



# 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"/> | Medical White Board                 |
| <input type="checkbox"/> | Kennel keys process                    | <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 offices       | <input type="checkbox"/> | Concrete play yards (2)             |
| <input type="checkbox"/> | Name badges                            | <input type="checkbox"/> | Puppy yard (1)                      |
| <input type="checkbox"/> | Clean toy bin                          | <input type="checkbox"/> | Laundry room, dishwashing room      |
| <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.
  - \_\_\_ Sign in and out of Volgistics at the computer kiosk using assigned volunteer PIN number.
  - \_\_\_ Sign 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 – Sign out kennel keys, leaving personal keys in the drawer. Write name and number on white board, erasename and return keys at end of shift.
  - \_\_\_ Check whiteboard for current information on animals.
  - \_\_\_ Take out a minimum of 3 – 4 different dogs from their kennels and safely return them.
  - \_\_\_ Logging date, time in/out, initials and notes on a volunteer TLC card after returning a dog to its kennel.
  - \_\_\_ Distinguish yard available for TLC for puppies. Puppies under 6 months - puppy yard only and carry to yard.
  - \_\_\_ Distinguish 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.
- To go offsite, dogs must be **Triple AAA – Adoptable, Altered (spayed/neutered), Age-appropriate** (over 6 months). Triple A dogs 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.



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## IMPORTANT TO REMEMBER

\_\_\_ Lock the kennel door when returning the dog to the kennel; lock 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.

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

\_\_\_ Tier 1 volunteers should not be in the stray area unless looking for the Animal Care Supervisor or getting toys from the bin. Walking through the kennels gets dogs aroused unnecessarily.

\_\_\_ In emergency situation, call front desk – 454-7211. Record this in your phone.

\_\_\_ Tier 2 requirements: 20 hours of time with adoptable dogs, plus classes - Kennels – The Ins & Outs, Puppy & Adolescent Handling, Low Stress Handling for Anxious/Fearful Dogs.

## BEFORE WORKING ON YOUR OWN, ANSWER THE FOLLOWING QUESTIONS

\_\_\_ 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 play yard, 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?

\_\_\_ 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?

\_\_\_ Have you signed up for a regular shift? If not, are you planning to?

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