



Dear Prospective Whatcom Humane Society Volunteer,

Thank you for your interest in the Whatcom Humane Society (WHS)! Currently, the staff and volunteers at WHS care for over 4,800 homeless and unwanted animals annually. As a small non-profit organization, we depend on our volunteer team to provide support for all of our programs and services.

Within this packet you will find job descriptions for all volunteer positions available and a volunteer application. Please complete the application and be sure to tell us which positions you are most interested in pursuing. Your application will be reviewed and we will determine if your interests and availability match our current volunteer needs. Please understand there may be a waiting list for volunteer opportunities in some departments.

At this time, WHS cannot accommodate those seeking to fulfill court-ordered community service. Due to our limited resources, we also cannot accommodate short-term community service or school projects.

We ask for a six month commitment for most job positions (most also with a scheduled shift each week) so please be realistic in determining the amount of time you can give.

Please note that the minimum age requirement for volunteering at the shelter is 12 years of age. Any student under the age of 16 must be accompanied at all times by a parent or guardian. For students under that age of 12 who wish to volunteer, WHS offers a brochure of community service project ideas that can be done outside the shelter.

If you feel you can make a commitment to the animals, please return the volunteer application to:

**Kathleen Hook
Whatcom Humane Society
3710 Williamson Way
Bellingham, WA 98226**

With your help, we can improve the quality of life for thousands of homeless, abandoned and mistreated animals in our community.

Sincerely,

Kathleen Hook
WHS Volunteer Coordinator
360-733-2080 ext. 4102
volorientation@whatcomhumane.org

Whatcom Humane Society
Summary of Programs and Services

- ◆ Founded in 1902, WHS is the oldest non-profit animal welfare organization in Whatcom County.
- ◆ Open-admission shelter, the Whatcom Humane Society turns no animal away regardless of his/her age, temperament or medical condition.
- ◆ Provided care, comfort and services for over 4,800 animals in 2009.
- ◆ Provides 24 hour animal control and rescue services for Whatcom County.
- ◆ Investigates cases of animal neglect & cruelty.
- ◆ Interactive Adoption Program for homeless animals that includes counseling new adopters on responsible pet care and a variety of animal behavior issues.
- ◆ Animal Wellness Program that provides health exam, spay/neuter surgery, vaccinations, flea medication, de-worming, license or id tag and microchip identification prior to adoption.
- ◆ Staff veterinarian provide in-house veterinary services for shelter animals five days a week.
- ◆ Work with local wildlife rescue groups to pick-up and transport injured wildlife.
- ◆ Implementation of *Safe-Pet Program*, providing short-term pet safekeeping for victims of domestic violence.
- ◆ Extensive Humane Education programs in Whatcom County schools and libraries that educate children (K-12) on the importance of showing kindness and compassion towards animals.
- ◆ Community Outreach programs including working with local media to showcase animals available for adoption, presence at local street fairs **and festivals and** networking with other area non-profits and businesses to foster good relations.
- ◆ Low-cost pet vaccination, microchip and dog license clinics in low-income neighborhoods.

- ◆ Creation of a Spay/Neuter Assistance Program (SNAP) for low-income residents in need.
- ◆ Production of *PetWatch*, the WHS weekly television show that features animals available for adoption, segments on relevant animal welfare issues and information for Whatcom County pet owners. The show airs 3 times a day on local *Comcast* stations.
- ◆ Operates "*Paws Awhile*", the WHS store located at 1200 - 10th Street in Historic Fairhaven that features new and quality used items donated by the community.
- ◆ Pet Food Bank providing pet food to the pets of low-income residents in need. .
- ◆ Interactive website (www.whatcomhumane.org) where visitors can view animals available for adoption, download dog license applications, find information on off-leash dog areas in Bellingham and learn how to humanely deal with native wildlife.
- ◆ Working relationships with other animal welfare organizations including the Alternative Humane Society, King County Humane Society, PAWS, N.O.A.H. and Seattle Purebred Dog Rescue.
- ◆ Foster program that houses animals with special needs and/or severe medical issues in volunteer homes for care and rehabilitation until animal is ready to return to the shelter.
- ◆ Foster program that includes care for animals (often kittens/puppies) who are unweaned, under socialized, or have other special needs. These animals are cared for in the volunteer foster homes for care until they are ready to return to the shelter.

Whatcom Humane Society
Volunteer Job Descriptions

Please read through each volunteer job description and let us know where you think you would like to spend your time. Many volunteers choose to work in more than one department – which is wonderful...but remember to be realistic in determining the amount of time you can give of yourself. WHS reserves the right to request new volunteers to train in one area and remain in this area for at least 3 months before asking to be cross train.

Please also note that your desires for a specific volunteer position may not match the requirements needed to successfully complete the volunteer job. You will be placed in the most appropriate volunteer position based on your experience and physical abilities by our Volunteer Coordinator.

Volunteering at an animal shelter can be fast paced, emotional and very rewarding. The duties you perform will directly benefit the animals. The animals you will see and care for may be redeemed by their owners, adopted, transferred to another shelter or rescue organization, or may be euthanized.

You must focus on what you can do to make their time at the shelter as comfortable and loving as possible. You must also be willing to come to terms with euthanasia on a deeper level and show consideration to the shelter staff who are directly involved with euthanasia.

Job Title: Junior Volunteer Partner Up Program

For students age 12 – 15 accompanied by a parent or guardian.

Time Commitment: Be able to commit to one scheduled 2 hour shift per week for a minimum of 6 months.

Duties: Junior Volunteer's provide much needed assistance to the WHS staff and help the animals in many different ways. Duties may include:

- feeding animals
- washing and folding laundry
- spot cleaning kennels and cages
- sorting donated items
- clerical duties
- shelter beautification duties

- distributing cat/dog toys

Qualifications: Must be at least 12 years of age. Children 12-15 must be accompanied by a parent or guardian at all times! Completion of Volunteer Orientation and Animal Handling classes. Junior volunteers must be:

- mature
- able to take direction and follow thru with various tasks
- enjoy working with a wide variety of people and animals
- be able to work independently and in a team environment
- have a true desire to help out the animals of WHS

To Parents/Guardians: Please fill out a separate volunteer application and include with your child's application. The Partner Up program requires the parent/guardian to attend all training sessions with the junior volunteer and work together at all times.

Job Title: Clerical / Development Volunteer

Time Commitment: At least two hours per week for a minimum of 6 months – OR – on-call to help with special mailings (i.e. newsletter mailing, fundraising mailings, etc.)

Duties: Assist fun and friendly Humane Society staff with important day to day operations. You will be:

- typing
- stuffing envelopes
- collating materials
- making phone calls
- working with photo files
- photocopying
- filing
- data entry
- mailing items and other clerical duties.

Qualifications: Must be at least 16 years of age. Completion of Volunteer Orientation. Additional training as needed by qualified WHS staff or volunteers. You should:

- be detail-oriented
- be professional
- be quick-learning
- have legible hand-writing
- have a basic knowledge of office machinery and personal computers
- must feel comfortable speaking on the phone and working with the public

Job Title: Adoption Assistant

Time Commitment: Be able to commit to one scheduled 2 hour shift per week for a minimum of 6 months.

Duties: You will:

- work closely with potential adopters and customer service staff to help facilitate the adoption process
- greet potential adopters and assist them with filling out necessary pre-adoption paperwork
- answer questions about the adoption process and animals available for adoption
- perform counseling regarding the expectations of responsible pet care, and animal behavior to ensure appropriate match between potential adopter and animal
- educate clients about the post adoption services WHS has to offer

Qualifications: Must be at least 18 years of age. Completion of Volunteer Orientation, Animal Handling, and adoption training classes. **These volunteers must have completed a minimum of (6) six months volunteering as a TLC volunteer prior to attending the adoption training classes.** You should:

- be a dedicated individual with a strong desire to make good matches between potential adopters and animals.
- it is essential to have a desire to learn about the emotional and physical needs of a wide variety of animals.
- use professional approach to handling the animals and dealing with the public
- be emotionally equipped to handle overcrowded conditions and long term residents.
- be able to multi-task and have good physical agility and strength
- have the ability to work with a variety of different people

Job Title: Maintenance Assistant

Time Commitment: At least two hours per week for a minimum of 6 months – OR – on-call to help with minor repairs.

Duties: Gardening, landscaping, painting, carpentry, plumbing and electrical projects at the WHS facilities.

Qualifications: You must be knowledgeable in the area of maintenance you wish to provide service. All that is required for gardening/landscaping is a willingness to get a little dirty.

Job Title: Cat TLC Volunteer

Time Commitment: Be able to commit to one scheduled 2 hour shift per week for a minimum of 6 months.

Duties: You will:

- provide socialization to shelter cats and kittens
- assist the WHS staff with the implementation of enrichment opportunities for the shelter animals
- spot cleaning kennels and cages this includes changing soiled litter pans
- minor grooming
- provide toys and fresh blankets

Qualifications: Must be at least 16 years of age or in a Partner Up team. Completion of Volunteer Orientation and Cat TLC training. You must:

- have a strong desire to improve the lives of shelter animals
- must be patient and understanding with people and animals
- willing to get dirty
- be emotionally equipped to handle crowded conditions
- have good physical strength to handle rambunctious animals
- be able to work independently and adhere to **all** WHS safety and animal handling regulations
- be willing to take additional handling/behavior classes as they become available to you
- understand and respect WHS's policies and procedures change from time to time and accept that these changes are always in the best interest of the animals and for their safety along with the safety of volunteers
- be willing to come to terms with euthanasia and show consideration to the shelter staff who are directly involved with euthanasia

Job Title: Dog TLC/Walker Volunteer

Time Commitment: Be able to commit to one scheduled 2 hour shift per week for a minimum of 6 months.

Duties: You will:

- provide shelter animals with mental and physical stimulation and basic behavior training
- walk shelter dogs and socialize puppies
- assist the WHS staff with the implementation of enrichment opportunities for the shelter animals
- spot cleaning kennels and cleaning up after dog waste when walking them

- minor grooming
- provide toys and fresh blankets

Qualifications: Must be at least 16 years of age. Completion of Volunteer Orientation and dog tlc/walking/handling classes. Dog handling classes may require more than one visit to WHS. You must:

- have a strong desire to improve the lives of shelter animals
- must be patient and understanding with people and animals
- willing to get dirty
- be emotionally equipped to handle crowded conditions
- have good physical strength to handle rambunctious animals
- be able to work independently and adhere to **all** WHS safety and animal handling regulations
- be willing to take additional handling/behavior classes as they become available to you
- understand and respect WHS's policies and procedures change from time to time and accept that these changes are always in the best interest of the animals and for their safety along with the safety of volunteers
- be willing to come to terms with euthanasia and show consideration to the shelter staff who are directly involved with euthanasia

Job Title: Veterinary Clinic Assistants (possible waiting list)

Time Commitment: Be able to commit to one scheduled shift per week for a minimum of 6 months.

Duties: You will:

- help prepare animals for surgery
- observe animals as they emerge from anesthesia
- prepare injections
- clean and sterilize surgical instruments and equipment
- assist with treatments
- administer medications

Qualifications: Must be at least 18 years of age. Completion of Volunteer Orientation. Completion of Animal Handling classes and on-the-job training by veterinary clinic staff. You must:

- be comfortable working in a hospital setting
- have good physical agility and endurance
- have a strong interest in veterinary medicine and animal breeds

- must be willing to commit to a weekly schedule

Job Title: Animal Photography Team (prefer 2 two-person teams, there may be a possible waiting list for this position)

Time Commitment: Commit to a scheduled shift each week for a minimum of 6 months

Duties: You will:

- Obtain high-quality digital photographs of adoptable animals
- Assist staff in loading photos into database and on to the WHS website

Qualifications: Must be 16 years of age or in a Partner Up team. Completion of Volunteer Orientation and Animal Handling classes. You should:

- be a dedicated individual with digital photography and computer knowledge
- be willing to handle cats, dogs, and other small mammals
- have patience and a positive attitude

Job Title: Foster Care Provider

Time Commitment: As needed to provide temporary 24 hour care in your home for a variety of animals including orphaned, injured, and unweaned animals.

Duties: You will:

- provide a nurturing, compassionate, and comfortable environment in your home for foster animals.
- provide all elements of care for foster animals including feeding, cleaning, grooming, medicating, and socializing (petting, holding, etc.).
- ensure safety and care of foster animal at all times as outlined in the foster program agreements and handbook.
- maintain communication (phone calls, email, home visits, shelter visits) with Foster Care Coordinator regarding the foster animals' progress.
- transport foster animals to and from the shelter for medical treatments, check-ups, and to be shown for adoption.

Training: One on one meeting/foster orientation at your home with the Foster Care Coordinator. Other education and training as required. Completion of volunteer orientation within 60 days of beginning as a foster care volunteer.

Qualifications: Foster care volunteers must be willing to take animals that may be orphaned, very young, unweaned, sick, injured, or have behavioral/socialization issues into their homes. Provide specialized care if needed for short or extended periods of time until the animal is well enough to come back to the shelter. Must be able to work independently and follow instructions accurately and efficiently. Must own your home or have permission from your landlord. Primary caregiver for the foster animal must be at least 18 years of age. Each foster home is unique in how long they are willing to foster animals (days, weeks, months), what type of animal they are willing to foster (guinea pigs to horses), the health/temperament of the animals, and more. The Foster Care Coordinator works with the foster homes needs and the needs of the animals to provide the best possible environment for the humans and animals involved.

Job Title: Community Outreach/Humane Education Volunteer

Time Commitment: Varies according to event/project.

Duties:

As a **Humane Educator** your job will be to get the word out about animals and animal issues. Duties also include:

- giving educational tours of WHS to groups of students
- leading group activities for community service groups
- assisting in teaching children about animal care issues
- a Humane Educator should also have the ability to communicate with and feel comfortable with children ranging in age from 5-18.

As an Outreach Volunteer you will act as ambassadors, educating the community on the services and programs offered at WHS. Duties include:

- passing out literature
- answering animal related questions
- soliciting donations
- canvassing communities with license forms

Qualifications: Must be at least 18 years of age. Completion of Volunteer Orientation and on-the-job training by qualified WHS staff or volunteers. You should:

- possess excellent communication skills
- enjoy interacting with large and diverse groups of people
- be able to work independently or in a team environment
- have a concern for and a humane attitude toward the care and treatment of all animals.

Job Title: Special Events/Fundraising Volunteer

Time Commitment: Varies. At least one meeting a month. Hours and times will increase during peak times before and after events.

Duties: You will:

- assist with planning and implementation of WHS fundraising and special events
- participate in assigned projects and tasks such as: solicitations of sponsorship and vendor donations; invitation design and mailing; event planning and coordination.

Qualifications: Must be at least 16 years of age. Completion of Volunteer Orientation.

You should:

- have excellent “people person” skills
- enjoy planning a working on events
- be detail oriented
- enjoy working both independently and as a team member

Job Title: “Paws Awhile” Volunteer - The WHS Eclectic gift shop

Time Commitment: At least three hours every other week for a minimum of 6 months.

Paws Awhile is located at 1200 10th Street in Historic Fairhaven and features new and quality used items donated by the community. Proceeds from Paws Awhile go directly back to the Whatcom Humane Society.

Duties: You will assist in the daily operation of the store by:

- providing customer service
- running the cash register
- accepting donated items
- answering the phone
- creating displays

Qualifications: Must be 16 years of age or older. Completion of Volunteer Orientation and on-the-job training by qualified PAWS Awhile staff and volunteers. You should:

- have excellent customer service skills
- enjoy working with the public
- be detail oriented
- enjoy working in a team environment

Job Title: Bunny Brigade/Rat Pack

Time Commitment: Be able to commit to (2) 1 hour scheduled shifts per week for a minimum of 6 months.

Duties: Small animals need to be held and socialized on a daily basis. If not, they become stressed and bite, then become difficult to adopt.

- socialize and play with rats, mice, gerbils, guinea pigs and rabbits
- spot cleaning kennels and cages
- minor grooming
- take rabbits to rabbit exercise pen at Williamson Way facility and watch out for the rabbit's safety while in pen

Qualifications: Must be at least 16 years of age or in a Partner Up team. Completion of Volunteer Orientation and Small Animal Handling classes. You should:

- feel comfortable with small animals
- be willing to work with unsocialized or scared animals
- must adhere to all WHS safety and small animal handling regulations

Job Title: Farm Animal Friend Volunteer: (possible waiting list)

WHS provides housing and care for these animals at a 10 acre off-site facility located in Everson.

Time Commitment: Be able to commit to one two hour shift every other week for a minimum of 6 months. Farm volunteers will be scheduled to work with another volunteer. Teams must work at the barn together at all times. For safety reasons, volunteers will not be allowed to volunteer alone.

Duties will include:

- Will provide cleaning, care and socialization for a variety of livestock including, but not limited to; horses, pigs, goats, sheep, chickens and cows
 - cleaning barn stalls and outdoor animal enclosures
 - grooming horses and other livestock animals
 - feeding animals
 - exercising and socializing animals – **does not include riding**
 - ground work duties available for the very seasoned/experienced volunteers only

Qualifications: Farm Animal Friend Volunteers must be at least 16 years of age and have prior experience working with horses and other livestock.

Reliable transportation to get to and from the farm facility is necessary and volunteers must understand the risk associated with working around large animals in barn environments.

**Whatcom Humane Society
3710 Williamson Way Bellingham, WA 98226**

**VOLUNTEER APPLICATION
(One application is required for each volunteer)**

Volunteer Job(s) Requested:

Name: _____

Address:

City, State, Zip:

Home Phone: _____ Work Phone: _____

*****To save resources, if possible WHS will be contacting you via e-mail once your application is processed. Please print CLEARLY and supply us with a usable e-mail address. Thank you**

Email: _____ Date of Birth: _____

Employer / School: _____ Occupation: _____

May we call you at work? _____ Are you under 16 years of age? _____

In Case of Emergency:

Contact Name: _____ Phone: _____

Are you able to make at least a six month commitment to WHS?

Most volunteer opportunities require one scheduled shift per week. Are you able to make this commitment to WHS?

Which days/hours would you be available?

Describe any previous volunteer experience?

Besides a love for animals, what would you like to get out of volunteering at WHS?

What are your thoughts about euthanasia (humanely put to death)?

Any special skills/talents you would like to put to use?

Would you enjoy working with people, animals or people AND animals?

Are there any duties you would prefer not to perform?

Describe your experience working with the public:

Describe your experience working with animals:

Do you have companion animals living with you? If yes, what types? Are they spayed/neutered?

Please list any animal organizations to which you belong:

Have you had a tetanus shot within the past seven years?

Do you have any physical, medical or psychological limitations that would affect your volunteer duties (such as a heart condition, back injury, allergies, pregnancy)?

Are you interested in volunteering to fulfill community service requirements through school or court? If so, please list the agency, contact person and the hours you are required to volunteer

Please rate the following from 1 to 5 (1 = very much in favor, 5 = very much opposed)

- | | |
|-----------------------------------|--|
| _____ Spaying/Neutering | _____ Animals in entertainment (Rodeo's, Circus) |
| _____ Exotic Pets | _____ Declawing cats |
| _____ Animal research and testing | _____ Native wildlife as pets |

How did you find out about the Whatcom Humane Society?

I give my permission to Whatcom Humane Society to verify any of the above information. I understand I must attend a Volunteer Orientation and any relevant training classes before I will be able to volunteer.

Signature: _____ Date: _____

WHS requests that all volunteers wear a volunteer t-shirt (or other appropriate uniform) and nametag while volunteering. On behalf of the organization, your \$10.00 fee includes one t-shirt and one name tag per volunteer.

T-Shirt size: XS S M L XL XXL (circle one)