



VOLUNTEER MANUAL



C.A.R.E. Colorado Animal Rescue

**"Practicing excellence in animal care, education,
and advocacy to connect pets to their people"**

PRACTICING
EXCELLENCE IN
ANIMAL CARE,
EDUCATION,
AND ADVOCACY
TO CONNECT
PETS TO THEIR
PEOPLE

THANK YOU FOR VOLUNTEERING!



Dear New Volunteer,

Thank you for opening your heart to the animals of Garfield County and beyond and becoming a member of the Colorado Animal Rescue (C.A.R.E) Volunteer Team. With your assistance, C.A.R.E. is able to provide care and comfort for homeless, unwanted, and abandoned animals in need. Our dedicated volunteers play a vital role in our mission, and we truly appreciate your willingness to lend a paw.

This volunteer manual is designed to help answer basic questions about what you can expect as a new volunteer, what is expected of you as you care for animals in need, and provide an overview of the virtual volunteer orientation and training you recently completed. We are excited to have you on our team!

Sincerely,
The C.A.R.E. Staff





GENERAL SHELTER INFO

ADDRESS

2801 County Road 114
Glenwood Springs, CO 81601

PHONE

970.947.9173

WEBSITE

www.coloradoanimalrescue.org

VOLUNTEER PROGRAM CONTACT

Keira Clark · Programs Director
programs@coloradoanimalrescue.org

HOURS


Tuesday-Saturday: 10:30-5:00


Sunday: 10:30-3:00

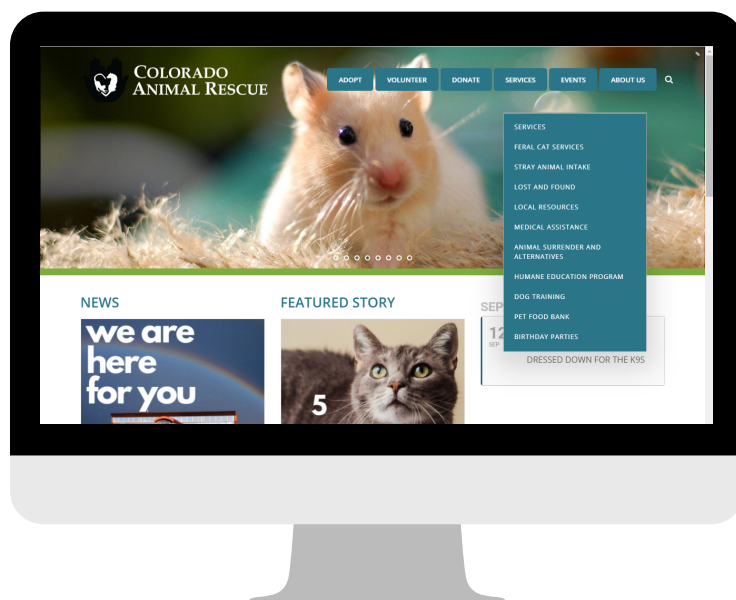
Monday: Closed to the public

You can still volunteer between 10:30-4:00 on Mondays, we're here!

LIKE US ON SOCIAL MEDIA!

 @Coloradoanimalrescue

 @coloradoanimalrescue

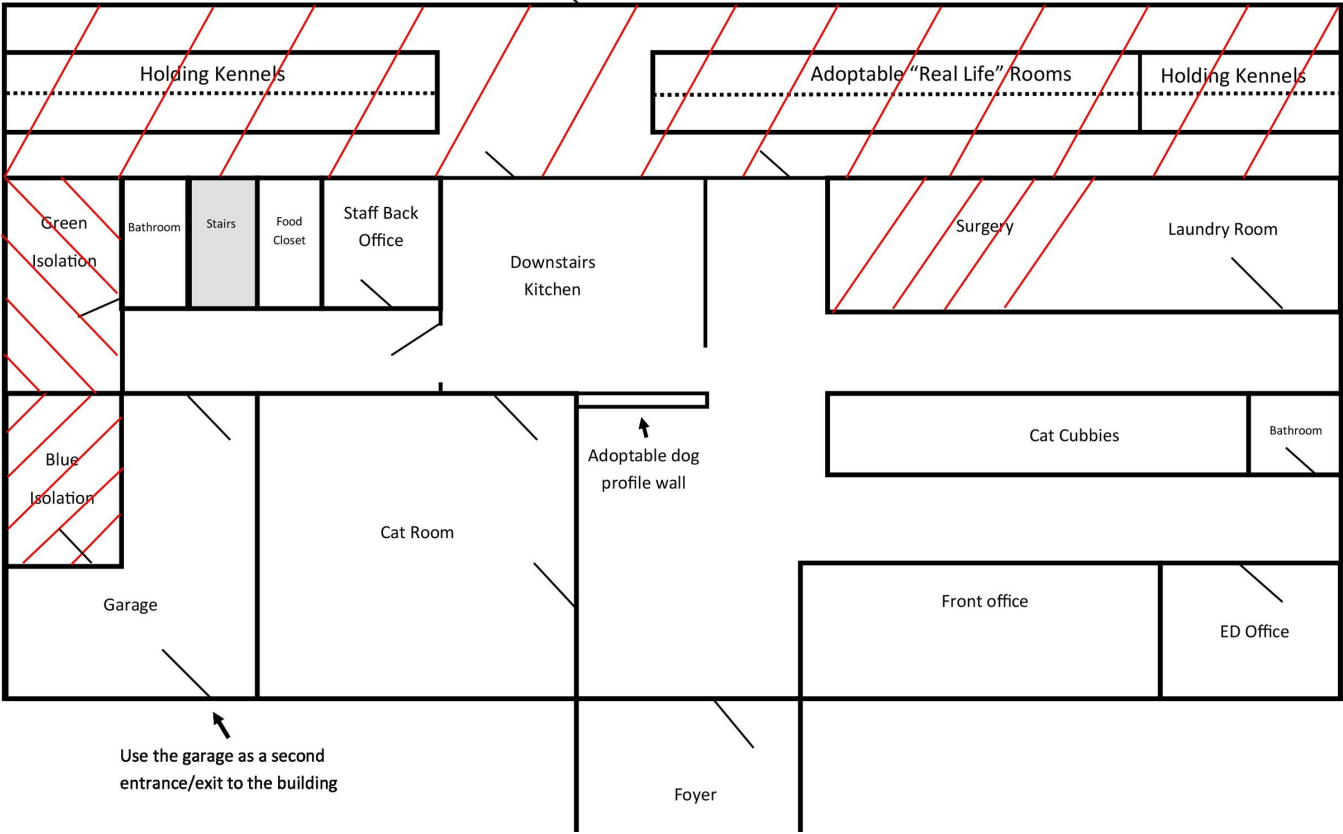


SHELTER MAP



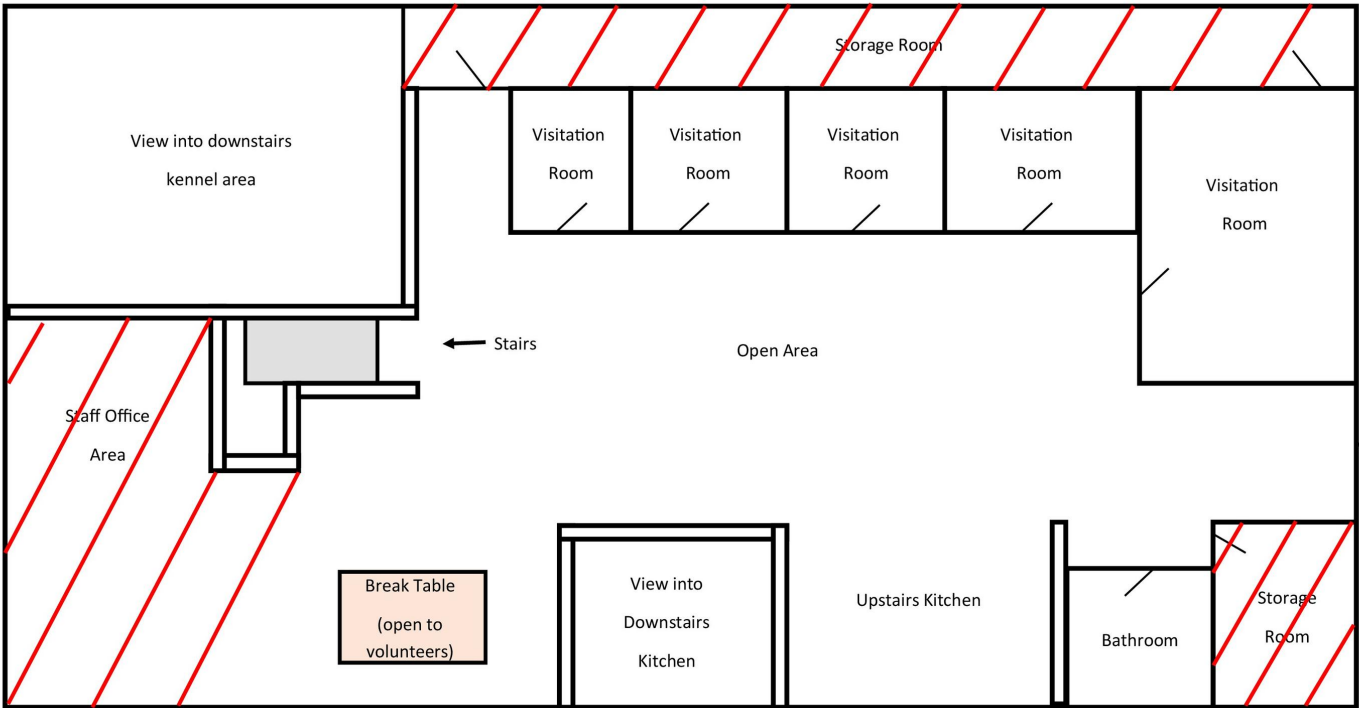
First Floor

//// = Staff Only Area



Second Floor

//// = Storage/staff only



KEY "PAW"LICIES



- All volunteers must attend our Volunteer Orientation and Training.
- All volunteers must sign our liability waiver prior to working with any of the animals. If the volunteer is under the age of 18, a parent or legal guardian must sign. This can be done electronically during the orientation sign-up process, or on paper here at the shelter.
- We do not have a minimum age requirement to volunteer, but all volunteers under the age of 16 must be accompanied by a parent or guardian at all times while volunteering, for safety reasons.

ATTENDANCE

If you volunteer regularly for a designated shift, please be punctual and reliable. If you are unable to fulfill your commitment, please contact the Programs Director.

If you no longer wish to volunteer, please contact the Programs Director and you will be made inactive. If you sign up for an offsite event, we ask that you be present and on time. If you are unable to make it, please contact the Programs Director (other contact given to you for that event by a staff member).

ACCIDENTS AND INJURIES

Any accident or injury that occurs while at C.A.R.E. must be reported to a staff member immediately (within 10 minutes after the injury occurs). Bites and scratches are considered an injury and must be treated immediately. When working with animals, there is a potential risk of injury, but all active volunteers are covered under our insurance policy.

PERSONAL ADOPTIONS

Volunteers may adopt animals that enter into our shelter as long as they meet C.A.R.E. adoption guidelines, follow adoption procedures, and pay all applicable fees.



DOG SAFETY REMINDERS



1. For safety reasons, a C.A.R.E. staff member will always help facilitate getting dogs out of their rooms for walks or TLC. We will also put the dog back in it's room when you are done.
2. Only one dog may be walked at a time (typically, unless otherwise approved by a staff member). We do not allow C.A.R.E. dogs to be walked with your own dog for health and safety reasons.
3. The dog kennel areas are staff only unless you are doing Dog Care (cleaning), or were invited in the area by a staff member.
4. Please keep the dogs on leash at all times if you are in an unfenced area.
5. Keep the dogs away from each other at ALL times, at least 30-40 feet apart.
6. Volunteers under the age of 12 are more than welcome to walk dogs with their parent or supervisor, but the leash must be held by someone over the age of 16.
7. If you encounter a dog fight while you are on or near the C.A.R.E. property (walking trail/road, etc.), please do not attempt to break the fight up on your own. Please get back to our facility as soon as possible and let the C.A.R.E. staff handle the situation. Do not touch the dogs if they are fighting.
8. Walking areas near C.A.R.E. include the memorial garden trail and main County Road 114. Dogs are not permitted anywhere on the CMC campus (including soccer field) or the Vet Tech School/Vet Tech School driveway.



CAT SAFETY REMINDERS



1. Please use hand sanitizer in between touching each cat in each new cubby or room.
2. Please do not remove cats from their cubbies without asking.
3. Please do not hold cats in the hallway areas.
4. Please do not mix cats/kittens from different cubbies.
5. Please read all signage on cat cubbies prior to opening them.
6. If a cubby door is covered with a pillowcase or towel, please ask us before petting the cat.
7. Watch for warning signs; growling, hissing, ear flat back, erratic tail twitching, swatting, etc. Please move onto another cat if the cat seems irritated or stressed.
8. If you'd like to bring a cat into an enrichment room, please ask a staff member and we can help you!





THINGS TO KEEP IN MIND WHILE WORKING WITH ANIMALS:

Never try to handle an animal that looks scared

Always remember that you don't know these animals, and they don't know you. When an animal is scared or feels threatened, their behavior can be unpredictable. If they are giving you clear signs that they do not want to be handled, please respect that and never force them to do anything.

- Do not bend over a scared animal. Keep in mind that from a cat or small dog's point of view, we are much larger and can tower over them.
- Do not stare directly at a frightened dog or any dog for that matter. This is a challenge and can promote anxious behavior.
- Do not approach the dog from the front, but rather from the side with the side of your body facing them. This is a friendly, non-threatening way to approach a dog you do not know.

Every time we handle or touch an animal we increase the risk of illness

Our biggest concern is the accidental spread of microscopic germs from feces, urine, saliva and nasal discharge. Wash your hands or use hand sanitizer before and after contact with each and every animal. This will reduce the likelihood of spreading germs or bringing germs home to your pets.

Never turn your back on a room or cage with the door left open

Always check to make sure the cage or room doors are closed and securely latched.

Have fun!

Using your voice in a confident, up-beat manner can be a wonderful source of stimulation. The words you use are not important; the tone of voice is everything. If you are unhappy, the dogs will know. By being here, you can make a big difference, so let's make it a positive experience for both you and the animal.

CAT ENRICHMENT



Our goal is to make sure that each cat in the shelter is not only receiving social interaction (petting), but also the mental stimulation and specific socialization that they require based on their current needs.

Enrichment sessions can help shy cats gain confidence and give high energy cats the outlet to "calm", ultimately improving their adoptability and shortening their length of stay at the shelter.

Please utilize the cat enrichment board and sheets while doing cat TLC!

STEP 1: TAKE A LOOK AT THE CAT ENRICHMENT BOARD



STEP 2: AFTER COMPLETING THE ENRICHMENT, MARK IT OFF ON THE ENRICHMENT SHEET

EACH CAT WILL HAVE AN ENRICHMENT SHEET. THEIR WEEKLY ENRICHMENT ITEMS WILL BE HIGHLIGHTED. ONCE AN ENRICHMENT IS COMPLETED, MAKE A CHECK MARK UNDER THE DAY OF THE WEEK THAT YOU COMPLETED IT. PLEASE NOTE THAT SOME ENRICHMENT ITEMS CAN ONLY BE PERFORMED ONCE DAILY, WHILE OTHERS CAN BE PERFORMED TWICE.

WEEKLY ENRICHMENT LOG

This log will be updated once a week on Mondays. Please see **highlighted** enrichment needs, then check the corresponding box on the day you performed the enrichment. Please note that certain enrichment practices can only be completed once, while others can be done twice.

CAT NAME: Bulldozer

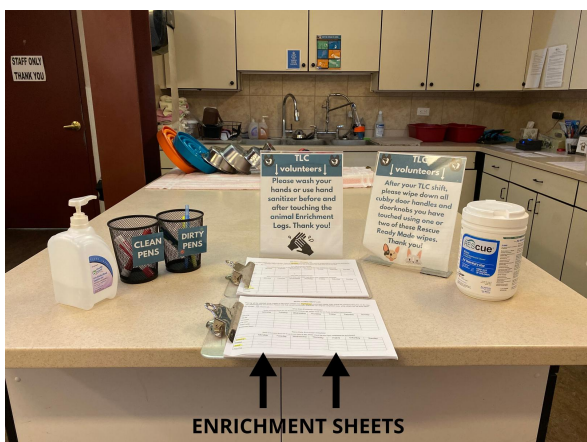
Once Daily Enrichment Checklist
(these enrichment items can only be performed once per day, please check the box if you completed the enrichment)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Cat King							
Cat Nap							
Cat Groom							
Cat Cube							
Food Puzzle							
Enrichment Room							

Twice Daily Enrichment Checklist
(these enrichment items can be performed twice a day, please check the box if you completed the enrichment)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Grooming							
Bubbles							
Sound		✓					
Prey Play							

ENRICHMENT SHEETS ARE LOCATED IN THE KITCHEN



DOG ENRICHMENT



Just like cats, it is very important that each dog in the shelter is not only receiving social interaction (petting), but also the mental stimulation and specific socialization that they require based on their current needs.

Enrichment sessions can help shy dogs gain confidence and give high energy dogs the outlet to "calm", ultimately improving their adoptability and shortening their length of stay at the shelter.

Please utilize the dog enrichment sheets while doing dog TLC!

EACH DOG WILL HAVE AN ENRICHMENT SHEET. THEIR WEEKLY ENRICHMENT ITEMS WILL BE HIGHLIGHTED. ONCE AN ENRICHMENT IS COMPLETED, MAKE A CHECK MARK UNDER THE DAY OF THE WEEK THAT YOU COMPLETED IT. PLEASE NOTE THAT SOME ENRICHMENT ITEMS CAN ONLY BE PERFORMED ONCE DAILY, WHILE OTHERS CAN BE PERFORMED TWICE.

WEEKLY ENRICHMENT LOG

This log will be updated once a week on Mondays. Please see **highlighted** enrichment needs, then check the corresponding box on the day you performed the enrichment. Please note that certain enrichment practices can only be completed once, while others can be done twice.

DOG NAME: Mack

Once Daily Enrichment Checklist
(these enrichment items can only be performed once per day, please check the box if you completed the enrichment)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Chews							
Kong							
Treat scatter	✓						
Hike							

Twice Daily Enrichment Checklist
(these enrichment items can be performed twice a day, please check the box if you completed the enrichment)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Car ride							
Field time							
Fetch							
Brushing							
Walk							
Read outside	✓						
Bubbles							
Pool time							

VOLUNTEER PROGRAM Q&A



WHERE DO I WALK DOGS?

There is a small trail on our property, it starts under the archway near the parking lot. You can also walk dogs on the main road (County Road 114), just be mindful of cars. You are also able to do a "Day Hike" with a dog and take them off property. We require a copy of your drivers license for this opportunity and we ask that you call us the afternoon before to make sure we have a dog that can go. Off limits areas include all of the CMC campus, and the Vet Tech School/Vet Tech School driveway.

CAN I WALK MY DOG WITH A SHELTER DOG?

We do not allow C.A.R.E. dogs to be walked with your own dog for health and safety reasons.

I HAVE A FRIEND THAT WANTS TO VOLUNTEER, CAN I BRING THEM WITH ME?

The more the merrier! We do require all volunteers fill out our volunteer application, sign our liability waiver, and attend our Orientation and Training prior to volunteering. Please have your friend reference our website for more information about our volunteer program.

I WANT TO BE MORE INVOLVED, HOW DO I START A NEW VOLUNTEER OPPORTUNITY I HAVN'T YET DONE?

For any volunteer position, please contact our Programs Director, Keira Clark, at programs@coloradoanimalrescue.org.

I'M GOING OUT OF TOWN, WHO DO I TELL?

For any volunteer position, please contact our Programs Director, Keira Clark, at programs@coloradoanimalrescue.org. You can also reach her during the week at 970.947.9173.

I CAN NO LONGER VOLUNTEER, WHAT SHOULD I DO?

Please contact our Programs Director, Keira Clark, at programs@coloradoanimalrescue.org.

