

For Office Use
Dates Contacted: _____
Result: _____
Orientation Date & Time: _____
<input type="checkbox"/> E-mail address added to OUTLOOK .
<input type="checkbox"/> Volunteer info added to database.

Today's Date _____

Volunteer Contact Info

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone/Cell: _____ Email: _____

(Most correspondence is through email. You will be contacted within 8 days.)

AGE REQUIREMENT IS 16 YEARS OR OLDER TO VOLUNTEER

Birth Date: _____ Age: _____

If 16 or 17 years of age, name of parent or guardian: _____

Employer: _____

Work Phone: _____ Are you able to be contacted at work? _____

Who can we notify in case of emergency (include name and phone number): _____

Volunteer Availability and Interest

1. Do you feel you are able to make and keep the commitment of volunteering 4 hours a month for at least 6 months?

2. Please put an X next to the below volunteer programs that you are interested in.

Programs: Dog Walkers _____ Cat Cuddlers _____

Bath & Brush Buddies: Grooming _____

Special Events: _____ Matchmakers: Adoption Assisting _____

Do you currently have pets? _____ Yes _____ No

If yes, are they spayed or neutered? _____ Yes _____ No

Why would you like to volunteer with the Sioux Falls Area Humane Society? _____

Were you ever or are you now actively involved with any other animal welfare organizations?

Are you currently involved with the breeding of animals? Please explain your feelings on breeding pets.

Do you have any specific skills or training pertaining to the care of pets (i.e. obedience instructor, grooming, veterinarian, etc)? _____

Have you ever been convicted of a crime? (if yes, please explain) _____

Since we are an open admission shelter, do you understand that under certain circumstances, we may have to euthanize pets? Please explain your feelings about euthanasia.

Please tell us about yourself and why you would like to volunteer at the shelter.

Volunteer Policies and Agreement

1. The Sioux Falls Area Humane Society does not adopt out wolf hybrids or feral cats, as proper screening and placement of these animals far outweighs our resources as a shelter.
Please initial here: _____
2. The **"Volunteer Visitor Policy"** states that, volunteers may only show visitors around the public areas of the building during normal business hours when the kennels are open.
Please initial here _____
3. It is important that volunteer attendance is consistent and meets the minimum time commitment of **4 hours per month, for 6 months**. Should you find the nature of this volunteer work is not what you expected, or, that you can't achieve the minimum hours for any other personal reason – you need to inform the Volunteer Coordinator so your records are updated accordingly. This may require you to attend all training AGAIN should you want to volunteer in the future. These policies are in place to ensure volunteers are confidently trained – thus lessening the chances of injury.
Please initial here: _____
4. A monthly volunteer newsletter called **"The Pet Scoop"** is published and emailed to volunteers. Reading this newsletter is one of your responsibilities as a volunteer. Though you may not be interested in the upcoming event articles, or even reading the fun articles, there **are** reminders of policies and other important information that need to be read by all volunteers.
Please initial here: _____
5. An up to date **TETNUS** vaccine is recommended, in the event that you are bitten or scratched. TETNUS vaccines need to be updated every 10 years. It may be obtained by your physician – but would be at your expense.
Please initial here: _____
6. Any driving done when volunteering for the Humane Society, such as traveling to and from Pet Therapy visits or to and from Special Events, is done so under normal personal risks. If you get in an accident – the Humane Society does NOT have insurance that would cover any expense of the accident.
Please initial here: _____
7. As a volunteer for the Sioux Falls Area Humane Society, you will be working with animals with unknown and unpredictable characteristics and dispositions, and will be subjecting yourself to various work conditions. You hereby assume the risk of any injury that may result from your volunteer services at the Sioux Falls Area Humane Society. There are no work-mans comp or disability benefits for injured volunteers. **BY SIGNING THIS APPLICATION:** You, intending to be legally bound for yourself, heirs, executors, and administrators, release the Sioux Falls Area Humane Society, its officers, directors and staff from any and all rights and claims for damages you may have arising out of any injuries or illnesses suffered by yourself or your pets incidental to your volunteer services.
Please initial here: _____
8. Confidentiality: Volunteers are asked to keep all Sioux Falls Area Humane Society matters confidential, and this includes refraining from speaking with any type of media, unless you have

received approval from the Executive Director. A breach of confidentiality is a serious infraction of the SFAHS policy and will result in termination of your participation in the SFAHS Volunteer Program. Please initial here: _____

In the event that I become a member of the Sioux Falls Area Humane Society Volunteer Program, I agree to abide by all present and subsequently issued rules of the Sioux Falls Area Humane Society.

Signed: _____

Parent/Guardian Signature if under 18: _____

Date: _____

****The Sioux Falls Area Humane Society reserves the right to decline any volunteer application for any reason. This may include, but is not limited to any area where there is a conflict of interest.**

Remit to:

Sioux Falls Area Humane Society
Volunteer Coordinator
3720 E. Benson Road
Sioux Falls, SD 57104
Ph: 605-338-4441

DOG WALKERS

Objective

To provide an opportunity for the dog to relieve it's self outside, exercise and socialize. Spend time with dogs that have little or no information about them – and collect personality clues you observe.

Qualifications

- 16 years of age or older
- Physically able to handle dogs of many sizes
- Patient when working with unruly dogs
- LOVE DOGS!
- Not afraid of getting dirty.

Required Training

- New Volunteer Orientation
- Matchmakers Training
- Dog Walkers Training
- Read Volunteer Manual

Upon arriving to volunteer

- Wear nametag
- Grab poop-bags
- Grab a leash
- Check “I was last walked” dry erase board

You are required to:

- Ensure collar is properly fitted.
- Clean up after dog.
- Handle only the dogs that you are physically capable of maintaining full control.
- Keep your distance from other dogs – at least 10 feet.
- Prevent dogs from urinating on car tires or other property. Try to move off of sod lawn area of lawn to prevent excessive urine burns.
- Report any scratch or bite.
- Report any *attempted* nip or bite, or any other sign of aggression.
- Walk only the dogs that are available for adoption. They are easily identifiable with PINK or BLUE kennel cards.
- Report any signs of illness such as vomiting, coughing, diarrhea, missing hair, irritated skin, lumps & bumps etc by filling out a pink Health Care Concern card. Failure to do so may prevent the Humane Society from providing appropriate care to the dog/puppy.
- Return dog to its' original kennel. If it is dirty, you should either inform staff on your way OUT (with the dog), or clean it yourself. If a dog is returned to the wrong kennel, you may cause cross contamination, confused identification or make it appear to staff that we have less kennel space then what we actually do, which may prevent new dogs from being put up for adoption.
- USE EXTREME CAUTION when walking through doorways, to prevent injuries to dogs' paws. TAKE YOUR TIME opening doors!

You are HIGHLY ENCOURAGED to:

- Observe the dog you are walking and document personality clues and obedience skills – if the dog you are walking has little or no information provided. Be OBJECTIVE. State only the things you can see, such as “walks with a loose lead” or “knows sit and shake”. NEVER write assumed information such as “good with kids” etc. If the dog was a stray, we do not know its’ history, upbringing, past experiences or tolerance level of various aspects.
- You may brush a dog that needs some grooming. Dispose of the hair puffs – do not leave them on the ground outside.
- Use the exercise yard to allow the dog to burn off pent up energy and have some fun! If you take toys out there – bring them back when you are finished. (Poop-Scoop ordinance highly enforced in exercise yard as well)
- Remove ticks from dog, or at least inform staff.
- Wipe dog off if wet from rain (this decreases excess water in kennel – which poses the risk of slips/injuries to dog.)
- YOU MAY REFILL WATER – DO NOT REFILL FOOD! The staff feeds the animals, if anyone refills the food dishes – it may appear the dog is not eating which would indicate illness.

Important Dog Handling / Safety Guidelines

- Always use a leash. NEVER move a dog by the collar. Doing so may trigger aggression.
- Never scruff a dog to discipline or for any other reason.
- Move swiftly through kennel room. It is incredibly stressful for kennelled dogs to see other dogs walking past. Some dogs may react with a barrier aggression, which may result in “fence fighting”. Should this occur, continue walking pulling only with the leash. NEVER put your hands near the dogs face, or you are asking to be bit. This includes grabbing the collar.
- KEEP YOUR FACE OUT OF DOGS FACES! Direct eye contact is threatening to dogs. Some breeds are more sensitive to this then others. Though the humane society does NOT place animals with known aggressive behavior up for adoption, animals can be unpredictable, especially in the high-stress life of living in a shelter.
- Use caution if the dog you’re planning to walk next is EATING. If when you open the kennel door to leash it, he/she hovers over their food or begins eating faster, they perceive you as a threat to something they value, that being food. Move on to the next dog, and return when this dog has finished their meal. Report this information to the front office, so they may advise the new owners, in case there are small children in the home.
- Approach each kennel in a soft and gentle manner, rather then rushed and abrupt. Standing slightly sideways is less intimidating to a dog, then if you are fully facing them.
- Bend slightly at your knees in front of the dog, rather then bending OVER the dog. Be aware of where your face is.
- Open kennel enough to reach into it. Use one of your feet as a wedge to prevent the dog from over-anxiously pouncing out before you’re ready.
- If the dog you are walking is barking growling etc. at other dogs outside, make a point to move along, and not try to have a conversation with someone. The dog you have is upset, and probably stressing out the dog it is barking at.

This is only a brief overview of safety guidelines. Keep in mind that common sense must always prevail. The pursuit of reducing the environmental stress for each animal is of utmost importance.

Volunteer Time Opportunities:

Saturday – Wednesday: 8am – 6pm

Thur. & Fri.: 8am-7pm

I have read and understand the following information as to my responsibilities in this program. Should I feel uncertain of anything I am doing at any time, I understand that I am fully encouraged and welcome to approach staff with my questions!

Signed: _____ Date: _____

Please print name

here: _____

CAT CUDDLERS

Objective

Reduce stress for cats awaiting adoption. To better socialize those cats that may be a little less outgoing. To obtain information about stray cats or about cats which we have little information on.

Qualifications

- Understanding the “psychology” of cats.
- Enjoys spending time with cats.
- Able to take cats out of cages and handle them comfortably and correctly.
- Comfortable with reading kennel cards.

Required Training - New Volunteer Orientation, Read Volunteer Handbook, Cat Therapy Training, Matchmakers Training

Upon arriving to volunteer

- Wear nametag
- Grab a brush or kitty treats if desired

You are required to:

- Use hand sanitizer between handling animals.
- Report any scratch or bite which has broken skin.
- Report any *attempted* nip or bite, or any other sign of aggression.
- Report any signs of illness such as vomiting, coughing, diarrhea, missing hair, irritated skin, lumps & bumps etc on a Health Care Concern card. Failure to do so may prevent the Humane Society from providing appropriate care.
- Ensure kennel ties have been replaced in between customers or your visits with cats.
- Assist customers who want to visit with a cat. Help answer their questions to the best of your ability – if you don't know an answer, don't assume – refer the customer to the front office.

You are HIGHLY ENCOURAGED to:

- Observe cat and record or email information to Customer Service or Volunteer Coordinator

Handling Cats

Adult Cats:

1. An adult cat is a fully developed individual and a real creature of habit. The adult cats, especially when first brought in, need reassurance and loving, not rough play. They will frequently be upset and frightened, often hiding in their litter box or in the back of the cage. Petting them will reassure them of their safety.
2. When approaching a cat that you are unfamiliar with, let the cat dictate what happens. Introduce yourself to the cat slowly, letting it smell your hand first. Use slow movements until you and the cat are familiar with one another. Some may allow you to pet them right away, a few may not. Some may even allow you to bring them out of the cage. Allow the cat to dictate the degree of socialization.
3. Watch for signs of illness. Obvious constipation or loose bowels, sores, etc. should be reported to the staff at the front desk. Frequent signs of aggression should also be reported to staff at the front desk. Watch for the difference between aggression, being scared, over stimulated, playing rough, etc.
4. If you want to brush a cat, brushes can be obtained from the get acquainted rooms or front office.
5. If a cat needs water, you may use the sink room in the cat adoption room to refill the water. **YOU MAY REFILL WATER – DO NOT REFILL FOOD!** The staff feeds the animals, if anyone refills the food dishes – it may appear the cat is not eating which would indicate illness.

Important Cat Handling / Safety Guidelines

- Never scruff a cat or kitten.
- If the cat you are handling becomes upset, **LET GO**. Fighting to continue holding it will assure you will be scratched or even bitten. Leave cat in room. **GET STAFF** to help you return cat to its kennel. If there are customers in the room, ask one to go to the front office and send someone back, so you may supervise cat, and assure another customer does not try to handle it.
- Do not attempt to handle cats that are growling, hissing, hiding in their litter box, or staring (often with out blinking) with dilated pupils. Advise staff of this behavior. The cat may recently have been moved, or may have developed a behavior problem that is unsafe to all that may come in contact with it. If it is a result of a recent move to the adoption room, staff may advise to simply put a handwritten note on its kennel pouch saying something to the effect of “I'm pretty stressed out right now. Do not handle me. I need cool down time.”
- **NEVER** stand around holding a cat in front of other occupied kennels. This scenario has been the cause scratches to volunteers. If you are volunteering during a time when there are customers around, and the visiting rooms are not available for you to use, bring a chair into the room and have a seat with the cat. If there is a lot of activity in the room, it is wise to visit with the cat while it is still in its kennel.

Volunteer Time Opportunities

Saturday-Wednesday: 8am – 6 pm

Thur. & Fri.: 8pm – 7pm

I have read and understand the following information as to my responsibilities in this program. Should I feel uncertain of anything I am doing at any time, I understand that I am fully encouraged and welcome to approach staff with my questions!

Signed: _____ Date: _____

Please print name

here: _____

“MATCHMAKERS” (ADOPTION ASSISTING)

Objective

A customer service volunteer assists in the first stage of the adoption process. The volunteers’ main objective is to help the customer make the most informed decision on a pet they are thinking about adopting. Helping a customer find their “match” is important and rewarding!

Qualifications

- Friendly & outgoing, yet not intimidating
- Comfortable with getting pets into and out of kennels
- Able to read and interpret kennel cards
- Familiar with shelter policies and philosophies.

Required Training: New Volunteer Orientation, Matchmakers Training, Read Volunteer Handbook

Customer Service Responsibilities

- The volunteer will assist customers with getting a pet out of and back into its kennel.
- Answer customer questions.
- Be careful not to apply any pressure to customers about adopting a pet. Give them time.
- Keep customers and their children’s fingers out of the kennels to prevent avoidable spread of disease.
- Use disinfectant between handling of EVERY pet, and make sure that customers do the same.
- Do not deal with angry customers – refer them to staff.
- Check water for the pets. Fill as needed.
- Offer a get acquainted room to customers looking at pets.
- Ask customers to leave a Drivers License at the front desk if they are going to take a dog out of the building for a walk. Provide a leash and poop-bag to any customer wishing to take a dog for a walk.
- Direct customers to deposit the dogs’ waste in the trash can located on the East Side of the building.
- Wipe down get acquainted rooms in between pets.
- Mop “accident puddles” in halls or find a staff to tell about the accident.

- Must know adoption requirements such as requirement of spay or neuter etc.
- Once a customer has interacted with the pet (which is REQUIRED before an adoption will be approved) the volunteer should advise the customer to take the kennel card to the front office and fill out an adoption application.
- If you have any concerns about conversation matter that you hear from customers, please report it to staff.

Volunteer Time Opportunities *Sat.-Wed.: 8:00 am – 6:00 pm and Thur. & Fri. 8am – 6:00 pm*

I have read and understand the following information as to my responsibilities in this program. Should I feel uncertain of anything I am doing at any time, I understand that I am fully encouraged and welcome to approach staff with my questions!

Signed: _____ Date: _____

Please print name
here: _____