



# VOLUNTEER HANDBOOK

## **VOLUNTEER JOBS & DESCRIPTIONS**

- **Kennel Crew** – Assist with indoor/outdoor scrubbing and/or hosing down of kennels.  
Time Commitment: Weekly or bi-weekly and a minimum of ½ hour per shift.
- **Cat Rooms** – Assist with cleaning of empty kennels.  
Time Commitment: Weekly or bi-weekly and 1-2 hours per shift.
- **Animal Transporters** – transfer animals to the MN School of Business for weekly visits. Trips are 100 miles from the shelter round-trip. Animals are dropped off at the school for the students to work on for 1-3 hours and then picked up and brought back to the shelter. Transporters are also needed to bring animals to and from events throughout the county, or be transported to other shelters.  
A vehicle large enough to hold animals in kennels is a requirement.  
Time Commitment: Weekly and as needed.  
Age: 21 & over
- **Office Help** – General tidying of the front reception area, assist and direct members to the dog ward and cat adoption room for viewing. Also needed to put animal files together, education and volunteer packet assembly.  
Time Commitment: ½ hour per week or 1 hour bi-monthly  
Age: 16 & over
- **Foster Homes** – provide temporary care in your home for animals that are awaiting adoption. Must complete a special application, be interviewed and have a home inspection before animals are placed. Filling out an application does not guarantee placement.  
Time Commitment: Must be willing to commit to house the animal until it is adopted or can come back to the shelter.  
Age: 21 & over
- **Special Events Volunteer** – Assist with special events and fundraisers on an as-needed basis.  
Time Commitment: Must be able to complete a minimum of 2 hour shift. Otherwise depending on the individual event.  
Age: Depending on event
- **Dog Walking Program** – Sign up to walk dogs for 20-30 minute intervals on a weekly basis or as available. Need to call ahead and schedule times. Recommend min. of ½ hour per dog depending upon weather.  
Age: 16 & over
- **Canine Companion** – Socialize and with behavioral adjustment (i.e. sit, stay, retrieve, lay down). Recommend min. of ½ hour per dog.  
Time Commitment: Once a week or bi-weekly and a minimum of 1 hour.

Age: Depending upon experience.

- **Feline Friend** – Socializing and grooming (i.e. brushing & nail trims). Recommend 15 min per cat.  
Time Commitment: Once a week or bi-weekly and a minimum of 1 hour.  
Age: 16 & over unless accompanied by an adult.
- **Bather** – Bathe, brush, trims hair and nails as needed, clean ears.  
Time Commitment: Once a week  
Age: 16 & over
- **Spring/Fall Cleanup** – Remove trash and debris from around the fence area, front of building and boulevard. Make small repairs as needed if able.  
Time Commitment: bi-annually before snow fall and after snow melt.  
Age: 16 & over
- **Pet Assisted Therapy** – Provide per visits to members of the community in area assisted living environments, nursing homes and retirement communities. Must be able to provide your own transport for both yourself and the animal.  
Time Commitment: Once a week with a minimum of 2 hours each shift  
Age: 21 & over

## **VOLUNTEER RULES AND REGULATIONS**

1. Please sign in and out each time you volunteer in the Volunteer Sign-In Log found under the front counter.
2. Volunteering can only be done during business hours of Monday 10:00 – 4:00, Tuesday – Friday 10:00 – 5:30 and Saturday 10:00 – 3:00. Volunteer shifts need to be completed 30 min before the close of each business day to allow staff time for closing procedures.
3. All volunteers must have completed orientation before starting work at the shelter. You must have your orientation slip signed and dated by a staff member.
4. Know and recognize that the following areas are off limits, unless you are a staff member or accompanied by a staff member: Isolation, 3-Kennel Room and Employee Office.
5. ALL adoption inquiries must be directed by a staff member. If someone is looking at an animal and you would like to assist, only do so if directed by staff.
6. At no time is it acceptable to promote the following while at the shelter: dog fighting, animal abuse, anti-spay/neuter or breeding of our pets. This will result in immediate termination of the volunteer.
7. Do not bring friends, siblings or your own pets with you while you are volunteering at the shelter without permission from the shelter manager. You will need to have permission before each visit as space and situations change quickly in our environment.
8. We request that you do not bring items of value with you to the shelter. We cannot be responsible for items lost or stolen. This includes your cell phone. There is no cell phone usage allowed while you are volunteering, texting included.
9. While exercising animals, do not walk more than one at a time. (some of our animals are not friendly with others). If you are volunteering with more than one person please ask staff if there are animals that will get along together.
10. Be mindful of the Dog Buddy Boards located in the dog room. Do not for any reason allow 2 animals to interact without staff permission. This is for the protection of all involved.
11. Be mindful of the Cat Buddy Boards located in the cat adoption room. Some cats are not friendly with others or are intact.

12. At no time is it acceptable to hit, scream at, slap, choke or drag an animal on the leash, or punish any of our animals at the shelter. If this is reported the volunteer will be sent home and not allowed to visit the shelter again. Please get a staff member if animal issues occur. We do however, support reprimanding of the animals for misbehaving. This will be covered in orientation.
13. At no time should you crawl into a kennel with an animal, if the animal is frightened and does not greet you at the gate, leave them alone.
14. Do not put fingers through kennel fence. Put hand, palm down to allow animal to smell you first.
15. Animals on hold are not to be handled without staff supervision.
16. Children under the age of 12 are not allowed in the dog room or cat adoption room without adult supervision. If you are unable to make it for a shift that you have signed up for, please call staff to inform them.

## **ADDITIONAL RULES FOR JUNIOR VOLUNTEERS**

1. Parents/guardians of volunteers in age group 12 through 16 MUST attend the volunteer's orientation session with them.
2. Parents have full responsibility for ensuring their children's conforming to these rules. The Humane Society will not provide disciplinary measures. We will notify parents immediately upon any situation where we feel the child is unresponsive, and require that the child be picked up within 15 minutes of notification. If it becomes necessary to have a child removed, the child and their parents must first meet with the shelter manager before being allowed to volunteer again. Meeting with the manager does not guarantee reinstatement of volunteer status.
3. Children under the age of 16 can not be dropped off at the shelter for unsupervised volunteering. Please do not ask us to watch your child for you – this is not a service we provide.

## DOG WALKING CODES

Dog walking codes are posted in the dog room. Please familiarize yourself with these as it will be very helpful in selecting the right dog for you.



**GREEN** – anyone can walk



**YELLOW** - Pulls some, experience needed



**ORANGE** – Pulls, jumps up



**PINK** – Ask Staff

# Shelter Cleaning Tasks

## Lobby/Entry

Dust countertop  
Empty garbage cans  
Sweep/mop floor  
Spot clean windows and door as needed  
Spot clean walls as needed

## Restroom

Clean toilet, sink and mirror  
Empty garbage can  
Check to make sure there is enough supplies (i.e. toilet paper & paper towel)  
Sweep/mop floor

## Hallway (front & back)

Sweep/mop floor  
Spot clean walls as needed  
Clean mats as needed

## Laundry Room

Wipe counter top  
Sweep/mop floor  
Spot clean walls as needed  
Clean tub  
Wipe down cupboards as needed  
Wipe down washer

## Outdoor Kennels

Spray down with hose  
Scrub with deck brush as needed  
Clean gutter

## Indoor Kennels (dog & cat)

Scrub as needed

## **Receptionist Area**

1. Wipe down counter
2. Straighten flyers/papers
3. Pick up items that need to be
4. Put away donations If needed
5. Clean ceiling vents as needed
6. Dust
7. Wash windows and door
8. Shake out rug, vacuum if needed
9. Sweep entire floor
10. Mop

## **Laundry Room/Hallways**

1. Pick up anything that needs to be and put away
2. Put away dishes, wash if needed
3. Wash/Dry/Fold and put away laundry
4. Wash doors as needed
5. Sweep floors
6. Mop
7. Scrub mats as needed
8. Scrub sink and tub
9. Wipe fridge inside and out and needed  
Tidy up whole room

## **Socialize or exercise the dogs:**

1. Walk with or play with the dogs
2. If on a leash, work on walking by your side or not pulling on the leash
3. If you feel comfortable, work with the dogs on sitting, off (not jumping), staying, etc.
4. When playing in the yard take a new toy for each dog. When done put the toy in laundry room sink to be washed.

## **Socialize the cats:**

1. You may let them out individually or in a group – just be mindful of the Buddy Boards
2. Play with them (i.e. toys)
3. Brush them
4. Trim nails if needed and you are comfortable. You must be sure to have experience in this beforehand.