



VOLUNTEER ORIENTATION MANUAL



Seattle Animal Shelter
2061 15th Avenue West, Seattle, WA
Volunteer Program: (206) 615-0820
Seattle Animal Shelter: (206) 386-PETS (7387)
www.seattleanimalshelter.org

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MISSION STATEMENT

We are here for the animals

The volunteers provide the animals — from cats and dogs, to birds and iguanas, to chickens and sheep — with the love and compassion they deserve. Our primary mission is to help as many animals as possible find their permanent home.

We work with the shelter staff and interact with the public during the adoption process.

We provide extra care for the animals that need medical attention or just a little additional TLC.

WELCOME!

Welcome to the Seattle Animal Shelter's Volunteer Program. Being a volunteer is extremely rewarding, educational, exciting and fun. You can have a huge impact on the lives of homeless animals. Cleaning up a neglected animal or giving them a meal, a blanket and a pat on the head will touch your heart and bring you back for more. It is very rewarding to see how the animals respond immediately to the love they receive while they are at the shelter. In many cases, this is the first time someone has truly cared for them.

The volunteer program was started in 1998 with only six volunteers. The number of volunteers and the many different ways to volunteer has grown tremendously over the years. Because of the volunteer program, dogs are walked twice daily, cats are socialized, rabbits find wonderful owners, dogs learn basic obedience training, cats, dogs and critters have their photos posted on the Petfinder Website, sick, injured or abused animals recuperate in foster homes, and, most importantly, rabbits, dogs, guinea pigs, cats and many other species' lives are saved.

The Seattle Animal Shelter Volunteer Program was created **for the animals.**

THANK YOU!

We would like to thank you for choosing to participate in our program. As a volunteer, you are a valuable asset to our organization, and to the many animals which need loving homes.

Since 1972, Seattle Animal Shelter has provided a multitude of services to the City's residents. Humane Law Enforcement Officers mediate neighborhood nuisance complaints and investigate complaints of neglect and abuse. Animal bites are handled in conjunction with the Seattle Police Department and the Seattle-King County Health Department.

In recent years, Seattle Animal Shelter has been given the responsibility of monitoring "Off-Leash" areas in the city's parks and the city's many horse-drawn carriages. The Animal Shelter provides access for the return of lost animals to their owners and for the adoption of unwanted or stray animals to good homes. Providing an education program to the area's schools and pet visitation to nursing homes are also services performed by Seattle Animal Shelter.

The time and energy contributed by volunteers keep these programs functioning. Since your support as a volunteer is so extremely important, your decision to participate must be made with the full understanding of the commitment and responsibility it demands.

This manual has been prepared for you as a reference guide. It contains information regarding our policies and procedures as well as tools for dealing with the public. Please read it carefully so you will be well equipped to answer questions knowledgeably and provide quality care to the animals at the shelter.

Thank you for giving your time and energy to the animals at Seattle Animal Shelter. We hope the time you spend here will be as rewarding to you as it is to the animals.

HISTORY AND GOALS

The Seattle Animal Shelter is a municipal government agency, run by the City of Seattle. In 1972, the Humane Society for all of King County split off from the City of Seattle territory, thus the City of Seattle created this agency.

Seattle Animal Shelter's primary responsibility is to protect the human citizens of Seattle. The agency's secondary responsibility is to protect the animal residents of Seattle. Seattle Animal Shelter field officers cover 92 square miles within Seattle. The agency serves 582,000 citizens and cares for 7,000 animals each year. Thanks to special programs and public education, the number of animals seen at the shelter has decreased dramatically over the years. In 1972, for example, the shelter cared for 25,000 a year!

Also part of the Seattle Animal Shelter is the low-cost Spay and Neuter Clinic created in 1989. Seattle is one of the first governments to start a low-cost spay and neuter clinic. The Clinic has a huge impact on the effort to reduce the number of unplanned and unwanted animals. Because more people can afford to have their animals spayed or neutered, there are fewer unwanted puppies, kittens and bunnies.

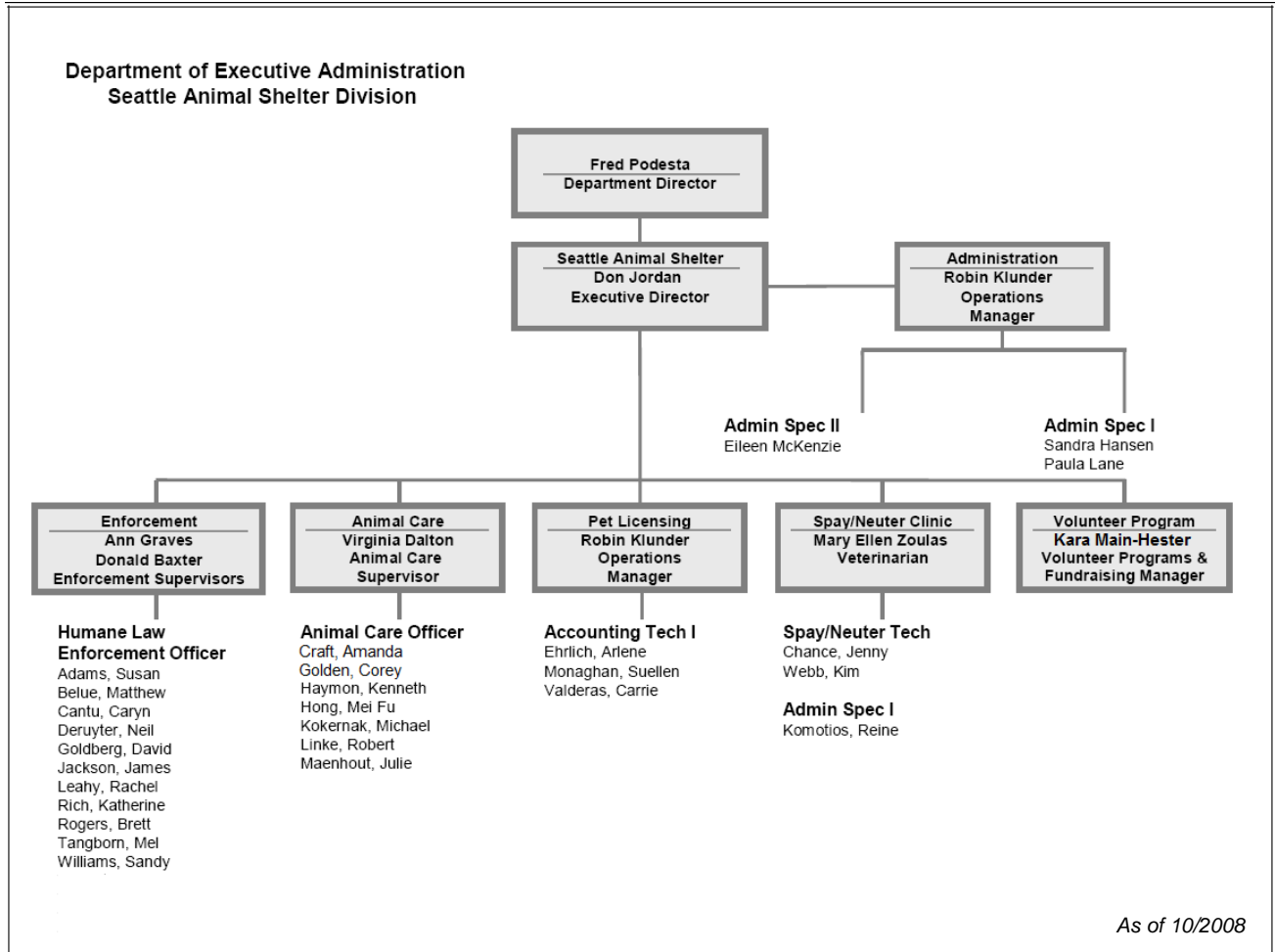
The Seattle Animal Shelter strives to be a leader in the animal welfare industry. We are successful in this effort thanks to the creation of progressive programs, including our foster program, which provides rehabilitation for otherwise "un-adoptable" animals. The public education and humane education programs help owners better understand the needs of their animals and enables Humane Law Enforcement Officers to intervene when owners abuse, injure or neglect their animals. Through these and other efforts, the agency is also able to help eliminate negative stereotypes that often exist about animal control agencies.

The Seattle Animal Shelter sets ambitious goals and aspires to have an even greater impact on the community. The agency is constantly working toward ending the cycle of violence and abuse toward animals and sustaining its policy of never euthanizing adoptable animals.

Services at the shelter

- ♦ Animal Adoption
- ♦ Code Enforcement
- ♦ Domestic Abuse Program
- ♦ Field Services
- ♦ Pet Licensing
- ♦ Public Education
- ♦ Responsible Pet Ownership
- ♦ Spay/Neuter Clinic

AGENCY STRUCTURE



BUSINESS HOURS/PHONE NUMBERS

2061 15th Avenue West
Seattle, WA 98119
(206) 386-PETS (7837)

Administrative Office

(206) 386-PETS
Monday through Friday 8:00 a.m. – 5:00 p.m.

Shelter

(206) 386-4294
Sunday through Saturday 12:00 – 6:00 p.m.

Enforcement

(206) 386-PETS
Sunday through Saturday 7:00 a.m. – 8:00 p.m. (October - April)
7:00 a.m. – 9:00 p.m. (April - October)

Municipal Spay and Neuter Clinic

(206) 386-4260
Monday through Friday 8:00 a.m. – 5:00 p.m.
 Receiving Cats 7:30 a.m.
 Receiving Dogs 9:30 a.m.
 Releasing 5:30 p.m.

Pet Licenses

(206) 386-4262
Sunday through Saturday 9:00 a.m. – 6:00 p.m.

VOLUNTEER POLICIES AND GUIDELINES

The Seattle Animal Shelter relies on its volunteers to be dependable and effective during their volunteer hours. By meeting these commitments, the program operates smoothly and the maximum benefit is derived for the animals.

Time Commitment and Attendance

We ask that you commit to a minimum eight hours per month for a minimum of six months. All hours worked must be recorded on the volunteer hours recording sheet ("sign-in sheet") located at the volunteer desk.

Dress Code

Vests will be provided and available at the shelter. We suggest you wear jeans or casual pants (NO shorts), and non-skid rubber-soled shoes.

***A volunteer I.D. badge will be provided and must be worn at all times.
If badge is not worn during your shift, you may be asked to leave.***

Conduct

As a representative of the City of Seattle, it is important you be familiar with its policies and procedures. When dealing with customers, you must always be polite, courteous and helpful.

It is the policy of the City of Seattle and the Department of Executive Administration (DEA) to provide a workplace that is free from discrimination and harassment, as well as one that promotes equal opportunity and equitable treatment. Any type of harassment or discrimination based on a person's race, religion, color, national origin, gender, sexual orientation, HIV status, etc., is prohibited.

Violence in the Workplace

It is the policy of the City of Seattle and the DEA to provide a workplace for its employees that does not tolerate harassment of department employees, other City employees or visitors while in the City's offices, facilities, work sites or City vehicles; or the display of violent, aggressive or threatening behavior. Harassing behavior may be, but is not limited to, physical, verbal or visual harassment. The department prohibits the possession and use of firearms and other dangerous weapons by its employees or by visitors while conducting City business, while on City property, or while in a City vehicle. Employees who carry dangerous weapons in their personal vehicles are prohibited from bringing such vehicles onto City property or parking those vehicles on City property. Employees shall summon assistance from co-workers or call 911 if they are threatened or believe they are in imminent danger.

Drug-Free Workplace

The City of Seattle is a drug-free workplace. The DEA will take steps necessary to ensure that its employees perform their duties and responsibilities free of the influence of unlawful drugs and unimpaired by alcohol. The following activities are prohibited on the department premises or while conducting department business: the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance. No employee shall report for work after having used a controlled substance which has not been legally prescribed by a health care practitioner. No employee shall report for work while impaired from the consumption of alcohol.

Accident Prevention

The accident prevention policy provides for the prevention of workplace injury/illness and the reporting of incidents. The DEA has a department-wide safety committee made up of management and employee-

elected members representing each division. All work-related injuries/illness must be reported immediately to your supervisor, and the appropriate paperwork will be filled out.

Hazard Communication and Employee Right to Know

This policy has been established to communicate the chemical hazards employees may be confronted with within the workplace. Employees will be trained how to recognize such hazards, as well as how to protect themselves.

Off-limit Areas

Certain areas of the shelter are off-limits to volunteers, unless specifically authorized to enter. These include the quarantine room, isolation ward, long-term custody area of the main kennel, behind the desk of the pet licensing office, and all personal offices.

Smoking

Smoking is not allowed in any portion of the building. If you must smoke, you may do so 25 feet from all doors, windows or air intakes.

Privacy

Any information pertaining to Animal Shelter records and cases which you may become privileged to (including names, addresses, phone numbers, etc.) as a result of your position is confidential and may not be discussed with others. Under some circumstances Animal Shelter staff may be prohibited from discussing with you certain specific details regarding cases that are under investigation or pending criminal court action. Volunteers are specifically prohibited from discussing any aspect of Animal Shelter records and cases with any representative of the media.

Your residential address and residential phone number may not be disclosed, and will not be provided to anyone unless specifically authorized by you.

Adoptions

Volunteers may only adopt animals from the shelter with authorization from an animal care officer. Adoption is contingent upon the volunteer meeting the guidelines as set forth in the policies and procedures, and payment of all applicable fees.

Discipline

The City of Seattle promotes a disciplinary philosophy of fairness, which encourages growth and improvement, rather than focusing on punishment and negative feedback. This concept of progressive discipline will be mirrored in the volunteer program at Seattle Animal Shelter.

Volunteers who commit minor violations of policy and procedure will be verbally counseled in an effort to achieve acceptable compliance. Examples of minor violations could include tardiness and absences. Continued violations could result in additional counseling or dismissal. Serious violations; including animal abuse; abusive, threatening, harassing behavior to staff or customers; possession of drugs or weapons; and/or disclosure of confidential information could result in the termination of service.

TRAINING CLASSES

The Seattle Animal Shelter (SAS) has developed the following training classes to better educate shelter volunteers about shelter policy, as well as health and safety for the animals and the public.

All shelter volunteers, except foster parents, must complete our Volunteer Orientation, Shelter 101, and a Matchmakers training session before they begin participating in the volunteer program. Dog Safety is optional for those who plan to work with cats or critters only. Foster parents are required to attend a separate foster care orientation as well as ongoing trainings.

Team leaders will designate each class as either a pre-requisite (must be taken before participating on the team) or a continuing education requirement (can be taken after joining the team). Team leaders may require additional training. All classes are open to any interested volunteer.

For more specific information, please review the team descriptions, or contact the team leaders for teams that interest you.

Required training for all volunteers

Volunteer Orientation

The volunteer orientation provides an overview of the SAS policies and guidelines, as well as an introduction to the various volunteer programs.

Dates: Held 3-4 times per year. Call (206) 615-0820 for a recorded message with the date for the next orientation.

Shelter 101

Classroom-type lecture covering basic shelter and volunteer information. Topics include the shelter's system and processes, overview of teams, and a shelter tour.

Dates: Announced at each Volunteer Orientation; volunteers must sign up for classes at this time.

Matchmaker Training

Training includes an orientation session in which volunteers learn SAS adoption procedures and policy in greater depth, as well as how to handle questions from the public while volunteering at the shelter.

Topics include how to read shelter cage cards, shelter policies, guidelines for handling the animals, and how to introduce animals to potential adopters. Volunteers can then continue their training hands-on by working one or two shifts closely supervised by a team leader or experienced Matchmaker.

Dates: Saturdays and Sundays throughout the year; volunteers must sign up for these sessions with the Matchmaker scheduler.

Required Training for working with dogs

Safe Dog Handling Class

Hands-on dog handling class required for working with any of the shelter's dogs. Volunteers will learn safe shelter dog handling skills, an overview of canine behavior, how to work with various dogs and basic commands.

Prerequisite: Previous experience handling large dogs (>35lbs.) and completion of survey.

Dates: Announced at each Shelter 101 class; to work with dogs, volunteers must sign up at this time.

Required Training for working with cats

Cat 1 and 2

Cat 1 teaches volunteers how to handle shelter cats. Volunteers will learn how to remove a cat from their cage, interact with shelter cats in a safe and comforting manner, use appropriate body language and tone of voice, and answer basic questions asked by potential adopters. Topics include cat behavior, feline body language and feline health.

Dates: TBD. Please contact the 9-lives team lead when you have completed Shelter 101 to sign up for Cat 1 class.

Cat 2 is further training for either working with sick cats at the shelter or working with cats brought in as feral or fractious; determining which cats can be handled and socialized.

Dates: Volunteers must be part of the 9-lives team before attending Cat 2. If interested, please discuss with the 9-lives team leaders.

SNAPSHOT OF VOLUNTEER TEAMS

Team	Description	Pre-requisite
9-lives	Care for cats and kittens while they are at the shelter and work with the shelter staff and the public to facilitate their adoption into forever homes.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Cat 1 ◆ Matchmaker
Administrative	This team keeps track of volunteer hours reporting, maintains shelter documentation, takes notes at meetings and provides coordination support for scheduling training and meetings.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Matchmakers
Humane Education	This team educates the public about the standards of care for animals, laws regarding animal abuse, how to identify cruelty and abuse, as well as who to report acts of animal cruelty.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Matchmakers
Critters	This team provides care and attention to all the animals that come into the shelter, with the exception of cats and dogs. The goals of this team are to provide the necessary attention these animals need, work on socialization to help these animals be more adoptable, increase the number of adoptions by public outreach and awareness, and to provide foster homes when needed.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Matchmakers
Digital Photography	This team runs in cooperation with petfinder.com, posting pictures and descriptions of adoptable animals available at SAS on the website.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Dog Safety Class ◆ Matchmakers
Dog Walking	Each shelter dog is walked twice a day for exercise, fresh air, socialization and human contact. During this time they are also taught basic dog obedience skills.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Dog Safety Class ◆ Matchmakers
Advanced Dog Walking	Volunteers take shelter dogs wearing adoption banners for walks in Seattle parks to show them off to the public. This increases the socialization opportunities for the dogs and gives the shelter lots of positive exposure.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Dog Safety Class ◆ Matchmakers ◆ Dog Walking
Fabulous Felines	Working monthly off-site cat events throughout the community. Volunteers on this team work toward increasing the public's awareness of cats as pets, with the goal of increasing the number of cat adoptions.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Matchmakers
Foster Care – Cats	The foster program was established to give injured, sick, abused, homeless and unsocialized cats the chance to heal, recover, and find permanent, loving homes.	<ul style="list-style-type: none"> ◆ Experience with cats ◆ Foster Cat Orientation
Foster Care – Dogs	The foster program was established to give injured, sick, abused, homeless and unsocialized dogs the chance to heal, and find permanent, loving homes.	<ul style="list-style-type: none"> ◆ Experience with dogs ◆ Foster Dog Orientation ◆ Foster Dog Training
Foster Cat Team	Members of this team assist cat foster parents through the process of caring for and adopting those in their homes.	<ul style="list-style-type: none"> ◆ Volunteer Orientation ◆ Shelter 101 ◆ Foster Cat Orientation ◆ Cat 1

Team	Description	Prerequisite
Foster Dog Team	Members of this team assist foster parents through the process of caring for shelter dogs in foster care and also facilitate adoptions with events, outreach and promotions.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Dog Safety Class ♦ Foster Dog Training
Furry 5k Fun Run and Walk	The Furry 5K Fun Run and Walk is a fun run and walk held annually at Seward Park in June. The proceeds from the event go to the Help the Animals Fund to provide vet care for sick, injured and abused animals.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101
Get Fit with Fido	Team members take shelter dogs on runs to Myrtle Edwards Park. Volunteers must be able to run 2/10 min mile and be in relatively good physical condition.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Dog Safety Class ♦ Matchmakers ♦ Dog Walking
Get Fit with Fido Race Team	Get Fit with Fido volunteers and shelter dogs participate in community charity races to increase awareness of the shelter.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Dog Safety Class ♦ Matchmakers ♦ Dog Walking ♦ Get Fit with Fido team member
Graphic Design	Participants create a variety of promotional materials, including brochures, ads and posters. The team also works with other volunteer programs to support their graphic needs.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101
Matchmakers	Matchmaker volunteers work with the public at the shelter. Volunteers answer questions and facilitate introductions between potential adopters and shelter animals.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Dog Safety Class (optional if working with cats only) ♦ Matchmakers
Pet Loss Support	Volunteers mediate sessions to help others during their time of grief.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Group facilitation
Pet Therapy	Volunteers and companion animals visit nursing homes to bring love and affection to our elderly and sick neighbors.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Pet Therapy Orientation
Volunteer Training	Participants coordinate the training required of all new volunteers. Participants orient volunteers to the shelter during Shelter 101 and teach volunteers how to handle a dog safely and work on dog obedience skills during Safe Dog Handling class.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Dog Safety Class ♦ Shelter volunteer for 6 months
Tiger Mountain	Volunteers bring dogs to the mountain for extensive exercise, training and socialization.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Dog Safety Class ♦ Matchmakers ♦ Dog Walking ♦ Get Fit with Fido
Events and Community Outreach	Volunteers on the Events and Community Outreach team staff Seattle Animal Shelter booths at community events to promote shelter services, adoptions, and programs.	<ul style="list-style-type: none"> ♦ Volunteer Orientation ♦ Shelter 101 ♦ Matchmakers

DESCRIPTIONS OF VOLUNTEER TEAMS

Administrative

Team Description

The Administrative team provides clerical support, document management, training and meeting scheduling, coordination between teams, and manages tracking and reporting of all volunteer hours. This is a great team to join if you want to help the shelter but can't work directly with animals.

How Can Volunteers Help?

- Update documentation
- Schedule meetings, coordinate training schedules
- Data entry of volunteer hours

Volunteer Qualifications

- Ability to use various Microsoft Office programs.
- Volunteers are required to attend team meetings.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Matchmakers

Time commitment

- An estimated eight hours per month.

9 - l i v e s

Team Description

9-lives is a team of self-directed volunteers committed to improving the general living experience of all cats at the Seattle Animal Shelter. We provide basic care and human contact for cats that are healthy and adjusted; but prioritize efforts toward those cats that are sick, injured or behaviorally challenged. 9-lives volunteers provide nursing care and gentle socialization for cats that may otherwise fall very ill or are unable to present well to the public because of environmental stress.

How Can Volunteers Help?

- Assist shelter staff — Attend to basic creature comforts, such as clean water, litter, food and kennel liners.
- Assess the cats — Observe their health and behavior, attend to their needs, and report on their condition to the team leader, shelter staff or Foster Care coordinator for further care.
- Follow through is very important — 9-lives volunteers must be comfortable asking questions of shelter staff and/or team leaders.
- Basic "home" nursing care — This includes steam treatments, administering eye ointment and nasal spray, treating ear mites, gently cleaning eyes and noses, grooming, as well as the removal of matted hair.

Volunteer Qualifications

- Volunteers must have a genuine concern for the welfare of cats.
- No specific tasks will be laid out per shift; therefore, volunteers must be self-motivated and have the ability to make appropriate judgment calls, asking questions when necessary.
- Volunteers must be able to complete multiple tasks, have good communication skills and be able to follow shelter safety protocol as outlined in the volunteer orientation and 9-lives manuals.
- Experience with cats and knowledge of feline "language" is preferred but not required.
- A willingness to work with all cats, regardless of appearance, is important. A sick cat is not always a pretty cat, but they may be the one most in need of your love and attention.
- Volunteers are required to attend team meetings.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Cat 1

Continuing education

- ✓ Cat 2

Time commitment

- An estimated eight hours per month.

Humane Education

Team Description

Volunteers on the Humane Education team educate the public on issues relating to compassion for animals, animal cruelty, and reporting of abuse to the SAS in order to allow appropriate action to be taken to rescue any animal in need.

How Can Volunteers Help?

- Door hangers – Going to neighborhoods where abuse is most prevalent and distributing door hangers that provide information on reporting animal cruelty.
- Furry food drive – Collecting and distributing cat and dog food to low-income families with animals in need.
- Habitat for Hounds – Helping the shelter collect donations of used dog houses and cat dwellings.
- Inclement Weather Awareness – Spreading the word about the danger of keeping pets in cars during sunny months and the need for proper shelter during cold and rainy weather.
- Special events – Working at special events throughout the year, including the SAS Furry 5K and the PAWS Walk, where volunteers set up and run the Anti-cruelty booth.
- Fundraising – Fundraising for the Help The Animals Fund, which pays veterinary bills incurred in the rehabilitation of abused animals; events will include the Furry 5K.
- Elementary School Outreach – Speaking to elementary school classes about the proper treatment of companion animals, to foster awareness and compassion in future generations.
- Publications Team – Writing articles on animal welfare issues for publication in local newspapers and magazines. (Professional journalism/PR/writing background preferred.)
- Guardian Angel Day – Organizing and running the annual event dedicated to increasing Seattle’s awareness of animal welfare. SAS Humane Law Enforcement Officers attend to take reports of abuse.

Volunteer Qualifications

- Ability to educate all ages on a range of animal-related issues.
- A dedicated passion for helping abused animals and eradicating cruelty.
- The strength and level-headedness to stay focused on the mission of the program.
- The emotional strength to handle disturbing stories of abuse. Volunteers will see animals brought into the shelter in very poor condition and will come in contact with people who do not know how to take care of their animals.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Matchmakers
- ✓ Shelter 101

Continuing education

- ✓ Cat 1
- ✓ Knowledge of shelter through printed material on animal abuse, standards of care, and city ordinances pertaining to animal care and abuse

Time Commitment

- Will vary month to month.

Critters

Team Description

Volunteers on the Critters team provide care and attention to all the animals that are not cats or dogs coming into the shelter in a variety of ways. The goals of this team are to provide the necessary attention these animals need, work on socialization to help these animals be more adoptable, increase the number of adoptions by public outreach and awareness, and to provide foster homes when needed. We also strive to educate the public and the volunteers in care and handling of small animals.



How Can Volunteers Help?

- Caring for and handling the shelter animals – Volunteers set up cages, provide treats and toys, groom, perform socialization work, provide rides to and from vet visits and exercise on a case by case basis.
- Public outreach – We attend offsite adoption events and other shelter events to promote public awareness of small animals at the shelter.
- Foster homes – We often need emergency foster homes for small animals due to illness, pregnancy or lack of room at the shelter. We provide training and some supplies; all you need is a quiet room and willingness to help. This is the most needed area of help within this team.

Volunteer Qualifications

- Volunteers should have good animal handling skills.
- Some small animal experience (rabbit, guinea pig, hamster, etc.) is appreciated but not mandatory.
- Patience and tolerance for distractions are necessary qualifications for critter team volunteers.
- Willingness to spend time outside of the shelter at public events or posting fliers.
- Volunteers should be dependable and reliable.
- Critter-ing can oftentimes be solo duty, so volunteers need to be able to work within the guidelines of the team on an independent basis.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Matchmakers
- ✓ "On the job" training with a critter team leader

Continuing education

- ✓ Cat 1

Time Commitment

- A commitment of at least two hours per shift is preferred.
- Time commitment depends, of course, on number of critters at the shelter.

Digital Photography

Team Description

Volunteers on the Digital Photography team create high quality, engaging pictures and written descriptions of adoptable animals at the SAS, and post this material on the Internet. The goal of this team is to increase the number of adoptions of shelter animals by making them easily “browse-able.” The team runs in cooperation with the www.petfinder.com Web site, which allows individuals interested in adopting a pet to search a database of animals available from participating shelters all over the country.

How Can Volunteers Help?

- Photographing the shelter animals – Volunteers take photographs of the adoptable animals with the shelter’s digital camera, write up appealing descriptions of the pets, as well as handle and calm the animals. Roles rotate weekly, so each volunteer will have an opportunity to participate in all aspects of the team’s work.
- Web work – Some team members are responsible for uploading both the photographs and the written descriptions onto the Web site.

Volunteer Qualifications

- We need creative individuals who have some technical ability, either in writing or photography.
- Volunteers should be detail oriented, who can give attention to photographic quality and written content.
- Volunteers should have good animal handling skills.
- Patience and tolerance for distractions are necessary qualities for digital team volunteers.
- Individuals who would like to do Web work must have an aptitude for working with computers, have a good sense of photographic quality, have a photo editing software program and access to the Internet.
- Because the success of each photo shoot depends on all team members, we seek individuals who thrive in a team environment and enjoying working with others.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Matchmakers
- ✓ Dog Safety Class

Continuing education

- ✓ Cat 1
- ✓ “On the job” training during a digital photography session
- ✓ Web training for interested individuals

Time Commitment

- A commitment of at least two hours per week is preferred.
- Bi-weekly shifts can be arranged.
- This team works Tuesday, Thursday and Sunday evenings.

Dog Walking

Team Description

Volunteers on this team walk shelter dogs twice daily in an area around the shelter. The goal is to provide adoptable dogs at the shelter with exercise, human contact and mental stimulation.

How Can Volunteers Help?

- The dogs are walked twice a day. Morning walkers walk the dogs beginning at 9:00 a.m. Evening walkers begin at 5:30 p.m.

Volunteer Qualifications

- We need volunteers who can commit to a consistent schedule. We walk the dogs every day — in rain, snow, storms and during holidays. The dogs rely on the volunteers to get out of their kennels twice each day.
- Previous leash and dog handling skills are required. Many of the shelter dogs are large, strong and have minimal to no leash training. The ability to handle these dogs is an essential part of this team.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Matchmakers
- ✓ Shelter 101
- ✓ Dog Safety Class

Continuing education

- ✓ Cat 1
- ✓ “On the job” training as appropriate

Time Commitment

- Volunteers must commit to walking once a week or every other week.
- A commitment of at least two hours per week is preferred.
- Dates and times are prescheduled.



Advanced Dog Walking

Team Description

Our team sends volunteers to parks in the Seattle area every Sunday morning. The dogs wear “I’m Available for Adoption” banners, promoting both the shelter and themselves. The goals of the program are to increase public awareness about the shelter, increase dogs’ chances of adoption with the extra visibility, exercise the dogs and increase their socialization.

How Can Volunteers Help?

There are two different roles for the volunteers: promote the shelter (PR) and handle the dogs (dog handler). These duties have been divided so that volunteers can become experts in each role.

The PR Volunteer

- Talks to the public and answers questions.
- Is outgoing, friendly, enthusiastic and educated about the shelter.
- Carries flyers and shelter information, treats, etc. and helps the dog handlers get water and pick up after the dogs.

The Dog Handling Volunteer

- Is responsible for the safety of the dog and its interaction with the public and other animals.
- May answer questions, but the primary concern is the dog’s well-being, safety and comfort.
- Will have great dog-handling skills, and be able to read and pay attention to the signals a dog may be giving off due to stress, anger, fear, etc.

Volunteer Qualifications

- As one of the most public teams for the shelter, volunteers must have extensive dog experience and training skills, great people skills and commitment.
- You must have excellent dog-handling skills, so that the dog looks calm and in control. Since a lot of these dogs didn’t get the proper training and attention they needed before coming to the shelter, they may be a little wild when walking (maybe for the first time) on a leash, especially with all the stimulation of being out with you and other dogs at a park. As a result you have to be calm, confident and strong so that you and the dog have fun and don’t spend the time fighting against each other.
- One goal of the program is to increase awareness of the wonderful animals the shelter has and what a great place it is. The more volunteers know, the better prepared they will be to answer questions.
- Must have a sincere commitment to the animals — if volunteers don’t show up in the morning, the animals won’t get to go to the park.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Dog Safety Class
- ✓ Matchmakers
- ✓ Participation with the Dog Walking team for at least 12 shifts
- ✓ Hands-on training with the team leaders

Time commitment

- Approximately 4 hours per month as either the PR or Dog Handler volunteer.
- The time commitment is from 8:45 a.m. to 12:00 p.m.
- We’d like a commitment of two weekends per month but require at least one weekend per month to stay on the team.

Fabulous Felines

Team Description

The purpose of Fabulous Felines is to increase the public's awareness of cats as wonderful, lifelong companions, thereby increasing the number of adoptions by committed and responsible owners.

This is accomplished by coordinating monthly off-site adoption events for foster and shelter cats in Seattle. On average, 200+ foster cats are adopted at these events each year. It is very rewarding to see these cats and kittens leaving the events with their new forever families.

How Can Volunteers Help?

- Assist at these monthly off-site foster cat adoption events, typically held at community centers around Seattle. Possible tasks on the day of the event include helping load and unload supplies from the SAS van, setting up cages and other supplies at the event, providing transportation to the event for foster parents and/or their cats, sit with and promote foster cats at the event when foster parents cannot attend, and review the adoption application form with potential adopters.
- Help to promote the monthly adoption events by posting signs and flyers around town.

Volunteer Qualifications

- Volunteers need to be passionate and knowledgeable about cats. This team is a great opportunity for volunteers who want to help cats, but might not be able to provide direct care to the animals at the shelter or through the foster care program.
- Helpful skills include good organizational skills, the ability to work as part of a team, comfort dealing with the public (for those choosing to help process adoption applications at events), and the ability to think creatively (for team leads).

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Matchmakers

Time Commitment

- Adoption events are held once each month, usually on a Saturday, from 12:00 to 3:00 p.m. Volunteers who can assist before, during and after the event. Set up occurs between 10:00 to 12:00 p.m., and cleanup between 3:00 to 5:00 p.m. A volunteer can commit anywhere from one to seven hours that day.
- Because of the flexible time requirements, this is a great activity to pair with another team, including 9-lives, Matchmakers and Digital Photography.

Foster Parents — Cats and Dogs

Team Description

Foster parents save hundreds of lives each year by opening their homes and hearts to help young, ill, injured, abused or under-socialized animals. Many of these animals would otherwise be euthanized due to the lack of space and staff time necessary to provide individual attention and care. The joy of seeing an animal placed into a loving, permanent home, knowing that as a foster parent you have directly made a difference in, or even saved the animal's life, is extremely rewarding.

Foster Care team leads and case managers are readily available to help guide you through any situation that may come up.

How Can Volunteers Help?

- During its stay in a foster home, the animal is fed, socialized, groomed, trained and medicated as directed.
- When the animal is healthy and ready to be adopted various programs are available to promote them. The most successful is the Petfinder.com website where the animal's photograph and story is posted.
- Foster parents meet potential adopters and work with the shelter staff to get the foster animal adopted. Shelter adoption guidelines must be followed at all times.
- The shelter's Help the Animals Fund will pay for all veterinary care and medicine, provided the foster parent brings the animal to a vet on the SAS approved list. Foster parents are responsible for providing time and TLC.
- All foster parents have the first chance to adopt their foster animal (provided they meet the basic adoption requirements). While the program was not designed for this purpose, we understand that sometimes people get attached or meet "the one," thus making the choice to adopt.

Volunteer Qualifications

- Foster parents must be able to provide a safe, loving and stable environment for the foster animal.
- Experience with specific issues such as behavior or medical issues is a plus, but not necessary.
- Foster parents must have common sense and patience, as well as be willing to nurse any injury and/or illness — with the understanding that some issues may result in the death of an animal.
- Foster parents must be able to transport their foster animal to and from the shelter and to the vet should the need arise.

Training Requirements

Prerequisites

- ✓ Experience with dogs and/or cats
- ✓ For dogs – attend Foster Dog Parent Orientation and Training
- ✓ For cats – attend Foster Cat Parent Orientation

Continuing Education

- ✓ Some classes on puppy, dog, kitten and cat care are required – team leads discuss these during foster care orientations.
- ✓ Our Foster Care Manuals should be read and used as a reference. Additional reading material may be provided depending upon the case involved.

Time Commitment

- The time commitment varies depending upon the situation and the animal. The average stay in a foster home is 4-6 weeks for cats and 2-3 months for dogs.
- The average daily commitment is 2-3 hours. Daily and total time commitments may be extended for various reasons, including health, behavior, rate of growth or space limitations at the shelter.
- Flexibility is appreciated.

Foster Cat Team

Team Description

The Cat Foster Team are volunteers committed to saving the lives of cats at the Seattle Animal Shelter by placing them in a home environment where they can be socialized, heal and recover from injuries or illness; or simply have a break from the shelter environment.

Members of the team assist foster parents through the process of providing homes and attending to the daily needs of the cats in their care, including feeding, medications, vet visits and socialization.

How Can Volunteers Help?

- Foster cats and kittens in their home.
- Work as a case manager following up with foster parents on the progress of their cases.
- Help with posting cats that are available for adoption to Petfinder.com or updating the foster board and foster book at the shelter with listings of foster cats available for adoption.
- Answer voicemail messages left on the foster hotline by potential adopters.
- Visit the shelter to write up cases for adoption.
- Assist foster parents at the shelter who are picking up cases.
- Help maintain foster program documentation, such as the foster case log, foster parent roster and other documents.

Volunteer Qualifications

- Volunteers must have a genuine concern for the welfare of cats and a desire to help the team in its efforts to support foster parents.
- Experience as a foster parent is desired.
- Excellent communication and follow up skills are necessary. Most communications are done via e-mail, making regular access to e-mail very important.
- Cat Foster Team volunteers are required to attend quarterly team meetings.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Cat 1
- ✓ Shelter 101



Time Commitment

- Estimated 10-20 hours per month.

Foster Dog Team

Team Description

The Foster Dog team is a group of self-directed volunteers committed to helping the foster parents who are improving the lives of dogs while in their care. Foster Parents provide basic care (exercise, food, training, shelter), while the team assists them during this process so they can focus on the dogs well being. The Foster Dog team also facilitates the adoption of foster dogs with events, outreach and promotions.

How Can Volunteers Help?

Listed below are many of the roles needed to keep the foster dog program running, without putting too much responsibility on one person as a volunteer.

- Adoption Assistants – help the foster parents with the adoption process; meeting potential adopters with foster parents and answering questions.
- Bulletin Board/Binder Updates – update the boards/binder (for events) at the shelter with the dogs in foster care.
- Case Managers - Assist foster parents through the fostering process.
- Puppy Consultant – help answer foster parents questions and guide them during this important time in the puppy's life.
- Events Coordinator – organize and manage adoption events.
- Foster Dog Trainer – Help develop orientation and training manuals for new foster parents. Organize training library and resources for foster parents, assist with general questions about training issues, as well as arrange ongoing education for foster parents and foster team members.
- Foster Sitter - foster parents need a sitter while they go on vacation, business trips or just need a break.
- Foster Dog Communications Coordinator – Send out weekly e-mails for dogs that need foster care and general team updates.
- Foster Voice Mail Hotline and e-mail – field incoming calls and e-mail for foster dogs.
- Pick-up Assistants - help foster parents get all the supplies they need when they come to pick up a foster dog, including doing a meet and greet of their resident canine.
- Public Relations – Speak at local group events on what the foster group/team is all about and attend on one or all of the Volunteer Orientations to promote the group.
- Petfinder - posting/updating bios and photographs of dogs in foster care and at the shelter.
- Digital Traveling Photographer - go to foster parents home to get photos of the dogs for the Petfinder website.
- Team Lead – point person for the foster team and foster parents. Recruit and train new team members/foster parents; update forms, advertisements, annual goals, report yearly adoptions, etc.
- Foster Team Operations – help maintain foster program documentation, supplies and databases, as well as incoming e-mails.

Volunteer Qualifications

- Must have a genuine concern for the welfare of dogs.
- Must have good communication skills and be able to follow shelter safety protocol as outlined in the volunteer orientation and foster dog manuals.
- Experience with dogs and knowledge of dog "language" is preferred but not required.
- Volunteers are required to attend team meetings.
- Follow through is very important, please choose a role that is appropriate for your lifestyle.

Training Requirements

Prerequisites

- | | |
|-------------------------|-----------------------|
| ✓ Volunteer Orientation | ✓ Shelter 101 |
| ✓ Shelter Dog Handling | ✓ Foster Dog Training |

Time Commitment

- Varies depending on team role.

Furry 5k Fun Run and Walk

Team Description

The annual Furry 5K Fun Run and Walk (F5K) is a 3.1 mile fun run and walk held at Seward Park the in June. It is one of a few fun runs in Washington that invite people to participate with their dogs. The 2008, the F5K attracted 2,800 humans, 1,500 dogs and one cat!

The proceeds from the F5K go to the Help the Animals Fund (HTAF). This provides vet care for sick, injured and abused animals. We raised over \$120,000 during this event in 2008. The HTAF makes the shelter's goal of not euthanizing adoptable pets possible.

By being a part of the Furry 5K Fun Run and Walk you will save lives.

How Can Volunteers Help?

- Furry 5K Fun Run and Walk Planning Committee - This group of dedicated volunteers makes the F5K a reality. They meet once or twice a month, depending on what needs to be done, for about nine months. Generally the Committee markets the F5K and works to set up and run the event. Planning committee positions and basic duties include:
 - Directors - responsible for every aspect of the race
 - Marketing Coordinators - direct the public relations and funding aspects of the race
 - Sponsorship Coordinators - gather sponsors for the F5K
 - Vendor Coordinators - gather vendors for the Day of Race Pet Expo
 - Prize Coordinators - solicit prizes from the community for the awards
 - Advertising and Media Coordinators - get the word out about the F5K
 - Graphic Artists - designs the poster, T-shirt, brochure and other items needed for the F5K
 - Web Masters - update the F5K website with fresh text, links and graphics
 - Registration Coordinators - coordinate pre-race and day of race registration
 - Logistics Coordinators - gather equipment needed for race day
 - Race Course Coordinators - setup, direct and take down run/walk course
 - Volunteer Coordinators - gather all SAS volunteers needed for the F5K

- Day of Race Volunteers - This group of 120-150 dependable and flexible SAS volunteers make the F5K work. In general, they arrive on race day to set up all the equipment needed for the event, direct participants through registration, direct participants through the run/walk course, and take down all the equipment. There are several jobs available on this day; however, the usual shift is from 6:00 a.m. to 12:00 p.m. In many cases this is the first time the public has seen the SAS volunteer program in action and they are always impressed and pleased at all the hard work we do to save the lives of animals.

- During the month of May the F5K volunteers ask all SAS volunteers to advertise the event. This can be as simple as displaying a poster and a few event brochures in your cube at work.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101

Time Commitment

- Varies depending upon time or year.

Get Fit with Fido

Team Description

The Get Fit with Fido team members run adoptable dogs from the shelter to Myrtle Edwards Park on Monday's and Wednesday's at 5:45 p.m. and on Saturday's at 8:45 a.m. The distance ranges from two to four miles depending on the physical condition of the dogs. Those volunteers wanting to join the Fido team must be able to run a 9:00 - 10:00 min mile and be in generally good physical condition. The route of the run may be altered depending on weather conditions. All dogs that go out for runs wear banners indicating they are available for adoption. The number of runners may fluctuate depending on the number of dogs at the shelter

How Can Volunteers Help?

- Vigorously exercise dogs.
- Find loving homes for shelter dogs.
- Increase public awareness of the shelter and let people know adoptable dogs are not routinely "put to sleep."
- Recruit volunteers for various teams at the shelter.
- Encourage runners and joggers to adopt dogs for companionship and safety.

Volunteer Qualifications

- Fido volunteers must be in reasonably good physical condition (able to run 9-10 min mile).
- Previous experience handling dogs is required.
- The team runs throughout the year, which means we run in darkness and rain during the winter. For safety purposes, we run in groups of two or more and wear reflective running gear.
- You must be committed; however you need not attend every week. A minimum of eight hours per month is within this program and shared with two programs is required.
- A sense of humor helps immensely. We really do have fun!

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Shelter Dog Safety Handling
- ✓ Matchmakers
- ✓ Dog Walking – 6 shifts plus an evaluation
- ✓ A special one-half hour Get Fit with Fido orientation is also required. This session includes how to enter a kennel to leash a dog, what to take along on the run and how to handle emergencies.

Time Commitment

- Minimum two hours per week; preferred eight hours per month.

Get Fit with Fido Race Team

Program Description

The Get Fit with Fido Race Team enters local races to help increase public awareness about pet adoption and to promote shelter activities. Members of the Get Fit with Fido team are recruited to participate in the race with active shelter dogs.

How Can Volunteers Help?

- Vigorously exercise dogs.
- Find loving homes for shelter dogs.
- Increase public awareness of the shelter and let people know adoptable dogs are not routinely “put to sleep.”
- Encourage runners and joggers to adopt dogs for companionship and safety.

Volunteer Qualifications

- Membership in the Get Fit with Fido volunteer team.
- Previous experience handling dogs in public.
- Patience and a good sense of humor.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Shelter Dog Safety Handling
- ✓ Matchmakers
- ✓ Dog Walking – 6 shifts and an evaluation
- ✓ Get Fit with Fido orientation and participation on team

Procedure for Race Participants

- Pre-register for race and inform Fido Race coordinators.
- Meet at shelter prior to race to pick up participating shelter dogs and essentials, including business cards, vests, banners, water bowls and treats.
- Wear an SAS T-shirt or Fido team jacket.
- Transport dogs to the race site.
- Check-in with race operations.
- Race your best!

Time Commitment

- The time commitment varies depending on the race schedule.
- There are approximately six to eight races per year.
- No minimum participation required.

Graphic Design

Team Description

Volunteers on the Graphic Design team brainstorm and create the visual elements of promotional materials for the shelter. Volunteers also provide design support for other teams on a project-by-project basis. We create a variety of promotional materials, including brochures, ads, posters and flyers. Since the team works on ongoing projects and one-time efforts, our volunteers commit themselves to various projects, follow through with other teams, and meet with the other graphic design volunteers to generate new ideas.

How Can Volunteers Help?

- Furry 5K brochures, flyers and T-shirts
- Donation bins for fundraising events
- Laminate van signs
- Bus shelter painting
- Animal abuse posters
- Business cards
- Weekly ads

Volunteer Qualifications

- We are looking for creative people who have solid graphic design experience.
- Volunteers should have experience with one or more common graphic design computer programs, including PageMaker, PhotoShop, Quark, Freehand and Illustrator.
- All volunteers must have access to a computer

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Matchmakers

Continuing education

- ✓ Cat 1
- ✓ Knowledge of shelter promotional materials

Time Commitment

- Time commitment varies based on work/project load

Matchmakers

Team Description

Members of the Matchmakers team work on Saturdays and Sundays when the shelter is open to the public. They assist in the introductions between shelter animals and potential adopters, answer questions about adoption and other shelter procedures; assist the public looking for lost pets, and answer general questions about animal behavior and care.

How Can Volunteers Help?

- Greet people who come to the shelter — Direct the public to the cats, dogs or other animals.
- Answer questions — Help the public understand adoption procedures, general cat and/or dog behavior and care, etc.
- Explain the cage cards — Help potential adopters read them and identify an appropriate animal for their lifestyle.
- Help in Adoption Dogs Room — Volunteers help potential adopters get acquainted with a dog by removing it from its kennel and escorting the potential adopters to the Canine Corral where they can visit with the dog off-leash.
- Help in Adoption Cats Room — Volunteers assist potential adopters in getting acquainted with a cat by petting the cat in its cage or removing the cat to get acquainted in this room.
- Help in Main Kennels/Main Cattery — Assist the public seeking lost pets.
- Provide feedback about potential adopters to shelter staff and/or team leaders.

Volunteer Qualifications

- Customer service skills and the ability/desire to work directly with the public are necessary.
- Volunteers must have the ability to communicate directly and work with shelter staff when appropriate.
- Volunteers need to pay attention to detail and have the ability to absorb and recall large amounts of information.
- Basic dog and cat handling skills are required.
- Volunteers must be able to stand/walk for the duration of the shift.
- General knowledge about animal care and training is helpful, but will be taught as appropriate.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Dog Safety Class — this class is optional for those working with cats only; however, this class must be completed before handling any shelter dog!
- ✓ Review of Matchmaker team manual
- ✓ Matchmaker orientation
- ✓ For volunteers interested in cat matchmaking, we strongly encourage taking a Cat 1 training class.

Time Commitment

- Varied; two shifts per month suggested.
- Refer to the Matchmaker Team Manual for more details.

Pet Loss Support

Team Description

The grief surrounding the loss of a pet can be as overwhelming and painful as if one has lost a family member or friend. However, the death of a pet is often not recognized by society as a significant loss, leaving many pet owners with little support during the grieving process. They are told by well-meaning people that “It was only a dog” or “You can get another cat.” Caring support for grieving pet owners can help them travel through the grieving process successfully, without guilt, and remember with love the pet that loved them in return.

The Pet Loss Support Group provides a safe place where pet owners who have lost a beloved pet can share stories about their pet and receive unconditional support from a group facilitator.

How Can Volunteers Help?

We need volunteers who are empathetic, caring and good listeners to facilitate the support groups. We also need volunteers to help distribute fliers to veterinarians, animal hospitals and other appropriate venues to raise awareness of this service.

Volunteer Qualifications

Facilitators must be good listeners and able to sit with a person who may be in a great deal of emotional distress. Volunteers do not need to be in the mental health field to participate as facilitators.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Pet Loss Support Group facilitator training

Time Commitment

- The support group meets every Thursday evening at the shelter's conference room from 6:00 to 7:30 p.m.
- Facilitators will need to ready the conference room before and after the group session.
- Total time commitment depends on the size of the team, but won't exceed 2 hours per month. The facilitation of the group rotates among team members.

Pet Therapy

Team Description

Volunteers take their companion dogs to visit residents of retirement homes. Volunteers and their dogs interact with residents who range in health from independent and active to bedridden, many of them ex-pet owners. Our primary goals with this team are to enhance the lives of our elderly clients, bring them a measure of happiness and fun through the love of our pets, and promote the positive reputation of the SAS.

How Can Volunteers Help?

- This is a great opportunity for you and your dog to bring fun and happiness into the life of an elderly animal lover.
- If you do not own a dog you can still visit the homes with us or sponsor someone else's dog.
- Do you know any available dogs that may qualify for this program? If so, speaking with their owner and encouraging them to become a volunteer for this team is greatly appreciated.

Volunteer Qualifications

- We need passionate volunteers who love animals and want to make a difference in the lives of our elderly neighbors.
- Volunteers must be comfortable around the elderly and the ill in a hospital-like environment.
- Volunteers must be sociable, talkative and good listeners.
- Volunteers must exhibit strong dog handling skills and control over their dogs.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
 - ✓ The Pet Therapy Orientation will be completed during your first Pet Therapy visit
 - ✓ Volunteer dogs must be temperament tested and approved by a SAS professional
-
- Pet Therapy dogs must be sociable, well-behaved, steady, reliable, clean and get along well with all of the other Pet Therapy dogs.
 - Dogs are most often the personal pet of each volunteer, although an individual qualified dog may be provided by another volunteer, friend, or relative as long as the dog has been approved by the SAS.
 - We do not generally take shelter dogs on our Pet Therapy visits.

Time Commitment

- Volunteers must commit to a one hour per month minimum.
- We currently visit five homes once each month.

Exeter - 720 Seneca Street

Visitation is at 10:00 a.m. on the 1st Saturday of each month

Norse Home - 5311 Phinney Avenue North

Visitation is at 10:00 a.m. on the 2nd Saturday of each month

Queen Anne Health Care – 2717 Dexter Ave N

Visitation is at 10:00 a.m. on the 3rd Saturday of each month

Columbia Lutheran Home - 4700 Phinney Avenue North

Visitation is at 1:00 p.m. 3rd Sunday of each month

Life Care Center - 4700 Admiral Way

Visitation is 4:00 p.m. every Wednesday

Tiger Mountain

Team Description

Tiger Mountain is a small team of active and independent volunteers committed to improving the general living experience of the dogs at the Seattle Animal Shelter. Tiger Mountain volunteers provide extensive exercise, training and socialization for the shelter dogs. This may include those unable to present well to the public due to excessive energy, are behavioral-challenged or show the effects of environmental stress.

How Can Volunteers Help?

- Exercise and train — training and enforcing good behaviors is important while hiking with the dog.
- Assess the dog — observe how the dog behaves during transport; observe the dog's reaction to changes in environment and elements; pay attention to the dog's behavior when seeing/meeting other people and dogs on the trail; assess the dog's health and physical condition; report any concerns on the dog's condition/behavior to the team lead and/or shelter staff.
- Write down observations about the dog — write your experiences working with the dog on the cage card, in order to provide information that would be useful to a prospective adopter.

Volunteer Qualifications

- Volunteer must be a strong, confident dog handler.
- Interest in learning more about dog behavior and how dogs communicate.
- Good physical condition and/or know their physical limitations.
- Volunteer must be willing to hike regardless of weather conditions.
- Must be timely — there is a short period of time to select the dogs and allow them to stretch their legs before transport; therefore, volunteers need to arrive on time.
- Volunteer must provide their own transportation and transport the dog to/from the trail head.
- Good communication skills and be willing to talk to the public about the dog, as well as about shelter policies/procedures/programs.
- Volunteer should have the willingness to work with all dogs; the hikes are just as much a PR opportunity as it is about exercising and training the dog.
- Volunteers need to have e-mail access; this team communicates via e-mail when arranging hikes.

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Safe Dog Handling
- ✓ Matchmakers
- ✓ Must be active in either the Get Fit with Fido or Advanced Dog Walking teams for 2-3 months
- ✓ Evaluation by a team lead

Continuing education

- ✓ View VHS and/or read *On Talking Terms With Dogs: Calming Signals in Dogs* by Turid Rugaas (team lead can loan).
- ✓ Participate in special training or lectures organized by the shelter and offered to volunteers.

Time Commitment

- Minimum four hour commitment when hiking with the dog (Sunday's from 8:00 a.m. – 12:00 p.m.). Hikes are every other Sunday; volunteer is not required to commit to every hike but should participate on a regular basis.

Volunteer Training

Team Description

The Volunteer Training team helps organize and conduct the training sessions required of all shelter volunteers, specifically Shelter 101 and Safe Dog Handling. The goals of the team are to prepare volunteers for volunteering at SAS by providing an extensive overview of the shelter's mission statement, rules, its layout and general information about volunteer teams. Additional topics shared include an explanation of general shelter animal characteristics, handling shelter dogs, providing basic skills for handling the most predictable situations at the shelter, ensuring shelter dogs are handled carefully by capable and confident volunteers and act as an ongoing resource to help with more advanced training or other issues.

How Can Volunteers Help?

Coordinate and lead volunteer training sessions. Volunteer Training team members coordinate sign-ups, lead classroom-style discussions, review dog handling guidelines with participants, assist participants with the shelter dogs they are working with, and evaluate new volunteers on their shelter dog handling skills. We also take volunteer pictures for badges as well as create badges for these new volunteers.

Volunteer Qualifications

- A desire to work with the public and help new volunteers become acquainted with the volunteer program.
- Ability to communicate clearly with the public and be comfortable presenting to a group.
- Willingness to teach in any type of weather.
- Extensive volunteer experience and demonstrated commitment to SAS — six months or longer as a SAS volunteer is required.
- Excellent dog handling skills and knowledge of dog breed characteristics and behaviors.
- A positive outlook and an open mind!

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Safe Dog Handling
- ✓ Matchmakers
- ✓ Minimum six months of volunteering in SAS dog programs

Continuing education

- ✓ Cat 1

Time Commitment

- Two to three weekend-day mornings following each quarterly volunteer orientation.

Events and Community Outreach

Team Description

Volunteers on the Events and Community Outreach team staff Seattle Animal Shelter booths at community events to promote shelter services, adoptions, and volunteer and foster programs. Volunteers act as SAS ambassadors to the public.

How Can Volunteers Help?

- Staff Booths: Attend community events to provide the public with information about SAS.
- Set Up/Clean Up Booths: Haul tables, tents, and printed materials to and from community events.

Volunteer Qualifications

- Outgoing, positive nature.
- Willingness to have fun.
- Knowledge of shelter programs
- Desire to share your SAS knowledge with the public

Training Requirements

Prerequisites

- ✓ Volunteer Orientation
- ✓ Shelter 101
- ✓ Matchmakers

Time Commitment

- Varies, mainly weekends.

VOLUNTEER PROGRAM TEAM LEADER POSITION

Team Leaders are the glue that holds the volunteer program together. Each volunteer team is headed by two or more team leaders. These leaders coordinate the program, schedule volunteers, focus on improving their program and have a close working relationship with the Manager of Volunteer Programs.

Qualifications

- A minimum three months experience as a Seattle Animal Shelter volunteer.
- All required training completed.
- Supervisory experience is preferred.
- Good communication and organization skills are essential.
- Must have access to e-mail.
- We are looking for “team players” who can remain calm and flexible in a shelter environment.

Time requirement

- Hours worked are approximately 20-40 per month.
- Team leaders should meet regularly with their co-team leaders and periodically with the members of their team.
- You are expected to participate in fundraising events throughout the year.
- Must be knowledgeable of shelter policies.
- Team leaders are expected to commit to their position for a minimum six months.

Responsibilities

- Clear goals and expectations for each program must be provided.
- Team leaders are responsible for training the members of their program, providing regular feedback/support on performance, and meeting with your group on a regular basis.
- Although not everyday is sunny, volunteers should be having a rewarding/fun experience at the shelter.
- You are expected to keep the Volunteer Programs Manager updated on your program.

Thank you for considering being a team leader — we can't help the animals without you.

FREQUENTLY ASKED QUESTIONS

One of the most important tasks of Seattle Animal Shelter volunteers is to assist the public at the shelter and answer questions. Visitors to the shelter are more likely to adopt when they are offered assistance in selecting a companion animal. In order to best serve the public and to be effective in getting shelter animals adopted into good homes, the SAS asks all volunteers to become knowledgeable about shelter animals, as well as basic policies and programs.

As a volunteer, you will be confronted with a variety of questions while working with the public. You are not expected to know all the answers to all the questions. However, you can prepare yourself by learning basic shelter policy and procedures. Below is a list of common questions and correct answers to help you get started.

Keep in mind you should never give anyone information unless you are 100% sure you have the correct information — once you give an answer, it becomes fact to the person who asked. When you are asked a question you do not have the answer to, please find someone at the shelter who has the information.

1) How long do you hold strays before they are available for adoption?

The SAS holds strays that have no identification for four business days before they're evaluated for adoption. We do *not* count the day the animal arrived at the shelter. Adoptable animals will be available to the public on the fourth business day.

<i>If the animal comes in on ...</i>	<i>they are available for adoption on ...</i>
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

For example, if an animal comes in to the shelter on Monday, do not count Monday - count Tuesday, Wednesday, Thursday and Friday; then Friday is the day the animal will be available. We will make every effort to return animals to their owners before making them candidates for adoption. Animals that are micro-chipped or wearing traceable identification have the potential to be held at the shelter for weeks while attempts are made to contact the owner and give them a chance to claim the animal.

2) Can animals still in the holding period be handled by the public?

Absolutely not! Animals that are still under the holding period restriction are not yet considered the property of the City. Until the animal is released from the holding period, the owner is the only person who can grant permission to handle the animal.

3) How do you define adoptability?

It is the policy of the SAS to adopt out friendly, healthy pets. Sick, injured, vicious and feral animals are held for the appropriate period to be claimed. If not claimed, they are placed in foster care whenever possible. Animals that pose a risk to public safety for reasons of health or temperament are humanely euthanized.

4) So, what about euthanasia?

It is extremely important to answer questions about euthanasia as accurately and as sensitively as possible. Euthanasia is an unfortunate aspect of shelter life. The decision to euthanize any animal is made by the Animal Care Staff — it is never an easy decision. Most animals are euthanized due to illness, age or temperament.

There is a great deal of compassion applied throughout the process, as well as technical skill. The staff that perform euthanasia are trained and certified. The animal feels a needle prick, then immediately falls into a deep level of unconsciousness. Death generally occurs within seconds of the injection.

5) How long do you hold shelter and foster care animals available for adoption?

Once an animal has gone through the required holding period, it will be put up for adoption if it is friendly and healthy. Once in the adoption room or in foster care, there is no set holding period or time limit. The animal will stay in the care of the shelter as long as the animal is healthy and has appropriate temperament. SAS Animal Care Staff continually go to exceptional lengths to place adoptable animals.

6) Can animals in the adoption room be handled by the public?

Yes. The “adoption” animals are the only animals at the shelter that are allowed to be removed from their cages. Adoption cats can be allowed to roam in the cat adoption room. Adoption dogs can be taken outside to the fenced area, commonly known as the “Canine Corral,” located across the alley, west of the shelter. There are balls and toys available there, as well as scoop equipment.

7) What does “First Choice” mean?

Prospective adopters can place a one day hold on an animal that is still restricted under the four-day holding period. The person putting the animal on hold is called the “First Choice” person. If the original owner does not claim the animal and the animal is put up for adoption, the animal is held for the first day it is available for adoption so the “First Choice” person can return to the shelter and adopt the animal.

If the First Choice person does not adopt the animal on that day, the animal will be available on a first-come, first-serve basis the next day. Although the First Choice person is under no obligation to adopt the animal or any other animal, we request that potential adopters make a 100% commitment to come back and handle the animal to determine if it is suitable for them.

8) Why are some dogs in kennels behind the chain?

These dogs are being held for a variety of reasons, mainly associated with criminal investigations. Volunteers are not given any information regarding these cases. Visitors are prohibited from going behind the chain for any reason.

9) What’s included in the price of the adoption?

For all animals, the fees include a City animal license, a microchip identification, spay or neuter, vaccinations, a certificate for a free health exam at any local veterinary hospital, and a gift pack supplied by a participating pet food company. For cats, the cost also includes testing for Feline Leukemia Virus.

10) What’s the process for adopting an animal?

Prospective adopters should leave the animal they are interested in adopting in its original kennel. We ask that visitors take the cage card to the front desk and fill out an application. An officer will screen the application to determine if the adopter will be a responsible pet owner and to determine the suitability of the particular animal based upon the adopter’s lifestyle.

Once approved, the adopter will sign the adoption agreement and pay the cashier. The adopter will be provided a brochure describing the microchip identification, as well as the other items indicated in question no. 9 above. If the animal has not yet been spayed or neutered, the adopter will be advised when to return to pick up the animal after the procedure.

11) Aren't these puppies and kittens too young to be spayed or neutered?

The Municipal Spay/Neuter Clinic has been performing "pre-pubescent" surgeries for over ten years. The procedure is endorsed by the American Veterinary Medical Association, the American Humane Association, the American Kennel Club, the Cat Fanciers Association, many state and local veterinary associations, as well as an increasing number of local animal shelters.

Studies of animals that have undergone early sterilization show no significant adverse side effects. Younger animals recover more rapidly from both the anesthesia and the surgery. Certain undesirable behaviors, including roaming and marking territory may also be prevented.

12) What if the adopter does not want the spay or neuter surgery performed on a young animal he or she is adopting?

The SAS does not offer this as a choice. It is shelter policy that all animals will be surgically altered prior to their release from the shelter. If prospective adopters cannot agree to this, then they might consider going elsewhere to obtain an animal.

13) What vaccinations do shelter animals receive?

All animals entering the shelter are inoculated against the major transmittable diseases.

- Dogs are vaccinated for distemper and parvovirus (DHLPP).
- Dogs are vaccinated for *Bordetella*.
- Cats are vaccinated for feline distemper (FVRCP) and upper respiratory disease.
- Animals that exhibit signs of contagious diseases are placed in the Isolation Ward for a designated period to minimize chances of infecting the other animals.
- All animals received at the shelter are also given a single dose of worming medication and flea treatment.

14) What kind of veterinary care do shelter animals receive?

The SAS has contracts with many local veterinary hospitals to provide emergency, life-sustaining care. The amount allocated per animal is minimal; however, most vets continually go above and beyond expenses for which they know they will be compensated. Animals with non life-threatening injuries are frequently transported to the shelter for cage rest and observation, and are then placed in foster care whenever possible. Veterinary care is paid for mostly through the Help the Animals Fund. This is a private, non-government fund. Donations can be made at the shelter.

15) What is a temperament test?

All dogs adopted through the SAS must first be given a temperament test. Animal Care Staff will spend time interacting with the dog to determine what sort of personality it has, in order to better match the dog with a prospective home. This cuts down on the number of adoption returns due to conflicts with family members and/or other pets.

16) What do you do with all the dogs?

SAS receives dogs of all sizes, shapes, colors, and breeds. Each dog is temperament evaluated individually and dogs we feel would make loving family companions are placed for adoption. Dogs who display aggression towards people or significant aggression towards other animals are not placed for adoption to the public and may be humanely euthanized after a holding period. Dogs who display behavior that may be improved or modified through training, placement in a foster home, or with a knowledgeable rescue may be transferred out of the Seattle Animal Shelter.