

# THANK YOU FOR VOLUNTEERING TO HELP OUR SHELTER DOGS!

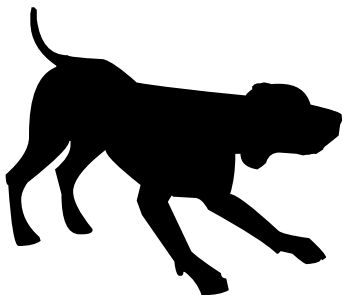


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## DOG TLC VOLUNTEER TRAINING GUIDE

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*We're the  
"open-door"  
shelter  
serving our  
community's  
neediest  
animals!*



### **Santa Cruz Shelter Hours**

We are staffed 365 days per year

#### **PUBLIC HOURS**

Sunday - Saturday: 10 a.m. to 6:00 p.m.

#### **VOLUNTEER HOURS**

Sunday - Saturday: 7 a.m. to 6:00 p.m.

NOTE: Volunteers MUST leave by closing time!

### **Parking & Access**

Volunteers, please park toward the far side of the front lot or on the street. During events, please use street parking, if possible. When the shelter is closed to the public, gain access through the front side entrance or the gate into the kennel area via the touchpad code. Mentor will provide instruction on shelter access during non-public hours.

### **Attire & Supplies**

**ATTIRE:** Long pants, closed toe shoes, **shirt with sleeves** – no exposed shoulders, backs or midribs. Clothing rule is for your safety when working with the animals.

**SUPPLIES:** Volunteer apron, leash (dog volunteers), name badge, pen, watch or phone (for knowing time of day only). A small note pad or piece of paper is also helpful. Use of your cell phone while spending time with the animals is highly discouraged and defeats the purpose of being here. It's also unsafe as you're not paying attention to what is going on with the animal you have out. If you have to make or receive a call, do so when you are not with an animal.

### **Volgistics Volunteer System: Tracking & Scheduling**

We would like to emphasize that all new TLC volunteers commit to a regular weekly 2 hour shift when they begin. Using the Volgistics system to sign up for your shifts is very helpful to other volunteers and lets us know when volunteers can be expected. Coming in on a regular day and time is preferred and a regular weekly shift will benefit new volunteers by making your volunteering a habit from the start. You'll get to know other volunteers and staff much more quickly. Check the schedule posted outside of the volunteer coordinator's office. If you see holes in the schedule where you can help, use the sign in monitor to schedule a shift. In addition, volunteers are always welcome to drop in when you have some extra time. The Volgistics handout will help you get started. You can also find the guide to using Volgistics at: [www.scanimalshelter.org/volunteer\\_documents](http://www.scanimalshelter.org/volunteer_documents).

### **Preparing for your Shift**

1. Clock into the Volgistics computer outside the volunteer coordinator's office using your PIN number, which will be assigned once Dog TLC Part I training is completed. Your seven-digit phone number will be your PIN.

2. Check whiteboard in hallway for current medical information on animals. This is the central location for noting non-urgent health observations for the Animal Care Staff. If you feel something is urgent or have concerns about behavior, please talk to a staff member.

## **Finding the Things You Need for Your Dog TLC Shift**

**Kennel keys** are located outside the Volunteer Coordinator's office. At the beginning of your shift, exchange your personal keys for a set of kennel keys. Sign out the key set by writing your name and phone number on the white board. At the end of your shift, return the keys, erase your name, and take your personal keys.

**“Out for a Walk”** or different status cards are next to the sign in monitor.

**Dog treats and poop bags** are located by the Volgistics sign-in monitor, outside the Volunteer Coordinator's office. Volunteers are encouraged to donate bags and treats. When donating treats, think about what you would give your own dogs. Remember that the dogs are visited numerous times throughout the day, so give small bits of treats, not big chunks of biscuits, as you do dog TLC. Too many treats can make dogs sick or give them diarrhea.

## **Interacting with the Public**

Remember the power of “I don't know!” As a volunteer, you are not as knowledgeable about the animals, or the potential adopters, as the staff is. If you get a question about a specific animal, please refer the person to Client Services or Animal Care. It's always better to say “I don't know” or “let me find out for you,” rather than give incorrect information. If a member of the public asks to see or spend time with a dog that you have out, direct them to Client Services and let them know the process for filling out an application prior to visiting with any animal.

## **Accidents, Injuries, Dangerous Behavior**

If at any time while you are volunteering you are involved in an accident for which you will likely seek medical care, such as a fall resulting in an injury, you must fill out an accident form.

Always report a bite – whether accidental or not. If you are bitten or scratched by an animal and your skin is broken by the animal's teeth or nails, you must fill out an incident or bite report and report it to a staff member.

Ask the Volunteer Coordinator or a staff member for help with medical care and forms.

Wounds should be cleaned and dressed. A first aid kit is located in the Volunteer Coordinator's office.

If an animal is exhibiting behavior that you believe could lead to injury to you or the animal, immediately notify a staff member to discuss or evaluate the situation. This would include an animal putting its mouth on you in a way you feel is questionable.

## **Always Use Common Sense**

Be aware, be prepared, be calm.

Be kind and patient to the animals. Remember they are under stress.

Follow the rules to ensure safety of the animals and volunteers.

## **Animal Care Supervisor Staff**

Andrea Jordan, Animal Care Supervisor – Office is located at the back of the stray dog kennels.

Sarah Goldberg, Animal Care Supervisor – Office is located next to the lockers.

## **Questions**

For volunteer questions or an invitation to the dog Yahoo shelter group, contact Erin Conway, Volunteer Program Coordinator. Contact information: [erin.conway@santacruzcounty.us](mailto:erin.conway@santacruzcounty.us) or 831-454-7202.

For more information on the animal shelter and the volunteer program, get to know our website. Lots of additional information can be found at [www.scanimalshelter.org](http://www.scanimalshelter.org) and [www.scanimalshelter.org/volunteer\\_documents](http://www.scanimalshelter.org/volunteer_documents).

For additional training opportunities and events, go to the Events and Training section of our website: [http://www.scanimalshelter.org/upcoming\\_events](http://www.scanimalshelter.org/upcoming_events)

**Thank you for volunteering with the Santa Cruz County Animal Shelter!**

## GENERAL GUIDELINES FOR TAKING DOGS OUT FOR EXERCISE/TLC

### READ BEFORE TAKING A DOG FOR TLC

**Kennel Signage:** Pay attention to kennel signage. Kennel cards inform you of name, age, gender, spay/neuter, intake date, etc. Read and follow any special restrictions posted on kennels.

**Medical Notes:** If a medical note is on the kennel, follow instructions per note.

**Blue Exercise Cards:** The times noted here by previous volunteers will help you prioritize dogs getting out of their kennels.

- When deciding which dogs to take out first, start with dogs that have been in their kennels the longest and remember to check for pink dots (housetrained dogs).
- Be fair to all the dogs and don't just take out your favorites. At the same time, you are not obligated to take out every dog. If there is a dog you are not comfortable with because of size or breed, don't take it out. Dogs are very receptive to your energy and emotions.
- Ideally, enter the kennel calmly and let the dog calm down a bit by offering a treat for sitting. Let him/her smell you and then calmly leash the dog and exit the kennel. Close the kennel door behind you.
- During open-to-the-public hours, use the Out for a Walk cards for adoptable dogs, so that potential adopters know the dog will be back soon.
- To help reduce barking and chaos, take the dog out from the outside of the kennels, unless kennels are being cleaned. Return the dog to its kennel on the same side as you take it out. If kennels are in the cleaning process and you have to return it on the opposite side, **make sure outside and inside doors are latched before releasing the dog in the kennel.**

**At all times remember to CLEAN UP AFTER YOUR DOG no matter where you are!**

- Always remember to **LOCK THE KENNEL DOOR** after returning your dog. **Do not leave your keys in the padlocks when you take your dog out.** Exceptions are when the kennels are being cleaned.
- NOTE: When 2 dogs are kenneled together – If one dog is taken out for TLC, lock the kennel door when 2nd dog is left in the kennel.

- When walking your dog past other kenneled dogs, keep your leash short and pay attention to your dog. Do not let him or her socialize with other dogs while walking past.
- Only one dog is allowed in the play yard at a time and one volunteer per dog. Parent/child and client/aide teams count as one volunteer. Exceptions are when dogs are okay to be in a playgroup. Playgroup volunteers must be playgroup approved. Please contact AJ if you are interested in getting approved for playgroups. Email: andrea.jordan@santacruzcounty.us.
- When taking dogs to a play yard, knock before entering. To ensure no one enters while you are in the play yard with a dog, use the signage for Vacant or In-Use and **hang your leash over the door or gate as a sign to others that you are using the play yard.**

**New volunteers should work ONLY on the ADOPTABLE side for their first 20 hours of service. Contact the Volunteer Program Coordinator to arrange additional training before moving on with strays.**

- If you notice dirty bedding (poop, vomit, urine), get rid of the solids in the outside trash containers and put the towel or blanket in the laundry basket. Heavily soiled towels or blankets can be disposed of in the trash. Your help to maintain cleanliness of the kennels is appreciated by staff and presents a better public image. Remember to wash hands to prevent the spread of disease.
- If a dog escapes from you while getting it out of its kennel or while outside the shelter – remain calm. Don't chase the dog. Try to coax him/her to come to you. Inside the shelter, the dog can't go far. Announce to other volunteers "loose dog" so that others can help you leash the dog. If you're outside the shelter or in the neighborhood, and cannot get the dog to come back to you, immediately inform the staff.
- When taking out a dog for TLC, focus on that dog and reducing his/her stress. Encourage good behavior with positive reinforcement – praise, small treats. Engage the dog in a way that meets that individual's needs. Walk, fetch, cuddle time – it can be different for each one. Try to have each dog out for at least 20 minutes at a time.

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## WHERE DOGS CAN GO FOR TLC

**Puppies:** Under 6 months, ONLY USE THE PUPPY YARD or the pup's kennel for TLC. Carry the puppy to the yard. No walks around neighborhood or any play yards, other than designated puppy yard(s).

**Adoptable Dogs:** When considering where to take an adoptable dog for TLC, you must pay attention to **age and spay/neuter status**. Dogs not spayed/neutered must stay on shelter property and can go in any of the play yards. They should not be taken out for walks in the neighborhood and cannot go out on SPOTT outings. Dogs must be at least 6 months old AND spayed/neutered to be off shelter property. Dogs meeting the criteria of spay/neuter and 6 months or more can go for walks in the neighborhood, or on SPOTT outings.

## DOG INFORMATION WHITE BOARD

(located at end of stray side by AJ's office.)

The DOG TLC information white board is for comments and/or requests, and meant to answer any common, and not so common, questions that volunteers may have. Example – What happened to dog in S20? Answer: Dog got adopted, went to foster, rescue, euthanized, etc. Animal Care Staff will also use this board for reminders on guidelines, notes, requests for volunteers, etc. If the answer warrants a more involved explanation a supervisor will request you come find them. If you prefer to ask a supervisor or member of the staff directly, feel free to do so. This board is meant to facilitate communication between volunteers and staff, not to prevent it from happening.

THIS IS NOT A MEDICAL BOARD (SEE HALLWAY WHITE BOARD WHEN STARTING SHIFT)

## LOGGING A DOG'S TIME OUT OF KENNEL

The blue exercise cards on each kennel are used for letting other volunteers and staff know when the dogs were last out. Extra cards can be found in the get acquainted room (GAR) on the adoptable side or on top of the brown box on the stray side.

When a dog is taken out, write the time out. When dog is returned, write the time in, your initials, and any public-appropriate comments. Do not write negative comments about the dog that may discourage a potential adopter. Animal Care staff and other volunteers can check here to see other volunteer's comments.

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## WATCH FOR THE PINK DOT!

**A PINK DOT on a kennel card identifies dogs that appear to be house-trained.**

ALL adoptable dogs are approved for interaction with volunteers. These dogs will not have green, blue, or red dots.



**PINK DOT** – These dogs should be taken out first. Volunteers can assist by adding pink dots to dogs you observe with a clean kennel in the morning and an urgency which suggests they have been patiently waiting! Dots are located on the stray side by the sink.

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## INTERACTING WITH SHELTER DOGS

The shelter is a very stressful and frustrating place for most dogs. Getting them outside for playtime or TLC can greatly help to reduce their stress, and paying attention to the individual dog's needs will help. Some dogs will benefit from playtime and ball chasing, others may need a walk or some lap time with you.

Positive, stress reducing interactions are what the dogs need. If you feel nervous or frustrated with a dog, remain calm and return the dog to his/her kennel.

Physical correction or punishment is not allowed.

Always clean up and dispose of dog poop appropriately. This includes any poop you find on shelter property, even if it's not from your dog.

You can assist the Animal Care staff by reporting anything out of the ordinary, such as vomiting, diarrhea, coughing/sneezing, lethargy, and noting your observations on the white board. If you feel it's urgent, talk to a staff member.

Never leave a dog unattended in a play yard or anywhere.

## TOP OF SAMPLE KENNEL CARD

Kennel No:      Kennel Status:      Animal No:      Weight:      Feed:  
**S 01**      **AVAIL-SCRN**      **A206113**      **48.20**

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Name:  
**HIGHWAY\*** (\*denotes name given by shelter)

Breed:  
**SHEPHERD/MIX**

Sex:  
**NEUTERED MALE**

Age:  
**3 YEARS**

Upon intake, wearing:  
**SPIKED COLLAR**

Tag:  
**981020096**  
(Microchip #)

Markings:  
**WHITE TAIL TIP**

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Intake Date:      Review Date:      Intake Type:      Intake By:      Feed:  
**8/1/2014**      **8/8/2014**      **STRAY**      **TB**

### KENNEL STATUS NOTES ON ADOPTABLE DOGS

**AVAILABLE:** Ready for adoption

**AVAILABLE-SCRN:** Ready for adoption, but with some special needs

**CLINIC:** Available to view, but still not spayed or neutered. Can be pre-adopted

### KENNEL STATUS NOTES ON NON-ADOPTABLE DOGS

**CONVERSION:** Going back to owner after spay/neuter

**EVALUATION:** Still awaiting evaluation, not yet available

**MEDICAL:** Under vet care. May or may not be okay for TLC. Further instructions will be on kennel.

**PENDING:** Could be any number of things. Red dot or green dot will tell whether okay for TLC

**STRAY WAIT:** Still in stray hold period, not the property of shelter

**SURGERY:** Already adopted, but needs spay/neuter; or a mini-kitty that we don't want on the website yet

**UNAVAIL:** Not going up for adoption for any number of reasons, or quarantine hold

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## Minors and Special Needs Volunteers

Volunteers 13 - 17, and special needs volunteers, may work with the **adoptable** animals as long as you partner with a parent, legal guardian, or aide at **AT ALL TIMES**. Both members of the team must follow the steps to become a volunteer, which includes orientation, Dog TLC Part I training, and mentoring.

Adult/minor or client/aide teams are only allowed to work with the adoptable dogs. The stray/non-adoptable areas are off-limits. Adults and aides must be knowledgeable of animal handling and willing to step in if animals are not being cared for properly. Adults and aides are the "supervisors" of the team. Interacting with the animals in an unsafe way, or causing the animals additional stress by improper handling, may be cause for termination of Dog TLC privileges. Other volunteer opportunities may still be available, however.

If a minor does not have a parent or guardian who is able to volunteer with them, and he or she is seeking to be involved with the shelter long-term, the shelter does partner with the Santa Cruz Volunteer Center for the YouthServe program. YouthSERVE trains adult leaders to work with youth volunteers in our community. YouthServe leaders must also do all of the training and be an active SCCAS volunteer.

## MOVING TO TIER 2 VOLUNTEERING

Once volunteers have completed at least 20 hours of volunteer time, have shown a commitment to volunteering by scheduling a regular weekly shift, and have demonstrated an ability to handle the adoptable dogs, they can request to advance to Tier 2 level and work with the Stray/Non-adoptable dogs. Tier 2 training focuses on increasing a volunteer's knowledge of dogs and their behavior. Volunteers will be expected to know and understand the dot system and demonstrate knowledge of dog behavior and handling. Mentoring with Tier 2 mentor will be required.

Safety of the animals and volunteers is always the priority when passing volunteers to work at the next level.

## STRAY/NON-ADOPTABLE DOGS & QUIET TIME

In an effort to decrease the stress on the stray/non-adoptable dogs, there are quiet time hours in effect. Between 11:00 – 1:00, volunteers are not to interact with the stray/non-adoptable dogs and we request that you reduce the foot traffic going through this area.

## DOG SHOW VOLUNTEERS

The purpose of a dog show or dog to dog introduction (aka meet and greet) is for the prospective adopter(s) to visit and interact with a dog to see if he or she would be a good fit for them. Never show an animal unless requested to do so by Client Services staff. Training for being a Dog Show Volunteer is offered periodically and is recommended for volunteers before doing shows. Although volunteers should wait until they've been trained to do shows, it may be beneficial to tag along with an experienced volunteer to learn best practices. The purpose of a show is not to "sell" the animal to a potential adopter. Never leave a prospective adopter unattended with an animal and always feel free to politely interrupt inappropriate handling or behaviors.

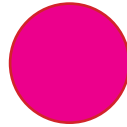
Volunteers interested in being a Dog Show Volunteer should contact the Volunteer Coordinator. Training is offered for this assignment. Dog Show Volunteers should be reliable and available for a scheduled weekly shift. This can be a very rewarding volunteer position and is appreciated by Client Services staff. Volunteers interested should have the ability to interact professionally and in a nonjudgmental manner with clients, understand dog body language and behavior, have good listening skills, and be able to relay information back to Client Services on matching up clients with animals.

**NOTE: Dogs in ISO - Follow dot system or signage that is posted!**

## UNDERSTANDING THE KENNEL CARD DOTS

**On BOTH the ADOPTABLE SIDE and the STRAY SIDE, a PINK DOT identifies dogs that appear to be house-trained.**

ALL adoptable dogs are approved for interaction with volunteers. These dogs will not have green, blue, or red dots.



**PINK DOT** – These dogs should be taken out first. Volunteers can assist by adding pink dots to dogs you observe with a clean kennel in the morning and an urgency which suggests they have been patiently waiting! Dots are located on the stray side by the sink.

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**On the STRAY SIDE dots tell you WHICH DOGS you can interact with safely.**

The dot system which signals WHICH DOGS to take out (red, blue, green, and blue/green) is used ONLY for non-adoptable dogs.



**RED DOT** – Stop. Do not take out. Staff only. No contact allowed.



**NO DOT** – Same as RED dot. Do not take out without permission of Animal Care staff.



**BLUE DOT** – Shy, fearful dogs. Volunteers are not to take Blue Dot dogs out of their kennels. Qualified volunteers may spend time with the dogs in kennel. Move gently and quietly. Allow the dog to approach you. These dogs may be easily traumatized by inappropriate interactions.



**GREEN DOT** – Green dot dogs can go to any of the gravel yards, agility yard, or barnyard areas. They must stay on the shelter property. If you are approached by a client about a non-adoptable dog, let the client know the dog is not currently available for adoption and he or she should ask Client Services staff for further information.



**BLUE DOT/GREEN DOT** – Shy but you can take the dog out of the kennel if he or she warms up to you and seems okay with getting out. Move gently and quietly with the shy ones.