

Small Animal 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, Cat 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.

SMALL ANIMAL 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 GA Rooms or x-pens 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. The only exception is finding or putting away clean laundry.

Choosing the Right Animal: Read the recent volunteer notes before opening kennels. Be sure to monitor the animals body language before & during your visit. Special care should be taken with animals that are overly stressed or afraid. TLC can be given while leaving them safely in the cage until they are ready to be handled. Soft voices, gentle pets and treats go a long way.

Stray Animals: Stray and recently surrendered small animals are housed in the small animal room among those available for adoption. If an animal does not have a current, highlighted adoption right up on its cage, please do not interact with it unless given permission by staff. These animals are in their holding period and have not been evaluated for behavior or health issues.

Cages/Hutches: Please help us keep housing clean and dry by cleaning up messes as needed. Please do NOT refill food bowls (staff feeds twice/day). Animals are also given greens and veggies by staff, so please do not take anything from the fridge. Dry bedding, hay & newspaper is available if needed. Rabbit cages should have multiple layers of newspaper. Please remove wet/dirty paper on your shift leaving a clean layer along with the hay. Dumping & re-filling wet/dirty litter boxes will also continue to encourage litterbox training.

Get Acquainted Rooms: Due to the number of cat volunteers and members of the public using the GA rooms, we prefer that small animal volunteers use the space available in the small animal room instead. Ferrets are the only exception as they are predators (not prey) and can be a bad mix if loose in the small animal room. They can be transported to a GA room on the dog side of the building using a small carrier.

SANITIZE, SANITIZE, SANITIZE!!