SANTA CRUZ FACILITY
Dog Volunteers: Knowledge and Skills Checklist – Tier 2

LOCATE THE FOLLOWING ITEMS OR PLACES: (Discuss/demonstrate)
☐ Animal Care Supervisor’s office
☐ Animal Receiving Room
☐ Clinic
☐ Staff offices

DEMONSTRATE KNOWLEDGE OF THE FOLLOWING:
___ Knowledge of where non-adoptables dogs can go for TLC. When large playyards are available (barnyards or front agility yard) these are preferable for TLC so dogs can play and stretch. At least 20 minutes of TLC/playtime is best for helping the dog relax and relieve stress, unless it’s the 7:00 – 9:00 am shift.
___ Knowledge of ISO kennel location. Volunteers not allowed to take out ISO dogs unless requested by staff.
___ Kennel cards – Review how to interpret if a dog is adoptable or non-adoptable, spayed/neutered, other important information.
___ Kennel signage – paying attention to it and understanding any restrictions and colored dots.
___ 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.
___ Removing keys from padlock before opening kennel door.
___ Taking out a dog from its kennel by completely entering the kennel before leashing and removing the dog.
___ Ability to read dog’s body language when first meeting him/her, and working with that individual in an appropriate way.
___ Demonstrate handling skills with dog on leash.
___ Demonstrate ability to get dog’s attention and train a sit.

BEFORE WORKING ON YOUR OWN, ANSWER THE FOLLOWING QUESTIONS CORRECTLY:
___ What does a blue dot on a kennel signify?
___ Where can blue dot dogs go for TLC?
___ What does a green dot on a kennel signify?
___ What does a red dot on a kennel signify?
___ If a kennel has no dot and/or no kennel card, is the dog okay for TLC?
___ What does a pink dot signify?
___ What are the quiet time hours for non-adoptables?
___ 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?

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

**Mentor checklist:**

__Did volunteer demonstrate thorough knowledge of dot system?

__Did volunteer pay attention to kennel signage and understand how to read the kennel cards?

__Was volunteer able to enter kennel calmly and leash dog?

__Did volunteer interact appropriately with at least 4 different dogs, as far as having the ability to read the dog’s body language and behavior, and respond to the dogs’ various personalities.

__When out in playyards with the dogs, did volunteer appear comfortable and establish a connection with the dogs?

Areas for practice and improvement – mentor feedback for volunteer.