCA could create a serious threat to safe and productive operations. Therefore, to protect the health and safety of fellow volunteers, employees, the general public, and to safeguard shelter property and community image, the shelter has adopted this drug and alcohol abuse policy. Volunteers who violate this policy are subject to disciplinary action up to and including immediate termination from the volunteer program. The FKSPCA prohibits the manufacture, distribution, possession, concealment, use, sale, purchase, transfer of, or being under the influence of alcohol, inhalants, illegal drugs or controlled substances while on the job, including meal and break periods, on shelter premises, including parking, in shelter vehicles or while on shelter business whether on or off shelter premises.

Grievance Process:

The purpose of the grievance process is to maintain an atmosphere of open two-way communications between staff and volunteers, to foster an environment of trust and to resolve volunteer issues and concerns in a timely manner. You are encouraged to raise concerns directly to the Volunteer Coordinator as soon as possible after the event that causes concerns.



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Volunteer Pet Adoptions:

All volunteers are eligible to adopt an animal. Adoptions for volunteers will be handled exactly like any other adoption for an FKSPCA customer. All adoptions will be treated equally whether an individual is a customer or a volunteer. All adopters must go through the application process and pay the adoption fee.

Transmission of Disease:

While volunteering at the FKSPCA volunteers may come into contact with diseases communicable to humans and/or to household pets. All volunteers should take care to change and wash any clothes and shoes worn while volunteering at the shelter so as not to spread disease to personal pets. Any volunteer approved to work with sick animals should be properly protecting themselves from disease, particularly those transmitted to humans. FKSPCA recommends that personal pets of volunteers remain current on all veterinarian recommended vaccinations.

Inactivity:

Excluding foster volunteers and seasonal or military volunteers, volunteers will be considered “inactive” when they have not reported to a volunteer position for more than 6 months. Once deemed inactive, in order to return as a volunteer you will need to contact the Volunteer Coordinator and possibly re-train. FKSPCA encourages any volunteer who is leaving the program to provide feedback to the Volunteer Coordinator regarding their reasons for leaving and any suggestions for improving our programs.

Thank you for choosing the Florida Keys SPCA!



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Fear Free Shelters Program

The Fear Free Shelters Program is a free online training course for shelter employees and volunteers. You will need the Volunteer Verification Form provided at Orientation to register. In this program, you'll learn how to improve the emotional experiences of animals by applying key strategies and techniques designed to reduce the negative emotional states that are commonly experienced by shelter and rescue animals, including fear, anxiety, stress (FAS), and frustration. **This course is a training requirement for all volunteers who wish to work with dogs, and is strongly encouraged for volunteers in all departments.**

1. To register, go to <https://fearfreeshelters.com/register/>
2. Enter your First and Last Names and Email Address in the appropriate fields, create and confirm your password and click "Next."
3. Enter "Florida Keys SPCA" in the Organization Name field, and our address "5711 College Road, Key West, FL 33040" in the Organization Address field.
4. Complete the Volunteer Verification Form by filling in your name, the date, and the average hours per month that you expect to volunteer. Scan or take a photo and upload the completed form in the "Upload Proof of Shelter Employment" section and click Next.
5. After a brief introduction to Fear Free, you will work through four modules which will need to be taken in consecutive order. Each module will end with an exam, which needs to be successfully completed prior to moving on to the next module. Progress on work can be saved at any time, giving you the flexibility to self-pace throughout the program. The core modules take approximately 5 hours to complete. When all four modules have been completed, you will be awarded with a Fear Free Shelter Program Certificate of Completion.
6. Submit your Certificate of Completion to Amina via email (amina@fkspca.org) or in person prior to your first in person training session in Dog Enrichment.

Background Check Instructions

1. After orientation you will be sent an invitation from Sterling Volunteers to complete a background check. **Please make sure I have your correct email address.**
2. After following the link from your email to the Sterling Volunteers website you will need to create a username, password and input an email address.
3. Click on the "Start Your Background Check" green button and begin completing the 4 part Background Check. (Note: You will NOT have a Good Deed Code to enter)

4. The background check will not cost you anything. If you choose to use the Volunteer Fast Pass option where you can share your background check results with other volunteer organizations within Sterling Volunteers' community, which would be the only out of pocket cost to you.

Volgistics-Online Volunteer Program

Once you have attended orientation and training you will be given access to our online volunteer program Volgistics. This will be where you will maintain your personal and contact information, schedule yourself to volunteer, sign up for upcoming events and see where the shelter needs help day to day.

1. You will be able to log into Volgistics starting the week of your training by going to <https://www.volgistics.com/ex2/vicnet.dll?FROM=367602>.
2. Your user name will be the email you provided on your Volunteer Application.
3. You will then request a password by clicking on 'Need a Password'. This password will be sent directly to your email.
4. Once you have your log in credentials, you will go into your profile and be able to update your schedule, sign up for events and see where you can volunteer daily.
5. You will need the 'Number' located directly below your name under the My Profile tab. This is your PIN that you will need to sign in and out at the shelter. If you would like to choose your own PIN, Amina can update that for you with any 4-6 digit number.
6. You will only be able to sign up for volunteer tasks that you have been trained to do. Once you attend a training, an 'Assignment' will be added to your profile which will allow you to sign up for any shelter tasks under that Assignment.

For any additional questions on how the program works, Amina can do a full demonstration at your convenience.