



Steps to becoming an Animal House Rescue Volunteer

Step #1 – Fill out an application and hand in application fee: The application must be filled out entirely (this includes the liability waiver). Fees for individuals are \$30. Families (includes 1 adult and 2 children) are \$45. *Fees are non-refundable.* Cash or Check is accepted. If an interested party cannot afford the fee they may speak with the Shelter Manager. Applicants will be contacted within 10-14 days of handing in the application with a decision. Once you are approved to volunteer you will have 60 days to complete training.

Step #2 – Identify area of primary interest: Volunteers are welcome to hold as many positions as desired but must complete training of each position separately.

Step #3 – Begin Training: Each position has an initial step to get you started.

Grant Writers, Fundraising Committee: schedule meeting with the Executive Director

Animal Care, Customer Service, Dog Walkers, Events, Maintenance, Transporters: schedule shelter orientation.

At the end of each respective meeting or orientation you will receive your official T-shirt and hand in the official volunteer agreement. Each volunteer will also receive a training checklist and schedule their first training shift.

Step #4 – Become an Official Volunteer: When you have completed your training you will be ready to go!

Step #5 - Working an Event: Each volunteer is required to participate in one (1) event per year, at minimum. There are numerous adoption and community events held annually.



Animal House™
Rescue & Grooming

Essential Volunteer Requirements

Purpose:

Animal House Rescue volunteers play an essential role in the organization. They work towards the goals and views outlined in the Mission Statement.

Age Requirement:

Volunteers must be 18 years of age to volunteer on an individual basis.

Junior Volunteers:

Children ages 8-18 are permitted as Dog Walker I with guardian supervision. No more than 2 children will be allowed per adult. After completing training and 40 hours of service, volunteers between the ages of 15-18 may request in writing permission to volunteer on an individual basis from the shelter manager. If the Junior Volunteer guidelines are not being followed the party may be asked to leave the program.

Community Service:

Community Service Volunteers are permitted over the age of 18. They are required to complete the same training and abide by the same guidelines as any other individual.

Training Required:

Training is required prior to volunteering and is designed to accommodate each volunteer position.

Essential Requirements for all volunteers:

All volunteers should have the ability to:

Pass an application process and background check.

Understand, remember and follow instructions and procedures.

Possess problem solving capability.

Communicate with volunteers, staff and the public about Animal House Rescue, dogs and general animal welfare concerns.

Handle animals humanely and appropriately according to job description

Always assist in making Animal House Rescue appear clean and welcoming.

Abide by duties outlined in Volunteer Job Description.

Be aware and alert of potential dangerous situations that may arise while working with people and animals.

Be able to remain calm, show good judgment and be a problem solver in all situations.

Understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.

Have a positive attitude.

Understand animal welfare and animal rights.

Cope with opinions and views other than your own in a respectful manner.

Set own limits on volunteering time to prevent personal burnout.

Work with limited supervision, yet must recognize your own limitations in knowledge and abilities and ask for help when needed.

Work independently for long periods of time, as well as work within a group atmosphere.

React quickly and appropriately when handling animals.

Monitor animals and report any health or behavioral concerns to the Shelter Manager or on duty staff member.

Participate in disease reduction through proper sanitary procedures.

Participate in stress reduction through compassionate care for the animals.

Maintain work and shelter areas in an organized and clean manner.

Cope with a very loud environment due to animal noises.



Overview of Volunteer Positions

Animal Care Volunteer

This position provides assistance to Animal House in caring for the animals. This includes but is not limited to cleaning up after, feeding, and rotating animals. They work closely with Animal House Staff in assuring daily care is provided.

Customer Service Volunteer

These positions provide assistance to Animal House in providing assistance to customers, including, but is not limited to, answering the phones, helping with office work, greeting customers and assisting grooming clients. They work under the supervision of the Animal House Staff. **This position requires an interview with Animal House Staff, ensuring that the Volunteer's skills and expectations meet the needs of Animal House.

Dog Walker

This position provides assistance to Animal House by providing adequate walks to the shelter dogs. *This is the only position that currently allows Junior Volunteers.*

Event Leader Volunteer

This position provides assistance to Animal House by overseeing events and volunteers. This position is open only to those trained as Event Volunteers that have demonstrated leadership qualities.

Event Volunteer

This position provides assistance to Animal House by staffing various events. They represent Animal House in a professional manner while promoting our animals and services.

Maintenance Volunteer

This position provides assistance to Animal House by providing maintenance services in the shelter. Maintenance Volunteers work closely with the Shelter Manager and/or Volunteer Coordinator in addressing building issues.

Volunteer Program Assistant

This position provides assistance to Animal House by assisting with the Volunteer Program. This includes but is not limited to assisting with volunteer training and volunteer program paperwork.

Volunteer Transporter

This position provides assistance to Animal House by taking animals to veterinary appointments, picking up animals from various locations and in some cases picking up animals from transports.

Foster Home Visit Volunteer

This position provides assistance to Animal House by conducting home visits for foster care providers.

Fundraising Volunteer

This position provides assistance to Animal House by being an active member of the fundraising committee, including, but is not limited to, attending meetings and planning events.

Grant Writer Volunteer

This position provides assistance to Animal House by writing and researching grants. They work closely with the Executive Director and Lead Grant Writer.



Animal Care Volunteer

Time Periods - When Assistance is Needed Year-round

Tuesday through Sunday

2 hour shifts scheduled between 7:30am-7:00pm, with feeding times from 9am-10am and from 3pm-4pm, daily

Time Commitment

Animal Care volunteers commit to working a minimum of 2 shifts per month. However, they are welcome to work as many shifts as they want.

Related Tasks

Perform routine animal care

Provide adequate food and water to animals daily

Cleans kennels and pens and performs related housekeeping duties

Operate laundry equipment

Requirements/Capabilities

Animal Care Volunteers should be willing and able to:

Lift up to 50 pounds

Stand, bend, and walk freely for a minimum of 1 hour at a time

Possess basic knowledge of dog breeds and behavior

Work in variable weather

Fulfill Essential Volunteer Requirements

Supervision

Reports to on-duty staff member or Shelter Manager

Training

Animal care volunteers must complete the training checklist for this position

Customer Service Volunteer

*****Volunteers are required to interview with the Shelter Manager for this position. Volunteers are strongly encouraged to provide a resume reflecting their skills and attributes associated with the Customer Service Volunteer position.***

Time Periods When Assistance is Needed

Varies

Year-round

Tuesday through Sunday during business hours

Customer Service shifts are 2 to 3 hour shifts per week. The shift/(s) must be for the same day each week, thereby maintaining consistency.

Time Commitment

Customer Service Volunteers commit to working a minimum of 1 shift per week. However, they are welcome to work as many shifts as they want.

Related Tasks

Follow through with customers' and staff members' requests/questions

Practice and encourage the humane treatment of animals

Provide quality customer service while promoting Animal House's mission, services, programs and events

Assist customers with adoption process; facilitate pleasant and safe interactions with animals

Complete office duties and assist with computer-related tasks

Promote donation and giving opportunities when appropriate

Answer phones and have polite phone etiquette

Operate laundry equipment

Requirements/Capabilities

Customer Service Volunteers should be willing and able to:

Sit and stand freely for a minimum of 1 hour at a time

Possess basic knowledge of dog breeds and behavior

Possess basic computer knowledge

Possess basic knowledge of the shelter system and pet overpopulation

Fulfill Essential Volunteer Requirements

Supervision

Reports to on-duty staff member or Shelter Manager

Training

Customer Service Volunteers must complete the training checklist for this position.

Dog Walker

Time Periods - When Assistance is Needed

Varies

Year-round

Tuesday through Sunday during business hours, specifically from 10am to 3pm and from 4pm to 6pm

Time Commitment

Dog walking volunteers commit to working a minimum of 4 hours per month. However, they are welcome to work as many shifts as they want.

Related Tasks

Assist with cleaning up messes in dog runs when getting dogs to walk and returning them to their pens

Check water bowl levels for dogs after returning from a walk

Pick up dog feces while on a walk (bags are supplied by Animal House)

Walk dogs for a minimum of 20 minutes (for small dogs), 30 minutes (for large dogs)

Requirements/Capabilities

Dog Walkers must be willing and able to:

Walk for 20-30 minutes on non-paved surfaces

Fulfill Essential Volunteer Requirements

Supervision

Reports to on-duty staff member or the Shelter Manager

Training

Dog walkers must complete the training checklist for this position

Junior Volunteers are allowed to be Dog Walkers, provided they are accompanied by a guardian.

Event Leader Volunteer

Time Periods-When Assistance is Needed

Varies

Year-round, with spring thru fall being the greatest area of need

Mainly Saturdays and Sundays, with an occasional weekday event

Event shifts average 3-5 hours

Time Commitment

Event Leader Volunteers commit to working a minimum of 6 events per calendar year. However, they are welcome to work as many events as they want.

Related Tasks

Load up supplies and animals the day of event

Drive animals and Event Volunteers to and from events as an insured driver

Communicate with the public about our animals and Animal House Rescue

Supervise and train Event Volunteers

Provide follow up from event to Animal House staff and shelter manager

Requirements/Capabilities

Event Leaders should be willing and able to:

Read, write and communicate clearly

Explain Animal House's adoption process, discuss Animal House and animal welfare in general

Physically lift up to 30 lbs

Sit and stand freely for a minimum of 1 hour at a time

Facilitate positive interactions with the public as the authoritative representative of Animal House Rescue

Foster positive teamwork interactions with volunteers and sponsoring public organization/business.

Ensure the safety of the public and volunteers by following proper animal handling procedures and not exposing others and yourself to undue risk.

Fulfill Essential Volunteer Requirements

Supervision

Reports to on-duty staff member and/or the Shelter Manager

Training

Event Leader Volunteers must complete the training checklist for this position; experience and training as an Events Volunteer is required for a minimum of 40 hours

Event Volunteer

Time Periods - When Assistance is Needed

Varies

Year-round, with spring thru fall being the greatest area of need

Mainly Saturdays and Sundays, with an occasional weekday event

Event shifts average 3-5 hours

Time Commitment

Event Volunteers commit to working a minimum of 6 events per calendar year. However, they are welcome to work as many events as they want.

Related Tasks

Help Event Leader load up supplies and animals the day of event

Help to promote animals and Animal House at events

Requirements/Capabilities

Event Volunteers should be willing and able to:

Explain Animal House's adoption process, discuss Animal House and animal welfare in general

Physically lift up to 30 lbs

Sit and stand freely for a minimum of 1 hour at a time

Fulfill Essential Volunteer Requirements

Supervision

Reports to Event Leader, on-duty staff member or the Shelter Manager

Training

Event Volunteers must complete the training checklist for this position

Maintenance Volunteer

Time Periods - When Assistance is Needed

Varies

Time Commitment

There is no specific time commitment. Volunteers are encouraged to sign-up for maintenance/repair projects designated on the Project Board, located next to the Dog Walking Board

Related Tasks

Completes maintenance as requested by the Shelter Manager and/or Volunteer Coordinator

Requirements/Capabilities

Maintenance Volunteers should be willing and able to:

Lift a minimum of 30 pounds

Fulfill Essential Volunteer Requirements

Supervision

Reports to Volunteer Coordinator and/or Shelter Manager

Volunteer Program Assistant

Time Periods - When Assistance is Needed

Tuesday through Sunday during business hours, hours vary

Time Commitment

Volunteer Program Assistants must be able to work one (1) shift per week. However, they are welcome to work as many hours as they want.

Related Tasks

Assists Volunteer Coordinator with a variety of tasks. Mainly involving assisting new volunteers and helping with dog meet-n-greets.

Provides other related assistance as directed

Requirements/Capabilities

Volunteer Program Assistants should be willing and able to:

Explain Animal House's adoption process, discuss Animal House and animal welfare, in general

Be familiar with all aspects of the volunteer program

Fulfill Essential Volunteer Requirements

Supervision

Reports to Volunteer Coordinator or the Shelter Manager

Training

Volunteer Program Assistant must complete all training as required/directed by the Volunteer Coordinator and/or Shelter Manager

Volunteer Transporter

Time Periods When Assistance is Needed

Varies - Generally, Wednesday evenings for pickups in Denver and various times during the week for drop-offs/pickups of veterinary appointments, et al.

Time Commitment

Volunteer Transporters must commit to one (1) transportation per month. However they may do as many transport trips as they would like.

Related Tasks

Takes animals to and from veterinary appointments
Picks up animals from other shelters and rescue groups

Requirements/Capabilities

Transport Volunteers should be willing and able to:

Possess a valid Colorado Driver's License and clean driving record

Possess insurance

Lift a minimum of 30 pounds

Fulfill Essential Volunteer Requirements

Supervision

Reports to the Shelter Manager

Training

Volunteer Transporters must complete the training checklist for this position

Foster Home Visit Volunteer

Time Periods -When Assistance is Needed

Year-round

Time Commitment

Foster Home Visit Volunteers must commit to doing one home visit every month. However, Foster Home Visit Volunteers are welcome to complete more than one visit per month.

Related Tasks

Set up appointments with and travel to potential foster care providers' homes

Complete inspection of home and yard and assess potential hazards or concerns

Educate foster homes on proper care, training, and procedures involved in caring for a foster dog

Requirements/Capabilities

Foster Home Visit Volunteer must be willing and able to:

Possess reliable transportation

Have internet access and check email regularly

Explain Animal House's adoption process, discuss Animal House and animal welfare in general

Provide accurate description of foster home environment and identify potential hazards or concerns

Must fulfill Essential Volunteer Requirements

Supervision

Reports to Foster Care Coordinator, other on-duty staff member or the Shelter Manager

Training

Foster Home Visit Volunteers must complete the training checklist for this position

Fundraising Volunteer

Time Periods - When Assistance is Needed

Varies

Year-round

Mainly Saturdays and Sundays, with an occasional weekday event.

Must attend a monthly meeting; ***cannot miss 3 or more meetings a year.***

Time Commitment

Each member will be on a sub-committee, which will be responsible for planning and scheduling a minimum of 4 fundraising projects in a calendar year under the direction of the sub-committee leaders.

Fundraising Volunteers commit to working a minimum of at least 3 out of 4 assigned sub-committee's scheduled events per calendar year.

Active participation in the organization and planning of a minimum of 3 out of 4 assigned sub-committee's fundraising projects/events per calendar year.

Flexibility of commitment will be accommodated with notice and to the discretion of the Sub-Committee Leaders and Executive Director.

Requirements/Capabilities

Fundraising Volunteers should be willing and able to:

Fulfill Essential Volunteer Requirements.

Abide by the Fundraising Volunteer Guidelines

Read, write, communicate clearly and follow directions as requested.

Explain Animal House's adoption process, discuss Animal House in general.

Facilitate positive interactions with the public as an authoritative representative of Animal House.

Foster positive teamwork interactions with volunteers and sponsoring public organization/business.

Ensure the safety of the public and volunteers by following proper procedures and using common sense in not exposing others and yourself to undue risk.

Physically lift up to 30 lbs (flexibility can be accommodated)

Loading, setting up supplies, displays, etc. as needed.

Work from home as well within a group setting.

Supervision

Reports to assigned sub-committee Leaders and Executive Director.

Training

Read and know the Fundraising Volunteer Guidelines.

Grant Writer Volunteer

Time Periods - When Assistance is Needed

Varies

Year-round

Time Commitment

Commit to organizing and submitting grant information on a minimum of 5 grants per calendar year.

Requirements/Capabilities

Fundraising Volunteers should be willing and able to:

Fulfill Essential Volunteer Requirements

Abide by the Volunteer Grant Writer Guidelines.

Communicate with Executive Director at least once a month.

Work independently from home.

Facilitate positive interactions with the public as an authoritative representative of Animal House.

Foster positive teamwork interactions with volunteers and staff.

Supervision

Reports to Lead Grant Writer and Executive Director.

Training

Read and follow the Volunteer Grant Writer Guidelines.

Education/Experience

Grant writing experience preferred but will work with related academic knowledge.



Volunteer Application

Name (full legal name *including middle name*): _____

Address (mailing and physical if different): _____
City _____ Zip _____

Email Address: _____

Maiden Name (if applicable): _____

Home Ph: _____ Cell Ph: _____ Work Ph: _____

Date of Birth: _____ Social Security # (for background check): _____

Have you lived in any other states in the past 5 years (please list)? _____

Employer: _____ Employer Phone: _____

How did you hear about Animal House Rescue and Grooming? _____

Please describe any previous volunteer experience you have: _____

Anything else you feel we should know about you? _____

What volunteer areas are you interested in volunteering with? (Note: if you are under 18 you may only help out in the shelter with cleaning and walking dogs, and must be accompanied with a participating guardian at all times) Please check all that apply:

- | | |
|---|--|
| <input type="checkbox"/> Dog Walking | <input type="checkbox"/> Shelter Maintenance |
| <input type="checkbox"/> Animal Care | <input type="checkbox"/> Home Visits |
| <input type="checkbox"/> Fundraising | <input type="checkbox"/> Grant Writing |
| <input type="checkbox"/> Adoption Events | <input type="checkbox"/> Transportation of Dogs |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Volunteer Program Assistant |
| <input type="checkbox"/> Other: _____ | |

How many hours are you available to volunteer per week? _____

Which days/times are you available to volunteer? _____

Please describe your experience with animals: _____

Please list 2 personal references (can be friends, family (not spouses), or employers. Please do not list anyone who has known you for less than 2 years):

Name: _____ Relationship: _____ Phone: _____

Name: _____ Relationship: _____ Phone: _____

Please list any pets that currently live in your household. Please indicate their species, breed(s), age(s), sex, spay/neuter and vaccination status. Please indicate what type of obedience training you have done with your pets.

Have you ever been convicted of a felony or misdemeanor? (please circle one) YES NO

If yes, please list the date of conviction, the charge of which you were convicted and other pertinent circumstances. _____

If you are looking to volunteer for court ordered community service please give us the charge you are facing, the name and phone number of your community service officer and the date by which you need to complete the hours. Please note we do not accept any court ordered community service for people under 18 years of age. _____

Any inaccurate or false information on the application will be grounds for disqualification from the volunteer program, and/or grounds to terminate your participation in the volunteer program. By signing this application you are indicating that all the information is accurate. By signing this contract you are acknowledging that a background check will be completed.

Signature

Date

*****If you are volunteering with parties under the age of 18 please fill out a liability for all minors, junior volunteers do not need to fill out an application.**

FOR STAFF USE ONLY:			
Date Received: _____	Received By: _____		
Payment Amount:	\$30	\$45	Form of Payment: cash check
Date of Application Review: _____	Reviewed By: _____		



Volunteer Liability Waiver

I, the undersigned, understand that animals are unpredictable and may cause situations that are dangerous to others or myself. This is a risk that I am undertaking on my own accord and hereby release, discharge, and indemnify Animal House Pets & Grooming, Animal House Rescue, its directors, representatives, volunteers, and agents from any and all claims, demands, and liability, arising out of or in connection with the acceptance of said risks, and others unforeseen.

Animal House does not carry insurance, or workers compensation to cover volunteer efforts, as such any injury or problem arising shall be the sole responsibility of the volunteer or volunteer's parent or guardian.

I have read and understand the above and accept the terms.

If Volunteer is under the age of 18, Guardian must sign Volunteer Liability Waiver on behalf of him/herself, as well as on behalf of each Minor/Junior Volunteer.

Volunteer or Volunteer Guardian's Name (print): _____

Address: _____ City: _____ Zip: _____

Phone number: _____

Email address: _____

In case of emergency (name and phone number): _____

Signature of Volunteer or Volunteer's Guardian: _____

Date: _____

Name/s and Age of Minor/Junior Volunteer (print): _____



Animal House[™]
Rescue & Grooming

Official Volunteer Program Agreement

As an official Animal House Rescue volunteer, I, agree to:

- Abide by the volunteer handbook** provided by Animal House Rescue.
- Act professionally** as a representative of Animal House Rescue at all times.
- Handle only animals appropriate** for my level of training and comfort. I will take all precautions explained in my volunteer training to avoid injuring myself or any other being at the shelter. I understand there are inherent risks when volunteering and in the case of an injury or dangerous situation I will **notify a staff person immediately**.
- Keep my volunteer shift schedule and contact information up to date**. If I cannot make it to a scheduled shift I will notify Animal House so that I can be removed from the schedule that day. If I fail to cancel two times or fail to meet the time commitment for my volunteer position, I will be removed from the volunteer program. In addition if I am frequently canceling shifts I will be reviewed by the Shelter Manager for continuation in the volunteer program.
- Arrive promptly** for my volunteer shift. I will stay no longer than 10 minutes after closing unless I am scheduled or approved to do so by the Shelter Manager.
- Sign in and out upon** arriving and leaving.
- Wear appropriate attire** as outlined in the volunteer handbook.
- Abide by the provided gossip policy** and not engage in complaining or gossiping among other volunteers and staff. I will communicate any concerns I may have with potential solutions directly to the Shelter Manager.
- Not speak/communicate with the media** (including TV, radio, newspaper, and websites) about Animal House Rescue. This includes posting to websites as a volunteer without approval of the Shelter Manager. All media inquiries should be directed to the Executive Director.
- Never volunteer under the influence of alcohol or any illegal substance**. If I have a medical condition or am taking medications that may affect my physical or mental functions, I will speak with my physician about the possible risk for myself, the public and the animals. I will notify the Shelter Manager of any impairment that affects my abilities to volunteer.
- Perform all volunteer tasks** as needed and outlined for my position. I will perform additional duties as requested by the staff.
- Provide excellent customer service at all times**. If I cannot help a customer with their request I will direct them to someone who can.
- Form positive and professional relationships** with the staff and other volunteers. I understand that if I receive two complaints about my conduct or behavior I will be considered for removal from the program.

Signature: _____ Date: _____ Staff Initials: _____



DOG WALKING - POLICIES AND PROCEDURES

Print Name _____

I have been through the Animal House Training Program and understand how to use all harnesses and leashes. Additionally, I understand how to handle a dog on a leash, as specifically demonstrated to me during training.

I will follow Animal House's walking chart that indicates the walking level of ease or difficulty for each dog. I understand what the color codes mean and will only walk the dogs that I am comfortable handling.

I will utilize the Dog Behavioral Manual, provided and maintained by Animal House, to familiarize myself with the known behaviors of each dog.

I agree to "X" the dog's name on the walking chart before leaving the building, as specifically explained to me during the training program.

When taking a dog out for a walk, I agree to only enter and exit the shelter through the east side gate.

I also agree to clip all gates upon entering and exiting all caged areas, as specifically demonstrated to me during training.

I understand that upon returning a dog to the shelter following a walk, such dog should only be placed in their designated kennel/pen. Assuming I am unclear where the dog should be placed, I will ask a staff member prior to placing the dog in a kennel/pen.

I understand that no puppies younger than 4 months of age are allowed to be walked due to their immune system.

Assuming a dog is not specifically designated on the walking chart, I agree not to take the dog for a walk prior to checking with a staff member.

RULES:

I understand that it is the shelter's standard of practice to be responsible in taking along a plastic bag for picking up after each dog.

I will not allow the shelter dog within a minimum of 20 feet of any dog that it has not been paired up with in its pen. I understand that dogs can be unpredictable and that Animal House does not want to pose a risk to the public as well as to ourselves. Upon another dog's approach, I will give a wide berth around them.

DOG WALKING - POLICIES AND PROCEDURES

I understand that there is a leash law at the park and that there may be a risk of the public not obeying this rule. If an off-leash dog(s) approaches me, I will do my best to keep the shelter dog and myself safe without incident. I will tell the dog's owner that this is a shelter dog that cannot play with their dog and request the individual to keep the dog under control and/or leash the dog.

I will immediately notify a staff member of Animal House if there is any incident outside of the shelter involving a shelter dog or the public's.

I will keep a shelter dog leashed at all times during a walk.

I have read and understand the above policies and procedures. I understand that animals are unpredictable and may cause situations that are dangerous to others or myself. This is a risk that I am undertaking on my own accord and hereby release, discharge, and indemnify Animal House Pets & Grooming, Animal House Rescue, its directors, representatives, volunteers, and agents from any and all claims, demands, and liability, arising out of or in connection with the acceptance of said risks, and others unforeseen.

Animal House does not carry insurance or workers compensation to cover volunteer efforts, as such any injury or problem arising shall be the sole responsibility of the volunteer or volunteer's parent or guardian.

Signature

Date