



Santa Cruz County Animal Shelter

The Open-Door Shelter Serving Our Community and Its Neediest Animals

Date _____

Name _____

Mentor Name _____

Dog Yahoo Group? Yes__No__

Email address: _____

SANTA CRUZ FACILITY

Dog Volunteers: Knowledge and Skills Checklist – Tier 1

LOCATE THE FOLLOWING ITEMS OR PLACES: (Discuss/demonstrate)

- | | |
|---|--|
| <input type="checkbox"/> Volunteer Coordinator’s Office | <input type="checkbox"/> Kennel cough yard |
| <input type="checkbox"/> Kennel keys and sign out sheet | <input type="checkbox"/> Barnyard play areas (2) *small dogs |
| <input type="checkbox"/> Out for a walk cards | <input type="checkbox"/> Barnyard to parking lot entry door |
| <input type="checkbox"/> Computer check-in kiosk for volunteers | <input type="checkbox"/> Gravel play yards (3) |
| <input type="checkbox"/> Animal Care supervisor’s office | <input type="checkbox"/> Concrete play yards (2) |
| <input type="checkbox"/> Laundry room, dishwashing room | <input type="checkbox"/> Puppy yard (1) |
| <input type="checkbox"/> Clean toy bin | <input type="checkbox"/> Whiteboard |
| <input type="checkbox"/> Adoptable dog kennels | <input type="checkbox"/> ISO (Isolation) Kennels |
| <input type="checkbox"/> Non-adoptable dog kennels | <input type="checkbox"/> Tub/grooming room |

DEMONSTRATE KNOWLEDGE OF THE FOLLOWING:

- ___ Entering the building at one of the entrances using the keypad.
- ___ Signing in and out of Volgistics at the computer kiosk using assigned volunteer PIN number.
- ___ Signing up for shifts using the Volgistics monitor. Checking the posted schedule for open shifts.
- ___ Volunteer attire and supplies. Long pants, closed toe shoes, shirt with sleeves, apron, leash, pen, poop bags, treats, watch or phone (for knowing time of day only), note pad or paper is handy.
- ___ Kennel keys – Signing out kennel keys/leaving personal keys in the drawer as a reminder to return kennel keys at end of shift.
- ___ Checking whiteboard for current information on animals.
- ___ Taking out a dog from its kennel safely by completely entering the kennel before leashing and removing the dog.
- ___ Logging date, time in/out, initials and notes on a volunteer TLC card after returning a dog to its kennel.
- ___ Distinguishing which areas are available for TLC for puppies. Puppies under 6 months - puppy yard only and carry to yard.
- ___ Distinguishing which areas are available for TLC for adoptable dogs – concrete yards, gravel yards, barnyards, agility yard. Large play yards are preferable to gravel yards for TLC if they’re available.
 - Adoptable and spayed/neutered – can play in any play yard and go for walks in neighborhood. (Some small dogs too small for barn play yards.)
 - Adoptable, not yet spayed or neutered – On property play yards only. No walks in neighborhood or off property grounds.
- ___ New volunteers – work only with adoptable dogs to get used to getting dogs in and out of kennels, shelter processes and procedures.
- ___ Parent/Child teams; Adult/Minor; Client/Aide teams – work only with adoptable dogs.
- ___ Kennel cards – Interpret if a dog is adoptable or non-adoptable, spayed/neutered, age, other important information.
- ___ Kennel signage – paying attention to it and understanding restrictions.
- ___ Locking the kennel door when returning the dog to the kennel; locking the kennel door if there are 2 dogs sharing the kennel but only one dog is going out; closing and latching the kennel door after taking the dog out. Do not leave keys in the padlock.



Santa Cruz County Animal Shelter

The Open-Door Shelter Serving Our Community and Its Neediest Animals

___ Puppy yards have bins for clean and dirty toys. To prevent the spread of disease always use clean toys with a puppy and then either put them in the dirty toy bin or give them to the puppy in his kennel after TLC. If clean bin is empty, refill with clean toys.

___ Where can puppies go for TLC and what is the determining factor?

___ When shelter is busy with clients, keep dogs on property or close by. "Adopted" or "on-hold" dogs should stay on property.

BEFORE WORKING ON YOUR OWN, ANSWER THE FOLLOWING QUESTIONS CORRECTLY:

___ If a client asks a question about a particular dog, what is the best response?

___ When a client wants to meet a dog, what needs to happen first?

___ If a member of the public asks to see the dog you have out in the playyard, what should you do?

___ What is the large white board in the hallway used for?

___ What is the white board by the Animal Care supervisor's office (end of dog stray side) used for?

___ What conditions must be met for a dog to be able to "go on a walk" off shelter property?

___ When is it okay to leave a dog unattended?

___ What does a pink dot signify?

___ When starting your shift, how do you determine who to take out first?

___ How do you indicate to other volunteers that you are using a play yard?

___ How many dogs can be taken out at one time by one volunteer?

___ How many dogs can be taken out at one time by a volunteer child/adult team?

___ What do you do if you see a dog limping, bleeding, or otherwise injured?

___ If you are bitten or injured, what do you do?

___ Where can puppies go for TLC?

___ If you enter a kennel and the dog retreats, what do you do?

___ What is the proper size and frequency for treats?

___ When walking a dog, when is it okay to introduce your dog to other dogs?

___ When is a physical correction or punishment allowed when working with a shelter dog?

___ If you feel nervous or frustrated with a particular dog, what should you do?

___ If you're out with a dog and they poop, should you a) ALWAYS clean it up, or b) sometimes clean up depending on where you are?

___ What are the shelter hours and when can volunteers be here?

___ When returning a dog to its kennel, what is the most important thing to remember before you walk away?