



ARIZONA ANIMAL
WELFARE LEAGUE & SPCA
ARIZONA'S OLDEST & LARGEST NO-KILL SHELTER

Volunteer Handbook

Arizona Animal Welfare League and SPCA
25 North 40th Street
Phoenix, AZ 85034
(602) 273-6852
www.aawl.org

AAWL Chandler Adoption Center
3111 W Chandler Blvd
Chandler, AZ 85226
(602) 781-3906
www.aawl.org

General Information

Director of Volunteers & Events

Whitney Steele

WSteele@aawl.org

Office: (602) 273-6852 ext. 101

Volunteer & Events Manager

Katie Frederick

KFrederick@aawl.org

Office: (602) 273-6852 ext. 120

Welcome

Welcome to AAWL's Volunteer Program. You have chosen to become part of our top-notch volunteer team and we welcome you! Please read this handbook from cover-to-cover prior to beginning your volunteer journey and keep it as a reference tool to use throughout your volunteer time.

We have done our best to some of the most commonly asked questions and anticipate every situation, however, AAWL may interpret, change, supplement, or rescind any part of this handbook or any of its policies and deemed necessary. This handbook supersedes any earlier handbook or policy manuals that you may have seen or heard concerning the matters it describes.

We encourage all volunteers to talk openly with the Volunteer Department leads about any ideas they may have to improve AAWL's Volunteer Program.

Our Mission

To rescue, rehabilitate and rehome dogs, cats, puppies and kittens throughout the State of Arizona that have been surrendered, abandoned, abused and neglected. To help reduce shelter population and the relinquishment of animals by offering affordable veterinary care and dog training to the public. To educate the next generation of animal advocates while teaching compassion for all living things to people of all ages.

Hours of Operation

The Sonia Breslow Adoption Center™ is open to the public 11:30am to 6:00pm, Tuesday – Sunday. The shelter is closed Mondays. **Volunteers can volunteer anytime between 6am – 5:30pm, 7 days a week.**

The AAWL Chandler Adoption Center™ is open to the public 10:00AM-9PM Monday – Saturday and 11:00AM-6:00PM on Sundays. **Volunteers can volunteer anytime between 9am – 7:30pm, Monday-Saturday and 10am-7pm on Sundays.**

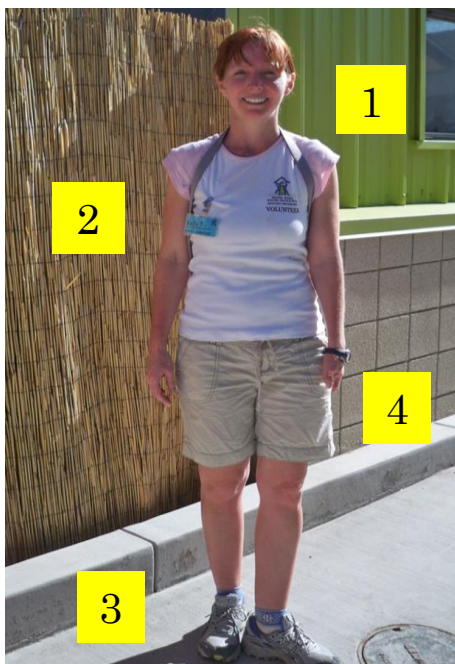
*Please note, times are subject to change due to COVID-19

Volunteer Status

To be eligible to volunteer with AAWL animals you must be an "Active Volunteer." Because of the time it takes on the part of staff members and volunteers to train new volunteers, **you must volunteer at least 6 hours a month for a 6-month commitment (except for vacations, illness, etc.)** to maintain an active status. We do not require that volunteers sign up for mandatory days/shifts, and volunteers are able to come in on days of their choice to put in as many hours as they like as long as the 6 hours commitment is fulfilled. If you have a question or concern about the time commitment you are able to give, please contact the volunteer department at volunteer@aawl.org.

We do not sign off for Community Service or school project hours. Please see the Volunteer Department for more information.

Volunteer Dress Code



1. Volunteer T-shirt
 2. Name tag
 3. Sturdy, closed-toe and -heel shoes
 4. Shorts OK, but mid-thigh or longer only!
- *No Ear Phones

During the hot summer months, please keep yourself protected by wearing a hat/visor and sunscreen. Also, be sure to drink plenty of water! You can bring your own water bottle, as we have water coolers available for refills.

What's Next???

Buddy Day

The final step to becoming a volunteer is to schedule your Buddy Day with an AAWL Mentor. Once you complete your online orientation, quiz, and sign your documents, you'll receive a link to a SignUpGenius site where you can find and sign up for a time slot that works best for you! If you don't find dates on the schedule that works for you, please contact the volunteer department at volunteer@aawl.org to help you get set up! Mentors are volunteers who have over 50 hours of volunteer work with AAWL. If you are still not completely comfortable with the process after your initial Buddy Day please sign up for another, we want you to be comfortable before you start handling the animals.

Time Commitment

As we mentioned in Volunteer Orientation, it takes time on your part as well as the mentor volunteer to train you on volunteer processes and procedures. We ask for at least 6 hours per month minimum volunteer service for consistency, but do not require that you have a mandatory schedule. We do encourage volunteers to set up a regular scheduled volunteer routine because it helps with consistency and getting to know your fellow volunteers better!

*Please note, due to COVID-19 we are currently asking volunteers to sign up for 3 hour shifts online. Only volunteers who have signed up are allowed in to ensure a low population on campus.

About AAWL

History

- Founded in 1971, The Arizona Animal Welfare League (AAWL) is the oldest and largest "no-kill" shelter in Arizona. Dogs and cats were originally fostered and cared for in private homes until the AAWL obtained our current shelter in 1978.
- Today, our modern shelter provides temporary housing for over 120 dogs and 130 cats. We provide adoption, resource, and education programs that improve the quality of life for dogs and cats and offer support for pet guardians. The majority of our animals are acquired from local open intake shelters where they faced the possible risk of euthanasia.
- The AAWL is a private, non-profit animal shelter with our own Board of Directors. We receive no federal or state funding, so we must rely on private donations and fundraising efforts to meet our operating costs.
- Our shelter facilities are a temporary home for increasing numbers of dogs and cats every year, providing quality care, including medical and emotional treatment for those in need.
- Our mission: AAWL is a no-kill shelter dedicated to ending the unnecessary euthanasia of dogs and cats in our community.

Intake

- **Our priority is to take in adoptable animals from open intake shelters where they face the possible risk of euthanasia due to space limitations and overpopulation.**

Volunteer/ Foster Care

- “Gimme A Break” Program – allows volunteers/staff to take a dog home Sunday late afternoon and return on Wednesday morning so they get a break from the shelter environment. This program only applies to dogs as we have found that cats take longer to adjust and do not really benefit from this type of program.
- Our foster care program matches volunteers with animals who need special care in a home environment; (i.e. young puppies and kittens, and animals needing a quiet place to recover from medical conditions).

Medical Care

- Quality medical care is made available through our on-site veterinarian(s). Medical staff is available to diagnose and treat sick and injured animals and take care of those who become sick during their shelter stay.
- Animals entering our shelter and foster care are examined and vaccinated to ensure their overall good health.
- All animals are spayed or neutered, microchipped, and current on vaccinations prior to adoption.

Emotional and Behavioral Care

- Animal behavior specialists are on staff to maintain the behavior of well-socialized, friendly, outgoing dogs and cats, and to improve the behavior of shy, rambunctious, or fearful animals.
- Our shelter animal has an “enriched” environment. For dogs, that includes daily walks, toys, social interaction with other dogs, behavior training, and play time with people. We have outdoor play yards for dog exercise, play, socialization, and training. Cats have toys to chase, places to hide, towers to climb, and ample attention from loving humans.
- We aim to reduce the number of animals that are turned into animal shelters. We help pets stay with their families by providing additional resources for those in need such as our Behavior Help Line for adopters: Behavior Help Line (602) 273-6850 or behavior@aawl.org.

Adoptions

- We work hard to ensure that dogs and cats in our care find loving homes. In 2019, AAWL saved over 4,000 lives!
- Potential adopters go through a matchmaking process. Trained AAWL adoption counselors utilize this matchmaking process designed to find the right pet for each approved adopter.

*Please note, during COVID-19 we have been doing adoptions at both locations by-appointment-only

Training Classes for Volunteers from AAWL:

- Volunteer Orientation
- Buddy Days
- Dog and Cat Handling Classes
- Adoption Training Classes
- Animal Behavior Classes
- & many more!

Proud Member of

What is Fix. Adopt. Save?

The Alliance for Companion Animals, a coalition of seven animal welfare agencies in Arizona are working together to spearhead a comprehensive three-year plan to tackle Maricopa County's homeless animal problem helping both animals and communities in the process.

What does it mean when we say AAWL is a "No Kill" shelter?

"No kill" is a phrase commonly used in today's animal welfare environment, and we want to be very clear about what our choices are and how our decisions are made. As an organization, we aim to lead the community in reducing euthanasia, including those in our own shelter and dogs and cats in other animal shelters. Essentially, when we say we are a no kill shelter, we mean this:

The AAWL does not euthanize for space or for time, or as a means of overpopulation control.

However, it is important to realize that we are sometimes faced with situations in which we conclude that euthanasia is the most humane option, such as when an animal requires medical treatment that goes beyond our resources, exceeds our ability to humanely provide comfort or pain management, or has a condition that puts other shelter animals or workers at risk.

We might also choose euthanasia when an animal has behaviors such as unmanageable aggression towards other dogs, or aggression towards people that goes beyond our ability to correct, especially if that behavior presents a safety concern to staff, volunteers, potential adopter or to the community.

AAWL is not designed to function as a long-term sanctuary for animals, and we focus our shelter resources on providing temporary care for animals until we can find them permanent adoptive homes.

Did you know...?

- Approximately 6.5 million companion animals enter animal shelters nationwide every year. Of those, approximately 3.3 million are dogs and 3.2 million are cats.
- For every adoption that occurs, two lives are saved . . . the one adopted and the one we can rescue to take their place in our shelter.
- By referring people to AAWL you are helping save thousands of lives each year.
- An unaltered female cat that has 2 litters per year can result in more than 11,800 kittens in less than 5 years if none of the offspring are neutered or spayed.
- An unaltered female dog and its offspring can produce more than 67,000 puppies in 6 years if none are neutered or spayed.

Volunteer Opportunities

Come, Learn, Enjoy!

Volunteering should be a learning experience and a source of fulfillment. The AAWL offers training for all of our volunteer job positions. All volunteers are encouraged to participate in jobs that they find worthwhile and challenging.

Professional Service

As with most non-profit agencies, the AAWL depends on our many caring and dedicated volunteers! Just as with our paid staff members, volunteers are expected to be dependable, prompt, efficient, pleasant, and to provide friendly customer service to our prospective adopters and guests. In addition, volunteers must maintain the reputation and credibility of the AAWL with the public and honor confidential information. In return, the AAWL will treat volunteers with respect, courtesy, and professionalism.

Commitment

The AAWL is staffed 365 days a year feeding, cleaning, and caring for our animals. Knowing in advance the extent of daily volunteer assistance allows the shelter to more efficiently ensure the daily needs of our animals are met. AAWL asks for a commitment of at least **6 hours per month**. Volunteers are always welcome to drop in when they have extra time to give however, if you can commit to a specific day(s) and time(s) it is much appreciated! There is always a job to do.

Volunteer Benefits

AAWL realizes the value that volunteers provide to the organization and extends certain benefits to eligible volunteers. Volunteers who volunteer at least 6-hours per month and have done so consistently for at least 6 months are eligible for a 50% Discount off of an adoption fee for animals that apply (having been available for at least 72 hours). Prior written authorization will need to be provided for Volunteer to give to Adoptions Department. All discounts are for Volunteers only and will not be extended to their friends or family.

Attire

All volunteers are expected to wear an AAWL Volunteer logo T-shirt ANYTIME they are volunteering, whether onsite or offsite. Please purchase your shirt before your Buddy Day. Closed toe, comfortable shoes are recommended. If you like to wear shorts, knee length shorts are acceptable. All Volunteer T-shirts should be in a good, unaltered, condition and replaced as needed. Remember, you are the face of AAWL any time the public sees your smiling face!

Name Badge

You will receive a **blue** (Sonia Breslow Adoption Center) or **green** (AAWL Chandler Adoption Center) name badge at the completion of your Buddy Day. Please wear the badge while you are volunteering. At the completion of 250 volunteer hours, your badge will be replaced with a **red** one indicating a status change to Docent.

Time Clock

All volunteers will receive a Volunteer Pin Number upon completion of their Buddy Day. Volunteers will sign-in and out for each shift worked on the volunteer computer located in the Volunteer Check In area. The sign-in computer is used to track the status of volunteer hours. These statistics not only help us to reward volunteers for their time and dedication, but also prove invaluable when grant proposals are being created. Service by volunteers is an area often examined when grant requests are considered. Lockers are provided near the Volunteer Office for you to keep your things in. You may bring your own lock, but items must be removed and taken home at the end of your shift. Locks are subject to removal if this is abused.

Conduct

While working in a volunteer capacity, individuals must reflect the principles and beliefs of the Arizona Animal Welfare League, regardless of their own personal views. Volunteers are also expected to refrain from speaking ill

of AAWL or other animal welfare organizations, as we all work together to accomplish a common goal: eliminating euthanasia as a means of population control for animals.

Public Relations

Volunteers are expected to project a courteous and professional demeanor when dealing with the public and on social media. Please do not discuss policy issues with members of the public unless you have been thoroughly trained to speak on these subjects. Refrain from giving information regarding our adoptions screening procedures to the public.

Liability

Each volunteer is required to fill out a Volunteer Application at Orientation and sign the waiver of liability before volunteering at the shelter.

Volunteer Insurance

Volunteers will be asked to contribute \$5 toward the insurance policy and we are requesting that all active volunteers donate \$5 toward offsetting the costs of the policy, if you are able. All medical claims will be filed through your personal insurance first. If there are remaining costs, you will contact the Volunteer Department for further instruction on how to submit to QBE. Please keep/submit all bills from medical treatment received. (All claims are subject to the approval of QBE)

Accidents/Injuries

Volunteers are required to report any animal or volunteer injury to a staff member. An incident report must be filled out at that time.

Guests

Volunteers are unable to bring guests with them to the shelter.

Termination Policy

AAWL reserves the right to terminate a volunteer's service if, at the AAWL's discretion, it appears to be in the best interest of the AAWL and/or the volunteer. Possible grounds for termination may include, but are not limited to: gross misconduct or insubordination, being under the influence of alcohol or illegal drugs, theft of property or misuse of AAWL equipment or materials, abuse or mistreatment of animals or staff at AAWL, failure to meet physical or mental standards of performance, failure to adhere to agency policies and procedures, failure to satisfactorily perform assigned duties, and behavior which is deemed detrimental to the overall mission or success of AAWL.

Volunteer Job Descriptions

A Volunteer Job Description is meant to be used a guideline or tool that will help you choose the fit that is right for you at the Shelter. For questions please see the Volunteer Department Staff. Volunteers must commit to eight (6) hours of volunteer service per month for six (6) consecutive months. Additional hours and "Drop-In" help is always welcomed.

To be a successful volunteer, you need to:

- Be able to work both independently and as part of a group.
- Be able to communicate with staff, other volunteers, and the public in a pleasant, courteous, and tactful manner.
- Possess a genuine concern for the welfare of animals that is consistent with the philosophy of the AAWL.
- Keep an open mind to policy changes/guideline revisions. We often change policies/procedures and try new things in order to save more lives and to improve services to our customers.
- Be aware that the "Animal Welfare" world is one of constant evolution and change, therefore a spirit of open-mindedness is always best.

Job Description Examples:

CATTERY

JOB TITLE: Cattery Cleaner/ Socializer

SUPERVISOR: Volunteer Manager/Adoptions Manager

PREREQUISITES:

- Volunteer Orientation
- Cattery Buddy Day

TIME COMMITMENT:

- At least 6 hours per month for the first 6 months (we are flexible with hours)

DUTIES:

- Socialize, pet, brush, etc. AAWL cats and kittens.
- Report any observations of animal illness medical board near the clinic.
- Report any abnormal behavior by documenting in the Cat Behavior Log in cat lobby.
- Laundry-restocking towels (as needed).
- Refill water bowls (as needed).
- Clean Cat Rooms, litter pans, and do laundry as needed.
- Assist in daily maintenance of cat rooms including mopping, sweeping, litter scooping, and disinfecting.
- Litter box and Carrier cleaning/disinfecting.
- Greet Customers
- Assist Animal Care Techs (ACT's) with Feeding (7-8am and 3-4pm)
- Assist ACT's with Medications when requested
- Assist in collating adoption packets
- Data Entry

KENNELS

JOB TITLE: Kennel Cleaner/Dog Socializer

SUPERVISOR: Volunteer Manager/ACT Manager

PREREQUISITES:

- Volunteer Orientation
- Kennels Buddy Day

TIME COMMITMENT:

- At least 6 hours per month for the first 6 months (we are flexible with hours)

DUTIES:

- Yard dogs for exercise and socialization.
- Walk dogs within designated boundaries.
- Record socialization time, behavior highlights, etc through established procedures.
- Report any observations of animal illness on medical board near the clinic.
- Report any abnormal behavior on the Behavior Board.
- Poop-scoop yards, bag poop on walks, and clean poop from kennels as needed.
- Assist in daily maintenance of dog runs including: sweeping, poop scooping, laundry, and disinfecting.
- Laundry – restocking towels.

OTHER

JOB TITLE: Fundraising Events/Special Projects/Administrative Volunteer

SUPERVISOR: Volunteer Manager

PREREQUISITES:

- Volunteer Orientation
- Basic Training
- Must be approved by Volunteer Director

TIME COMMITMENT:

- ❑ Events/projects can last from a few hours to all day.

DUTIES:

- ❑ Assist in set-up and take-down at special events.
- ❑ Participate in maintenance projects, shelter tours, remodeling, etc as announced.
- ❑ Using your own transportation to get to and from event sites may be required.
- ❑ General office duties including filing, data entry, mailings, copying, etc.

The amount of jobs and job descriptions is only limited by your imagination! There is always a new job or task at hand.

KENNEL VOLUNTEER TRAINING LEVELS

K1: This sticker will indicate that the volunteer has completed their Kennels Buddy Day training. These volunteers are only allowed to work with dogs on the **Adoptable Side**. They are NOT approved to work with Puppies, Blue Dot Dogs, Harness Dogs or Staging Side dogs.

K2: This sticker will indicate that the volunteer has completed 25+ hours of volunteer work **AND** has attended the Animal Behavior 101 Class **AND** the Blue Dot/Harness Dog class. After completing the requirements, these volunteers are approved to work with **Blue Dot & Harness Dogs on the Adoptable Side only**. These volunteers are NOT approved to work on the blue dot dogs on their specific behavior, they are only allowed to walk or yard the dog.

K3: This sticker will indicate that the volunteer has completed at least 50+ hours of volunteer work, been approved as a K2, **AND** have taken their Buddy Day training for the **Staging Side**. After completing the Staging Buddy Day Training, if approved (dependent on a volunteers retention of the information), then they are approved to work with dogs on the Staging Side.

PP: This sticker will indicate that a volunteer has taken the Puppy Protocol Classes and is approved to work with Puppies.

VAC: This sticker indicated that a volunteer has taken all the training needed to be a certified Volunteer Adoption Counselor.

SD: This tier is by invitation only. This sticker will indicate that the volunteer has been approved for K1-K3, has shown an ability to properly follow protocols, has a clean bite record, **AND** is approved to handle Stray Dogs at AAWL. Volunteers approved for this level must sign a liability waiver and meet with the Vol Dept. prior to being approved. Need for stray dog walkers will be determined by the Vol Dept. with input from the Behavior Team. Not all volunteers will reach this level of volunteering at AAWL.

BHC: This tier is by invitation only. This sticker indicates that the Volunteer has been approved for K1-K3, has shown an ability to properly follow protocols, and has attended many of the Behavior Teams classes **AND** has been approved to be part of the Behavior Committee. This committee is put in place so the Behavior Team can delegate out to the committee specific instructions on working with blue dot and Behavior Committee only dogs. These volunteers will actually be allowed to work on improving the dog's behavior (more than just walking and yard time) under the supervision of the Behavior Team at AAWL

CATTERY VOLUNTEER TRAINING LEVELS

C1: This sticker will indicate that the volunteer has completed their Buddy Day training. These volunteers are only allowed to work with cats in located in the cattery. These volunteers are NOT approved to with Behavior Cats.

C2: This sticker will indicate that the volunteer has completed 25+ hours of volunteer work **AND** has BOTH Cats 101 Classes. After completing the requirements, then these volunteers are approved to work with specific Behavior Cats.

CHANDLER VOLUNTEER TRAINING LEVELS

CH1: This sticker indicates that a volunteer has completed the initial Buddy Day training at the Chandler Mall Adoption Center. This level teaches volunteers how to properly interact with dogs and cats at the Mall Adoption Center as well as help with the many cleaning duties.

CH2 – This sticker indicates that the volunteer has been trained on how to create and interact with the animals using the various enrichment activities Available such as puzzle toys, bubbles, aromatherapy and more!

VAC: This sticker indicated that a volunteer has taken all the training needed to be a certified Volunteer Adoption Counselor.

BHC: This tier is by invitation only. This sticker indicates that the Volunteer has been approved for C1 & C2, has shown an ability to properly follow protocols, **AND** has been approved to be part of the Behavior Committee. The Cattery Manager can delegate out to the committee specific instructions on working with behavior cats. These volunteers will work on improving behavior under supervision.

CH3: This sticker indicates that the volunteer has been trained in proper puppy pit management, customer service and other miscellaneous tasks to help in the public facing portion of the adoption center.

Thank you for your interest in the Arizona Animal Welfare League.

We have many exciting volunteer opportunities available and we look forward to learning and growing with you!