



Volunteer Application

Contact Information

Please provide name, telephone number(s), mailing address, and email address:

Special Skills, Experience, Abilities

(Example: computer skills, mechanical maintenance, etc.)

What jobs are you interested in doing?**Do you have previous experience working with animals? If so, please describe.****Availability**

Are you available to come to the facility (or can you only work from home)?

What times are you available to work?

Miscellaneous Information

Highland Lakes SPCA Volunteer Release Form

I, _____ (please print), hereby agree to accept a position as a volunteer working for the Highland Lakes SPCA (hereinafter referred to as HLSPCA), and in so doing, I agree to comply with all of the policies, rules, and regulations which may be established from time to time by the HLSPCA. I understand that failure to do so may result in my immediate termination as a volunteer.

I acknowledge that my services are provided strictly on a volunteer basis, without any pay or compensation of any kind, and without any liability of any nature on behalf of the HLSPCA, with all services to be performed by me at my own risk.

I recognize that in handling animals and performing other volunteer tasks, there exists a risk of injury, including physical harm caused by the animals. On behalf of myself, my heirs, personal representatives, and executors, I hereby release, discharge, indemnify, and hold harmless the HLSPCA, its agents, servants, and employees from any and all claims, causes of action, or demands, of any nature or cause, including costs and attorney's fees incurred by the HLSPCA, including, but not limited to, animal bites, accidents, or injuries.

I have read the HLSPCA policies and procedures statement provided with the volunteer packet and agree to comply with all the provisions therein.

Date

Signature of Volunteer

Witness

PARENT OR LEGAL GUARDIAN
(OF VOLUNTEERS 17 YEARS AND YOUNGER)

As a parent or legal guardian of the above-named volunteer, I hereby give consent for my child or ward, as the case may be, to become a volunteer for the HLSPCA as described in the above Volunteer Release Form and, by my signature below, join in and agree to be bound by the terms and conditions of the release.

Date

Parent or Legal Guardian

Highland Lakes SPCA Policies and Procedures

Telephone: 830-693-0569

All phone calls and recorded messages are answered on a daily basis. If you have any questions, complaints, problems, or suggestions, call 830-693-0569.

NO-KILL ORGANIZATION: WHAT DOES THIS MEAN?

We do not euthanize any adoptable animal because they have been in our care too long or because we lack space. If our veterinarians determine that humane euthanization is required for whatever reason, we will defer to their expertise in handling the situation.

GUEST VISITS TO THE SHELTER

We ask that anyone who has family members, friends, or acquaintances who would like to visit the shelter and see the animals PLEASE CALL 830-693-0569 to make an appointment first.

PLEASE DO NOT GIVE OUT DIRECTIONS OR THE PHYSICAL ADDRESS OF THE SHELTER.

Once we receive a call for an appointment, we will first be sure the correct personnel are on hand and then provide directions to the shelter. For security reasons we do not want people wandering around the kennels unannounced or unaccompanied. Our on-site shelter caretaker, Joe Hunzeker, may on occasion be away from the premises, during which time the front gate is locked. We want to be able to appropriately meet and greet all visitors, and monitor the behavior of the animals as well as the visitors. Safety first!

PLEASE DO NOT BRING STRAY ANIMALS TO THE SHELTER. This is critical to the safety and well-being of both our current residents and the stray animal itself. If you find a stray animal, it is your responsibility to keep and care for it until we can evaluate it for health and temperament conditions. A stray animal may need to be handled by Animal Control or local law enforcement if you cannot care for it. We regularly work with Animal Control and Christ-Yoder (the local kill shelter where most area strays end up) to bring in adoptable animals when possible. We often have a wait list of animals to evaluate; if you have an animal that you would like the intake team to evaluate, please speak to the shelter manager to have your information added to the wait list.

SCHEDULING ISSUES

If you have any issues with a shift for which you are scheduled, or would like to see if there are any open shifts available, please call the Volunteer Line at 830-220-1349. This number is to be used strictly for volunteer questions and concerns; for other questions regarding the HLSPCA, please use the main phone number: (830) 693-0569.

INCLEMENT WEATHER

If there is rain, thunder, or lightning in your area, please call Matt at 830-220-1349 to find out about weather conditions at the shelter. We do not want anyone getting hurt due to dangerous weather, and the dogs are not typically walked during heavy rain. On the other hand, cold, damp, windy weather generally excites the dogs, and they are even more in need of your care! If you have any other weather-related questions, contact the shelter manager.

VOLUNTEER-RELATED ACTIVITIES

Once you have been trained as an HLSPCA volunteer, your name and contact information will be added to our Volunteer Contact List. If you have any concerns about sharing personal information such as your home address or email address, please contact Matt or a Board member and they will make sure the information in question is not added to the Contact List.

If you provide an email address, you will be added to the distribution list for the Volunteer Newsletter. The newsletter is sent periodically by Vicki Whitehead to keep volunteers abreast of everything that is happening within the organization, including animal intakes, adoptions, and community events.

The HLSPCA also hosts Volunteer Socials from time to time. These offer a chance for everyone to get to know their fellow volunteers in a relaxed atmosphere. Information about upcoming Volunteer Socials is included in the Volunteer Newsletter, so keep an eye out for it!

POLICY QUESTIONS, CONCERNS, OR SUGGESTIONS

As we strive to provide the highest level of care for our residents, our organization's policies may change from time to time. If you have a question, concern, or suggestion about an existing policy, please feel free to speak with a member of the Board of Directors regarding the policy. They may be able to provide insight into why a policy exists, and can bring up suggestions for new policies at future Board meetings when appropriate.

By signing your release form, you are also testifying that you have read and understand this information. Please read carefully.
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HLSPCA Dog Kennel Procedures

There are certain critical procedures that must be followed by everyone who is interacting with the dogs. Consistency with these procedures is essential for the overall well-being and development of the dogs. If you notice anything unusual about a dog's health or behavior while working your shift, please notify Matt as soon as possible.

Schedule

The animals at the shelter need to be kept on a consistent schedule. The morning shift begins at 8:30 a.m. The afternoon shift begins at 4:00 p.m. These times may change based on seasonal conditions; if they do, you will be notified through email or through the Volunteer Newsletter.

The Information Board

The information board is located in the garage. **Before tending to any animals, please take a look at the information board.** You may discover that a certain dog has special care instructions that must be followed. If you know of any important information that should be added to the board for other volunteers to read, please talk to Matt and he will add it as necessary.

Start Small

The dogs must be walked before being fed. The dogs that should receive attention first are the ones in the smallest living areas. If any dogs are being housed in pet crates, they are first priority. After that, the dogs in the smallest walk-in kennels should be walked. Then move on to the dogs in the smaller pens, and conclude with the dogs in the largest pens.

Walking

Dogs in the smallest enclosures (such as the quarantine pens) should be walked long enough so that they can relieve themselves. The emphasis for these dogs should be on exercise; allow the dog to stretch its legs and walk long enough to burn off some energy. For the dogs in larger pens (such as A, B, C, E, and G), the emphasis should be on leash training and basic obedience.

Dogs should be walked individually to avoid confusion and potential loss of control over the dogs.

Quarantine

The quarantine kennels are located immediately behind the house, and are marked with the letter "Q." Dogs staying in quarantine kennels must be walked across the wooden bridge to keep them separate from the other dogs at the shelter. The end of the quarantine area is marked with a red string. Do not walk healthy dogs in the quarantine area at any time.

Feeding

Prepare the food bowls following the directions for amounts of food on the dog feeding chart posted in the garage. Place dogs in their crates before bringing food into the pens. When entering the pens, remember to **push the gate inward**. This helps prevent dogs from escaping. When all dogs are in their crates, place the food bowls inside each crate. While the dogs are eating, check each pen for poop to scoop and check to make sure all water buckets are filled to an appropriate level.

Dogs in the quarantine kennels are fed in the designated quarantine bowls. These are kept with the food in the large brown storage locker in the quarantine area. Please do not intermix these bowls with the regular bowls. After feeding, please wash the quarantine bowls in the sink located in the quarantine area.

When leaving a run, always check to make sure that the gate is securely latched before walking away.

Cleaning Up

Food bowls should be cleaned in the yard sink and then returned to the garage. Quarantine food bowls should be cleaned in the quarantine area sink and placed in the large gray storage locker nearby.

When scooping poop from the pens, please place it in the small poop bucket. Be sure to examine each stool for potential health concerns, such as worms, blood, or excessive looseness. If you notice anything unusual, please notify Matt.

Training and Treats

You may use approved treats for one-on-one obedience training. Be sure to keep treats hidden from other dogs, because they may lead to food aggression. If you would like more information about acceptable training treats, please talk to Matt.

Other Duties

In the summer, you can hose down the sandboxes in the larger pens to help the dogs remain cool.

After you have finished your shift, please close the garage door tightly to prevent visits from wild critters.

HLSPCA

Volunteer Opportunities

Daily Animal Care: Feeding, walking and cleaning up after animals twice daily. At least one person needed for each shift.

Animal Socialization and Obedience: Working with shelter animals on basic obedience training; spending time with animals who need additional human socialization.

Dog Run Transportation: Special training required.

Accounting/Tax Preparation: Setting up and maintaining a computer accounting system for the organization. Help file tax returns and other related documents for the organization. Some accounting/tax preparation experience required.

Grant Writing: Researching and preparing applications, grant requests, and proposals to help fund the shelter's activities.

Donation Box Collection and Distribution: Assist with monthly collection of donations from donation boxes placed at local businesses. Count and document the amount of donations from each location.

Special Event Staffing: Participating in events such as festivals, fund-raisers, adoption days, pet wellness fairs, pet photos with Santa, etc.

Landscaping: Assisting with the maintenance of facility grounds, including mowing of pens and common walking areas, as well as periodic spraying for insects.

Special Skills: Do you have a special skill or talent that could benefit our organization? Let us know!