

General Volunteer Orientation WCHS 2020

Each new volunteer needs to sign a waiver. If under 18, they need their parents to sign it or already come with a signed waiver, if this is not completed they will not be allowed to have an orientation. Ensure that they have applied and been approved to be a volunteer. Have each new volunteer read and sign our "Social Media Policy."

The volunteer orientations are set up to be a hands on and interactive experience to ensure that they know what WCHS's expectations are. Go through all the cleaning procedures with them and constantly check and correct their work. Do not be deeming, they are learning. Make everything engaging and hands-on so the volunteers learn how to do the tasks we ask them to.

Introduction:

- Briefly talk about us: non-profit, no kill, business hours, etc.
- Explain the importance of volunteers and fosters
- Discuss the volunteer board
 - What the shifts are, process of signing up for shifts (call, email, walk in) - do not add more lines or cross other volunteers out
 - Always let us know if you cannot make a shift - Explain what no-call-no-show (NCNS) means and what happens
 - Sign in/out importance - helps keep track of NCNS and we are able to receive grants based on volunteer hours we receive
 - Hours binder location - used for personal tracking of hours that we would need to later sign off on. If there are no initials we will not be able to confirm those hours
- Briefly discuss dog walking and enrichment volunteering.
 - Sundays at 9:30 am and must complete one regular shift outside of orientation
- Dress code: no open toed shoes, wear clothes comfortable to work in
- If members of the public ask questions, direct them to staff
 - They are not required to interact, however, they should be respectful if they do

Cat Building

- Some responsibilities: cleaning litter boxes, cleaning cubbies, dishes, socializing, etc.
 - Show them how to do all of the tasks and then they can do the tasks while you watch and answer questions and correct them where needed
- Briefly go over cat body language
 - Stressed, angry, content, fearful, etc. (angry: hissing, growling tail flicks, etc. Stressed: avoiding, hair raised, etc)
 - Proper handling
 - Red Flags: vomiting, diarrhea, blood, excessive urination, etc
 - Common diseases in shelter: URI, internal parasites, FeLV, FIV, etc
- Explain housing system (CRs/GC/CC/iso)
 - Why are some housed in isolation? CR?
- Explain the food board, volunteers cannot give any medications except Lysine in AM
- If they are ever uncomfortable with an animal or exotic have them let us know and that they are not forced to interact with them.

Dog Building

- Show iso yard - explain what it is/means
 - NEVER interact with dogs that are in the ISO yard
- Show and briefly explain Receiving Room
- ONLY use Vet Room door, except for Vet Days, then they can use the front door
- Some responsibilities: poop scooping, laundry, cleaning runs, dishes, etc
 - Show them how to do all of the tasks and then they can do the tasks while you watch and answer questions and correct them where needed
- Vet room, food room, laundry room
 - Explain the uses of each as you go into them
- Briefly go over dog body language
 - Color Code System: Green=easy going dogs; Blue=one or two quirks; Yellow=Middle of the road; Orange=Emphasis on training; Red=STAFF ONLY
 - Scared, nervous, excited, etc.
 - Basic training
 - Do not give them treats when they are barking, only reward them with treats when they are quiet
 - Red Flags: vomiting, diarrhea, blood, etc
- Explain the Restrictions board
 - Always check before giving dogs anything
 - If unsure, ask!

Laundry Room:

- Explain/show how to do laundry - where to find instructions
- Wool balls
 - They are NOT cat toys
- What does and doesn't go into the dryer
- Clean lint trap EVERY time

Ending:

- Reiterate that they should always let us know if they feel uncomfortable
- If unsure of something, always ask a staff member. Please do not be afraid!
- Volunteers are super important to us and a pivotal part of shelter operations
 - Make sure they feel appreciated!