

Dog TLC Volunteer Training (Volunteer Copy)

Volunteer Hours:

Sunday - Monday 7:00 am – 5:00 pm

Tuesday & Holidays 8:30 am – 5:00 pm

Wednesday – Saturday 6:00 am – 6:00 pm

THE BASICS:

Parking & Entering: Use the lot closest to the road or in the gravel at the far end of the building. Knock or use doorbell at front door if locked. You can enter through the back of the building after hours.

Dress Code: Long pants & closed toed shoes – ALWAYS! Volunteer t-shirt & name tag required. No shorts, capris, skirts, sweatpants, pajama bottoms or open-toed shoes allowed. No exceptions.

Personal Belongings: Lockers available (bring your own lock if desired). WHS is not responsible for lost/stolen items.

Cell Phones: Keep phone in your pocket for emergencies. No talking or texting while volunteering. Photos/videos of available animals allowed & encouraged. Keep shelter number handy (360-733-2080) and dial 0 for customer service in case of emergency.

Visitors: No visitors while volunteering, including family & friends. No exceptions.

Off Limit Areas: Stray areas, cat/dog isolation, vet clinic, euthanasia room and receiving areas.

FOB Security: Check in at the Customer Service desk when you arrive. They will have you sign out a FOB to ensure it gets returned. We will ask you to leave your car keys in the box as a reminder.

Injuries: If bitten or severely scratched, you MUST complete an injury report (volunteer room) and notify a staff member. Volunteers are covered by L&I when on duty. Necessary info is in the desk in the volunteer room. First aid supplies are in the volunteer room, Dog Food Prep & at Customer Service.

Emergencies: Always listen to overhead paging. In case of evacuation, staff & volunteers will meet in front of the building in the gravel parking lot. DO NOT attempt to rescue animals. Evacuate when asked to do so & await further instructions.

DOG TLC:

Customer Service: Politely greet guests and help them find the area they are looking for. Feel free to share basic information about animals you are familiar with but DO NOT do any “matchmaking” or suggest they should or will be able to adopt any of our animals. Do not allow members of the public to enter kennels, GA Rooms or play yards with you. Do not take animals out for guests to pet or otherwise interact with. **Please send potential adopters to Customer Service to start the adoption process.**

Off Limit Areas: Receiving areas, vet clinic, euthanasia room, cat/dog isolation and ALL STRAY AREAS. Animals in these areas have not been evaluated and may be part of an ongoing investigation. Details of their condition and whereabouts cannot be shared & are therefore off limits to ALL volunteers. Any exceptions must be approved by the Volunteer Manager and/or the Animal Care Manager.

Choosing the Right Dog: Please only walk dogs labeled with the color that matches your volunteer level (green, purple, red). You will automatically be invited to trainings as you become eligible to advance. Be sure to read the kennel card, white board and recent volunteer notes before entering a kennel. Stay within your comfort zone!!

Health & Safety: Puppies marked “TLC only” can be visited in their kennel or carried to a GA Room. DO NOT take them outside as they are not fully vaccinated and are susceptible to disease. Please read all notes regarding special instructions (i.e. walk slow, TLC only) and special diet. This is imperative to the health of our animals!

Entering/Exiting Kennels: Be sure you have the right harness, lots of treats & poop bags. Use the indoor side of the kennel whenever possible (Tuesday & early AM shifts are an exception). Wait for dogs to calm down before entering. DO NOT bend over any dog to harness, but squat next to them.

Exiting the Building: Move quickly past other kennels & attempt to keep the dog closest to the wall. Exit through Food Prep out the back door of the building. Be sure to call out going through doors & around corners to ensure dogs don't meet unexpectedly in the hallways. This all applies to returning to the kennel as well. Be very mindful of other volunteers and members of the public.

Play Yards: One dog per yard at a time!! Balls & toys are in the bins in the yard. Bring dirty toys inside to be washed (no sharing!). Do not allow members of the public to approach or enter the yard. If there are dogs in both yards it is okay for them to play chase, but do NOT let them react at the fence or bark continually. Reward good behavior and remove one of the dogs if they aren't behaving well.

Where to Walk: Stay on the WHS Trail! NEVER let a dog off-leash on the trail. Do not approach other dogs, children, or members of the public when walking a dog. Do not walk on the street or onto any adjoining property. Please stay away from the retention pond & the fence at the far end of the field. Please do not let the dogs drink from ditches, streams, or puddles.

Clean-Up: Please be sure to clean up after your dog!! Always take more than one poo bag on your walk. Throw used poo bags into outside garbage cans only.

Training: We use ONLY positive reward-based training methods. We reward with praise and lots of treats. We do not use pinch collars, choke chains or any corrective methods of training. This can take practice for those who don't have experience, but it is a mandatory part of our program. No exceptions.

Returning to the Kennel: Return the same way you went out. Be sure the kennel door is secure before removing the harness & leash. If the dog tries to leave with you, toss treats to the back of the kennel & quickly escape as they seek them out. Always replace the carabineer on the latch. Please be sure to write in the volunteer notes to be sure other volunteers and staff are updated on progress and/or behavior. Ensure all toys, dishes, laundry & garbage are put in appropriate places after each interaction.

SANITIZE, SANITIZE, SANITIZE!!