



Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education, and animal law enforcement.

Volunteer Opportunities Overview

Animal Placement Coordinators

2741 South Western Avenue

Chicago, IL 60608

Phone: 312-747-1392

Fax: 312-747-1409

caccvolunteer@cityofchicago.org

www.chicago.gov/cacc

Table of Contents

Section:	Page:
CACC Dog Squad Volunteer Opportunities	3 – 14
Dog Walking	4
Dog Matchmakers	5
Dog Adoption Counselors	6
Dog Adoption Follow-Up	7
Dog Enrichment & TLC	8
Dog Volunteer Mentors	9
Yellow, Orange, and Purple Dog Handlers	10 – 11
Leash Testing & Meet and Greet Volunteers	12
Playgroups	13
Agility & Nosework	14
CACC Cat Squad Volunteer Opportunities	15 – 23
Cat Socialization & TLC	16
Cat Matchmakers	17
Cat Adoption Counselors	18
Cat Adoption Follow-Up	19
Cat Enrichment	20
Cat Volunteer Mentors	21
Orphaned Kitten Care	22
Orange at Volunteers	23
CACC Events, Outreach & More Squad Volunteer Opportunities	24 – 30
Event Volunteer	25
Adoption Counselor & Closer	26
Concierge Volunteer	27
Medical Volunteers	28
Administrative Volunteers	29
Social Media & Market Volunteers	30

CACC DOG SQUAD VOLUNTEER OPPORTUNITIES

Dog volunteers have a variety of roles to help the dogs at CACC including: walking and one-on-one exercise, TLC, and enrichment, facilitating the introduction of dogs to potential adopters or fosters, taking photos/videos, and writing bios to help promote the dogs for adoption and rescue, and conducting leash tests and meet and greets with other dogs.

These volunteers allow dogs and humans to interact under controlled conditions on CACC property, as well as providing background information on medical and behavioral issues to CACC staff and visitors in order to facilitate good matches. Dog volunteers may also assist residents who are looking for their lost pet by conducting lost pet tours and/or helping navigate the Pet Harbor website, making adoption follow-up calls to adopters, and mentoring participants from our READI program.

Dog Squad	
<p><i>Dog Walking:</i></p> <ul style="list-style-type: none"> • Dog Walking <p><i>Matchmaking:</i></p> <ul style="list-style-type: none"> • Dog Matchmakers <p><i>Adoption Counseling:</i></p> <ul style="list-style-type: none"> • Dog Adoption Counselor (pre-screening adopters) • Dog Adoption Follow-up 	<p><i>Enrichment:</i></p> <ul style="list-style-type: none"> • Dog TLC & Enrichment <p><i>Dog Mentors:</i></p> <ul style="list-style-type: none"> • Dog Volunteer Mentors <p><i>Advanced Duties:</i></p> <ul style="list-style-type: none"> • Yellow, Orange, Purple Dog Handlers • Leash Testing & Meet and Greets • Playgroups • Agility & Nosework
<p>Work conditions:</p> <ul style="list-style-type: none"> • Walking (with dogs of all sizes on leash), sitting, bending, and stooping required • Lift up to thirty-five (35) pounds • Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases. • Volunteers will interact with members of the public as well as shelter staff. 	
<p>Time Commitment: A total minimum commitment of ten (10) hours per month is preferred. Certain programs may require weekly time commitments, which will be noted in the description of the program.</p> <p>CACC is open 12PM to 7PM – hours may vary on certain holidays. High traffic periods where assistance is needed most are weekends 12PM to 5PM and weekdays 4PM to 7PM.</p>	

Dog Walking

Description: Dog Walking volunteers must be able to:

- Remove and return dogs from kennels
- Provide dogs with opportunities for exercise, enrichment, and elimination
- Leash and walk dogs in designated areas of the facility grounds
- Teach basic training skills and dog manners through one-on-one interactions
- Socialize dogs to interact with others (people and dogs) in non-aggressive play
- Answer basic questions about dogs that they may encounter while in the shelter
- Communicate with staff about questions or concerns they may have about visitors
- Provide feedback to staff and/or record observations about dog behavior and health

Skills: Dog Walking volunteers must be able to:

- Work with dogs in a safe, patient, and constructive manner
- Communicate with guests, other volunteers, staff, and rescue representatives in a non-judgmental and courteous manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Have a basic understanding of dog body language
- Read, write, and have clear communication skills

Prerequisites & Training:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- A Minimum of two (2) Mentor Sessions

Work Conditions:

- Walking (with dogs on leash), sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers may interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Dog Matchmakers

Description: Dog Matchmaking volunteers must be able to:

- Remove and return dogs from kennels so potential adopters can interact with them
- Leash and walk dogs in designated areas of the facility grounds
- Demonstrate basic training skills through one-on-one interactions.
- Socialize dogs to interact with others (people and dogs) in non-aggressive play
- Have a basic understanding of dog body language
- Assist guests by answering questions about adoptable dogs
- Provide potential adopters guidance about animals that are a good fit for their household and review pet care and acclimation tips with them
- Communicate with staff about questions or concerns they may have about potential adopters
- Provide feedback to staff and/or record observations about dog behavior and health
- Assist with Lost Pet Tours as needed

Skills: Dog Matchmaking volunteers must be able to:

- Work with dogs in a safe, patient, and constructive manner
- Have a basic understanding of dog body language
- Communicate with other volunteers, staff, rescue representatives and visitors in a non-judgmental and courteous manner
- Provide accurate information about animals of interest to potential adopters
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write, and have clear communication skills
- Spanish-language ability is a plus but not required

Prerequisites & Training:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- Minimum of two (2) Mentor Sessions
- Complete Dog Matchmaker Training
- Shadow an experienced volunteer during at least three (3) adoption showings
- Have a minimum of twenty-five (25) dog handling hours within the last three (3) months

Work Conditions:

- Walking (with dogs on leash) sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers will interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Dog Adoption Counselors

Description: Adoption Counselor Volunteers conduct conversational interviews with potential adopters to help place CACC shelter animals into appropriate homes and to provide information and supporting documents to adopters to ensure a good transition into the home.

Adoption Counselors will:

- Explain the adoption process
- Conduct a detailed, open-ended discussion with the potential adopter to assess whether they are a good fit for the animal using the adoption discussion guidelines provided by CACC
- Provide guidance on animal health and enrichment (dog walking, cat declawing, etc.)
- Inform potential adopters about medical and behavioral information related to the animal of interest
- Assist potential adopters who may need medical, behavioral, and food resource and service referrals
- Assure that the adoption application is filled out completely
- Communicate with staff about any questions or concerns they may have about the adoption
- Work with APCs to set up adoption appointments.

Adoption Appointments:

- Adoption viewing: 60-minute appointments, 3 dog maximum per appointment
- Adoption pick-up (if they do not take home the day of the viewing): 30-minute appointments
- Meet & Greet: 60-minute appointments, 2 dog maximum per appointment

Skills: Adoption Counselor volunteers must be able to:

- Communicate with potential adopters in a non-judgmental and courteous manner, even in stressful situations
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Provide accurate information about animals of interest to potential adopters
- Communicate with staff about any issues of concern related to an adoption application
- Defer to staff on final adoption decisions
- Read, write, and have clear communication skills
- Spanish-language ability a plus, but not required

Prerequisites & Training:

- General Volunteer Orientation
- Complete Adoption Counselor Training with a current Adoption Counselor volunteer or staff member
- Shadowing a current Adoption Counselor volunteer for a minimum of two screenings
- Read through the adoption discussion guidelines and review them with a staff member
- May require access to internet, Google Drive/Docs, email, and a phone as volunteers may perform this task from home.

Work Conditions:

- Some walking, sitting, bending, and stooping will be needed
- Lift up to twenty (20) pounds

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Dog Adoption Follow-Up

Description: The Adoption Follow-Up volunteer assists in assessing how pets adopted from CACC are doing in their new homes and offer resources to adopters as necessary. These volunteers contact adopters two weeks after an adoption and again after 2–3 months to discuss any health or behavioral concerns related to their new pets. Volunteer also provide appropriate educational information as needed, as well as referring adopters to resources for behavioral, food or medical assistance if required.

The Adoption Follow-Up volunteer will:

- Call and/or email each adopter two weeks after an adoption is finalized and again 2–3 months later.
- Volunteers will be provided with a script to assist in facilitating communications with the adopter in order to assess the welfare (health, behavior, food) of the animal. The script is a guide: Not all questions need to be asked but the script should help to facilitate a focused and positive discussion with the adopter.
- Volunteers will be provided with a list of easily accessible resources that can be shared with adopters if the interview reveals that the adopter requires assistance with medical, food and/or behavioral assistance with the pet. Examples of resources include behavioral hotlines, lists of trainers, and information on low-cost vets and food banks.
- Following these calls, volunteers will need to write up a short summary of the conversation, including any positive indications as well as signs that the adopter may benefit from additional resources. Responses to the script questions do not have to be recorded verbatim. The summary will be kept with the animal's records and will be available for reference during the second round of calls.
- It is crucial that the volunteer recognize when to bring a particular case to the attention of CACC staff. If the conversation with the adopter reveals any areas of concern, the volunteer should defer to staff for guidance as needed. This communication should be recorded with the rest of the records prepared by the volunteer for each animal.

Skills: Adoption Follow-Up volunteer must be able to:

- Talk to adopters over the phone or communicate via email in a non-judgmental and courteous manner
- Provide information on behavioral and medical issues, including offering referrals to appropriate service providers
- Recognize situations that should be escalated to CACC staff for further investigation
- Track and follow-up numerous adoption-related conversations through careful record keeping
- Act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write, and have clear communication skills
- Spanish-language ability preferred but not required

Prerequisites & Training:

- General Orientation
- Complete one-on-one training session with a current Adoption Follow-Up volunteer or staff member
- Read through the adoption follow-up guidelines and review them with a staff member
- May require access to internet, Google Drive/Docs, email, and a phone as volunteers may perform this task from home.

Work Conditions:

- Some walking, sitting, bending, and stooping will be needed
- Lift up to twenty (20) pounds

Time Commitment: A minimum commitment of ten (10) hours per month is preferred.

Dog Enrichment & TLC

Responsibilities: Dog Enrichment & TLC volunteers must be able to:

- Provide dogs with opportunities for in-kennel enrichment, socialization, and mental stimulation through activities such as but not limited to, click-for-quiet, stuffed Kongs, Frisbee Fridays, Treat Mat, Busy Bones, and etc.
- Clean and return all items used to their assigned areas
- Improve kennel presence through in-kennel activities
- Provide feedback to staff and/or record observations about dog behavior and health
- Refill water bowls
- Remove dirty blankets and replace with new ones and/or add a Kuranda bed when appropriate
- Bathing dogs as needed – must be an approved Dog Walking Volunteer for this task
- Spot clean kennels

Skills: Dog Enrichment & TLC volunteers must be able to:

- Work with dogs in a safe, patient, and constructive manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write, and have clear communication skills

Prerequisites & Training:

- General Volunteer Orientation
- Dog Enrichment & TLC Training
- Shadow and work with an approved Dog Enrichment & TLC Volunteer for at least one (1) session

Work Conditions:

- Walking (with dogs of all sizes on leash), sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers will interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Dog Volunteer Mentors

Description: Dog Mentor volunteers will be trained to mentor new volunteers and READI Program participants. These volunteers must:

- Successfully participate as an active Dog Walking Volunteer
- Train and mentor new volunteers who want to become dog walking volunteers
- Complete additional training to mentor other volunteers and READI program participants
- Demonstrate excellent communication and leadership skills
- Consistent volunteer and ability to commit to mentor sessions regularly, a minimum of three (3) mentor session per month is required
- Provide accurate information to new volunteers that includes but is not limited to: general CACC information, understand different types of kennel cards, use of play lots and kennel runs, safe handling tips, reporting medical notes and dog behavior, explaining the Yellow, Orange, and Purple dog program, spot cleaning cages and assisting with adoption matchmaking.

Skills: Dog Mentor volunteers must be able to:

- Communicate with staff, volunteers, and visitors in a non-judgmental and courteous manner
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write, and have clear communication skills
- Spanish-language ability a plus but not required

Prerequisites & Training:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- Minimum of two (2) Mentor Sessions
- Have minimum of seventy-five (75) Dog Walking hours in the last six (6) months
- Six (6) months as an active volunteer in good standing
- Volunteer a minimum of (1) day per week, two (2) days a week is preferred
- Dog Mentor Training
- Shadow a current Dog Mentor for one (1) session

Work Conditions:

- Walking (with dogs on leash), sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers will interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of 10 hours per month is preferred. All Dog Mentors must volunteer a minimum of one (1) day per week but two (2) days a week is preferred.

Yellow, Orange, and Purple Dog Handlers

Description: Yellow, Orange, and Purple Dog handlers use their experience walking shelter dogs and advance handling training to handle dogs that may be exhibiting behavior issues or are under socialized.

- **Yellow Dogs** are dogs that are displaying mild behavior issues that are easily redirected, dogs that may require extra attention when handling, or dogs that may be shy with new people.
- **Orange Dogs** are dogs that are displaying behavior issues that require experienced and knowledgeable handlers.
- **Purple Dogs** are dogs that the Animal Placement Coordinators and Shelter Manager are working with to build their confidence, socialization, and overall handling skills. The goal of this program is to improve the dogs' behavior and interactions with people by slowly introducing them to new people and experiences while expanding their circle of friends without overwhelming them. Slow introductions to new experiences and/or people will help give them time to process these experiences at a pace that is comfortable for them.

Skills: Approved Yellow, Orange, and Purple Dog Handler volunteers must be able to:

- Yellow Volunteers must be able to handle various behaviors such as dogs that are shy with new people, strong on leash, toy obsessed but will trade for treats or another toy, mild leash biting that is easily redirected with treats, neighboring dogs need to be closed off to remove/return from/to kennel, light humping that is easily redirected.
- Orange Volunteers must be able to handle various behaviors such as vigorous leash biting, dog reactive dogs that are difficult to distract/redirect, mouthy/jumpy/grabby with clothes, persistent humping that takes significant effort to redirect/deter, resource guarding, and reactivity when walking through the pavilion or removing/returning to kennel.
- Purple Volunteers must be able work closely with the APCs and Shelter Manager to handle dogs that are extremely under-socialized, not leash trained, and/or are fearful of people/strangers. to follow guidance from staff.
- Work with behaviorally challenged dogs in a safe, patient, and constructive manner.
- Communicate with staff, volunteers, and visitors in a non-judgmental and courteous manner.
- Provide accurate information and updates, and record observations about dog behavior and health to the APCs. Also communicate any questions or concerns about dog's behavior or health.
- Read, write, and have clear communication skills.

Prerequisites & Training:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- Minimum of two (2) Mentor Sessions

Yellow Dog Handlers must also:

- Have a minimum of twenty-five (25) dog handling hours within the last three (3) months
- Three (3) months as an active volunteer in good standing

Orange Dog Handlers must also:

- Complete the orange dog handling training and receive 'orange handler' approval from an APC once all steps of the training have been completed
- Have a minimum of fifty (50) dog handling hours within the last six (6) months
- Six (6) months as an active volunteer in good standing

Purple Dog Handlers must also:

- Must have completed requirements and be an approved orange dog handler
- Have a minimum of fifty (50) orange dog handling hours within the last six (6) months
- Nine (9) months as an active volunteer in good standing

All Yellow, Orange, and Purple dogs require APC or Shelter Manager approval in order to handle once all training is completed. Purple Dogs require approval for each individual dog from an APC or Shelter Manager.

Work Conditions:

- Walking (with dogs on leash), sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers may interact with members of the public and must interact with shelter staff.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred and must fulfill the following requirements for each program:

Yellow Dogs:

- Volunteer a minimum of one (1) day per week

Orange Dogs:

- Volunteer a minimum of one (1) day per week

Purple Dogs:

- Volunteer a minimum of two (2) days per week

Leash Testing & Meet and Greet Volunteers

Description: Leash Testing Volunteers perform leash tests between dogs that are property of CACC while Meet & Greet Volunteers conduct meet and greets with adoptable dogs that are property of CACC and resident dogs of interested adopters.

- Must be an active Dog Walking volunteer
- Leash Tests help provide information on how a dog interacts with other dogs and provides information for playgroup tests
- Meet & Greets help ensure that the CACC dog and the resident dog(s) are a good match prior to adoption
- Leash Tests and Meet & Greets both help with finding appropriate placement for dogs

Skills: Leash Testing & Meet and Greet Volunteers must be able to:

- Remove and return dogs to/from kennels
- Walk dogs in designated areas of the facility grounds where leash testing/meet and greets are permitted
- Provide feedback to staff and/or record observations about dog-to-dog interactions
- Have a basic understanding of dog body language and dog-to-dog introductions

Prerequisites & Training:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- A minimum of two (2) Mentor Sessions
- Have a minimum of fifty (50) dog handling hours within the last six (6) months
- Six (6) months as an active volunteer in good standing
- Leash Testing & Meet and Greet Training Session
- Shadow an approved volunteer for at least 5 leash tests
- Be shadowed by an approved volunteer for at least 10 leash tests
- Receive approval from an APC or the Shelter Manager once training is complete

Work Conditions:

- Walking (with dogs on leash), sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers may interact with members of the public and must interact with shelter staff.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred

Playgroups

Description: CACC playgroups help socialize shelter dogs by giving them opportunities to interact with other dogs. They provide safe, off-leash play for available/appropriate dogs supervised by trained CACC volunteers. Playgroups provide physical, mental, and social stimulation for dogs and enhance assessment, training, and placement.

- Must be an active Dog Walking volunteer
- Must follow protocols specific to Playgroups, covered in a Playgroup Training Seminar
- Playgroup leads must complete training outside of CACC with Dogs Playing for Life

Skills: Playgroup Volunteers must be able to:

- Remove and return dogs to/from kennels
- Provide feedback to staff and/or record observations about dog-to-dog interactions
- Understand dog body language and dog-to-dog introductions (specifically for leads)
- Work with dogs in a safe, patient, and constructive manner
- Communicate with staff and volunteers in a courteous manner
- Read, write, and have clear communication skills

Prerequisites & Training: All playgroup volunteers must complete:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- A minimum of two (2) Mentor Sessions
- Have a minimum of fifty (50) dog handling hours within the last six (6) months
- Six (6) months as an active volunteer in good standing

Runners must also complete:

- Runner Training Seminar
- Shadow a Runner for at least one (1) playgroup session

Back-Up Leads must also complete:

- Be an approved Leash Testing & Meet and Greet Volunteer
- Complete the Playgroup Training Seminar
- Be an active runner for playgroups for at least six (6) months
- Observe a minimum of three (3) playgroup sessions as a Back-Up Lead

Leads must also complete:

- Be an approved Leash Testing & Meet and Greet Volunteer and an approved Back-Up Lead
- Complete the Playgroup Training Seminar
- Complete Dogs Playing for Life Training at the volunteer's expense
- Be an active Back-Up Lead for a minimum of six (6) months
- Lead playgroups in coordination with an approved Lead for at least three (3) playgroup sessions

Work Conditions:

- Walking (with dogs on leash) sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers will interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of 10 hours per month is preferred. Playgroup Leads and Back-Up Leads must volunteer a minimum of one (1) day per week.

Agility & Nosework

Description:

Agility is a dog sport and a fun and great way for dogs to get some much-needed exercise. Agility includes directing dogs through an obstacle course that may include, weaving poles, jumps, tunnels, and more while using positive reinforcement and clicker training.

Nosework is another dog sport that includes locating a hidden object, such as treats that may be hidden inside a container/box (advance nosework includes different scents), while using positive reinforcement and clicker training.

- Must be an active Dog Walking volunteer
- They must follow protocols specific to Agility & Nosework Training Seminar

Skills: Agility & Nosework Volunteers must be able to:

- Remove and return dogs to/from kennels
- Provide feedback to staff and/or record observations about agility and nosework sessions
- Have a basic understanding of dog body language
- Work with dogs in a safe, patient, and constructive manner
- Communicate with staff and volunteers in a courteous manner
- Read, write, and have clear communication skills

Prerequisites & Training:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- A minimum of two (2) Mentor Sessions
- Have a minimum of fifty (50) dog handling hours within the last six (6) months
- Six (6) months as an active volunteer in good standing
- Attend an Agility & Nosework Training Seminar

Work Conditions:

- Walking (with dogs on leash) sitting, bending, and stooping required
- Lift up to 35 pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers will interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of 10 hours per month is preferred.

CACC CAT SQUAD VOLUNTEER OPPORTUNITIES

Cat Squad Volunteers perform a variety of roles to help the cats at CACC including play therapy and socializing with the cats, providing TLC (tidying and freshening food, water and linens in cages), providing enrichment, and introducing adoptable cats to potential adopters. Volunteers ensure the cats are comfortable meeting new people so they can show off their true personalities. Volunteers often conduct open-ended, nonjudgmental conversations with potential adopters to help match them with appropriate cats.

Cat Squad	
<p><i>Socialization and TLC:</i></p> <ul style="list-style-type: none"> • Cat Socialization & TLC <p><i>Matchmaking:</i></p> <ul style="list-style-type: none"> • Cat Matchmakers (showing cats to adopters) <p><i>Adoption Counseling:</i></p> <ul style="list-style-type: none"> • Cat Adoption Counselor (pre-screening adopters) • Cat Adoption Follow-Up 	<p><i>Enrichment:</i></p> <ul style="list-style-type: none"> • Cat Enrichment (daily enrichment activities: bags, catnip, treat puzzles, etc.) <p><i>Cat Mentor:</i></p> <ul style="list-style-type: none"> • Cat Volunteer Mentors <p><i>Advanced Duties:</i></p> <ul style="list-style-type: none"> • Orphaned Kitten Care • Spicy & Scaredy Cat Volunteers (advanced socialization for shy/fearful/fractious cats)
<p>Work conditions:</p> <ul style="list-style-type: none"> • Lift up to 35 pounds • Volunteers will have extensive interaction with cats and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases. • Volunteers will interact with members of the public as well as shelter staff. 	
<p>Time Commitment: A total minimum commitment of 10 hours per month is preferred, certain programs may requirement weekly time commitments which will be noted in the description of that program.</p> <p>CACC is open 12PM to 7PM – hours may vary on certain holidays. High traffic periods where assistance is needed most are weekends 12PM to 5PM and weekdays 4PM to 7PM.</p>	

Cat Socialization & TLC

Description: Cat Socialization and TLC volunteers provide one-on-one socialization and basic tidying, replenishing of spilled food/water, soiled linens, etc. for cats at CACC.

Cat Enrichment volunteers will:

- Provide cats with opportunities for exercise, play, pets, and socialization through one-on-one interactions
- Encourage cats to engage in social interaction and identify the kind of touch the cat appreciates
- If cat appears overwhelmed, provide a box or make a tent to give the cat some down time
- Remove and return cats (when appropriate) from cages in order to be able to interact with them or provide them with time to wander the room (cat adoption room only)
- Learn about the backgrounds, health issues and personalities of the cats and record this information on the cat profile card.
- Provide feedback to staff about cat behavior and health as necessary
- Check regularly to make sure each cat has a scratch pad and small toy and interactive games/toys in the cage to stimulate self-play
- Confirm that each cat has access to food, water and a litter box
- Remove and replace soiled linens, refill water bowls and provide treats or a small amount of canned food as necessary to encourage positive interaction.

Skills: Cat Enrichment volunteers must be able to:

- Work with cats in a safe, patient and constructive manner
- Determine whether a cat needs more or less stimulation based on body language and provide appropriate activities/interactions
- Provide accurate information on cat behavior and health to staff, other volunteers and visitors
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write and have clear communication skills, Spanish is a plus, but not required

Prerequisites and Training:

- General Volunteer Orientation
- Cat Essentials Training
- A minimum of one (1) Mentor Session
- Must read through the cat handling instructions and handouts, and review with a staff member

Work Conditions:

- Sitting, bending and stooping required
- Lift up to twenty-five (25) pounds
- Volunteers will have extensive interaction with cats and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.

Time Commitment: A total minimum commitment of 10 hours per month is preferred.

Cat Matchmakers

Description: Cat Matchmaking Volunteers will need to:

- Greet potential cat adopters and explain the adoption process to them
- Welcome members of the public who stop by the cat adoption room simply to see the cats and allow them to meet cats of interest, since they may become future adopters
- Conduct casual, open-ended conversations with potential adopters to assess which cats they may want to get to know, using the adoption discussion guidelines provided by CACC
- Provide potential adopters guidance on animals that may be a good fit for their household, including sharing relevant information on animal health and behavioral issues
- Safely remove cats from their cages to meet potential adopters
- Facilitate introductions and monitor the interaction between cats and potential adopters to ensure a positive experience; intervene as needed
- Discuss common cat health and behavioral issues with potential adopters including topics such as: litter boxes, scratch pads, declawing, annual vetting, body language, etc.
- Ensure that no more than one cat/bonded pair is out of his/her cage at a time
- Communicate with staff about questions or concerns they may have about potential adopters
- Provide feedback to staff and/or record observations about cat behavior and health
- Assist with Lost Pet Tours as needed

Skills: Cat Matchmaking volunteers must be able to:

- Communicate with potential adopters in a non-judgmental and courteous manner
- Provide friendly, knowledgeable service and answer questions in a professional matter
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Ability to defer to staff on adoption decisions
- Read, write and have clear communication skills
- Spanish-language ability preferred, but not required

Prerequisites & Training:

- General Volunteer Orientation
- Cat Essentials Training
- A minimum of one (1) Mentor Session
- Cat Matchmaker Training
- Shadow a current Cat Matchmaking volunteer for one full shift.
- Have a minimum of twenty-five (25) Cat Socialization & TLC hours within the last three (3) months
- Must read through the cat handling instructions and handouts, and review with a staff member

Work Conditions:

- Some walking, sitting, bending, and stooping will be needed
- Lift up to twenty (20) pounds
- Spot cleaning as needed

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Cat Adoption Counselor

Description: Adoption Counselor Volunteers conduct conversational interviews with potential adopters to help place CACC shelter animals into appropriate homes and to provide information and supporting documents to adopters to ensure a good transition into the home.

Adoption Counselors will:

- Explain the adoption process
- Conduct a detailed, open-ended discussion with the potential adopter to assess whether they are a good fit for the animal using the adoption discussion guidelines provided by CACC
- Provide guidance on animal health and enrichment (dog walking, cat declawing, etc.)
- Inform potential adopters about medical and behavioral information related to the animal of interest
- Assist potential adopters who may need medical, behavioral, and food resource and service referrals
- Assure that the adoption application is filled out completely
- Communicate with staff about any questions or concerns they may have about the adoption
- Work with APCs to set up adoption appointments.

Adoption Appointments:

- Adoption viewing: 60 minutes appointments, 3 cat maximum per appointment
- Adoption pick-up (if they do not take home the day of the view): 30-minute appointments

Skills: Adoption Counselor volunteers must be able to:

- Communicate with potential adopters in a non-judgmental and courteous manner, even in stressful situations
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Provide accurate information about animals of interest to potential adopters
- Communicate with staff about any issues of concern related to an adoption application
- Defer to staff on final adoption decisions
- Read, write and have clear communication skills
- Spanish-language ability a plus, but not required

Prerequisites & Training: Adoption Counselor volunteers must have at least 32 hours of volunteer experience at CACC. They must also complete:

- General Volunteer Orientation
- Complete Adoption Counselor Training with a current Adoption Counselor volunteer or staff member
- Shadowing a current Adoption Counselor volunteer for a minimum of two (2) screenings
- Read through the adoption discussion guidelines and review them with a staff member
- May require access to internet, Google Drive/Docs, email, and a phone as volunteers may perform this task from home.

Work Conditions:

- Some walking, sitting, bending, and stooping will be needed
- Lift up to twenty (20) pounds

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Cat Adoption Follow-Up

Description: The Adoption Follow-Up volunteer assists in assessing how pets adopted from CACC are doing in their new homes and offer resources to adopters as necessary. These volunteers contact adopters two weeks after an adoption and again after 2–3 months to discuss any health or behavioral concerns related to their new pets. Volunteer also provide appropriate educational information as needed, as well as referring adopters to resources for behavioral, food or medical assistance if required.

The Adoption Follow-Up volunteer will:

- Call and/or email each adopter two weeks after an adoption is finalized and again 2–3 months later.
- Volunteers will be provided with a script to assist in facilitating communications with the adopter in order to assess the welfare (health, behavior, food) of the animal. The script is a guide: Not all questions need to be asked but the script should help to facilitate a focused and positive discussion with the adopter.
- Volunteers will be provided with a list of easily accessible resources that can be shared with adopters if the interview reveals that the adopter requires assistance with medical, food and/or behavioral assistance with the pet. Examples of resources include behavioral hotlines, lists of trainers, and information on low-cost vets and food banks.
- Following these calls, volunteers will need to write up a short summary of the conversation, including any positive indications as well as signs that the adopter may benefit from additional resources. Responses to the script questions do not have to be recorded verbatim. The summary will be kept with the animal's records and will be available for reference during the second round of calls.
- It is crucial that the volunteer recognize when to bring a particular case to the attention of CACC staff. If the conversation with the adopter reveals any areas of concern, the volunteer should deferring to staff for guidance as needed. This communication should be recorded with the rest of the records prepared by the volunteer for each animal.

Skills: Adoption Follow-Up volunteer must be able to:

- Talk to adopters over the phone or communicate via email in a non-judgmental and courteous manner
- Provide information on behavioral and medical issues, including offering referrals to appropriate service providers
- Recognize situations that should be escalated to CACC staff for further investigation
- Track and follow-up numerous adoption-related conversations through careful record keeping
- Act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write and have clear communication skills
- Spanish-language ability preferred but not required

Prerequisites & Training:

- General Volunteer Orientation
- Complete one-on-one training session with a current Adoption Follow-Up volunteer or staff member
- Read through the adoption follow-up guidelines and review them with a staff member
- May require access to internet, Google Drive/Docs, email, and a phone as volunteers may perform this task from home.

Work Conditions:

- Some walking, sitting, bending, and stooping will be needed
- Lift up to twenty (20) pounds

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Cat Enrichment

Description: Cat Enrichment & TLC volunteers facilitate mental and physical stimulation for the cats. Helping the cats to think, learn and explore goes a long way to keeping them behaviorally healthy in the shelter.

Cat Enrichment volunteers will:

- Provide cats with opportunities for exercise, enrichment and socialization through one-on-one interactions
- Offer cats mental and physical stimulation, including olfactory stimulation (catnip toys), auditory stimulation (music and cat CDs), visual stimulation (CDs, perpetual motion toys), taste stimulation (different kinds of treats), physical stimulation (interactive playtime and free time to wander the room), tactile stimulation (petting and brushing)
- When appropriate, use food gathering enrichment and clicker training for additional mental stimulation
- Encourage cats to engage in social interaction and identify the kind of touch the cat appreciates
- If cat appears overwhelmed, provide a box or make a tent to give the cat some down time
- Remove and return cats (when appropriate) from cages in order to be able to interact with them or provide them with time to explore the cat room
- Learn about the backgrounds, health issues and personalities of the cats and record this information so it can be shared with Cat Matchmaking Volunteers.
- Provide feedback to staff about cat behavior and health as necessary
- Check regularly to make sure each cat has a scratch pad, small toys and interactive games/toys in his/her cage to stimulate self-play
- Confirm that each cat has access to food, water and a litter box

Skills: Cat Enrichment & TLC volunteers must be able to:

- Work with cats in a safe, patient and constructive manner
- Determine whether a cat needs more or less stimulation based on body language and provide appropriate activities/interactions
- Provide accurate information on cat behavior and health to staff, other volunteers and prospective adopters
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write and have clear communication skills

Prerequisites & Training:

- General Volunteer Orientation
- Cat Essentials Training
- A minimum of one (1) Mentor Session
- Cat Enrichment Training
- Shadow a current Cat Enrichment volunteer for one full shift.
- Have a minimum of twenty-five (25) Cat Socialization & TLC hours within the last three (3) months
- Must read through the cat handling instructions and handouts, and review with a staff member

Work Conditions:

- Sitting, bending, and stooping required
- Lift up to twenty-five (25) pounds
- Volunteers will have extensive interaction with cats and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Cat Volunteer Mentors

Description: Cat Mentors will be trained to mentor new volunteers and READI Program participants. These volunteers must:

- Successfully participate as a Cat Socialization & TLC Volunteer for at least six (6) months
- Train and mentor new volunteers who want to become cat volunteers
- Complete additional training to mentor other volunteers and READI program participants
- Demonstrate excellent communication and leadership skills
- Consistent volunteer and ability to commit to mentor sessions regularly, a minimum of three (3) mentor session per month is required
- Provide accurate information to new volunteers that includes but is not limited to: general CACC information, understand different types of kennel cards, safe handling tips, reporting medical notes and cat behavior, explaining the different cat volunteer opportunities, spot cleaning cages and assisting with adoption matchmaking.

Skills: Cat Mentors must be able to:

- Communicate with staff, volunteers, and visitors in a non-judgmental and courteous manner
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write and have clear communication skills
- Spanish-language ability a plus but not required

Prerequisites & Training:

- General Volunteer Orientation
- Cat Essentials Training
- A minimum of one (1) Mentor Session
- Shadow a current Cat Enrichment volunteer for one full shift.
- Have minimum of fifty (50) Cat Socialization & TLC hours in the last six (6) months
- Six (6) months as an active volunteer in good standing
- Volunteer a minimum of (1) day per week, two (2) days a week is preferred
- Cat Mentor Training
- Shadow a current Cat Mentor for one (1) session

Work Conditions:

- Walking (with dogs on leash), sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers will interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Orphaned Kitten Care

Description: Orphaned Kitten Care volunteers will help care for neonate kittens that come into CACC either without a mom or that may require supplemental care as the mom may be unable to care for her kittens, during their time at CACC.

- Neonate kittens will require volunteers to bottle feed while following the provided feeding guidelines and documenting times of each feeding and amount given to each kitten
- Stimulate kittens for elimination (urinate and defecate)
- Assist with weaning/transition from bottle feeding to feeding solid kitten food from a dish
- Preparing food and sterilizing supplies needed
- Volunteers may also have to bathe kittens and help with flea removal
- Assessing a kitten's health and overall condition and informing staff with any concerns

Skills: Orphaned Kitten Care Volunteers must be able to:

- Work with cats in a safe, patient, and constructive manner
- Provide accurate information on cat behavior and health to staff, other volunteers, and rescues
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write, and have clear communication skills

Prerequisites & Training:

- General Volunteer Orientation
- Cat Essentials Training
- A minimum of one (1) Mentor Session
- Orphaned Kitten Care Training
- Shadow a current Bottle Baby Volunteer for at least two (2) feedings.
- Have a minimum of twenty-five (25) Cat Socialization & TLC hours within the last three (3) months
- Three (3) months as an active volunteer in good standing

Work Conditions:

- Some walking, sitting, bending, and stooping will be needed
- Lift up to twenty (20) pounds

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Spicy & Scaredy Cat Volunteers

Description: Orange Level volunteers will be trained to provide enrichment for shy/scared/fractious cats that require advanced skills. These volunteers must:

- Successfully participate as a Cat Socialization & TLC Volunteer for at least six (6) months
- Complete additional training to become certified to work with shy/scared cats
- Have a good understand of cat body language
- Demonstrate excellent communication and leadership skills

Skills: Cat Mentors and Orange Level volunteers must be able to:

- Work with behaviorally challenged cats in a safe, patient and constructive manner
- Communicate with staff, volunteers, and visitors in a non-judgmental and courteous manner
- Provide accurate information about animals of interest to potential adopters
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write and have clear communication skills
- Spanish-language ability a plus but not required

Prerequisites & Training:

- General Volunteer Orientation
- Cat Essentials Training
- A minimum of one (1) Mentor Session
- Advance Cat Behavior Training
- Have minimum of fifty (50) Cat Socialization & TLC hours in the last six (6) months
- Six (6) months as an active volunteer in good standing
- Shadow an Orange Cat Volunteer for at least one (1) shift

Work Conditions: Walking (with dogs on leash), sitting, bending, and stooping required

- Lift up to 35 pounds
- Volunteers will have extensive interaction with dogs and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.
- Volunteers will interact with members of the public as well as shelter staff.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

CACC EVENTS, OUTREACH & MORE SQUAD VOLUNTEER OPPORTUNITIES

Event and Outreach volunteers provide friendly, knowledgeable customer service at CACC events, including adoption events, low-cost vaccine and microchip clinics, and open houses and information sessions. Volunteers will assist in preparing for, setting up, and breaking down the event as well as executing various duties at the event including communicating with guests, providing crowd control, guiding visitors to the appropriate locations, and explaining various processes and procedures related to the event.

Events, Outreach & More Squad	
<p>Events:</p> <ul style="list-style-type: none"> • Event Volunteers • Adoption Counselor & Closer Volunteers • Concierge Volunteers 	<p>Medical:</p> <ul style="list-style-type: none"> • Medical Volunteers <p>Admin:</p> <ul style="list-style-type: none"> • Administrative Volunteers • Social Media & Marketing Volunteers
<p>Work conditions:</p> <ul style="list-style-type: none"> • Lift up to thirty-five (35) pounds • Volunteers will have extensive interaction with cats and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases. • Volunteers will interact with members of the public as well as shelter staff. 	
<p>Time Commitment: A total minimum commitment of ten (10) hours per month is preferred, certain programs may require weekly time commitments which will be noted in the description of that program.</p>	

Event Volunteer

Description: Event Volunteers will:

- Assist in setting up for the event, including creating documents, hanging signs, assembling informational materials and goody bags, putting out tables and chairs, photocopying, etc.
- Greet and provide information to members of the public visiting the event
- Answer questions from members of the public may have using any provided dialogue guides
- Keep all stations stocked with appropriate documents and goody bags
- Communicate with visitors about a variety of health and behavior topics
- Engrave pet ID tags
- Clean up following the event, including disassembling tables
- Communicate with and direct inflow of visitors and explain the event process
- Collect customer and pet data as needed
- Make sure all attendees sign in and receive appropriate handouts.
- Show attendees around as requested by staff.

Skills: Events volunteers must be able to:

- Communicate with event attendees/potential adopters in a non-judgmental and courteous manner, even in stressful situations
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Provided accurate information about animals of interest to potential adopters
- Have a familiarity with the goals and operations of the event
- Defer to staff and seek guidance as needed
- Read, write and have clear communication skills
- Spanish-language ability preferred, but not required
- Photography, videography and social media skills helpful

Prerequisites & Training:

- General Volunteer Orientation
- Pre-event orientations as needed
- Any animal handling roles require that volunteers have at least three (3) months of experience at CACC as Dog Walker & Matchmaker and/or Cat Socialization & TLC and Matchmaker. Please refer to those sections for full prerequisites and training information.

Work Conditions:

- Most event volunteers must be able to stand for most of their shift. Walking, sitting, and bending may also be required.
- Some volunteers may need to handle dogs that weigh up to 50 pounds or more and/or stressed-out cats
- Many events are very crowded and can be noisy
- Lifting up to thirty-five (35) pounds

Time Commitment: A total minimum commitment of at least one event every three (3) months is preferred. Should be available for our weekend and evening events.

Adoption Counselor & Closer

Description: Adoption Counselor Volunteers conduct conversational interviews with potential adopters to help place CACC shelter animals into appropriate homes and to provide information and supporting documents to adopters to ensure a good transition into the home.

Adoption Counselors will:

- Explain the adoption process
- Conduct a detailed, open-ended discussion with the potential adopter to assess whether they are a good fit for the animal using the adoption discussion guidelines provided by CACC
- Provide guidance on animal health and enrichment (dog walking, cat declawing, etc.)
- Inform potential adopters about medical and behavioral information related to the animal of interest
- Assist potential adopters who may need medical, behavioral, and food resource and service referrals
- Assure that the adoption application is filled out completely
- Communicate with staff about any questions or concerns they may have about the adoption
- Work with APC's to set up adoption appointments.

Adoption Appointments:

- Adoption viewing: 60 minutes appointments, 3 cat maximum per appointment
- Adoption pick-up (if they do not take home the day of the view): 30-minute appointments

Skills: Adoption Counselor volunteers must be able to:

- Communicate with potential adopters in a non-judgmental and courteous manner, even in stressful situations
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Provide accurate information about animals of interest to potential adopters
- Communicate with staff about any issues of concern related to an adoption application
- Defer to staff on final adoption decisions
- Read, write and have clear communication skills
- Spanish-language ability a plus, but not required

Prerequisites & Training: Adoption Counselor volunteers must have at least 32 hours of volunteer experience at CACC. They must also complete:

- General Volunteer Orientation
- Shadowing a current Adoption Counselor volunteer for a minimum of two screenings
- One session of one-on-one training with a current Adoption Counselor volunteer or staff member
- Must read through the adoption discussion guidelines and review them with a staff member

Work Conditions:

- Some walking, sitting, bending and stooping will be needed
- Lift up to 20 pounds

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Concierge Volunteer

Description: Concierge volunteers provide friendly, knowledgeable customer service for all visitors to CACC, guides people entering the building to the appropriate areas, explains processes and procedures for services such as adoptions, redemptions, and giving up pets. These volunteers must be able to answer questions in a professional manner, deferring to staff when guidance is needed. Concierge volunteers will:

- Greet customers and welcome them to CACC
- Direct visitors to the appropriate adoption, redemption and relinquishment areas
- Answer questions from members of the public using a dialogue guide by CACC
- Keep information racks stocked with appropriate documents and clean up waiting room as needed
- For those who have come to adopt, explain the process, how to read a kennel card, where to go to see the animals, and what to do if/when they select an animal to meet/adopt
- Communicate with staff so they can call a volunteer to introduce animals to potential adopters
- Occasionally assist in handling animals upon intake

Skills: Concierge volunteers must be able to:

- Communicate with visitors to CACC in a non-judgmental and courteous manner
- Provide friendly, knowledgeable customer service and answer questions in a professional manner
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Provide accurate information to shelter visitors, and have a familiarity with the information provided on all display racks
- Smile and make eye contact at every customer
- Defer to staff if the correct answer isn't clear or if guidance is needed
- Read, write and have clear communication skills
- Spanish-language ability preferred but not required
- Ability to occasionally handle animals during intake process

Prerequisites & Training: Concierge volunteers must have at least 3 months of experience at CACC as dog walkers/showers and/or as cat adoption room or enrichment volunteers. They must also complete:

- General Volunteer Orientation
- General dog and cat training
- One session of one-on-one training with a current Concierge volunteer or staff member
- Must read through the documents created for this position and review them with a staff member

Work Conditions:

- Volunteer must be able to stand for most of their shift
- Some walking, sitting, bending and stooping will be needed
- Lifting up to 20 pounds
- Hold animals during intake process as needed

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Medical Volunteers

Description: Volunteers may assist the Medical Department with duties such as retrieving dogs and cats for surgery or returning them to their kennels after recovery. Some cleaning and organizing duties may also be assigned to volunteers.

Medical volunteers will:

- Remove and return dogs from kennels
- Remove and return cats from cages
- Assist with special organizational projects in the Medical Division
- Provide feedback to staff and/or record observations about dog/cat behavior and health

Skills: Medical volunteers must be able to:

- Work with dogs and cats in a safe, patient and constructive manner
- Communicate with staff in a non-judgmental and courteous manner
- Provide accurate information about animals they are working with
- Display a team attitude and approach, and be supportive of other volunteers and staff
- Communicate clearly

Prerequisites & Training: Medical volunteers must complete:

- General Volunteer Orientation

Dog Volunteers:

- General Volunteer Orientation
- Introduction to Dog Walking Seminar
- A Minimum of two (2) Mentor Sessions

Cat Volunteers:

- General Volunteer Orientation
- Cat Essentials Training
- A minimum of one (1) Mentor Session

Work Conditions:

- Walking (with dogs on leash), sitting, bending, and stooping required
- Lift up to thirty-five (35) pounds
- Volunteers will have extensive interaction with dogs and/or cats and are subject to bites and scratches. They also may be exposed to chemicals, drugs and topical medications, cleaning products and animal transmitted diseases.

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Administrative Volunteers

Description: Volunteers may assist in Administration with many kinds of projects including with marketing and communication projects, organizing projects, as well as general office/administrative projects. These volunteers will work closely with CACC's Administrative Team. The Administrative volunteers will usually work on special projects with individualized instruction provided by a staff member at the beginning of the project/shift. General requirements include:

- Clear communication skills to create varied content for newsletters, flyers, social media posts, etc.
- Organizational skills to facilitate information-gathering and/or efficiency of workflow at the shelter
- Provide feedback to staff and/or record observations about the project for Admin staff as needed

Skills: Admin volunteer must be able to:

- Communicate with staff and volunteers in a non-judgmental and courteous manner
- Recognize situations that should be escalated to CACC staff for further investigation
- Track projects through careful record keeping
- Act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write, and have clear communication skills
- Spanish-language ability preferred but not required

Prerequisites & Training:

- General Volunteer Orientation

Work Conditions:

- Must be able to sit at a computer and phone for most of a shift
- Some walking, standing, bending, and stooping may be needed
- Lift up to ten (10) pounds of files

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.

Social Media & Marketing Volunteers

Description: The social media/marketing volunteers will work on producing and posting content to share information about CACC's animals, events, information on animal care and safety, profiles of volunteers, staff, and supporters, thank you messages, and other related material on CACC's social media channels.

General requirements include:

- Clear communication skills to create varied content
- Organizational skills to facilitate information-gathering and scheduling
- Provide feedback to staff and/or record observations about the project as needed

Skills: Social Media & Marketing volunteer must be able to:

- Communicate with staff and volunteers in a non-judgmental and courteous manner
- Recognize situations that should be escalated to CACC staff for further investigation
- Track projects through careful record keeping
- Act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff
- Read, write, and have clear communication skills
- Spanish-language ability preferred but not required

Prerequisites & Training:

- General Volunteer Orientation
- Social Media Training

Work Conditions:

- Must be able to sit at a computer and phone for most of a shift
- Some walking, standing, bending, and stooping may be needed
- Lift up to ten (10) pounds of files

Time Commitment: A total minimum commitment of ten (10) hours per month is preferred.