



HAINES ANIMAL RESCUE KENNEL

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Volunteer Handbook

Welcome to the Haines Animal Rescue Kennel Volunteer Program. Being a volunteer is extremely rewarding, educational and fun. You can have a significant positive impact on the lives of homeless animals. Walking a dog, cuddling a cat, giving a treat or blanket or giving a simple pat on the head will help the dogs and cats that are here at HARK. It's especially rewarding to see how the animals respond immediately to the love they receive while they are at HARK. It is this love and the handling and training by the volunteers that will help the dogs and cats find new homes.

This handbook is to help you, the Volunteer, know what HARK expects of you. It will also give you some needed information about the HARK program: who works at HARK and the HARK board members and contact information, tips on dog training (or whom to call for help), where food and supplies are at HARK, etc.

H.A.R.K.'s Responsibilities to Volunteers

1. Set up with the volunteer times and days that work for both HARK and the volunteer.
2. Show the volunteer where supplies are kept: dog food, cleaning supplies, extra leashes, safety vest for walking at night, flashlights, etc.
3. Explain the information needed on the individual dog charts: times walked, anything unusual noticed about the dog/cat, problems with the dog/ca, etc.
4. Provide contact list: phone numbers for employees and board members. Explain who they should call if they cannot make their volunteer time.
5. Should have collars on all dogs at all times to make it easier for the volunteer to put a choke collar and leash on a dog.
6. Have leashes hanging in plain sight.
7. Provide basic training to the volunteer: putting choke collars and leashes on correctly, basic commands (sit and heel) and how to enforce them, waiting out a dog that is jumping at the gate, avoiding door darting, give a short course working with a dog, etc.
8. Safety! Haines Animal Rescue Kennel recognizes the importance of safety and health in voluntary compliance with all Federal, State and Local regulation, including The Occupational Safety and Health Administration (OSHA). Please read the attached safety Policy and sign the Safety Instruction form.

Volunteer's Responsibility to H.A.R.K.

1. Showing up when you are scheduled or notifying someone from HARK in a timely matter, if possible, that you cannot make it.
2. When walking dogs be aware of common courtesies and 'rules of the road': walking on the left side facing traffic; if possible getting the dog to 'poop' off the pavement, when walking dogs at dusk or in the dark consider carrying a flashlight to let drivers know where you are and/or wearing the florescent safety vest provided by HARK.
3. If you are accompanied by children, for their safety please keep them with you. Do not let a young child approach or pet a dog you do not know is child friendly. The child's safety is your responsibility.
4. When you have finished your volunteer work at HARK please complete a volunteer time sheet that is hanging in the volunteer center. HARK benefits in several ways from a volunteer's time. A record of volunteer hours helps when it comes time to ask for grant money or donations.
5. Please lock the doors, turn off all lights. If you are walking the dogs in the evening, make sure all doors to the outside kennels are shut to keep the dogs inside (and hopefully quieter) during the night.

Volunteer Dog Walker Check List

1. Check whiteboard/bulletin board for latest animal care updates.
2. Initial any memos that you have read.
3. Select dog(s) for walking (dogs should always be leashed).
4. Return dog(s) to kennel.
 - If used choker collar, be sure to remove it after walk.
5. Feed and water any animals that require food care.
6. Check Animal Care Record to see if any animal needs meds.
7. Fill out Animal Care Record for each dog.
8. Close outside "doggie doors" (evening walkers).
9. Check on cats (if we have any)
 - If you attend to cat(s), remember to fill out cat care log.
10. Remember to document your time in the Volunteer Log Book.
11. Upon leaving, be sure to close all facility doors.

Volunteer Dog Walking Hints

Remember: your care and training will help HARK dogs find new homes.

1. Be consistent with the common commands: SIT and HEEL. Say commands in a FIRM voice. Say once and then enforce the command by making the dog sit or pulling it back into a heel position on the left side of you.
2. Tell the dog to sit and make it sit before you let it out of the kennel. You might try waiting the dog out if he continues to jump against the kennel door when you know he/she knows the sit command. Do this again when you are at the outside door of HARK. Make them sit and then go out the door only when you allow it to. This will help stop what is known as 'door darting'.
3. Use a choke chain every time you take the dog for a walk (except young puppies). A choke chain will give more control over the dog. It is for both your safety and the dog's safety. Be sure to REMOVE choke chain after walk.
4. When you first get out of the HARK building let the dog have a little time to pee and/or poop before putting the dog on heel and starting out to walk along the road.
5. Poop Clean Up: Please clean up after the dog. Bags are provided by HARK. Please respect HARK and private property. If at all possible do not let the dog poop on the road or paved side of the road. Runners, walkers, bikers and others use this walkway.
6. Walk all dogs using a shorter leash and keeping the dog close to you. This will cut down on the dog's chance to get a running start and pulling you around or getting loose. Using a retractable leash is not advisable on most dogs at HARK.
7. Control the dog; don't let it lunge at other dogs and people. If possible make the dog sit when being approached by other dogs, people walking/running or riding bikes.
8. If you are not sure of a dog's temperament or your ability to handle it, DO NOT WALK IT. Leave a note for the HARK employees expressing your concern and they will contact you.
9. When you have finished walking, feeding and/or playing with a dog, please complete the Animal Care Record hanging on the front of the kennel.
10. Also be sure to document your volunteer time in the volunteer log book.

Volunteer Cat Care

1. The 'tame' cats are in the back rooms past the dog kennels.
2. If you have the time, check on the cat's water bowls and litter boxes.
3. Cleaning the cat rooms or de-furring the carpets is appreciated by everyone.
4. Spending a little time with the cats petting and/or grooming them will help keep them socialized.
5. There is a cat information sheet in the hallway between the cat rooms. Please complete it when you have finished with the cats.
6. Remember to record your time on the volunteer time sheet.

Feeding the Animals

1. Regular feeding is generally done by the HARK employees.
2. Occasionally they will leave a note requesting that you feed an animal, please do this if you can.
3. Giving treats to the dogs/cats is allowed and the animals like them!
4. There may also be occasions when volunteers are asked to administer medication. Instructions for administering will be left on the Animal Care Record attached to the animals' kennel or on the volunteer bulletin board.

HARK really appreciates your help in caring for and helping to train the dogs and cats that have ended up under HARK control. The goal of all of us is to help provide happy animals that people will be want to adopt. All the dogs and cats may not be perfect but working together we can get them started on the way to being a good companion.

Volunteer Office Positions

Volunteer Coordinator: Keeps master list of volunteers. Helps find substitutes when volunteer is absent. Updates volunteers on HARK events, meetings and opportunities.

Foster Screening and Coordination: Keeps master list of foster homes. Approves foster care applicants. Updates fosters on available animals. Checks in on foster homes to see there are any needs the foster or dog requires.

Adoption Screening and Coordination: Calls references of adoption applicants and makes adoption approval recommendations. Post fliers of available animals around town. Uploads available animals on to petfinder.com website.

Pet Wash and Grooming: Washes and/or clips nails of animals in HARKS care or when public makes appointment.

Newsletter Editor: Coordinates with content providers and places content into quarterly newsletter. May also seek advertising revenue if available.

Raffle Ticket Sellers: Sells raffle tickets during annual "Scooter Raffle".

Facility Care and Cleaning: Helps HARK staff maintain a clean and hospital environment for animals and public. Task include: kennel cleaning, garbage collection, yard scooping, etc.

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Safety Policy

Haines Animal Rescue Kennel recognizes the importance of safety and health in voluntary compliance with all Federal, State and Local regulations, including The Occupational Safety & Health Administration (OSHA). We do not consider any phase of our activities of greater importance than the safety of our employees, volunteers and customers.

Safety in the workplace is a top priority and is essential at Haines Animal Rescue Kennel shelter facilities. Each of us has the responsibility to make the safety of ourselves, our coworkers, our customers and the animals that are sheltered at this facility a primary concern. This objective is fundamental to our well being, as well as to the efficient operation of our business.

The key elements of a safe and healthful working environment are management commitment, a knowledgeable supervisory staff, involved safety leadership and conscientious employees and volunteers. It is critical for each employee/volunteer to be dedicated to the principle that all incidents and accidents are preventable and that safety is an integral part of the planning and efficient execution of each job.

Safety and health are a responsibility that must be shared equally and without exception by each individual within the organization.

Management recognizes its responsibility to provide safe and healthful working conditions, safe work procedures and rules based upon experience and safety knowledge and competent work direction for our employees/volunteers. Management expects that all employees/volunteers follow safe working procedures.

Every employee/volunteer has the responsibility to prevent accidents and injuries by observing established working rules, following the directions of supervisors, practicing the principles taught in safety training and providing ideas so our safety and health efforts will be further strengthened. Employees/volunteers are expected to conduct their daily tasks in a manner consistent with safety in mind. Employees/volunteers are further responsible to report unsafe conditions or practices immediately to a supervisor.

While zero accidents/illnesses/injuries is our goal, we understand accidents do happen. If an accident or injury occurs, employees must verbally report it to a supervisor immediately. Employees/volunteers will follow up with a written report within twenty-four hours. Reports are to include all pertinent information surrounding the accident or injury.

Safety Instructions for Employees and Volunteers

1. Report at once to your supervisor all injuries no matter how slight.
2. Be thoughtful and orderly in your conduct. Many injuries are the result of 'horseplay' and fooling around.
3. Always use the safety devices, including the use of seatbelts while in the company vehicle, which are provided by HARK for your protection.
4. Report to your supervisor and conditions or practices which appear to be unsafe.
5. Employees/volunteers should, at all times, do everything possible to avoid getting hurt and avoid injuring any other employees/volunteers.
6. Be safety conscious and give your supervisor any suggestions you have for improving safety measures or devices.
7. Employees are subject to disciplinary action or discharge for not following safety instructions.

**Thank you for volunteering for the Haines
Animal Rescue Kennel. Your participation does
make a difference in a homeless pet's life!**