HUMANE SOCIETY OF EL PASO
VOLUNTEER MANUAL

Ryan Coulehan
Volunteer and Community Outreach Program Manager
HUMANE SOCIETY OF EL PASO
History

The Humane Society of El Paso is the largest and oldest no-kill animal rescue in the city and county of El Paso. Born in 1947, the HSEP originally set out to combat the rabies crisis El Paso was facing at the time. Fortunately, El Paso has not had a case of rabies in a companion animal since the 1960’s, at which point the HSEP shifted its focus to pet overpopulation.

The shelter’s original location was in the Lower Valley on Shelter Place. In 2008 the HSEP moved to its current location in North East El Paso. The next year the shelter made another big change: becoming no-kill. Prior to 2009, the HSEP was an open admission shelter and would take in any animal that walked through the front door. Unfortunately, that meant that when a new animal came in, space had to be made somehow. That did not sit well with the Governing Board of Directors and the Executive Director, and a dramatic shift occurred. Virtually overnight, the HSEP became a limited admission, no-kill shelter. With this, a variety of other changes came, but one thing remained true: The Humane Society of El Paso is whole-heartedly committed to bettering the lives of companion animals in El Paso through adoption and community outreach.

The mission of the Humane Society of El Paso is to prevent suffering, neglect, abuse and cruelty to animals, provide information, raise public awareness of animal issues, and promote responsible guardianship and kindness toward all living things. To apply this mission, the shelter rescues between 3,000 and 4,000 animals annually, half of which are transferred from City of El Paso Animal Services, and the other half are surrendered by their owners. The HSEP is also active in the community to encourage responsible pet guardianship, promote volunteerism, and build families four paws at a time.

The Humane Society of El Paso is a private nonprofit agency. The HSEP receives no state, federal, or city funding, nor is it affiliated with any other national organization. The shelter subsists solely on donations, services fees, grants, and fundraisers. It costs about $23 per day per animal to keep the HSEP open. With between 150 and 200 animals at the shelter at any given time, the cost of running the shelter climbs quickly.

* * *

There’s a saying we hear a lot: “Saving one animal won’t change the world, but for that one animal the whole world changes.” As an HSEP volunteer, you will scoop poop, scrub kennels, clean litter boxes, and have your heart broken; you will also change the world. Thank you for your interest in becoming a volunteer, and on behalf of the HSEP staff, current volunteers, and rescues, we look forward to working with you.

-Ryan E. Coulehan

Volunteer and Community Outreach Program Manager
Key Staff and important contact information

Hector Montoya
*Interim Executive Director*

Betty Hoover
*Director of Development*

Julie Rutledge
*Director of Operations*

Dr. Dennis Flosi, DVM
*Medical Director/ Shelter Veterinarian*

Edgar Armendariz
*Animal Welfare Manager*

Vanessa Steele
*Animal Care Supervisor*

Jose Ortega
*Facilities Manager*

Rosario Olmos
*Neonatal and Special Needs Foster Manager*

Patti Hack
*Adopt Me Foster Manager*

Monica Matheny
*Customer Service Manager*

Gladis Marquez
*Customer Service Supervisor*

Celeste Porras
*Offsite Adoption Event Coordinator*

Erin Ayub
*Administrative Assistant*

Contact numbers

Humane Society of El Paso – 915-532-6971

City of El Paso Animal Services - 212-PAWS (7297)

City nonemergency dispatch (to report stray or found animals) – 311

Volunteer Manager’s direct number - 242-8815
Services

Adoption

Fees for puppies and kittens 8 to 16 weeks of age
Puppies: $120
Kittens: $100

Fees for dogs and cats 16 weeks of age and over*
Dogs: $100
Cats: $75

*a fee of 12.50 will be added for the Rabies Tag and License.

Surrender

The Humane Society of El Paso is happy to accept healthy, well-tempered animals. Anyone looking to surrender a pets should first email the surrender coordinator at surrender@hselpaso.org. It is vital that the email include age, breed, size, and reason for surrender. An appointment will be scheduled, and the animal will be given a health evaluation and a temperament test. If the animal passes both exams, a $50 intake fee will be charged, and the animal will be vetted further and placed up for adoption.

Booster for HSEP recent rescue

All animals at the HSEP are given age appropriate vaccinations, but in some cases rescues are adopted before the booster rotation is completed. In this case, adopters may complete the booster set at the HSEP, or take the animal to a private vet. The fee for the booster at the HSEP is $10. This policy does not apply to the Rabies vaccine.

Microchipping

Microchipping is offered at just $27, local and national registration included.

Cremation

Dogs: $100
Cats: $75
Small mammals and birds: $25

Owner’s Request Euthanasia

$35, which includes disposal.

*The animal must be visibly sick or suffering, at least 12 years old, or have a note from a vet.

Pet ID tags

$6.50 or $8.50

Collars and leashes

$6.00 to $18
Policies

- The HSEP does not take in stray animals
- The HSEP does not take in sick/ injured/ ill-tempered animals
- The HSEP offers a two-week health guarantee, meaning if an animal breaks with a communicable illness within two weeks of being adopted, the adopter may return the pet to the HSEP for treatment. The adopter will have no further claim to this animal, but is eligible for either a credit toward another adoption or a refund.
- The HSEP does not offer monetary refunds for returns for any reason other than illness.
- Adopters who return within thirty days of adopting may be eligible for a credit toward another adoption.
- Adopters who return after thirty days are not eligible for a credit.
Truths

Animals do die here.

As a no-kill shelter, no animal will ever be euthanized at the HSEP due to lack of space, but that does not mean animals never die at the shelter. In the case of illness, the HSEP will euthanize if it is the most humane option; extreme behavioral issues may also call for euthanasia.

Euthanasia is never the go-to option. In all cases, every effort is taken and every other option explored, especially in the case of behavioral issues. Whether or not an animal is euthanized is the decision of Shelter Vets and Directors.

Not every adoption is ideal. Returns happen. Animals do escape.

Of course the HSEP wants every adoption to be perfect, but the sad fact is animals get returned, animals sometimes escape, and not every home is the ideal.

Adopters don’t always know how to properly care for a pet, so instead of judging them or denying the adoption, it is the job of the HSEP staff and volunteers to educate the public. If a person is willing to adopt rather than purchase off of Craigslist, chances are they are good people, and deserve the opportunity to be the best pet owner possible: the HSEP can provide them with the tools to do so.

You will have your heartbroken.

Whether it’s because your favorite animal gets adopted, an animal passes away, or an abuse/ neglect case comes in, your heart will break at some point.

Thousands of animals are still dying next door.

City of El Paso Animal Services is taking huge steps to lower their kill rate, but the bottom line is El Paso has to change, too. This fact does influence many of the HSEP’s policies, particularly when it comes to denying adoptions.

Sometimes people do suck.

You may get yelled at by a customer, see an animal in poor condition, or just have a generally negative experience, but these incidents are few and far between! The vast majority of the time you will be surrounded by wonderful and passionate individuals, just like you!
Role of the volunteer

The Humane Society of El Paso has a staff of just over thirty, and over 200 animals to care for. Staff often get bogged down doing things like paperwork, dealing with customers, and the like. It is usually volunteers who make all of the difference for the animals: playtime, socialization, kennel cleaning, and getting them adopted.

Volunteers work for free, which means there are liberties in what you do at the HSEP; if you do not want to work with cats, you do not have to, if you only want to work with cats, you can! That being said, there are limitations and rules that must be followed. The shelter is a relaxed and fun environment, but volunteers are expected to be professional and courteous at all times.

The role of the volunteer is to have been, be helpful, and above all, make life better for the HSEP shelter animals.
Become a volunteer

So you want to change the world? Start by becoming a volunteer at the Humane Society of El Paso!

To volunteer, you must:

- Submit a volunteer application
- Sign a Volunteer Release and Waiver of Liability (will be given out at orientation)
- Attend an orientation session
- Commit to a minimum of five hours of service per month
- Take initiative, work independently, and with a team when needed.

Minor volunteers (under 18) must:

Ages 16-17: Provide parent waiver (will be given out at orientation)

Ages 8-15: Parent or guardian over 18 years of age must supervise at all times. Minor and adult must both fill out online application and attend orientation

* * *

All volunteers start off as “white shirts”: white shirt volunteers may only have contact with certain animals, and may only perform certain tasks (Introductory tasks). Volunteers must serve 12 hours as White Shirts before moving to the next level/shirt color.

Once the 12 hours of initial service are completed, volunteers may choose to become either Animal Handlers (blue shirts) or Adoption Counselors (red shirts). The training for both levels is online, and volunteers will complete at their own pace. Once the online training is completed, volunteers will work with a mentor before earning their new shirt.

Advanced volunteer opportunities are based on skills, experience, and staff recommendation. You may apply for one of the Advanced Volunteer Opportunities at orientation, or any time thereafter.

**Please note: additional trainings are required before advanced duties are assigned.

Volunteer Orientation

Once you complete the volunteer application, you will receive an email inviting you to sign up for orientation.

Orientation is mandatory. At orientation, new volunteers will learn about the goals, policies, and procedures of the HSEP, as well as the various volunteer opportunities available.

Orientations are scheduled one to two months in advance. All registrants must be checked in by the time orientation is scheduled to begin. It is strongly recommended that new volunteers arrive at least 15 minutes before orientation is scheduled to begin. Volunteers who do not arrive on time will not be allowed in, and will need to reschedule or make other arrangements.

A registration is required for all volunteers. No spots are available for walk-ins.
All orientations are held at the Humane Society of El Paso, located at 4991 Fred Wilson in Northeast El Paso.

There is a nonrefundable registration fee of $25 per volunteer 16 years old and over, and $15 for junior volunteers under 16 years of age†. This fee will guarantee you a spot at orientation, and cover the cost of your first two volunteer t-shirts (white and blue/red).

†Please note that the orientation fee is to cover the cost of the t-shirts; you are not paying to volunteer. The Humane Society of El Paso is fortunate to have many people interested in volunteering, but very few follow through with the commitment. Charging for the t-shirts upfront helps ensure that only serious volunteers sign up for orientation, and that there are spaces available for those serious volunteers.
Core Values

The following core values are values we look for in each HSEP volunteer.

- Dependable
- Consistent
- Open-Minded
- Honest
- Efficient
- Caring
- Compassionate
- Motivated
- Positive
- Optimistic
- Respectful
- Nurturing
Rules

General Rules

1. All volunteers must attend a volunteer orientation
2. All volunteers must sign in and sign out
3. All volunteers must wear volunteer shirt
   a. Special event or special fundraiser shirts are also acceptable
4. No short shorts, excessively torn jeans, or open-toed shoes may be worn at the shelter at any time
5. Volunteers under the age of 16 must be with a parent or guardian at all times
6. No volunteer is allowed to handle dogs under the age of six months without express permission from Volunteer Department Staff.
7. If a volunteer finds a stray, or needs to surrender an animal, they must follow the same surrender procedures as the general public
8. Volunteers must treat their fellow volunteers, HSEP staff, customers, and animals with the utmost respect
   a. Keep your hands to yourself
9. Report all incidents, including but not limited to bites and fights, immediately
10. Volunteers may not enter the staff break room, the staff locker rooms, the clinic, the sickrooms, the surgical holding rooms, or the intake rooms
11. If you are asked a question you do not know the answer to, or are faced with a conflict you do not think you can resolve, do not hesitate to ask a staff member for help
12. Clean up after yourself; keep volunteer room clean, do not leave items in the mini-fridge, and throw away all trash
13. If you notice something about an animal that doesn’t seem right, such as signs of illness, it is your duty to notify Volunteer Manager or Animal Care Staff immediately
14. Sanitize hands between touching every animal, and wash hands after the third animal
15. Return all supplies (i.e. mops, scoops, etc.) to their proper places
16. Be mature and avoid gossiping
17. Complaints or concerns should be brought directly to Volunteer Manager first
   a. If necessary, Volunteer Manager will include other staff members in the dialogue
18. Absolutely no cell phones should be used when volunteering.
19. BE SMART

White Shirt Rules

20. White shirts may not take animals out on their own
21. White shirts may enter the runs or the playroom with non-white shirt animals, as long as the white shirt volunteer is not the one transporting the dog or cat back and forth
22. When cleaning the kennels, all dogs must be secured on the opposite side using the guillotine door
23. White shirts may answer simple questions for customers, but they should not show animals to potential adopters

Animal Handler Rules

24. Prospective animal handlers must complete the online training and a mentorship before become full-fledged Animal Handlers
25. No animal may be taken out if:
   a. They are already adopted and awaiting sterilization
   b. Have not yet been impounded
   c. There is no kennel card
   d. The animal is on medication
   e. The animal is in quarantine
   f. There is a “Staff Only” sign on the kennel or condo
   g. They are “purple smiley” dogs
   h. Their smiley color is beyond your skill level

26. Always read the entire kennel card before taking an animal out

27. Be very aware of your surroundings when taking an animal out

28. Dogs should be walked before being taken to a run for play time.

29. Dogs should not be left unattended in runs

30. In the dog kennels, always use the exit closest to the dogs’ kennel to avoid upsetting other dogs.

31. When taking out dogs, always do so from the inside of the kennel because those doors open inward rather than outward.

32. Animal handlers may answer questions for customers, and show animals when necessary, but showing animals should be left to adoption counselors and staff whenever possible
   a. When absolutely necessary, animal handlers may show animals they are familiar with to potential adopters. Adopters should not be left unattended with the animal.

33. Please clean up after the animals you take out

34. When walking dogs, make sure there is at least five feet, preferably ten feet, between dogs
   a. This includes other dogs on walks, dogs in kennels, and dogs in runs

35. Never put dogs together without a staff member

36. Return all leashes to their proper place

37. Dogs should not be walked during breakfast
   a. 9:15 and 10:15

38. All animals must be returned to their kennels or condos 15 minutes prior to closing
   a. 5:45pm on weekdays
   b. 4:45pm on weekends

Adoption Counselor Rules

39. Prospective adoption counselors must complete the online training and a mentorship with an HSEP Animal Care Associate

40. Adoption counselors may show animals to customers, but may not introduce shelter animals to owned animals

41. Properly trained volunteers may assist with animal to animal introductions with permission from Volunteer Department Staff or Animal Care Manager

42. Staff makes final decision on approving or denying adoptions
   a. Make sure all concerns are voiced in a timely, respectful manner

43. Never lie or mislead potential adopters in order to get the animal adopted

44. Adoption counselors may allow white or blue shirt volunteers to shadow them
   a. This is not a substitute for training, but a way to allow newer volunteers to gain more experience and become more comfortable in the shelter.
Offsite Rules

45. Volunteers must wear a volunteer t-shirt when volunteering at offsite adoption events
46. You must sign up through the weekly sign up email to attend offsite adoption events
47. If you are not on the sign up list you may be asked to go to the Humane Society to volunteer instead
48. Site leads are the only volunteers who may handle puppies under the age of six months at offsite adoption events
49. A site lead may grant permission to handle puppies offsite, in which case the volunteer must sanitize hands and disinfect clothing before and after
50. Site leads have full authority at offsite adoption events including but not limited to: final say when approving or denying an adoption application; who may handle the animals; asking volunteers to leave the adoption event if they feel it is appropriate to do so.

Best Buddy Rules

51. Only approved and trained volunteers may be Best Buddies
52. All field trips must be approved by Animal Care Supervisor
53. Dogs should never be off leash
54. Dogs should never be allowed to interact with other dogs while on their runs
55. Dogs may not be taken to locations that are not preapproved by Volunteer Manager
56. Only approved dogs may be taken on runs
57. Keep your phone on you at all times in case you need to be reached, or shelter staff needs to reach you.
Volunteer Tracks and Position Overviews

Guest Relations
Docent- Docents provide customers and supporters with tours and information on the HSEP.

Kennel Assistant- Kennel Assistants help keep the kennels clean and comfortable; additionally, kennel assistants on the Guest Relations Track will also serve as greeters in each of the kennels and Meow House.

Help Desk Operator- Follow the Help Desk Manual and answer customers’ general questions.

Adoption Counselor- Serve as a dog or cat matchmaker and help the shelter animals find their fur-ever families.

Animal Welfare
Laundry/ Newspaper unfolding volunteer- Hang out in or near the laundry room to wash, fold, and sort laundry, and unfold newspaper for the sick rooms and clinic.

Kennel Assistant- Kennel Assistants help keep the kennels clean and comfortable.

Microchip packet volunteer- Microchip packet volunteers help put together the microchip packets.

Critter Sitter- Hang out with your favorite dog in their kennel! Read to them, talk to them, and give a few treats.

Dog walker- Dog walkers walk the dogs following all HSEP protocols. Help the dogs to become well-mannered, easy to walk, adoptable pets; also, give them the opportunity to potty outside of their kennel.

Cat volunteer- Cat volunteers play with felines in the playroom, the Catio, the playboxes, and give them love and attention in their condos.

Enrichment Assistant- Coming soon!

Best Buddy- Best buddies take dogs on field trips!

Mentor- Mentors help their fellow volunteer ascend the volunteer ranks.

Community Outreach/ Development
Career Day Speaker- Career Day Speakers speak to kiddos of various ages about volunteering at the HSEP and being good pet parents.

Info Table Presenter- Info Table presenters man info tables at a variety of events, providing information on the HSEP, adoption, and responsible pet guardianship.

Special Event Assistant- Assistants help at the HSEP’s Signature Events, such as K-9 Classic, Telethon, and Yappy Hour.

Development Assistant- Development assistants help to keep donor relations strong, and increase and diversify the donor base.

Digital Marketing Assistant- Digital Marketing Assistants help keep the HSEP website current and fun.
Social Media Assistant: Social Media assistants help keep the HSEP social current and fun.

Off-site

Off-site Adoption Event Assistant: Volunteers will assist at HSEP Offsite Adoption Events at locations all over the community.

Site Lead: Site Leads run the Offsite Adopt Events, under the supervision of the Offsite Adoption Event Coordinator.

Retail Partner Cat Care: Volunteers will care for the HSEP’s cat who reside at the Retail Partners, such as Petco.

Off-site driver: Drivers are needed to help deliver animals and supplies to off-site locations.

Specialized

Grooming Assistant: Grooming Assistants will aid staff groomer in beautifying HSEP rescues.

Clerical Assistant: Clerical Assistants provide backup for Front Office staff and Administrative Assistant

Nursery Assistant: Coming soon!

Photographer: Photographers will be asked to snap photos of adoptable pets, as well as photographer special events and off-sites.
Guest Relations Track:
Docent
Kennel Assistant
Help Desk Operator
Adoption Counselor
### Guest Relations Track: Docent

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview: Docents provide guided tours to adopters, clients, and supporters.</td>
</tr>
</tbody>
</table>

| Job Duties |
|-----------------
| • Conduct tours of the shelter |
| • Provide factual and accurate information |
| • Answer general questions about the shelter, programs, and policies |
| • Represent the HSEP in a positive, professional manner. |

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Must follow the mission of the HSEP</td>
</tr>
<tr>
<td>• Must demonstrate the Core Values of the HSEP</td>
</tr>
<tr>
<td>• Must attend New Volunteer Orientation</td>
</tr>
<tr>
<td>• Must read and be well versed with <em>Docent Guide</em></td>
</tr>
<tr>
<td>• Knowledge of HSEP’s policies and protocols</td>
</tr>
<tr>
<td>• Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff</td>
</tr>
<tr>
<td>• Must be patient, courteous and outgoing.</td>
</tr>
<tr>
<td>• Must be able to communicate effectively</td>
</tr>
<tr>
<td>• Must be able to speak in front of groups of varying sizes and ages</td>
</tr>
<tr>
<td>• Ability to learn and quickly adapt to changes in programs and procedures</td>
</tr>
<tr>
<td>• Organize, prioritize, and manage multiple tasks</td>
</tr>
<tr>
<td>• Ability to stand in one place or walk for sometimes extended periods of time</td>
</tr>
<tr>
<td>• Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels</td>
</tr>
<tr>
<td>• Must be able to excite community members about what the HSEP does</td>
</tr>
<tr>
<td>• Being bilingual is a plus</td>
</tr>
</tbody>
</table>
How-to

1. Always greet the guests warmly, and welcome them to the facility.

   a. Founded in 1947 to combat the rabies crisis the city was facing at the time.
   b. Shifted its focus to pet overpopulation in the 1960’s.
   c. Moved to its current location in 2008.
   d. Became a no-kill, limited admission shelter in 2009.

3. The mission of the Humane Society of El Paso is to prevent suffering, neglect, abuse and cruelty to animals, provide information, raise public awareness of animal issues, and promote responsible guardianship and kindness toward all living things.

   All of this information should be conveyed before stepping into the kennel area. Once this information is shared in the front office, docents may take guests on a tour.

   Be sure to tell all guests they are not allowed to stick fingers in cages.

   The path of the tour is up to the docent. DO NOT take guests into “Authorized Personnel” areas.

4. Make sure to punctuate the tour with the following information:
   a. The HSEP takes in between 3,000 and 4,000 animals each year, and celebrates just as many adoptions.
   b. All animals that are taken into the HSEP are given age appropriate vaccinations, microchipped, spayed or neutered, and given a monthly heartworm preventive.
   c. It costs the shelter about $25 per day per animal to stay open.
   d. The HSEP is a private nonprofit organization, and receives no state, federal, or city funds. The HSEP relies solely on grants, donations, service fees, and fundraisers to generate all of its operating expenses.

5. Give the guests an opportunity to ask questions.

Docents should not be afraid to put their own style on the tour! This is a fun, happy place, and docents should be fun and happy, as well!
Guest Relations Track: Kennel Assistant

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview: Kennel Assistants help keep the kennels clean and comfortable; additionally, kennel assistants on the Guest Relations Track will also serve as greeters in each of the kennels and Meow House.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Greeter in each kennel</td>
</tr>
<tr>
<td>• Exercise runs upkeep</td>
</tr>
<tr>
<td>o Scoop poop, rake, mow grass</td>
</tr>
<tr>
<td>o Clean/refill water buckets and swimming pools</td>
</tr>
<tr>
<td>o Clean windows</td>
</tr>
<tr>
<td>■ Sweep/ mop/ disinfect cat play areas</td>
</tr>
<tr>
<td>• Clean individual kennels</td>
</tr>
<tr>
<td>o Scoop poop/ litter</td>
</tr>
<tr>
<td>o Mop</td>
</tr>
<tr>
<td>• Sweep sidewalks and walkways</td>
</tr>
<tr>
<td>• Take out trash</td>
</tr>
<tr>
<td>• Clean/ organize cabinets</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Must follow the mission of the HSEP</td>
</tr>
<tr>
<td>• Must demonstrate the Core Values of the HSEP</td>
</tr>
<tr>
<td>• Must attend New Volunteer Orientation</td>
</tr>
<tr>
<td>• Knowledge of HSEP’s policies and protocols</td>
</tr>
<tr>
<td>• Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff</td>
</tr>
<tr>
<td>• Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers.</td>
</tr>
<tr>
<td>• Ability to learn and quickly adapt to changes in programs and procedures</td>
</tr>
<tr>
<td>• Organize, prioritize, and manage multiple tasks</td>
</tr>
<tr>
<td>• Ability to stand in one place for sometimes extended periods of time</td>
</tr>
<tr>
<td>• Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels</td>
</tr>
</tbody>
</table>
How-to

Greeting

1. Actively reach out to customer
2. Ask questions
3. Begin education on what kind of animal would be the best fit for them
4. Be friendly, helpful, act professional, and talk with expertise
5. If you do not know the answer to a question, refer to another staff member who may know.
   a. DO NOT GUESS.

Exit Remarks

1. Thank the customer for opening their homes up to a rescue dog or cat.
2. Ask them to share their experience with friends, family, Facebook, etc (to help spread the word about rescuing animals from shelters.
3. For customers leaving without adopting:
4. Inform them that we receive new animals on a daily basis, and invite them to come back soon.
5. Inform them that they can also adopt animals from other shelters that are also looking for a home, including Animal Services located right next door. They can ask for a list at the front lobby that references many shelters in El Paso with their addresses, phone numbers, etc.

Sick cards

1. If you notice something is off with an animal, please inform an Animal Care Associate
   a. All medical notes need to be logged in Shelter Manager, which is why it must go through an ACA
### Guest Relations Track: Help Desk Operator

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview:</strong> Help Desk Operators follow the Help Desk Manual and answer customers’ general questions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assist Front Office Staff in answering Help Desk Line</td>
</tr>
<tr>
<td>• Answer questions in a courtesy and helpful manner</td>
</tr>
<tr>
<td>• Direct calls as need</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Must follow the mission of the HSEP</td>
</tr>
<tr>
<td>• Must demonstrate the Core Values of the HSEP</td>
</tr>
<tr>
<td>• Must attend New Volunteer Orientation</td>
</tr>
<tr>
<td>• Knowledge of HSEP’s policies and protocols</td>
</tr>
<tr>
<td>• Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff</td>
</tr>
<tr>
<td>• Must be patient, courteous and outgoing.</td>
</tr>
<tr>
<td>• Must able to communicate effectively</td>
</tr>
<tr>
<td>• Must be able to speak on the phone with confidence and clarity</td>
</tr>
<tr>
<td>• Ability to learn and quickly adapt to changes in programs and procedures</td>
</tr>
<tr>
<td>• Organize, prioritize, and manage multiple tasks</td>
</tr>
<tr>
<td>• Ability to stand or sit in one place for sometimes extended periods of time</td>
</tr>
<tr>
<td>• Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels</td>
</tr>
<tr>
<td>• Being bilingual is a plus</td>
</tr>
</tbody>
</table>
How-to

Help Desk Operators will use the Help Desk Manual as a guide when operating the Help Desk line.

1. Alert the Front Office Staff that you would like to operate the Help Desk line.
   a. They will assign you to a phone and provide you with a Help Desk Manual.

2. Answer the phone with “Humane Society of El Paso, how may I help you?”

3. Answer the question to the best of your ability. If you cannot answer the question, cannot find the answer in the manual, or you are not comfortable dealing with the concern, either transfer the call or put the caller on hold and ask a Customer Service Associate for help.
**Guest Relations Track: Adoption Counselor**

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview:</strong> Serve as a dog or cat matchmaker and help the shelter animals find their fur-ever families.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Act as a matchmaker</td>
</tr>
<tr>
<td>• Work directly with potential adopters to find the perfect new addition to their family</td>
</tr>
<tr>
<td>• Able to handle a variety of animals safely</td>
</tr>
<tr>
<td>• Review animal information with potential adopter</td>
</tr>
<tr>
<td>• Answer any questions that the potential adopter may have to the best of volunteers’ ability and knowledge</td>
</tr>
<tr>
<td>• Explain the benefits of when adopting from the HSEP</td>
</tr>
<tr>
<td>• Complete Volunteer Adoption Counselor Questionnaire for every adoption</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Must follow the mission of the HSEP</td>
</tr>
<tr>
<td>• Must demonstrate the Core Values of the HSEP</td>
</tr>
<tr>
<td>• Must attend New Volunteer Orientation, and complete online Adoption Counseling training, as well as a mentorship</td>
</tr>
<tr>
<td>• Knowledge of HSEP’s policies and protocols</td>
</tr>
<tr>
<td>• Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff</td>
</tr>
<tr>
<td>• Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers and animals.</td>
</tr>
<tr>
<td>• Must be observant and communicate effectively</td>
</tr>
<tr>
<td>• Proper cleaning and disinfecting of assigned areas</td>
</tr>
<tr>
<td>• Must read animal documentation prior to talking animal out of enclosure</td>
</tr>
<tr>
<td>• Ability to learn and quickly adapt to changes in programs and procedures</td>
</tr>
<tr>
<td>• Organize, prioritize, and manage multiple tasks</td>
</tr>
<tr>
<td>• Ability to stand in one place for sometimes extended periods of time</td>
</tr>
<tr>
<td>• Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels</td>
</tr>
<tr>
<td>• Ability to read, write, and communicate effectively with various individuals</td>
</tr>
<tr>
<td>• Being bilingual is a plus</td>
</tr>
<tr>
<td>• Working knowledge of breeds, diseases, medical conditions, and behavior is a plus</td>
</tr>
</tbody>
</table>
How-to

Questions to Ask

1. Have you owned a dog before?
2. Do you have dogs now? What kind? Male or Female? Do they get along with other dogs? How old are they?
3. Do you have children? How old are they? Have they been around dogs? Do they know how to act appropriately around a dog?
4. Do you live in an apartment or a house? Do you own or do you rent? If renting, do you have your landlord's permission to have a dog?
5. Do you have a fenced in yard? Will you be walking this dog? How will you handle his toilet duties?
6. Is someone going to be home during the day with this dog? How long will the dog be alone throughout a typical day?
7. Do you have cats?
9. Where will this dog be spending the days? Nights?
10. Do you own a crate?

Open-ended Questions to Ask

1. What kind of pet are you looking for today?
2. What qualities are you looking for in a companion animal?
3. How would you describe your lifestyle?
4. What age range are you interested in?
5. What are your plans for the pet when you are gone during the day? Where will the animal be kept when you are not home?
6. Tell me about your past experience with pets.
7. How much training experience do you have? Will you be needing references for training?
8. How long has it been since you've owned a puppy/kitten?
9. Would you be interested in looking at adult animals that may have some training?
10. What type of sleeping arrangement are you able to provide for your pet?
11. How do you plan on exercising your dog?
12. What are you most concerned about in adopting a pet?
13. What would you do if this dog didn't get along with your current pets?
14. What would you do if your cat didn't use the litter box?
15. What behaviors do you think you can't tolerate or would be difficult for you to manage?
16. Tell me about the types of activities you'd like to do with this dog.
17. What questions, if any, do you have for me?

Things to look out for

1. Remain alert for body language and comments of potential adopters. Notify upfront staff if something seems off, or management if you need assistance.
2. If they're looking for a :
   a. “tough dog”
   b. “guard dog”
   c. “mean dog”
   d. Customers who are not interested in meet and greets, and just want to take an animal based on its appearance

Guiding customers through the kennels

1. Educate potential adopters on socialization, behavioral issues, and general care
   a. Remember the modules!
2. Remember, you’re an advocate for the animals, not a salesman.

3. Explain that the information provided was obtained from previous owners and is based on what HSEP personnel has experienced.

4. Focus on the positive characteristics of the animal. Dogs, just like humans, may have “faults” but we believe that there are just as many good characteristics.
   a. NEVER TELL AN UNTRUTH IN ORDER TO GET AN ANIMAL TO GO HOME.

5. Encourage potential adopters to see an animal that they are interested in outside of their kennel because the animal's personality is more likely to show through with personal interactions.
   a. You can set up a meet-and-greet in runs or upfront rooms in the lobby.
   b. Encourage potential adopter to bring other dogs/family members in for meet & greets.
   c. Be patient! It may take a moment for the dog to calm down and let their personality show.

Showing Animals

1. Invite customers to wait in the run or meet and greet room while you get the dog out.
   a. Always take the dog on a brief walk to let them relieve themselves, and burn off a little energy.
      i. Advise the customers that this will only take a moment, and will lead to a better meet and greet.

2. Don’t leave the dog in the run with customers alone at first. We want to make sure the dog is paying attention to the customer and isn’t distracted by other animals outside the run/in adjacent runs.
   a. If the dog is too distracted in the run, utilize upfront greeting rooms.

3. When take the dogs out, DO NOT neglect the animal handling training.
   a. When taking the dogs out for meet & greets, you do not need to sign the board.
During the Application Process

1. Ensure safety for both the animal and customers. Frequently check on them if they prefer some alone time with the animal after you've made a good judgment call that the animal is not too much for them to handle alone.

2. If you haven't already, ask questions!

3. If the customer decides that the animal they've seen is what they're looking for, put the animal back in its kennel, and walk the customers and the kennel card to the front office.
   a. The adoption paperwork is typically kept between the cashier and greeter. Simply grab a clipboard and a men and hand it to the customers.
      i. With volunteer run meet and greets, the customers should not be left in the run with the dog. Staff may occasionally let customers stay in the runs.

Exit Remarks

1. Thank the customer for opening their homes up to a rescue dog or cat.

2. Ask them to share their experience with friends, family, Facebook, etc (to help spread the word about rescuing animals from shelters.

3. For customers leaving without adopting:
   a. Inform them that we receive new animals on a daily basis, and invite them to come back soon.
   b. Inform them that they can also adopt animals from other shelters that are also looking for a home, including Animal Services located right next door. They can ask for a list at the front lobby that references many shelters in El Paso with their addresses, phone numbers, etc.
Volunteer Adoption Counselor Questionnaire

Guest is looking for a: □ Cat □ Dog

Guest has the following animals at home: □ Cat(s) □ Dogs (s) □ Other: ______

How many? ______

My pet will primarily be: □ Inside □ Outside

Does the guest have children? □ Yes □ No □ Ages: ______

Describe the activity level of the guest: □ Very active □ Somewhat active □ Not-so-active

The guest is looking for a pet with: □ Low energy □ Moderate energy □ High energy

Please check the topics you discussed with the guest:

□ Potty training □ Obedience
□ Crate training □ Pet companions and children
□ How to avoid chewing/digging/ destruction □ Multi-pet households
□ Veterinarians □ Trainers
□ Socialization □ Healthy diet/ exercise
□ Other: ____________________________________

__________________________________

__________________________________

__________________________________

__________________________________

Describe the outcome of the meet and greet:

□ Want to adopt!
□ Animal isn’t right for them; will look at another or come back
□ Will do introduction with existing pets
□ Other outcome (please describe): ______________________________________

Volunteer Signature: ____________________________
Animal Welfare Track:
  Laundry/ Newspaper Volunteer
  Kennel Assistant
  Microchip Packet Volunteer
  Critter Sitter
  Dog Walker
  Cat Volunteer
  Enrichment Assistant
  Best Buddy
  Mentor
## Animal Welfare Track: Newspaper/ Laundry Volunteer

### Position Information

**Overview:** Hang out in or near the laundry room to wash, fold, and sort laundry, and unfold newspaper for the sick rooms and clinic.

### Job Duties

- Wash dirty blankets and towels
- Fold and sort clean towels and blankets
- Unfold newspapers

### Requirements

- Must follow the mission of the HSEP
- Must demonstrate the Core Values of the HSEP
- Must attend New Volunteer Orientation
- Knowledge of HSEP’s policies and protocols
- Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff
- Ability to learn and quickly adapt to changes in programs and procedures
- Organize, prioritize, and manage multiple tasks
- Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels
- Must be able to operate washer and dryer
- Must be able to follow written and verbal instructions
Laundry How-to

Laundry:

1. Always wear gloves when handling dirty laundry
2. Pick up dirty items one item at a time
3. Unfold and shake out every piece of laundry
4. Put laundry in machine one item at a time
   a. Do not ball-up laundry, and DO NOT over fill machines

Industrial washer:

Once dirty laundry is loaded, press the gray button twice.

Residential washer:

Set top-loading machine to “Bulky Bedding” and press the start button. Then press the start button on the chemical machine (small contraption above washing machine). The start button is the right-most button, and has an arrow.

Set front-loading machine to “Heavy Duty” and press the start button. Then press the start button on the chemical machine (small contraption above washing machine). The start button is the right-most button, and has an arrow.

5. Once laundry is done in the washing machine, load in the dryer.
   a. Again, remove items one piece at a time, and shake out and unfold before putting in the dryer.

Industrial dryer:

Press the temperature button until it reaches the hottest setting. Press the timer button until it reaches 48 minutes. Press start.
Residential dryers:

Clean the lint trap first! Set the dryer on the right to “Cotton” setting. Set the machine on the left to “Heavy” setting.

6. Carefully remove items from the dryer. If something falls on the floor, it must be washed again! If laundry is done in the industrial machines, it needs to be carted into the small laundry room to be folded and stored. Towels need to be rolled, and stored with their friends (where all the towels are), and blankets need to be folded and stored with their friends.

The laundry room is crowded as it is, so always do your best to fold and store laundry neatly.

Newspapers:

1. Locate the stack of newspapers on the long table by the laundry room.
2. Unfold the sheets with FOUR squares, and stack neatly.
3. Discard half sheets (two squares) and ads in the trash can.
# Animal Welfare Track: Kennel Assistant

## Position Information

**Overview:** Kennel Assistants help keep the kennels and Meow House clean and comfortable.

## Job Duties

- Scrub vacant kennels
- Exercise runs upkeep
  - Scoop poop, rake, mow grass
  - Clean/refill water buckets and swimming pools
  - Clean windows
    - Sweep/mop/disinfect cat play areas
- Clean individual kennels
  - Scoop poop/litter
  - Mop
- Water trees, plants, or grass
- Sweep sidewalks and walkways
- Take out trash
- Clean kitchen and wash bowls/Kongs/feeders
- Clean/organize cabinets
- Clean/wash litter boxes
- Wipe down Cat Condos
- Clean windows in Meow House
- Clean wooden surfaces in Meow House

## Requirements

- Must follow the mission of the HSEP
- Must demonstrate the Core Values of the HSEP
- Must attend New Volunteer Orientation
- Knowledge of HSEP’s policies and protocols
- Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff
- Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers.
- Ability to learn and quickly adapt to changes in programs and procedures
- Organize, prioritize, and manage multiple tasks
- Ability to stand in one place for sometimes extended periods of time
- Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels
How-to

Washing Dishes

1. DO NOT put food in the sink! Dump it in the trash before getting started.
2. Next step is to fill up the sinks. There are three compartments, the first on the left hand side will be filled with soap, the middle will be to rinse the dishes, the last sink on the right is to sanitize. The faucets to the far left of you (reserved for the mop buckets) will need to be on in order for you to fill up these sinks.
3. Once you turn on the faucets, turn the soap and sanitizer knobs (these will be YELLOW and RED right in front of the sink) vertically, and the hoses in the sink will start dispensing soap/sanitizer into their according sink. Once the sinks are filled up with an adequate amount of soapy water/sanitizer, turn the yellow and red knobs horizontally to turn them off. Don't forget to turn off the faucets by the mop bucket!
4. The rest is easy: wash the dishes, rinse, then sanitize for a few seconds before stacking them on the table adjacent to you to dry. Make sure you wash the dishes well because the bowls may be marked with dry erase marker or picked up from a kennel with a sick dog.

Scooping poop in kennels

1. Grab a scoop from their home outside each of the kennels (front of small and medium, kitchen of large)
2. Secure the dog on the opposite side of the kennel using the guillotine door
   a. You may use either the buddy-system or trick the dog using a treat.
3. Enter the kennel and scoop the poop; set scoop with poop aside for a moment
4. Grab the mop from the kitchen of the kennel, and mop up feces residue and urine
5. Exit the kennel, close the gate, and reopen the guillotine door
6. Return mop to its bucket
7. Dump the poop down the drain located at the front or back entrance of the kennel.
a. Remove the grate, dump the poop down the drain (DO NOT leave poop in the gutter), and replace grate

8. Return scoop to its home

How to use the Food Uneaten Log/Feeding Schedule

1. Animal Care Associates begin feeding in the morning as soon as Maintenance staff is done cleaning the inside of the dogs' kennels.
   a. This is usually around 9:30.

2. The measurements for each dog kennel is as follows (and the measuring cup will be in the food bucket): 1 cup for Small Kennels, 2 cups for Medium Kennels (you may see a small pail in the food buckets for Medium which is equivalent to 2 cups), and 3 cups for Large Kennels.
   a. Check the dry erase board! Some dogs have special feeding instructions.

3. The first thing to check for is bowls that we have saved already for a dog who didn't eat the previous meal. These bowls will be labeled with a kennel number with dry erase marker. We pass those out first.

4. Once those labeled/special diet bowls are passed out, begin filling up the rest of the washed bowls with the appropriate amount of food designated for each kennel and begin passing them out to the rest of the dogs.

5. The dogs are given about 30 minutes to eat, however a good chunk of the dogs will have finished their food in about 10-15 minutes, in which case, you can feed them a little bit more (1/2-1 cup).
   a. Always check with the ACA before giving the dog seconds.

6. Empty bowls are picked up as soon as possible and put in the sink to be washed.

7. When the 30 minutes to eat are up, the ACAs will take the Food Uneaten chart, a dry erase marker, some paper towel sheets, and a shopping cart to pick up bowls while logging the food.
   a. If the dog left a significant amount of their food (half or more) label the bowl with the dry
erase marker with the kennel number, place a paper towel sheet on top of it, and continue
to stack the uneaten food bowls on top of each other in the cart with a paper towel sheet
in between the bowls.

b. These bowls are saved for the next feeding

8. If you pick up a bowl that has been labeled with dry erase marker, toss the food in the trash
because it is no longer fresh.

Medication/Not Available for Adoption” signs. You can spread disease by stacking these bowls
with the bowls you are going to pass out later. Log the food uneaten on the chart, toss the food,
and place the dirty bowl in the sink to be washed.

10. Bowls with mere morsels of food in them don't need to be saved. Toss the food in the trash and
place them in the sink along with any other empty bowls you pick up.

11. Puppies 6 months or less will need to be fed again at 1:00p.m. Pick up the bowls again in about
30 minutes.

   a. If asked, you may help the ACAs feed the puppies in the

12. The next feeding begins 30 minutes prior to closing time (5:30 on weekdays, 4:30 on weekends).
Repeat the procedure listed above.

13. Animals with BLUE DOTS on their kennel cards by the afternoon will be going into surgery the
next morning, so it is very important to make sure every bowl is picked up and that any food on
the floor of their kennels is swept up and tossed in the trash.

   a. Puppies (<6mo.) are the exception to this rule. According to our veterinarian, the
puppies can snack on food until 7:00 the following morning in order to prevent them from
becoming hypoglycemic after surgery, in which case, you can leave about 1/4-1/2 cup of
food in their bowls overnight depending on the size of the puppy.

   b. Use your judgment, just be sure you don't over-feed them or else they will not be going in
for surgery which will delay their adoption.
14. The morning of surgery, you will still see a **BLUE DOT** on the kennel card, assuming that the veterinarian's assistant hasn't collected them yet. **DO NOT FEED THESE ANIMALS!**

**Sick cards**

1. If you notice something is off with an animal, please inform an Animal Care Associate
   
a. All medical notes need to be logged in Shelter Manager, which is why it must go through an ACA

Other instructions, such as kennel scrubbing or grounds keeping, will be given as needed.
### Animal Welfare Track: Microchip Packet Volunteer

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview: Putting together microchips is one of the most important, albeit dull, jobs a volunteer can do. For an animal that ends up lost, having a properly put-together microchip packet can mean the difference between life and death.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Put together microchip packets</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Must follow the mission of the HSEP</td>
</tr>
<tr>
<td>• Must demonstrate the Core Values of the HSEP</td>
</tr>
<tr>
<td>• Must attend New Volunteer Orientation</td>
</tr>
<tr>
<td>• Knowledge of HSEP’s policies and protocols</td>
</tr>
<tr>
<td>• Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff</td>
</tr>
<tr>
<td>• Ability to learn and quickly adapt to changes in programs and procedures</td>
</tr>
<tr>
<td>• Organize, prioritize, and manage multiple tasks</td>
</tr>
<tr>
<td>• Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels</td>
</tr>
<tr>
<td>• Must be able to operate washer and dryer</td>
</tr>
<tr>
<td>• Must be able to follow written and verbal instructions</td>
</tr>
</tbody>
</table>
How-to

1. Locate Microchip supplies box in REC room.

2. Separate into stacks of microchips, Petlink forms, City of El Paso Registration forms, Petlink cards, Petlink brochures, and bags.
   a. Each bag will have one microchip, one Petlink form, one city form, one Petlink card, and one Petlink brochure.

3. Gently open the bottom of the microchip. Remove one sheet of barcode stickers.

4. Place the top sticker on the City Registration form where it asks for the microchip number. Fold this sheet in half.

5. Place the second sticker on the bottom of the Petlink Registration, where it asks for the barcode sticker.

6. Place the last sticker on the Petlink card, where it asks for the barcode sticker.

7. Gather the two registration sheets, card, and microchip and place in the bag.
   a. Make sure to put the open end of the microchip at the top so the tag and second sheet of stickers do not fall out.

8. Once all microchip packets are complete, put all bags in the “Completed” box in the volunteer room.

9. If you run out of City registration forms or bags at any time, ask the Front Desk for more.
   a. All other supplies come in the box, so there should be exactly enough.
Animal Welfare Track: Critter Sitter

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview: Hang out with your favorite dog in their kennel! Read to them, talk to them, and give a few treats.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Read dog’s body language to ascertain if it is safe to enter the kennel with the dog (refer to guide)</td>
</tr>
<tr>
<td>- Read to the dog</td>
</tr>
<tr>
<td>- Strike up a conversation</td>
</tr>
<tr>
<td>- Give a few treats to earn the dogs trust</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Must follow the mission of the HSEP</td>
</tr>
<tr>
<td>- Must demonstrate the Core Values of the HSEP</td>
</tr>
<tr>
<td>- Must attend New Volunteer Orientation and Knowledge of HSEP’s policies and protocols</td>
</tr>
<tr>
<td>- Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff</td>
</tr>
<tr>
<td>- Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers and animals.</td>
</tr>
<tr>
<td>- Must be observant and able to communicate effectively</td>
</tr>
<tr>
<td>- Must read animal documentation prior to entering the kennel</td>
</tr>
<tr>
<td>- Ability to learn and quickly adapt to changes in programs and procedures</td>
</tr>
<tr>
<td>- Organize, prioritize, and manage multiple tasks</td>
</tr>
<tr>
<td>- Ability to stand or sit in one place for sometimes extended periods of time</td>
</tr>
<tr>
<td>- Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels</td>
</tr>
<tr>
<td>- Working knowledge of breeds, diseases, medical conditions, and dog behavior is a plus</td>
</tr>
</tbody>
</table>
How-to

A Critter Sitter may NOT hang out with a dog showing these behaviors!
HOW NOT TO GREET A DOG

Most people do this stuff and it stresses dogs out so they BITE!
I don’t care how cute you (or your kid) think Boogie is. Please show him some respect.

1. DON’T Lean over the dog & stick your hand in his face

2. DON’T Lean over the dog & stick your hand on top of his head

3. DON’T Grab or Hug him

4. DON’T Stare him in the eye
   (This is an adversarial gesture)

5. DON’T Squeal or shout in his face

6. DON’T Grab his head and kiss it
   (This is an invasion of space)

Doing this to a dog who doesn’t know you is like a perfect stranger giving you a great big hug and kiss in an elevator. Wouldn’t that creep you out? And wouldn’t you have the right to defend yourself?

THE CORRECT WAY:

* No Eye contact
* Let the dog approach you in his own time
* Keep either your SIDE or BACK towards the dog (non-threatening posture)
* Pet or stroke him on the SIDE of his face or body. Or on his back.
## Animal Welfare Track: Dog Walker

### Position Information

**Overview:** Dog walkers walk the dogs following all HSEP protocols. Help the dogs to become well-mannered, easy to walk, adoptable pets; also, give them the opportunity to potty outside of their kennel.

### Job Duties

- Able to handle dogs safely - with patience and gentleness
- Walk dogs around the shelter property
- Play with dogs in exercise runs
- Communicate to volunteer coordinator and kennel staff various aspects of dogs’ personality and temperament observed outside of the kennel
- Clean up after the dog

### Requirements

- Must follow the mission of the HSEP
- Must demonstrate the Core Values of the HSEP
- Must attend New Volunteer Orientation and complete online Animal Handling training, as well as a mentorship
- Knowledge of HSEP’s policies and protocols
- Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff
- Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers and animals.
- Must be observant and able to communicate effectively
- Proper cleaning and disinfecting of assigned areas
- Must read animal documentation prior to taking animal out of enclosure
- Ability to learn and quickly adapt to changes in programs and procedures
- Organize, prioritize, and manage multiple tasks
- Ability to stand in one place for sometimes extended periods of time
- Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels
- Working knowledge of breeds, diseases, medical conditions, and dog behavior is a plus
How-to

1. Each dog kennel has a dry erase board in with a chart/diagram of each dog with basic information such as if they are bonded with another dog and what time they were taken out. The goal is to take each dog out for a walk twice a day, for at least 15 minutes.
   a. Green dogs are the easiest to handle.
   b. Yellow dogs are moderately difficult
   c. Red dogs are difficult

2. **Remember your training!**
   a. You walk the dog, not the other way around
   b. Walk with confidence
   c. Utilize good tug-release
   d. Change direction
   e. Plan your route
   f. Take different routes (don’t get the dog used to one thing)
   g. A dog cannot pull against a loose leash
   h. Don’t be afraid to ask for help!

3. Don’t walk the dog through the kennels. This can stress out the dogs who are watching from their own kennels or perhaps it can lead to fence fighting for dogs with barrier frustration.

4. If the dog poops, pick it up! There are scoops outside of each kennel and around the property, as well as poop bags by the volunteer sign in

5. Don't forget to log the time you walked the dog on the dry erase board in the kennel so another dog has an opportunity to be walked.
# Animal Welfare Track: Cat Volunteer

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview:</strong> Cat volunteers play with felines in the playroom, the Catio, the playboxes, and give them love and attention in their condos.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties</th>
</tr>
</thead>
</table>
| - Able to handle cats safely - with patience and gentleness  
- Play with cats in designated areas (playroom and “catio”)  
- Communicate to volunteer coordinator and kennel staff various aspects of cats’ personality and temperament observed outside of the kennel  
- Clean up after the cat, including but not limited to scooping litter and disinfecting communal play areas |

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
</table>
| - Must follow the mission of the HSEP  
- Must demonstrate the Core Values of the HSEP  
- Must attend New Volunteer Orientation and complete online Animal Handling training, as well as a mentorship  
- Knowledge of HSEP’s policies and protocols  
- Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff  
- Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers and animals  
- Must be observant and communicate effectively  
- Proper cleaning and disinfecting of assigned areas  
- Must read animal documentation prior to talking animal out of enclosure  
- Ability to learn and quickly adapt to changes in programs and procedures  
- Organize, prioritize, and manage multiple tasks  
- Ability to stand in one place for sometimes extended periods of time  
- Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels  
- Working knowledge of cat breeds, diseases, medical conditions, and cat behavior is a plus |
**Animal Welfare Track: Enrichment Assistant**

### Position Information

**Overview:** Enrichment assistants work directly with Enrichment Coordinator to provide sensory stimulation for rescue dogs.

### Job Duties

- Work directly with Enrichment Coordinator to facilitate playgroups, assess dog behavior, and train using positive reinforcement.
- Assists in assessment of dogs’ playstyle propensity for learning.
- Researches breed specific “jobs,” and applies research to everyday activities for the dogs.
- Prepares and passes out items to keep dogs busy in the kennel, i.e. Kongs and bully sticks.
- Provides structured and regular obedience training to assigned dogs.
- Provides support to Enrichment Coordinator and Animal Care Associates by focusing on moderately difficult dogs, to allow staff ample opportunity to work with “problem” dogs.

### Requirements

- Must follow the mission of the HSEP.
- Must demonstrate the Core Values of the HSEP.
- Must attend New Volunteer Orientation and must complete online Animal Handling mentorship.
- Working knowledge of dog behavior and training is required.
- **Completion of Enrichment Training** (required training under the discretion of Enrichment Coordinator).
- Knowledge of HSEP’s policies and protocols.
- Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff.
- Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers and animals.
- Must be observant and able to communicate effectively.
- Proper cleaning and disinfecting of assigned areas.
- Must read animal documentation prior to talking animal out of enclosure.
- Ability to learn and quickly adapt to changes in programs and procedures.
- Organize, prioritize, and manage multiple tasks.
- Ability to stand in one place for sometimes extended periods of time.
- Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels.
- Working knowledge of breeds, diseases, and medical conditions is a plus.
How-to

1. Work directly with Enrichment Coordinator to facilitate playgroups
   a. During the temperament test performed upon intake, dogs are tested with other dogs; therefore, the vast majority of HSEP dogs are friendly with their fellow canines. Playgroups have been shown to dramatically change the behavior of “problem” dogs by giving them an outlet for their energy and social interaction. It is the job of the Enrichment Coordinator to assess the dogs’ playstyle, and create playgroups accordingly. After a playgroup is created, Enrichment Assistants may conduct playgroups without the assistance of a staff member.
      i. To get to this point, Enrichment Assistants must participate in playgroups under the direct supervision of the Enrichment Coordinator or an Animal Care Associate until staff deems the volunteer ready. Like a mentorship, this could take one playgroup or ten, depending on the experience Enrichment Assistant is coming in with.

2. Assists in assessment of dogs’ playstyle and propensity for learning
   a. Some dogs are mouthy players; some dogs are physical players. A successful playgroup depends on matching playstyles. Enrichment Assistants will observe a dogs playstyle, and relay observations to Enrichment Coordinator
   b. Some dogs are fast learners; some dogs require more repetition. Enrichment Assistants will work with assigned dogs on basic commands and observe the speed at which the dog learns, as well as the dogs’ retention of commands. Observations will then be relayed to Enrichment Coordinator and Animal Care Staff.

3. Researches breed specific “jobs,” and applies research to everyday activities for the dogs
   a. Dogs were bred to do certain things, and while many dogs the HSEP encounters are mixed breeds, they tend to retain a desire to work. Enrichment Assistants will
research “jobs” the dogs can do in the shelter (i.e. nose works for hound dogs) and formulate a plan to incorporate jobs into the dogs’ routine

i. Jobs will serve to engage the dogs’ minds and let them solve puzzles and problems

4. Prepares and passes out items to keep dogs busy in the kennel, such as Kongs and bully sticks

a. Just as regular walks are important for a dog’s mental health, staying busy in their kennel helps keep them from going kennel crazy. Enrichment Assistants will wash, prepare, and pass out in-the-kennel toys and treats to allow the dogs to engage their brains while in the kennel

5. Provides structured and regular obedience training to assigned dogs

a. Under the supervision of the Enrichment Coordinator, Enrichment Assistants will work on commands such as sit, stay, lie down.

i. Some experience with basic obedience is preferred, but Enrichment Coordinator will train Enrichment Assistants when needed.

6. Provides support to Enrichment Coordinator and Animal Care Associates by focusing on moderately difficult dogs, to allow staff ample opportunity to work with “problem” dogs
### Position Information

**Overview:** Best Buddies take dogs off-site for special field trips. Best Buddies provide much needed exercise, socialization, and a reprieve from the shelter environment.

### Job Duties

- Able to handle dogs safely with patience and gentleness
- Take dogs on walks or runs at approved locations
- Take pictures of the animal on field to improve marketing of said animal
- Communicate to volunteer coordinator and kennel staff various aspects of dogs’ personality and temperament observed outside of the kennel
- Promote and market dog on field trips

### Requirements

- Must follow the mission of the HSEP
- Must demonstrate the Core Values of the HSEP
- Must attend New Volunteer Orientation, complete online Animal Handling or Adoption Counseling training and respective mentorship, as well as Best Buddy training
- Knowledge of HSEP’s policies and protocols
- Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff
- Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers and animals.
- Must be observant and able to communicate effectively
- Must read animal documentation prior to taking animal out of enclosure
- Ability to learn and quickly adapt to changes in programs and procedures
- Organize, prioritize, and manage multiple tasks
- Ability to walk or run for sometimes extended periods of time
- Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels
- Working knowledge of breeds, diseases, medical conditions, and dog behavior is a plus
### Animal Welfare Track: Mentor

<table>
<thead>
<tr>
<th>Position Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview:</strong> Mentors paw it forward by training new volunteers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Duties</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assist in the training of new volunteers</td>
</tr>
<tr>
<td>• May choose to train brand new volunteers, new animal handlers, or new adoption counselors depending on skills and interest</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Must follow the mission of the HSEP</td>
</tr>
<tr>
<td>• Must demonstrate the Core Values of the HSEP</td>
</tr>
<tr>
<td>• Must attend New Volunteer Orientation, and complete online Animal Handling training, and Adoption Counseling training and respective mentorships</td>
</tr>
<tr>
<td>• Must shadow Volunteer Coordinator and other trainers</td>
</tr>
<tr>
<td>• Knowledge of HSEP’s policies and protocols</td>
</tr>
<tr>
<td>• Ability to represent the HSEP in a professional manner in all situations with the public, volunteers, and staff</td>
</tr>
<tr>
<td>• Must be patient, courteous, outgoing, and able to handle stressful situations when dealing with customers and animals.</td>
</tr>
<tr>
<td>• Must able to communicate effectively</td>
</tr>
<tr>
<td>• Must be able to speak in front of groups of varying sizes</td>
</tr>
<tr>
<td>• Ability to learn and quickly adapt to changes in programs and procedures</td>
</tr>
<tr>
<td>• Organize, prioritize, and manage multiple tasks</td>
</tr>
<tr>
<td>• Ability to stand in one place for sometimes extended periods of time</td>
</tr>
<tr>
<td>• Able to withstand exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste, and moderate noise levels</td>
</tr>
<tr>
<td>• Must be able to excite and empower new volunteers</td>
</tr>
<tr>
<td>• Being bilingual is a plus</td>
</tr>
<tr>
<td>• Staff recommendation is a plus</td>
</tr>
</tbody>
</table>
Community Outreach and Development Track: 
Coming soon!
Offsite:
Coming soon!
Specialized Volunteer Duties:
Coming soon!