

## **Welcome to STAF!**

We are happy to have you join our team, and we hope you find volunteering as rewarding as we do!

You've gone through the basic orientation, but you'll work with the team over the next 6 shifts to continue this orientation process with more hands-on learning.

Here are a few tips to get you started:

### **Initial arrival at STAF:**

1. Upon arrival at STAF, ring the doorbell. Tell the person who answers the door that you're a new volunteer, and they will direct you back to the dog area.
2. Let the 1st person you find in the dog area know that you are new and are here to meet the team leader.

### **Your team leader:**

Your team leader will show you where to sign in and out at the beginning and end of each shift, and he/she will then work directly with you to continue your orientation.

### **Some basic info:**

- Our dogs are housed in five "halls" - Peach, Yellow, Front Blue, Back Blue, and dock hall
  - The dock hall accommodates up to three dogs, each in its own room for quiet and relaxation
  - The remaining four halls have approximately 8 runs each, some of which are double sized for larger dogs. Not all of the runs are fully occupied at any given time.
- There is a whiteboard in the dock area showing which dogs are currently at the shelter
- There is another whiteboard that lists every dog and the daily status of activities. This board is updated each shift once an activity/event has occurred.  
Examples: W=walk; DC=daycare; HV-home visit; O-outing; EP-extended play

During your first few shifts, we will ask you to focus on washing dishes, doing laundry, and cleaning. You will also have a chance to interact with some of the dogs, but we want to teach you good handling techniques and body language before allowing you to have more independence. Your safety, as well as the safety of our dogs and other volunteers, is our priority.

### **Shift structure:**

Each shift is divided into at least three rounds:

1st round = Feeding

2nd round = Cleaning and play

3rd round = Final "attending to business" and final cleanup

1st round: The first round involves immediately letting the dogs out, one at a time. You'll leash the dog and walk him out to the yard and close the gate. While the dog is out, you will prepare the food bowl.

- Food requirements are posted on each dog's run. Please pay close attention to these instructions, as some dogs need special food, slow feed bowls, or plates, or extra water added, etc. All dogs receive two meals a day, and some lucky dogs get a lunch – This information is included in the feeding information.

Once the food is prepared, place the bowl on the cot in the dog's run. Return to the yard to pick up any poop (place this in the trash can in the yard) and then return the dog to his/her run. **Remember to attach the clasp to the latch of the run or yard fence to prevent the dog from escaping.**

2nd round: Second round involves cleaning the run and allowing the dog to spend more time in the yard. Ideally, there will be another volunteer working with you so that one of you can clean while the other plays or sits with the dog outside. On hot days, place a large water bowl in the shade and, if warranted, fill a pool!

- Cleaning the runs:
  - Prepare the cleaning bucket using 1 level scoop of Virkon powder for every gallon of water. If you're filling the bucket about  $\frac{3}{4}$  of the way, you should add 4-5 scoops of powder. Attach a mop head to the mop and grab a broom (usually a rubber sweeper). Place all of these tools in the hallway you are assigned to.
  - Remove bedding, beds, kongs, chew toys, and the water bucket.
  - Wash the toys (Kongs and Nylabones) in soapy water and then place on the rack to dry
  - Remove the food bowl, scrape out any leftover food, and place in the big tub for cleaning
  - Shake out blankets, and, if soiled, place these in the rolling bin (in each hallway) marked "Dirty"
  - Sweep out the run, pushing all debris into the hall (to be swept out at the end of the shift)
  - Spray down the cot with Virkon spray solution, and dry this with a towel.
  - Wring out the mop and mop the run. Ideally we should allow this to dry on its own, as the Virkon works best to sterilize over time. If needed, though, you can use a towel to dry the floor, either using your feet to scoot the towel around or using a sweeper to push the towel around.
  - Clean the water bucket, fill with fresh water, and reattach to run.
  - Replace cot with bedding (either existing bedding if clean or fresh from laundry room,)
  - Place a treat on the cot along with fresh Kong and fresh chew toys
  - Take all soiled towels and bedding to the laundry room. Start a machine as soon as you have enough; DO not leave this until the end of the shift.

While you're cleaning, hopefully there will be another volunteer playing with the dog in the yard. If not and time allows, please spend some time with the dog, playing or petting him/her. If the dog has a pairing, please take some time to let him or her play with another doggy friend (all pairings and relevant instructions are written on the white

boards in each room). Finally, pick up any poop (place this in the trash can in the yard) and then return the dog to his/her run. **Remember to attach the clasp to the door to prevent the dog from escaping.**

3rd round: The third round involves giving the dogs more of your time and giving them a final opportunity to do their business before settling in until the next shift. The third round is also when we finish the cleanup for the shift

- Sweep and mop hallways
- Remove toys from yard
- Empty water bowl and pool from yard
- Lock the door to the yard
- Place final dirty laundry into a washer (see below)

Additional duties: There are some additional duties performed throughout the rounds.

- Laundry –
  - Washers:
    - **1 tsp of detergent and 1 tsp of bleach**
    - **Load washer only 1/2 FULL**
    - Mop heads:
      - Soak/rinse in clean water to remove as much of the Virkon solution as possible before placing these in the washers
    - No large rope toys in the washers
      - Soak these in washing liquid and then rinse
      - Hang to dry ; do not put in dryers.
    - Clean out lint trap in sink once a shift
  - Dryers:
    - **Clean dryer vents after every load**
    - Do NOT dry mop heads – Hang these to dry
    - No rope toys or balls in the dryers – Sit these on the drying rack or hang them to dry
- Dishes – Wash the dishes and either wipe dry or allow to air dry before returning the bowls to the shelf or to tables in each hallway. Also return clean Kongs and chew toys to bins in each room

### **Important points:**

- Always remember to close the gates to all the hallways when coming in and going out, even if it's only for a short time. This is necessary for the safety of you and the volunteers.
- Do NOT sit in the dogs' runs. This is their space and we need to respect this.
- Avoid all interactions with dogs being walked by other volunteers. Some dogs feel confined on leashes, and, again, we need to respect their need for space.
- When walking dogs, maintain control and do not allow the dog to interact with others
  - Use shorter leashes
  - Try to keep the dog at least 6 feet away from all other individuals

- Keep the dog behind you as you open the door from the Yellow room and call loudly, “DOG COMING”, to alert anyone in the dock area.

We hope this helps you to become familiar with our routine. It's never boring, and you will be rewarded with lots of doggy kisses and lifelong human and canine friends!