

DUPLIN COUNTY



ANIMAL SERVICES

Service - Compassion - Education

117 Middleton Cemetery Lane Kenansville, NC, 28349

Telephone: 910-296-2159

Supervisor: Joe Newburn

Email: danimals@duplincountync.com

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## Volunteer Tier Levels

### Level 1 (1-15 hours of service):

Level One volunteers will be required to wear a yellow volunteer vest

**Must have attended level 1 training session**

\*Session will be led by staff and address proper procedures for shelter upkeep and donation processing, awareness of animal behavior cues, appropriate dog handling, appropriate cat handling/socialization cat adoption assistant procedures and greeter responsibilities.

#### **Shelter Upkeep:**

Laundry

Washing Dishes

Sweeping, mopping floors

Sweeping walkways

Empty trash/recycling bins

Sterilize travel kennels, laundry baskets etc.

Stock supplies - cat room needs, kennel cabinet, laundry cart, leashes etc.

#### **Donations:**

Accept donations and complete donation form

Thank guests for donations

Assist with donation sorting

Distribute logged donations to appropriate storage locations in the shelter

#### **Animal Care:**

Assist staff with morning kennel cleaning

Ensure all cats (**green card**) have fresh water and food

Provide toys & clean litter for (**green card**) cats

Ensure dogs (**green card only**) have fresh water throughout the day

Remove empty food bowls/dirty linens from kennels

Maintain clean dog kennels (**green card only**)

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## **Socialization:**

Provide playtime, socialization and grooming for adoptable (green card) cats.

Utilize cat strollers for morning walks.

## **Cat room adoption assistant:**

Provide guidance & necessary information to prospective feline adopters

Facilitate meet & greets between adoptable cats and potential adopters

## **Event/Adoption Prep:**

Assist with event prep tasks such as filling giveaway bags and trailer readiness.

## **Greeter:**

Greet and assist incoming guests

Direct prospective feline adopters to the adoptable cat room

Share adoptable dog catalog with & direct prospective adopters to view available dogs

Provide a ticket number to guests requiring staff assistance

## **Level 2 (16 -50 hours of service)**

**Level 2 volunteers will be given and required to wear a volunteer t-shirt.**

## **Must attend level 2 training:**

\*Session will be led by staff and address clerical responsibilities, adoption assistant training, proper bathing/grooming procedures, and appropriate dog socialization/exercise methods.

## **In addition to level one responsibilities...**

### **Dog Adoption Assistant:**

Provide guidance & necessary information for prospective canine adopters

Facilitate meet & greets between adoptable dogs and potential adopters

### **Animal Care:**

With staff approval, bathe/groom adoptable dogs

### **Socialization:**

Provide socialization/exercise in outdoor kennel area for AVAILABLE (green card) dogs

Maintain use of kennel activity chart so that all AVAILABLE dogs receive daily exercise.

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### Level 3 (51 + hours of service)

Level 3 volunteers will be given and required to wear a volunteer shirt.

#### **Must attend level 3 training session**

\*Session will be led by shelter staff and address how to properly fit a harness, dog walking, pet point profiles and additional mentor/trainer opportunities (after 100 hours).

#### **In addition to level one and level two responsibilities:**

##### **Dog Walking:**

Level three volunteers may independently walk available dogs, properly fitted with Martingale collar.

##### **Pet Profile/Photos:**

Take photos and/or short video clips of available pets and provide to staff for review/upload into pet point profile

Use experience with animals to write character bios, to assist with adoption. Provide bio to staff for review/upload to Pet point profile.

\*In addition to opportunities at the shelter. Volunteers will also be able to assist at off-site adoption event, community outreach programs.



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