



## VOLUNTEER GUIDELINES

Thank you for signing up to be a Lucky Dog Refuge Volunteer! Our goal is to provide a safe, loving place for our dogs to decompress and enjoy life before going to their furever homes. The time you spend with our dogs will be invaluable to them, enjoy every minute with them knowing that you are making a difference!

We ask that you carefully read through the below guidelines, as there is important information listed below.

We expect our volunteers to adhere to all guidelines for the duration of each volunteer shift.

### **Dress Code**

All volunteers are required to wear appropriate attire in order to handle dogs. Volunteers must wear weather appropriate athletic attire and sensible footwear (no sandals or open toed shoes). Long hair should be tied back as well. Please keep in mind volunteer duties include cleaning dogs' rooms (if necessary) so we suggest wearing an older pair of sneakers you do not mind getting dirty. If you do not want it to get dirty, do not wear it!

During the COVID-19 pandemic and/or if you are unvaccinated for the virus: please bring a personal face covering and wear it at all times when around others, unless told otherwise.

### **Entering/Exiting the Building**

Use caution when entering/exiting as there could potentially be another handler & dog approaching the same door. Any time you are entering or exiting the building, slowly open the door and check first before walking in.

### **Cell Phone Policy**

Please keep cell phone use to an absolute **minimum** while handling a dog. If you'd like to take pictures for social media you can tag us @luckydogrefuge. Otherwise, we encourage our volunteers to be completely focused on the dog as their socialization is of the utmost importance. This is your time to bond and engage with them. Being focused on the dog as well as your surroundings is also important as some dogs are inclined to pick up litter or foreign objects.



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### Animal Handling

A staff member will leash the dog for you, please do not enter a dog's kennel unless a staff member has given you permission to do so. Volunteers may walk dogs around the neighborhood, but please be aware that Pulaski Street is a busy road, caution should always be used when crossing streets.

Volunteers are expected to perform all handling as instructed by a staff member. Volunteers who work beyond specifications will be corrected verbally, and if mis-handling continues, may be asked to switch to a non-animal interaction program. If at any point you feel overwhelmed, please alert a staff member and someone will relieve you. Before heading out for your walk please be sure you have our phone number saved in your phone should something emergent arise.

While out on your walk, be aware of any unleashed dogs or feral cats. **DO NOT LET THE DOG PICK UP OR EAT ANY LITTER.** If there is another dog walking towards you, step to the side with the dog and let them pass. **Do not let the dog you are handling interact with any other dogs. Although the dog you are handling may be dog friendly, you do not know the other dog and how they may interact.** If a passerby asks to pet the dog please use your best judgement before you let the person interact with the dog. If the dog is exhibiting anxious behavior let the person know that the dog is not comfortable with strangers and continue on your way. Please always be courteous during interactions with anyone while out on your walk, as you are a representation of the organization.

### Keeping Dogs Calm

Be consistent while handling the dog. Confusion can cause frustration and stress for the dog, which are manifested in unwanted behaviors such as mouthing, jumping, etc.

Be as calm as possible. Keep your movements slow, gentle and clear. Some dogs become hyperactive when they are pet. If this happens stop petting and look away until the dog settles. When the dog settles, pet slowly on the chest. If your dog seems out of control, say nothing, stand still, break eye contact and wait. When the dog offers calmer behavior, give a reward.



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Please do not allow dogs to chew on their leash. If a dog takes the leash in his mouth, intervene by offering a treat in exchange or toss a few treats on the ground to redirect their attention. Do not jerk the leash out of its mouth. If a dog is repeatedly biting the leash, please inform your team/shift lead. Avoid subjecting a dog to situations that cause it to act in a stressed or highly excited manner. For example, some dogs get stressed when walking past other dogs. Allowing a dog to become overly stressed can undo weeks of hard work by your fellow volunteers.

Flooding (e.g. Forcing) a dog to face his fears is inappropriate and will only cause more issues. Stroke dogs on the throat, chest and under the chin. Many dogs do not like to be patted on top of the head, rapidly stroked or slapped. Do not lean over a dog, it is more considerate to squat or to lean over a point in front of or beside the dog. Do not under any circumstances put your face in a dog's face unless you know the dog well, it is comfortable with you, and initiates affection.

Avoid staring at a dog's eyes as this can be seen as a challenge to the dog. A slow, soft blink and a flick of your tongue can signal to the dog that you mean no harm when you are looking at it.

### **Volunteer Etiquette**

Volunteers should be courteous of staff requests and directions at all times. Please be polite and respond courteously when speaking with visitors and staff. The Manager of Volunteer Services should be contacted if there has been a negative confrontation between volunteers and/or staff members. If unsure of an answer, policies, or procedure, please ask the Manager of Volunteer Services. If they are not currently available ask the shelter manager on duty.



## **VOLUNTEER GUIDELINES**

### **Hand Washing Policy**

Wash hands when:

- Visibly dirty or contaminated
- Before eating
- After using restroom
- Before and after direct animal contact or contact with bodily fluids after removing gloves

Use the Centers for Disease Control and Prevention (CDC) guidelines for proper hand washing – When washing hands with soap and water: Wet your hands with clean running water and apply soap. Use warm water if it is available. Rub hands together to make lather and scrub all surfaces. Continue rubbing hands for 15-20 seconds. Rinse hands well under running warm water. Dry your hands using a paper towel or air dryer. If possible, use your paper towel to turn off the faucet. Always use soap and water if your hands are visibly dirty.

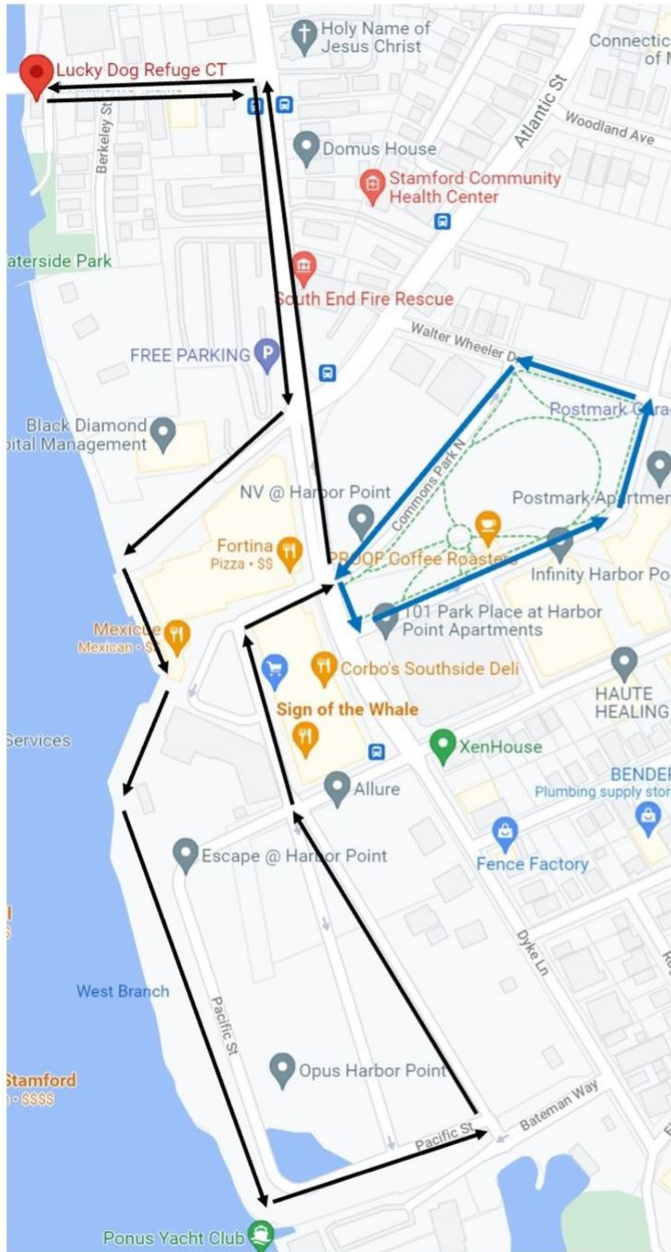
### **Attendance**

Volunteers scheduled to perform specific functions on an assigned day make a commitment to the requesting staff member or event coordinator. Volunteers who are unable to follow through with their assignment should contact the organizing staff member or volunteer mentor no less than 24 hours before the scheduled date. This can be done by cancelling the appoint on the Setmore booking page, or by emailing us at [volunteers@luckydogrefuge.com](mailto:volunteers@luckydogrefuge.com). Volunteers who do not attend a scheduled activity repeatedly will receive a warning and with continued abuse will be dismissed from the Volunteer Program.

**THANK YOU FOR VOLUNTEERING!**

Both we and our Lucky Dogs greatly appreciate your time and service.

# VOLUNTEER ROUTE



**BLUE: Experienced Volunteers Only**  
Blue path is very populated with dogs, including some who may be off-leash

**DO NOT**

approach or interact with  
**ANY** dogs or humans.  
Keep 6ft distance  
*at all times*

\*this includes other Lucky Dogs\*



**DO**

keep a firm hold on the  
leash and maintain  
vigilant situational  
awareness  
*at all times*