



# 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)

- Volunteer Coordinator’s Office
- Kennel keys and sign out sheet
- Out for a walk cards
- Computer check-in kiosk for volunteers
- Animal Care supervisors’ offices
- Laundry room, dishwashing room
- Clean toy bin

- Kennel cough yard
- Barnyard play areas (2), Agility playyard
- Barnyard to parking lot entry door
- Gravel play yards (3)
- Concrete play yards (2)
- Puppy yard (1)
- Whiteboard

#### 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 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 – how to 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.
- \_\_\_ 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.



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## **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?
- \_\_\_ What is the large white board in the hallway used for?
- \_\_\_ 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?
- \_\_\_ Preferred length of time suggested for TLC playtime?
- \_\_\_ 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?
- \_\_\_ What are the quiet time hours for adoptable dogs?
- \_\_\_ 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?