



## About our Volunteers

### Who They Are

Everett Animal Services volunteers are very special people. They come from many walks of life (nurses, office workers, retirees, homemakers, students and entrepreneurs) and they share a concern about how human actions affect companion animals. Many volunteers feel a responsibility to give back some of what they have gained by having companion animals in their lives, and others are excited to learn as much as they can about the animals themselves. EAS volunteers support our goal of finding permanent loving homes for all healthy, adoptable animals.

Volunteers are scheduled to work regular weekly shifts, and their presence is vital to providing the day-to-day care, socialization, maintenance, and customer service required to meet the needs of the animals in our care and ensure they are placed into appropriate homes. Volunteers are required to be at least 18 years of age unless they are participants in our Junior Volunteer Program working with a parent or guardian, or have completed their assessment to work without supervision.

It is not necessary for volunteers to have previous experience working with companion animals in shelter or veterinary settings. Initial and ongoing training are provided, allowing volunteers to achieve increasing levels of competency in animal care.

### What They Do

Most of the work done by volunteers consists of cleaning and maintaining the facility and providing socialization and stress reduction to the animals in our care. The cleaning tasks may seem tedious at times, but they are absolutely essential to the well being of the animals and are no less important than the training and comfort they receive.

In addition to the cleaning, socialization, and customer service tasks, volunteers have the opportunity to learn about the behaviors of a variety of species and breeds. Volunteers can be cross trained to handle different species and volunteer in different care areas.

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## *Qualities of Our Volunteers*

There are certain qualities that separate a good volunteer from a GREAT volunteer. Our volunteers are selected because they have these qualities, and we have chosen YOU because we feel that you have them, too!

### **They Understand Their Commitment to EAS**

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hours in length, varying by position. This means potential volunteers need to make an assessment of their lives and their availability for the next three months to determine whether or not the time is right to commit. Because our volunteers do the majority of direct care and socialization of the animals, **you are as important as a paid employee**. This means that if you are not here when scheduled, the work does not get done and the animals don't get cared for properly.

If a volunteer is unable to make their assigned shift, it is their responsibility to find a substitute to cover for them (**See: "How to Get a Sub"**). The volunteer leadership team cannot be responsible for arranging substitutes except in emergent cases. Things to consider when deciding to volunteer: Are you moving soon? Changing jobs? Changing responsibilities in your current job? All of these things could potentially impact your availability as a volunteer and should be taken into account. There are sometimes issues that arise that were completely unforeseen and unanticipated, things that affect a volunteer's ability to continue. When such things arise, they should be discussed immediately with the volunteer leadership team so that arrangements can be made.

It is vital that you sign in and out every time you volunteer so that your time spent here can be documented and included in important monthly reports. Also, it's very important you keep the volunteer leadership team updated on any change in your contact information, including mailing address, phone number and email address.

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There are essentially two types of absences: reported and unreported. Reported absences can be broken down into two categories: replaced and un-replaced. A replaced absence, for example, is one where a volunteer knows they're going to be out of town, so they line up a sub, and notify EAS that they won't be in. As long as we know they won't be here and we know whom to expect, all bases are covered. A reported but un-replaced absence occurs when a volunteer is ill and they call in to let us know they won't be able to make it in, or perhaps they get caught up at work and simply cannot leave early. While getting sick is practically unavoidable, un-replaced absences should be kept to a minimum; more than two in a two-month period could be considered too many.

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### **They're Communicative**

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Talking to us about what you like and don't like about the volunteer program will help us to improve it. As in any job, there may be things or people with whom you are not comfortable. We encourage you to communicate with us about these problems should they arise, rather than to simply be unhappy and possibly leave because of them. We want you to have a rewarding and satisfying volunteer experience and we will always be willing to listen to your ideas and suggestions in an effort to make improvements.

### **They're Safe**

The animal shelter is a busy place; a lot goes on here and it's vital we keep things as sanitary as possible. It is necessary to use chemicals such as bleach to sterilize areas and prevent the spread of disease, and we use several types of heavy-duty cleaners to clean up messes throughout the day. It is the volunteers' responsibility to learn how to use chemicals safely and commit to doing so.

In addition, the shelter is a highly unnatural environment for animals to be in; they are under a great deal of stress. It is of the utmost importance that volunteers understand that they cannot behave with the animals in the shelter the way they would animals in their own home. No matter how nice the animal, it is difficult to anticipate the ways in which they might react to the overwhelming amount of stimulus to which they are exposed at any one time. Therefore, volunteers must learn and commit to using safe animal handling techniques for the comfort and safety of the animals as well as themselves. It is vital that the volunteers pay attention to the work they are doing and not let their guard down while interacting with an animal. Watching changing body language is an effective way of avoiding injury.

If a volunteer is seen behaving in an unsafe manner, they will be advised on how to be safe. If they continue to be unsafe, or if the infraction is egregious in nature, the volunteer may be asked to discontinue service at the shelter. (**See Volunteer Disciplinary/Termination Policy**) If a volunteer is injured on the job, they must report their injury to a Shelter Staff person immediately.

### **They Support EAS Policy**

When a volunteer makes the commitment to volunteering at EAS, they are also committing to following our policies, procedures and protocols. Everett Animal Services has been in existence for many years, has cared for and adopted out thousands animals, and in the meantime has learned quite a bit about how do things in the best way we know how. In addition, we follow the industry standards and are drawing on a vast wealth of knowledge in making our policies. It is imperative that volunteers understand and support the policies we employ in the shelter so they can represent them to the public while they're working in the shelter, as well as to the community at large when they aren't. Specifically, I am referring to our euthanasia policy, the potentially dangerous dog ordinance, and our spay/neuter policy. Our goal is not to convince every volunteer that we're right, rather, our goal is to inform of our policies and allow each volunteer to determine whether or not they feel this organization is one of which they'd like to be a part. We train our volunteers in EAS policy and philosophy in order that they are able to best represent our agency when speaking with the public.

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We also encourage volunteers to be sensitive to the public. Sometimes it's easy to assume that a person surrendering an animal simply doesn't care. Feeling negative towards that person, or anyone who may not feel the way we do about animals, is counter-productive. We rely on the public and their willingness to come to EAS in order to get the animals adopted. We are not serving ourselves or the animals well to show a lack of compassion to the people who come to us.

### **They're Calm and Collected**

This is sometimes stressful, sad and discouraging work. It's perfectly natural to feel bad when an animal must be euthanized or to feel stress when things are hectic—we all experience these things. To be effective in our work, we can't let our emotions control us and affect the way we deal with the animals or the other people with whom we work. If you are having a difficult time with any aspect of your volunteer work, you are encouraged to talk with the shelter activities coordinator or another membership of the volunteer leadership team.

### **They're Good Listeners Who Follow Directions**

Following directions is of paramount importance. We do things a certain way because we have found things that work. From washing dishes to walking dogs, there are procedures that need to be followed. Don't eliminate steps or employ a different technique without consulting us. We are open to suggestions, and if yours sounds like a good one, we may want to try it. But please, no experimenting on your own.

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## Essential Capabilities of EAS Volunteers

There are several animal care needs within Everett Animal Services (EAS) that are typically fulfilled by volunteers who work with companion cats, dogs, and a variety of small mammals. To safely and effectively serve as a volunteer at the Animal Shelter, volunteers need to possess the following physical, mental, and emotional capacities. The volunteer's signature on this form indicates he/she believes he/she possesses these basic capabilities.

### Essential Physical Capabilities

- Quick reflexes and ability to use both hands simultaneously (example: open cage door while handling animal).
- High level of manual dexterity to leash/harness animals, handle small tools and to properly groom animals.
- Ability to walk unaided on unpaved, uneven, rugged and sometimes muddy and slippery exercise yard and lawn areas (when walking dogs outdoors).
- Ability to bend and squat in order to leash/harness and pick up an animal.
- Ability to stand for significant periods of time while walking dogs, assisting the public with visits, or cleaning cages/kennels.
- Average vision to move safely around the building, to be able to observe animal body language without difficulty, and to be able to read notes on animals' paperwork.
- Average sense of smell and touch in order to assess body condition of animals, and to note signs of illness or injury.
- Ability to hear if animal is growling or making sounds indicating fear or pain.
- Ability to speak and effectively communicate verbally as well as in written form.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent dogs or cats from escaping (example: ability to quickly pursue and retrieve any cats or dogs who have escaped from a kennel or cage).
- Ability to handle and restrain animals of small to large size (up to 110 pounds) with extreme caution and care. This requires average vision, hearing, steadiness of hands and body, quick reflexes, physical strength, and mental alertness.
- Capturing of loose and escaped animals with quick and quiet movements, and ability to use hands simultaneously with a blanket or net for capture.
- Must not have strong allergies to dogs, cats or other companion animals that can't be managed by medication, or to chemicals used in grooming or cleaning.
- Ability to deal with strong and unpleasant odors, fleas, feces and possible wounds or injuries to animals in our care.
- Ability to cope with a very loud environment due to animal noises.
- Must have the ability to judge an animal's reaction and to change voice to a soft or strong, authoritative tone in order to calm a dog's response or to give commands.
- Ability to reach cabinets and cages at least six feet in height, using a step stool as needed.
- Ability to push carts and barrels of laundry; load and unload washer and dryer; fold clean laundry and put away, reaching shelves from ground level up to six feet, using a step stool as needed.
- Ability to operate blender and microwave; retrieve items from standard upright model refrigerator/freezer.
- Ability to wash dishes and put away in cabinets and drawers from ground level up to eight feet in height with use of step stool as needed.
- Average strength to assist with lifting small to medium size animals (up to 75 pounds) into bathtub, which is approximately three and a half feet high.

- Ability to bend over bathtub for extended periods of time to complete grooming / washing procedures as needed.
- Possess immune system strong enough to tolerate exposure to zoonotic diseases such as ringworm and mange.

**Essential Mental Capabilities**

- Ability to understand, remember and follow instructions and procedures.
- High level reading, writing, spelling and communication skills (example: understand words such as quarantine, euthanize and other common industry-related terms), and a mastery of the English language.
- Possess problem-solving capability.
- Ability to observe and evaluate response to handling for "matchmaking" purposes, as well as health and behavioral problems that are revealed during socialization.
- Must be aware of potentially dangerous situations when working with the animals, must be able to remain calm with animals who are upset; behave sensitively and confidently; show good judgment and act appropriately in these situations.

**Essential Emotional Capabilities**

- Ability to cope with unexpected animal behavior without assistance.
- Ability to cope with a highly emotionally charged environment with some animals that are homeless, abandoned and/or abused, as well as the reality that some of the animals in our care may be euthanized.
- Ability to understand EAS' policies and positions regarding companion animals, animal control, and other key animal welfare issues and an ability and willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing EAS.

**Level of supervision**

- Once trained, must be able to work with minimal supervision, yet must recognize limitations in knowledge and abilities, and ask for help when needed.
- Should be able to work independently for long periods of time, as well as work within a team atmosphere with other volunteers or staff.

**Other**

- A fairly high level of experience and familiarity with cats and dogs and their anatomy is desirable.
- All animal care positions involve some cleaning, and can involve the use of hazardous or toxic chemicals.

Please indicate any reasonable accommodation you may need in order to meet the essential capabilities of your volunteer position at EAS:

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\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Coordinator/Trainer

\_\_\_\_\_  
Date

# Interview Instructions

## Prepare Paperwork

- Get Tracking Form packet (application/essential capabilities documents) from the “Volunteers to Interview” folder in the second drawer in the file cabinet immediately to the left of Hilary’s desk.
- Pull a packet from the folder called “Making Vols Official Documents” folder, immediately behind the Vols to Interview folder. This packet contains the volunteer agreement, workplace culture agreement and volunteer worker application form.
- Grab a copy of the paperwork packet for your reference (I keep a spare one on my table), and provide the interviewee with a pen.

## Begin the Interview

- Check in about the training process: How did it go? Do they feel prepared to start volunteering? Do they want a shadow shift before they work independently? Any other questions they need answering?
- Reinforce the idea that we want them to be in touch with us if there’s any disconnect between what they learned in the training and what they see people doing, or if we left out any useful information; we need to know!

## Review the Volunteer Agreement

- Read over each bullet point, ask them to fill in their name in the second section (what the volunteer agrees to) and to initial or mark each point to indicate their understanding.
- I’ve provided notes on a highlighted copy to go over.
- Before they sign, have them turn the page to the driving policy. Let them know that even if their volunteer job doesn’t involve driving, we’d like to have a signed copy of the form if they’re licensed and insured in WA and don’t mind signing.

## Workplace Culture Agreement

- Go over the Workplace Culture Agreement: explain that it’s intended to outline the ways we agree to interact with each other in the volunteer program. If they don’t see anything of concern, they can sign the volunteer agreement.
- Junior volunteers need their parent to sign the form as well.

## Volunteer Worker Application

- Have them fill out section one.
- Junior volunteers need their parent to sign the form as well.

## Collect and Review Paperwork

- WSP: check each page to make sure each section is completed, use the example as a guide about what needs to be filled in.
- Signed volunteer agreement (parent should sign teen’s)
- Completed volunteer worker application form (parent should sign teen’s)

## Entering into Volgistics

- Go to [volgistics.com](http://volgistics.com) and click on the tab for “log in”.
- Account number is \_\_\_\_\_, username is \_\_\_\_\_ password \_\_\_\_\_
- Click on volunteer along the left gutter
- Select “New volunteer” at the bottom
- On the first tab, enter last name, first name and type (adult, junior, junior parent partner), enter email and then click save.
- Go to service tab and enter any job they’re trained to do but not assigned to do (i.e. if they’re a dog walker, enter kennel assistance so they can log hours in that job if needed).
- Go to schedule tab, select the job in the drop down menu and click go.
- Select the start date they’re going to use on the calendar, then pick the shift and the day of the week they’re going to work, and click save.

- \*\*If you have a junior/parent team, go to Notes page and on the parent's file enter kid's name. On the teen's file, enter parent's name and the volunteer position and shift they're scheduled to work.
- On the VIC tab, confirm the email address is correct, then click "send password".
- Make a note of the PIN number in the VIC touch section directly below the send password button (you'll hand write this on the list in the volunteer office)

#### **Mini-tour of VICnet**

- Click on Preview, and VICnet will open in next window.
- Tell them to expect an email from Everett Animal Services, username is email address, password is number they'll use to sign into VICtouch.
- Show account tab, where they can change password if they want.
- My Profile tab—they should fill out entirely, and be sure to add a photo
- My schedule tab—they should show up there on the start date you entered. Click on a day, show them how to remove themselves from schedule—if I see they're removed that's my sign they're trying to find a sub.
- Click on any other day to show them they can sign up to cover people on other days, but they MUST enter themselves on the schedule first. They can only cover for positions they've been trained to work.

#### **Notes on the Tracking Form**

- Please note date tshirt given
- Date entered into volgistics

#### **Tour to the Front Desk**

- Take them to the front and get them a volunteer shirt from the drawers in the office.
- Take them to the volunteer office and handwrite the PIN number on the list, let them know it will be added alphabetically next time I print one out.
- Show them how to use sign in system (actually do it)
- Point out the e-newsletter, the swap forms, where to note an absence, how to sign out keys, where the keys are, then everything in reverse, including signing out.
- Point out the name badges and explain again about the heart.
- Shake hand, make official, send them to front to purchase the shirt.

#### **Putting everything away**

- Signed volunteer agreement gets attached to tracking form, goes into "PAULA" folder in front section of top drawer of file cabinet to the left of Hilary's desk.
- WSP form and worker application form go into interoffice envelope in the middle drawer of Hilary's desk.
- Write the person's name, care area (dogs, cats, adoption promotion, etc) and day of the week on the "needs a nametag" list on the corkboard on Hilary's wall. Note if the person is a Junior so they can be coded correctly color-wise.

## **AC&C Volunteer interview guidelines**

- One-on-one interviews: allow 15 min slot
  - Familiarize yourself with volunteer job descriptions
  - Review the application and look for any interesting facts or red flags
  - Red mark applications with notes during interview: schedule & job preferences
1. Why do you want to volunteer at AC&C? (no agendas, pls)
  2. What is your first choice for a volunteer assignment? What facility would you like to volunteer in? Give them the job description(s).
  3. What is your time commitment? When are you planning on coming in to volunteer? Volunteering at AC&C is like a job, with required training, schedule, and responsible to a supervisor.
    - Volunteers must offer schedule commitment, must be on time
    - Must be dependable, our animals are counting on your help...
    - OK to work once/month, once/week, several times a week.
    - We need people at all times, but we are especially looking for people that can volunteer during the day & during the week, especially mornings before adoption center opens. Optimally dogs should have relieved themselves and had a bit of exercise before adopters show up
    - Must be willing to be trained, everyone must complete training, even former volunteers, including NY Cares volunteers. Volunteer program is changing, being improved for the benefit of the animals and the volunteers.
  4. Do you have any questions about the description for the assignment you would like to do?
    - Would you have any problems completing the training associated with the assignment?
    - Do you have any questions about that assignment?
  5. Get all application sign-offs:
    - a. Volunteer Agreement
    - b. Release of liability, waive claims, assumption of risk, photo release
    - c. Witness signing of: non-disclosure agreement
    - d. Receipt of AC&C volunteer policy and procedure manual (blue folder)

6. Collect the volunteer fee, \$25. Scholarships are given on a case by case basis. Please use your judgment.
7. Give the new volunteer the welcome letter.
8. Give the new volunteer the Code of Conduct.
9. Let the new volunteer know about the webinar training. Give them the Training Guide.
10. Take their photo for our records and their Volunteer ID. Plain background is best; please number the interview schedule so we can match names.
11. After you are finished interviewing, fill out financial forms and deposit slip and place in the safe.

### **Important Things to Remember**

- A job fitting the applicant's needs and schedule may not be immediately available, AC&C will hold application for 3 months, and then please reapply on line...
- The \$25 volunteer fee covers expenses: leashes, volunteer Tees, photo IDs, and will be collected during one of the training sessions. This is so every dollar we have goes directly to the care of our animals.
- Volunteering at AC&C is not for everyone: full service vs no kill shelter.
- Euthanize for temperament or medical conditions that cannot be handled with AC&C limited resources; rarely for space though, 43,000 animals are processed annually.

### **What is the difference between a No-Kill shelter and a Full Service shelter?**

In order to address the overpopulation problem in our community we need No-Kill (limited intake) facilities and Full Service facilities working together. A Full Service organization accepts any animal that comes to its door no matter its' medical or behavior condition. As a result, decisions about placements are often based on resources and space availability and the health and temperament of the animals. Limited intake facilities accept animals based on resources and space up front and as a result, certain animals will not be accepted into their program.

- Volunteering is not playing with puppies and kittens, more than walking dogs, petting cats, must also spot clean cages, pick up poop...
- Volunteers support AC&C staff, not supplement or replace
- Volunteers may not bring children or friends during their scheduled work times, everyone must be trained.

Volunteer program is constantly developing programs to improve lives of animals in our care, volunteers must be flexible and amenable to change.



# Getting to Know You

Name: \_\_\_\_\_

For each of the questions below, mark on the ruler where you feel you fit on the spectrum between the two options. The closer you make a mark to either option indicates that you feel that option more closely describes you. There is no right answer to any of these questions. We are simply trying to get a better sense of your personality to help you assess if our volunteer program is right for you.

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## 1. I prefer to spend my time with:

*Animals*    /   /   /   /   /   Both   /   /   /   /   *People*

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## 2. If I had to choose, I would prefer to work at a:

*Small, quiet clinic*    /   /   /   /   /   /   /   /   *Busy, emergency room*

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## 3. I am:

*Disorganized*    /   /   /   /   /   /   /   /   *Extremely organized*

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## 4. If I saw someone surrender their animal to the Shelter, I would feel:

*Very Angry*    /   /   /   /   /   /   /   /   *Sad*

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## 5. When I don't know how to do something, I:

*Get really frustrated*    /   /   /   /   /   /   /   /   *Fake it until I make it*

---

## 6. I want to volunteer to:

*Relax*    /   /   /   /   /   /   /   /   *Keep very busy*

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## 7. If I am waiting in a line and it is taking much longer than expected, I will:

*Complain*    /   /   /   /   /   /   /   /   *Look for solutions*

---

## 8. I am:

*Outgoing*    /   /   /   /   /   /   /   /   *Shy*

---

## 9. If a volunteer told me that I was doing something incorrectly, I would be:

*Thankful*    /   /   /   /   /   /   /   /   *Offended*

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## 10. I believe spaying/neutering is:

*Not right*    /   /   /   /   /   /   /   /   *Very important / necessary*

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## 11. I believe euthanasia is:

*Always Wrong*    /   /   /   /   /   /   /   /   *Acceptable*

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## 12. I have evaluated if I have time to devote to volunteering, and I am \_\_\_\_\_% committed to dedicating some of my free time every week to volunteer:

*0 %*    /   /   /   /   /   /   /   /   *100 %*

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