

VOLUNTEER INFORMATION SHEET

General Information

- 1. Shelter Supervisors:** Executive Director - Scott Daly
Director of Marketing - Gracie Grieshop
Foster Coordinator - Pam Smith
Adoption Counselor - Karri Head
Volunteer Coordinator - Darlene Tennell
- 2. Sign in Sheet:** The sign in sheet is located on the desk near the well dog side. Please sign in and out when you come in to volunteer. **Write clearly** and round off time to the nearest $\frac{1}{4}$ hour.
- 3. Volunteer Information Board:** The board is located across from the doors leading to the well dog area. Periodically, review the information on the board to familiarize yourself with any new policies, upcoming events or general information.
- 4. Attire:** We ask that every volunteer wear closed toe shoes and appropriate clothing (no ripped up or revealing clothes/ sagging pants.) We prefer that you wear a Pet Pal T-shirt. This helps us identify each other and also serves as a way to advertise our organization to the public when you are out with an animal.
- 5. Hand Sanitizer:** Please remember to wash your hands after handling an animal. This is especially important when handling sick animals. Use sanitizer between each animal to avoid spreading germs.
- 6. Parking:** During hours of operation, please park on 4th Ave. South, on the side closest to our building or on 22nd Street S. **DO NOT PARK AT THE TOWING CO.** (to our south) **OR IN OUR PARKING LOT.**
- 7. Cell phones:** NO cell phone **use** is permitted while you are volunteering. (You may keep your cell phone on in the case of emergency.)
- 8. Injuries:** The shelter is not responsible for any injuries which may occur while you are volunteering.
- 9. Disease Prevention:** You may not cross from the sick side to the well side for **any** reason for **both** dogs and cats.

Dogs in Play Area

Prior to walking the dogs, we want you to become familiar with our animals and our policies for caring for them. You will initially be asked to assist us in making sure that all dogs get out in the play yard as much as possible. They may play with another dog **ONLY IF** they are living in the same kennel with that dog. **DO NOT** force a dog to come out if it chooses not to. Approach all dogs slowly and let them come to you.

- 1. Initial Walk Through on Outside:** Prior to letting any dogs out, please make sure that another dog isn't already in the play yard. Walk the perimeter and make sure that all outside kennel locks are secure before letting a dog out.
- 2. Letting Dog into Play Yard:** Dogs are to be let out from their outside kennel door. If the animal is unable to open the pass thru door, please hold it open, standing to the side so that you do not block the exit. If the outside kennel is dirty, remove any debris/feces with a

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plastic bag and throw the waste into the garbage bin located in the play yard. Disinfectant cleaner and/ or the outside hose are available, should the outside kennel require further cleaning.

3. Socializing: While the animal is out in the yard, socialize with him- human contact is very important in getting our animals adopted. If the animal defecates in the yard, it is your responsibility to clean it up. Plastic bags are located in a bin in the play yard. Feces should be deposited in the outside garbage bin.

4. Returning Animals to Their Kennel: When you are ready for the dog to return to his kennel, encourage him to follow you back to his kennel door. Once the dog is inside his kennel, close the outside kennel door and make sure that it is properly secured before moving on to the next kennel. If the dog resists returning to his kennel, try to lure him with a happy voice, a toy or a piece of kibble. **DO NOT EVER GRAB THE DOG/ OR DOG'S COLLAR TO GET HIM BACK INTO HIS CAGE!** If necessary, ask a staff member for help.

Dog Walking Information

If you are interested, you may begin to walk dogs after 4 weeks of service*. At that time, we will pair you up with a senior dog walker. Periodically, we offer dog walking classes and we encourage you to attend these.

*Many of our dogs are strong and in need of training. If we feel that you are not able to properly handle the dog, for the safety of you and the animal, we may ask that you refrain from dog walking.

1. Dog Walking Log: The dog walking log is located on the desk outside of the well dog area. Please initial the sheet/write the time next to the dog you are walking, prior to taking the dog outside.

2. Leashes, Collars, Bags, and Treats: Leashes are located near the back doors. If a collar is not on the dog, they can be found in the kitchen area in the cabinets below. If you are uncertain how to use the collar, please ask for assistance. Bags are located near the back and front doors. If you take a dog for a walk, please bring bags with you, in case the dog should relieve himself. It makes for good neighbors when we scoop our poop! Treats are a great way to motivate the dogs, if used **sparingly**.

3. Approaching a Dog: Approach from the side. Put your hand out, fingers together or make a fist for dog to sniff. If dog cowers, lower yourself to his level, rather than looming over him and avoid direct eye contact. If the dog is still resistant to going out, do not force the issue.

4. Opening Kennel: Open the top kennel door and place the collar and leash on the dog. Close the top kennel door and open the bottom kennel door to let the dog out. Make sure you walk the dog out in the center of the aisle so as not to antagonize the other dogs. Also, make sure the aisle is clear before moving a dog in or out.

5. Holding the Leash: The leash is held with both hands, with the dog on your left side. The right hand holds the loop and the left hand holds the leash further down with palm facing down. There should ultimately be a "C" in the leash between where the leash attaches to the collar and your left hand. Hold yourself up, only making peripheral eye contact with the dog-the dog should be looking to you for leadership and not the other way around.

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6. Where to Walk the Dogs: The preferred route for walking the dogs is to head north on 22nd St to 1st Avenue S. At the light, cross the street and return south on 22nd St, heading back to the shelter. If you walk a dog on a route other than this, please make yourself accessible by cell phone (Write your name and cell phone number down on the dog walking sheet and **carry your cell phone at all times.**)

7. Returning Dog to Kennel: Open top and bottom doors of the kennel. Lead the dog in and close the bottom half of the kennel. Remove the leash and close the top half of the kennel. **DO NOT** take the leash off prior to having the dog secured in the kennel.

8. Using Martingale: The martingale collar will be the one most often used on the dog. When the collar is attached, the two metal pieces should not be able to touch. When walking the dog with this collar, the metal pieces should be located on top of the dog's neck.

9. Voice Commands: Regardless of how we give commands to our dogs at home, commands are used at the shelter to provide continuity for our dogs in hopes of controlling their behavior and making them more adoptable. A command is given once. If the dog performs the task, he is rewarded with praise. If not, he is put into the command position and then praised. The commands we use are sit, shake, watch me, down (flat on the ground) and off. If a dog jumps on you, turn your body and say "off."

10. Loose Dog: If dog slips out of collar, do **NOT** chase or yell at him. Instead, first call for help. Then using a "sweet, happy" voice, call the dog to you, while you get down to his level. When the dog comes to you, reward him with verbal praise while you reattach the collar.

Safety

1. Dog/Cat Fight: Do Not **EVER** try to break up a fight by yourself and do not ever put yourself between two fighting animals, even if it is between cages. Call for help immediately, even if you need to leave the animals to do so.

2. In the Event of an Emergency: If you get injured while volunteering, please notify the shelter supervisor. In the case of an animal bite or scratch, please know that an animal will not be put down simply because you are injured. It is better that we know so that we can review procedures and alter them if needed. The first aid kit is located on the wall in the treatment room, near the refrigerator and also in the bathroom.

Cleaning Protocol

Cleaning is everyone's responsibility. The rule of thumb is-If it needs to be done- do it!

1. Laundry: Shake the laundry out, prior to placing it in the washing machine. (If the item is sufficiently torn up, it can be thrown out.) Remember to use cold water only and to add bleach along with detergent to the wash. When drying clothes, make sure that the lint tray is cleaned out in between each load. Use the timed dryer setting. **DO NOT** leave the dryer running overnight.

2. Dishes: Dishes and rubber toys are cleaned in the sink. In addition to dish detergent, add a little bit of bleach to the water, which will help to sanitize the items. After rinsing, stack the dishes on an angle rather than on top of each other. Make sure items are dry before putting them away.

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3. Dog Kennels: All dogs are to be placed in their outside kennels and the sliding door is to be put down. All waste is to be picked up and thrown in the outside garbage bin. Toys, bedding and bowls are picked up and brought into the laundry area for cleaning and Kuranda beds are hung on the wall in the kennel. After the kennels are rinsed with water, the beds, walls and floors are washed with a cleaning solution of bleach and liquid detergent. The grates are to be pulled up and cleaned, water flushed through gutters, and hoses are put down the drain to clear it out. After the kennels are washed and rinsed a second time, they are dried. Beds are put back down, bedding put on beds, along with a sturdy toy. Put a water bowl in the kennel under the spigot. Use fleece blankets on bed when possible. Clean towels/blankets are located in the kitchen areas. Clean toys are located under the sink in the rolling containers. Dogs are fed twice a day by staff or approved volunteers. Diets are noted on the board in the kitchen. Unless otherwise noted, all dogs get Science Diet.

4. Cat Room: If one person is cleaning both rooms, the well cat room must be cleaned before sick cat room to avoid cross contamination.

All bedding, toys, blankets and litter boxes are to be removed from the cat room. Litter is scooped into the garbage and disposed of outside. The empty litter boxes, food and water bowls and plastic toys are brought into the sick cat room to be cleaned. Bedding and soft toys from the **well** cat area are to be shaken out and brought into the **well** laundry room/ said items from the **sick** cat room should be brought to the **sick** laundry side.

All cat kennels are to be wiped down with approved kennel cleaner. Clean bedding should be provided as well as new toys. Ceramic bowls are to be used for water/tin bowls for food. Ceramic bowls are to be placed in the corners of the kennels and away from the litter pans. Make sure that each cat has access to a food bowl and **DO NOT** overfeed. Litter boxes are to be placed on the floor and/or bottom level of the cat kennels (Use one level scoop per litter box.) Cages need to be moved away from the wall so that you can sweep and mop behind them and then returned to their original spot. Windex can be used to clean the windows and the glass door.

Other Helpful Information

1. Information Boards: The boards are located in the well and sick kitchen area and in the sick cat room. These boards provide information about the animals, including any special diet or needs they may have.

2. Notification of Medical or Behavioral Concerns: Because of the amount of time you will be spending with the animals, you may become aware of changes in the animals. Please don't hesitate to contact Scott with this information. If he is not available, you may leave a note in the box that is attached to his door.

3. Cage Card Information: Each cage should have an animal information sheet on it, indicating basic information about the animal. Familiarize yourself with this information so you are better equipped to handle the animal.

4. Helping with Adoptions: If a person is interested in a particular dog or cat, please alert a staff member. Direct the potential adopter to the dog/cat area. Let them know that they should not open the kennel doors or stick their fingers in the cages and, if they are

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interested in a particular animal, they should come up front to speak to one of the adoption counselors. You may be asked to bring a dog up to the show room. If so, leash the dog and bring him outside in front of the building to relieve him/herself, prior to bringing the dog into the show room adoption room.

Commonly Asked Questions

5. Hours of Operation: We are open for adoption from 11-4:30 Tuesdays through Fridays and 10:30-4:30 on Saturdays. The shelter is closed on Sundays and Mondays.

We hope that we have presented this information in an easy to understand manner. If you have any questions at all, please do not hesitate to ask. Thank you again for your time and dedication!