

# **Michelson Found Animals**

## **Volunteer Handbook**

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Vet Assistant

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Lead Volunteer

Meds Assistant

Vet Tech Assistant

SPAY4LA

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Accounting:

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# WELCOME!

## Congratulations and welcome aboard!

We are thrilled to have you join our staff and volunteers as we work together to **save pets and enrich lives.**

Adopt & Shop Operations, LLC is a subsidiary company of Michelson Found Animals Foundation, Inc. ("Michelson Found Animals"). For purposes of this handbook, Adopt & Shop volunteers will be referred to as Michelson Found Animals volunteers.

As a Michelson Found Animals volunteer you are an integral part of an enthusiastic and complimentary team. It is our genuine hope that you enjoy your time as a volunteer with our organization.

This handbook has been designed to be a comprehensive tool to describe your upcoming volunteer experience and answer any questions that you might have. Our mission, goals, volunteer opportunities, and training outline can be found in this guide.

Michelson Found Animals staff members are here to assist you and make your volunteer work enjoyable. If at any time you have questions, comments or concerns, please do not hesitate to contact us.

## VISION, MISSION & CORE VALUES

**Vision:** "Loving homes for all pets; the joy of pets for all people"

**Mission:** "Saving Pets; Enriching Lives"

### Core Values:

#### Integrity

- We speak the truth and assume best intent. We value trust above all else. We hold ourselves and others accountable to the highest standards in all we say and do.

#### Accountability

- It is our privilege to help pets and people. We put the mission ahead of individual interests and we are stewards of our donor contributions [funds and volunteer hours].

#### Courage

- We focus on solving the most important problems
- We think beyond what is accepted as possible
- We make bold decisions even if that means being wrong some of the time

We challenge convention and reinvent the way we do business to better serve our mission. We create our own future. We constantly seek inspiration and we don't shy away from big problems.

## **Excellence**

- We deliver exceptional results so others can count on us
- We inspire with our insights and initiative
- We strive to perfect our craft every day

High standards are **our** way of life. We pursue excellence in everything we do. We're here because of our unique talents and the fire in our bellies to do something meaningful. We never stop growing.

## **Honesty**

- We are transparent with our logic and judgement
- We are direct and respectful
- We welcome feedback to help us improve

Our interactions are based on candor, honesty, and respect for individual contributions. We are committed to earning the trust and confidence of our teammates and customers and always act for the good of the whole.

## **Embrace Change**

- We have a healthy dissatisfaction with the status quo
- We learn fast and adjust
- We savor the surprises (resilience)

We see change as an opportunity, even when it may be uncomfortable or upset established interests. We are agile and adjust immediately when circumstances change. We only fail when we fail to learn and adapt quickly.

## **Win Together**

- We enjoy our work and don't take ourselves too seriously
- We develop ourselves and others to do the best work of our lives. We insist on positive relationships with our colleagues, clients, and the communities we serve
- We all pitch in to get things done

We respect all people, value their differences and treat others how we'd want to be treated. We know ourselves in order to gain understanding of others. We are grateful to be able to help pets and people, and we have fun doing it every day.

## **Deliver Impact**

- We measure and act on what matters most
- We make things happen
- Speed matters

We set extraordinary expectations and goals, and we believe in the joy of achieving significant

results. We embrace creativity, risk taking, and continuous improvement, which enable us to make and meet aggressive commitments.

## **FOUNDATION HISTORY**

Dr. Gary K. Michelson established Found Animals Foundation, now known as the Michelson Found Animals Foundation in 2005. The executive director was hired in March 2008. As of mid-2017, Michelson Found Animals has more than 75 employees and more than 800 volunteers.

The pursuit of sustainable business models is what differentiates Michelson Found Animals from other animal welfare organizations. Michelson Found Animals is focused on creating innovative, largely self-sustaining programs dedicated to three initiatives: spay/neuter services, resources for pet owners, and adoption.

## **VOLUNTEER CODE OF CONDUCT**

Although you are a volunteer, you are still subject to the rules of conduct expected of all Adopt & Shop and Michelson Found Animals staff members. Once you have made a commitment to the organization, we depend on you to follow through with your commitment. Essentially, you become an integral part of the Michelson Found Animals team. As such, you represent the organization to both patrons and the public at large and it is important to portray a positive image. Regardless of your capacity or seniority, as a volunteer, you are expected to:

- Support the mission, goals, and efforts of Michelson Found Animals with a positive, cooperative attitude.
- At all times, demonstrate civility to the public and compassionate care towards animals.
- When working together, volunteers should perform all tasks to the best of their ability, listen to the needs of others, and strive to promote a positive environment.
- Volunteers will abide to the volunteer dress code. (Long pants with belt loops, closed-toe shoes, and a clean volunteer t-shirt that will be provided to you)
- Arrive to all scheduled shifts on-time and ready to fulfil volunteer responsibilities.
- Sign in and out at the beginning and end of each shift.
- Understand the importance of attendance and punctuality and be aware of the call out procedures as follows:
  - Volunteers are expected to provide at least 2 days (a full 48 hours) notice when calling out for a shift. There is a three strikes rule for attendance/punctuality where volunteers will be placed on temporary leave from the program for one month upon the receipt of a third strike.
- Stay on property during every shift and notify a staff member of any instance that requires you to leave the property.
- Understand that volunteers are not permitted to bring friends or family along to any volunteer shifts, unless expressly invited to do so.
- Fulfill the minimum commitment of 8 hours a month for a 3 month period.
- Understand that volunteers are strongly discouraged from becoming romantically involved with one another or with any employee. Volunteers are expected to behave in a professional manner in the workplace and keep their personal relationships out of the work environment.
- Maintain the confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, whether this information involves a single staff member, volunteer, client, or other person, or involves overall Foundation business.

### **Consequences for Breach of Code of Conduct**

Breaches of the Code of Conduct are considered to be very serious and disciplinary action (up to and possibly including dismissal from the Volunteer Program) may arise.

Engaging in the following conduct will result in immediate dismissal from Michelson Found Animals as a volunteer:

- Uncooperativeness with other volunteers, Adopt & Shop staff, or Michelson Found Animals staff.
- Theft of Michelson Found Animals property or funds.
- Negligent or intentional destruction of Michelson Found Animals property.
- Violation of any safety rules or endangering the health or safety of any person or animal.

- Reporting to Michelson Found Animals as a volunteer while under the influence of alcoholic beverages or any drugs that impair your judgement.
- Harassment, intimidation, discourtesy, abusive language or behavior to fellow volunteers, employees, the public, or the animals will not be tolerated under any circumstances.
- Knowingly or unknowingly subjecting an animal in our care to conditions that could potentially cause, or do cause, discomfort, injury, or death, whether through carelessness, neglect or abuse.

## **ATTENDANCE/PUNCTUALITY**

Our programs rely heavily on the support of our volunteers and your attendance and punctuality are key components in the success of our programs. If you have advanced knowledge of a need to be tardy or absent, please make sure to email [mfavolunteer@foundanimals.org](mailto:mfavolunteer@foundanimals.org) or text our Volunteer Department Google Voice number - 424-625-5664, so that the volunteer department is able to make the necessary adjustments. In the event of a non-emergent absence, we ask to be notified at least 48 hours prior to the start of your volunteer shift. Failure to submit notification of absence could result in a temporary or permanent leave from the program.

## **ATTIRE / DRESS CODE**

All volunteers should use good judgment regarding appearance. Michelson Found Animals and Adopt & Shop's appearance policy is relaxed, casual, and informal to enable volunteers to work comfortably in the workplace. Yet, certain standards are established so volunteers are not confused about the meaning of the terms: relaxed, casual, and informal dress.

### ***Attire***

Adopt & Shop, Kitten Foster Program, and Spay4LA volunteers are required to wear t-shirts with branding associated with the store and/or Foundation (provided by the Volunteer Department), long pants with belt loops and closed-toe, non-skid shoes. For safety reasons, volunteers should wear pants made of thicker fabric, such as jeans, that cover and protect their legs. Attire should be clean and free of holes, and no alterations are to be made to your issued, branded t-shirt. Volunteers will be given an apron to wear on their first three shifts and will be issued a volunteer t-shirt following their third shift. During these initial three shifts, the same guidelines apply, with the only exception of the branded t-shirt: Michelson Found Animals volunteers should wear a clean, hole-free t-shirt that is also free of graphics. Tank tops are prohibited.

Hats should not be worn indoors at any time. Hats and baseball caps can frighten some animals and should not be worn around animals that show a reaction to them.

Exceptions to the dress code are made for KFP and daytripper volunteers who do not need to have belt loops and daytrippers are encouraged **not** to wear their volunteer shirts while daytripping. Daytrippers are approved to wear hats outside.

### ***Jewelry/Piercings and Odors***

Please contribute to a positive work environment by maintaining high standards of neatness, grooming, and personal hygiene. Natural body odors or odors from external sources may be offensive to others. Also, please keep in mind that some individuals may be allergic to chemicals



in perfumes, colognes, and lotions. If you use such items, please use them in moderation and with consideration for those around you.

Volunteers may be asked to remove jewelry or piercings in situations or environments where the jewelry or piercings could be considered inappropriate or a safety hazard. An example of this may be ear or facial jewelry such as hoops and “gauges.”

### ***Inappropriate Attire***

The following articles of attire are never appropriate:

- Revealing clothing
- Clothing that is wrinkled, torn, dirty or frayed
- Any clothing that has words, terms, or pictures that may be offensive to others

### ***Conclusion***

No appearance policy can cover all situations so volunteers must exert a certain amount of judgment in their choice of clothing to wear to volunteer. If you experience uncertainty about acceptable casual attire for work, please ask the Volunteer Department or one of the store's Managers.

If appearance or hygiene fails to meet these standards, as determined by a manager or Volunteer Department staff, the volunteer may be sent home.

## **ACCESS TO COMPUTERS/NETWORK AND VEHICLES**

With prior approval from management, volunteers (based on their prior experience and needs for the department) may have access to computers.

Volunteers who may need to drive a company vehicle will need to be added to our insurance policy in advance.

## **MEDIA CONTACTS**

On occasion, Michelson Found Animals volunteers may be approached for interviews or comments by the news media. Only people designated by Michelson Found Animals as contacts may comment on Foundation policy or events that have an impact on the Foundation. If you are approached, please defer to the appropriate contact: if you are unsure of the appropriate spokesperson, please refer the media representative to your department or store manager.

## **SOCIAL MEDIA**

Michelson Found Animals encourages the responsible use of social media. The purpose of this policy is to set out what Michelson Found Animals expects from our volunteers when using social media. It is important to remember that we are all ambassadors for the Foundation and that social media is never private.

Social media refers to online sites including, but not limited to, Facebook, Instagram, LinkedIn, Twitter, YouTube, Snapchat, etc., as well as blog postings. Social media can include written

information, photos, drawings, videos and other graphic or audio content. This policy includes postings on Internet message boards, chat rooms, web pages or any similar form of communication.

If you choose to personally participate in social media outside of the work environment:

- If you choose to identify yourself as associated with Michelson Found Animals, ensure you are using sound, professional judgment, as third parties may mistakenly perceive you as representing Michelson Found Animals and Adopt & Shop by your communication.
- If you choose to blog about Michelson Found Animals, you must clearly and conspicuously disclose your relationship with Michelson Found Animals and that you are not authorized to make statements on behalf of Michelson Found Animals.
- Make sure you are always honest and accurate when posting information or news. If you make a mistake, correct it quickly. Never post any information or rumors that you know to be false about the Foundation, co-workers, or customers. Do not use Found Animal's email addresses to register on social networks, blogs or other online tools utilized for personal use.

## **VOLUNTEER PROFILE/RECORD**

Volunteers can view their schedules and service hours in Volgistics, our online volunteer management software. All regularly scheduled hours are recorded automatically based on each volunteer's "punches", or log on/log off entries at the beginning and end of each shift. If you serve additional hours outside the scheduled assignment, Michelson Found Animals volunteers should notify the volunteer team by text or email so they can adjust your hours accordingly.

You can access Volgistics from our website. You will log in with the email and password that you set up when you completed your volunteer application. To view your record, please follow these steps:

1. Visit <https://www.volgistics.com/ex2/vicnet.dll?FROM=21691> (This URL/link is found in the signature of any email from the Volunteer Department)
2. Enter your email address and password.

## **VOLUNTEER RECOGNITION AND PERKS**

Michelson Found Animals is grateful for the efforts put forth by its volunteers. Michelson Found Animals programs were built to rely heavily on its volunteer force and recognize that, without the help of all of you, we would not be able to lead our programs to success. With that, the Foundation regularly appreciates volunteers from a variety of angles, such as:

- Most Hours Served Award (Once per quarter) — Volunteer receives a \$50 gift card
- Volunteer of the Month Award (Monthly) — A volunteer from each program is nominated by staff for their hard work and dedication. The volunteers will be rewarded with a \$25 gift card.
- Volunteer Hours Certificates — Volunteers received awards after 100, 500 and 1000 hours of service and will be given a certificate and a small prize for their accomplishment.

- Volunteer Appreciation Gatherings —The Volunteer Department and Program staff host periodic gatherings which happen both on shift and outside of regular volunteer times to celebrate you!
- Continued education opportunities — Various training opportunities will be available throughout the year, which may be both related and unrelated to your volunteer work
- Adopt & Shop will microchip a volunteer's pet after 20 hours of service.
- Volunteers can purchase flea & tick medications from Adopt & Shop at the price that the store purchases the product from the supplier.
- Michelson Found Animals volunteers will receive a reduced adoption fee for any animal s/he adopts from Adopt & Shop.
- Spay4LA offers volunteer discounts for spay and neuter surgeries to pets owned by Michelson Found Animals volunteers.

## **VOLUNTEER SAFETY AND HEALTH**

It is the policy of Michelson Found Animals to provide its volunteers a safe and healthy workplace and to follow procedures intended to safeguard all volunteers. Accident prevention and efficiency in production go together; neither should be given priority over the other.

Safety is everyone's responsibility. Every manager and employee is expected to devote the time and effort necessary to ensure the safety of volunteers at all times.

### Volunteer Responsibilities Include:

- Obeying the safety rules.
- Following safe job procedures and not taking shortcuts.
- Keeping work areas clean and free from slipping or tripping hazards.
- Using prescribed personal protective equipment.
- Immediately reporting all malfunctions to volunteer supervisor.
- Using care when lifting and carrying objects.
- Observing restricted areas and all warning signs.
- Knowing emergency procedures.
- Reporting unsafe conditions to volunteer supervisor.
- Promptly reporting every accident and injury to volunteer supervisor.
- Following the care prescribed by the attending physician when treated for an injury or illness.
- Attending all volunteer safety meetings.
- Participating in accident investigations or other loss control activities as needed.

Failure to observe these guidelines may result in disciplinary action, up to and including dismissal from the volunteer program.

## **WEAPONS**

It is the intent of Michelson Found Animals to provide a safe and secure workplace for volunteers, clients, customers of clients, visitors and others with whom we do business. Michelson Found Animals has “zero tolerance” for, and expressly forbids the possession of, while on Michelson Found Animals property, any type of weapon, firearm, explosive, and/or ammunition. For

purposes of this policy, Michelson Found Animals property includes, but is not limited to, all Michelson Found Animals facilities and facilities owned by any subsidiary of the Foundation, Michelson Found Animals-provided parking areas and vehicles and equipment that are either leased or owned by Michelson Found Animals or a Michelson Found Animals client. In addition, Michelson Found Animals strictly prohibits the carrying or possession of any weapon in a parking facility or parking area, including in volunteer-owned vehicles parked on Michelson Found Animals property.

The possession of firearms or other weapons on Michelson Found Animals property may be cause for discipline, including, but not limited to, immediate dismissal from the volunteer program. In enforcing this policy, Michelson Found Animals reserves the right to request inspections of any volunteer and their personal effects while on Michelson Found Animals property, to the extent allowable under applicable law. Any volunteer who refuses to allow such an inspection will be subject to the same disciplinary action as having been found in possession of firearms or other weapons.

Volunteers within Michelson Found Animals share the responsibility of identifying violators of this policy. A volunteer who either witnesses or suspects another individual of violating this policy should immediately report this information to their onsite manager.

## **DRUG-FREE WORKPLACE**

The policy of Michelson Found Animals is to maintain a drug-free workplace. All Michelson Found Animals volunteers must comply with this policy. The term “workplace” is defined as Michelson Found Animals property, any Michelson Found Animals sponsored activity, or any other site where the volunteer is performing work for Michelson Found Animals or representing Michelson Found Animals. The term “drug” as used in this policy includes alcoholic beverages and prescription drugs, as well as illegal inhalants and illegal drugs and/or controlled substances as defined in schedules I through V of the Controlled Substances Act, 21 U.S.C. Sec. 812, 21 C.F.R. Sec 1308, and the state and local law of the jurisdiction where the workplace is located, including, but not limited to, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), and amphetamines. A volunteer who engages in an activity prohibited by this policy shall be subject to disciplinary action, up to and including immediate termination.

Prohibited activities under this policy include the possession, use, sale, attempted sale, distribution, manufacture, purchase, attempted purchase, transfer or cultivation of drugs, as defined above, in the workplace, as defined above. Michelson Found Animals performs post-offer drug screenings on volunteers whose jobs involve driving for foundation business on a regular basis. However, the use and/or possession of prescription drugs, when taken as directed and obtained with a valid prescription under federal law, shall not be a violation of this policy.

Information regarding the availability of treatment programs, if any, such as assistance provided by Michelson Found Animals health care plan coverage or drug and alcohol abuse rehabilitation programs and the requirements for participation in drug and alcohol abuse education and training programs, may be requested by contacting the Human Resources Department.

*This policy is not intended to replace or otherwise alter applicable U.S. Department of Transportation obligations or any other federal, state or local agency drug testing regulations related to a particular industry.*

## **VIOLENCE IN THE WORKPLACE**

It is the intent of Michelson Found Animals to provide a safe workplace for volunteers and to provide a comfortable and secure atmosphere for customers and others with whom we do business. Michelson Found Animals has zero tolerance for violent acts or threats of violence.

Michelson Found Animals expects all volunteers to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional or veiled threat of harm to any volunteer or Michelson Found Animals property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any volunteer who commits or threatens to commit a violent act against any person while on Michelson Found Animals premises will be subject to immediate discharge. If a volunteer, while engaged in Michelson Found Animals business off the premises, commits or threatens to commit a violent act, that volunteer will be subject to immediate discharge.

Examples of workplace violence include, but are not limited to, the following:

- All threats or acts of violence occurring on Michelson Found Animals premises, regardless of the relationship between Michelson Found Animals and the parties involved.
- All threats or acts of violence occurring off Michelson Found Animals premises involving someone who is acting in the capacity of a representative of Michelson Found Animals.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates, or property with harm.
- Intentional destruction or threatening to destroy Michelson Found Animals property.
- Making harassing or threatening phone calls.
- Harassing surveillance or stalking (following or watching someone).
- Unauthorized possession or inappropriate use of firearms or weapons.
- Throwing any items, including but not limited to Michelson Found Animals property

Volunteers within Michelson Found Animals share the responsibility in identifying and alleviating threatening or violent behavior. Any volunteer who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to his or her volunteer supervisor, a member of management, or the Human Resources Department. Volunteers must assume that any threat is serious. If you as an individual feel threatened and need protection, do not hesitate to report the situation to a manager. Any threat reported to a manager should be brought to the attention of management and the Human Resources Department. The Human Resources Department will carefully investigate all reports, and volunteer confidentiality will be maintained to the fullest extent possible.

Michelson Found Animals prohibition against threats and acts of violence applies to all persons involved in Michelson Found Animals operation, including, but not limited to, personnel, contract and temporary workers, and anyone else on Michelson Found Animals property. Violations of this policy by any individual on Michelson Found Animals property will lead to disciplinary action, up to and including termination and/or legal action as appropriate.

## **EMERGENCY / DISASTER EVACUATION PLANS**

### ***REPORTING EMERGENCIES***

In the event of an emergency, employees should contact emergency services as soon as possible [CCR, Title 8, Section 3220(b)(5) & (c)]. This location reports emergencies by the following:

1. Warning and Alarms
  - a. Emergency services will be notified by calling 911
  - b. During an emergency evacuation, employees will be notified of the emergency condition by: alarm system
  - c. Alternate alarm methods: notice from store manager on duty
2. The following situations are when you should notify emergency services:
  - a. In the event of a medical emergency
  - b. To report all fire incidents, even if the fire is extinguished
  - c. To report criminal or suspicious behavior

If you are in doubt about the seriousness of a situation, such as any possible situation that you believe may be serious and that may result in injury, death, loss of property, apprehension of a suspected criminal, or prevention of a crime that is about to occur, emergency services should be notified.

3. Provide the following information to the Emergency Dispatcher upon calling:
  - a. Your name
  - b. Whether you are in a safe location
  - c. What the nature of the emergency is
  - d. Where the emergency is located
  - e. When the emergency happened
  - f. How the emergency happened

### ***PRIOR TO EXITING***

After hearing the alarm to evacuate, stop all work activities. If time permits, each person should gather his or her valuables (e.g., car keys, medication, and other critical personal items), turn off equipment (i.e., computer, machinery, electrical shut offs), lock up sensitive items, leave lights on, and close, but do not lock, the doors (locked doors can hamper rescue operations).. Remember that you may not be allowed back into the building for an extended time.

The person responsible for roll call (Safety Coordinator or Alternative Safety Coordinator) will take a personnel list (use attached form or alternate) before leaving the building [CCR, Title 8, Section 3220(b)(3)].

### ***EVACUATION ROUTES***

Evacuation route maps have been posted in each work area. The following information is marked on evacuation maps:

1. Emergency exits
2. Primary and secondary evacuation routes
3. Locations of fire extinguishers

4. Fire alarm pull stations' location
5. Assembly points

*Site personnel should know at least two evacuation routes*

## **EXAMPLE EMERGENCY PLANS**

The following are examples of several emergencies and their accompanied emergency plans. For a full list of emergency plans, please reference the Emergency Action and Evacuation Plan Binder found at each worksite location.

### **Earthquake**

- Stay calm and await instructions from the emergency coordinator or the designated official.
- Keep away from overhead fixtures, windows, filing cabinets and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the emergency coordinator and/or emergency responders.

### **Fire**

- Activate the nearest fire alarm.
- Notify the local Fire Department by calling 310-202-5800 or Dial 911.
- Staff and volunteers not handling pets should calmly gather what they can in hand and find the nearest exit.
- Assemble in the designated area as identified.
- Building captains will make sure all customers, employees and volunteers evacuate the building.

### **Active Shooter**

- Get yourself and others out of harm's way.
- When possible, contact 911 to alert them to a problem, and determine whether evacuation or lockdown is the appropriate response.
- Employees, volunteers and customers should make decisions of lockdown or evacuation on their own only in life threatening situations.
- In a violent situation, consider what you can use to cover yourself, or deflect a bullet if necessary (trash cans, columns, planter boxes, benches, cement.) Consider what might conceal you to an intruder (doors, partitions, desks, shrubs, video cabinets.)
- Employees, customers & volunteers in building should remain until notified by appropriate personnel on what actions to take.

### **Bomb Threat**

- When the fire alarms sound and the strobes are activated, or upon notification by emergency responders, occupants must evacuate the building and assemble at the predetermined evacuation locations.
- Leave by the nearest marked exit and alert others to do the same.
- Follow instructions from management or emergency responders.

- If you open a door, check the door for heat with the back of your hand before opening it. Do not open the door if it is hot.
- Walk, do not run. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Once outside, move quickly away from the building and proceed to the closest evacuation location. You should try to be at least 500 feet away from the affected building.
- Assist people with disabilities to the closest interior evacuation location, if it is safe to do so. If this is not a safe location given the emergency, assist them to the nearest perimeter location.
- Keep roadways, fire lanes, and fire hydrants clear for emergency vehicles and responders.



## **VOLUNTEER DEPARTMENT CONTACT INFORMATION**

To report any schedule changes please send text or email to:  
[mfavolunteer@foundanimals.org](mailto:mfavolunteer@foundanimals.org)

***Volunteer Program Manager***

**Heather Thomas**

[h.thomas@foundanimals.org](mailto:h.thomas@foundanimals.org)

***A&S Lakewood Manager & Volunteer Coordinator***

**Edgar Lopez**

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***A&S Culver City Volunteer Program Coordinator***

**Corey Wisler**

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***A&S Culver City Volunteer Program Coordinator***

**Jen Seright**

[j.seright@foundanimals.org](mailto:j.seright@foundanimals.org)

***Volunteer Program Assistant***

**Grace Wakelee-Lynch**

[g.wakeleelynch@foundanimals.org](mailto:g.wakeleelynch@foundanimals.org)

**Volunteer Department Main Line**

424-625-5664

**Adopt & Shop Culver City & Kitten Foster Project**

4235 Sepulveda Blvd.

Culver City, CA 90230

310-93-FOUND (310-933-6863)

**Adopt & Shop Lakewood**

353 Lakewood Center Mall

Lakewood, CA 90712

562-531-2871

**Spay4LA (locations vary)**

323-439-8566 clinic

323-810-5862

**Michelson Found Animals Main Office**

310-574-5780

# PROGRAM INFORMATION & VOLUNTEER SHIFTS

## ADOPT & SHOP (A&S) - CULVER CITY

**Program Description:** Michelson Found Animals Adopt & Shop is a unique store with a mission – Saving Pets. Enriching Lives. We offer pet adoptions, pet supplies, grooming and dog daycare, all in one location. All of our pets come from local shelters and as a nonprofit, all of the profits go back into programs to save more pets. Our goal is to help reduce pets being euthanized in shelters, offering a way for customers to be a part of our mission. Join us in making a difference for pets and pet owners!

**Supports:** A&S Staff

### **Locations:**

- Culver City A&S - 4235 Sepulveda Blvd. Culver City, CA 90230
- Lakewood A&S - 353 Lakewood Center Mall, Lakewood, CA 90712

### **Volunteer Roles and Responsibilities:**

#### **PET CARE PROVIDER**

**Purpose of Position:** Pet Care Provider Volunteers will assist Animal Care Associates (staff) to maintain sanitary and tidy kennels, suites, condos, etc. for the adoptable dogs and cats, and help with basic tasks, such as feeding. With volunteer support throughout the day, staff is able to focus on the bigger picture to ensure all of the animals are well cared for and ready for adoption.

**Core Competencies:** If you can say, "I agree." to **all** the following statements, this volunteer position may be right for you:

- I am comfortable handling cats and dogs of all breeds and sizes.
- I am willing and able to take direction from the Animal Care Associates and Lead Volunteers.
- I am willing to jump in and help wherever needed, even if that means cleaning dishes.
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly, as scheduled.

### **Duties and Responsibilities:**

- Cleaning cages and kennels
- Walking dogs
- Washing dishes / doing laundry
- Feeding the adoptable animals according to established schedule
- Providing enrichment/socialization for animals
- Other duties as assigned by Animal Care Associates (staff)

### **Required Training/Qualifications:**

- Volunteer Orientation (1-hour information session)
- Pet Care Provider Training (2 ½-3 hours)
- 18+ years of age
- Appropriate interpersonal skills for team activities

- Possess basic range of motion and energy to complete simple tasks such as sweeping, mopping, lift and/or move up to 25lbs, etc.

**Schedule:**

- **Culver City** - 7 days/week M-F 8am-9pm and S/S 8am-6:30pm
  - M-F Shifts: 8am-12:30, 12-4pm, 3:30-7:30pm, and 7-9pm
  - Sat/Sun Shifts: 8am-12:30pm, 12-4pm, 3:30-6:30pm
- **Lakewood** - 7 days/week M-F 8:30am-9:30pm, Sa 8:30am-8:30pm, Su 9:30am-7:30pm
  - M-F Shifts: 8:30-10am, 9:45am-1pm, 12:45-4pm, 3:45-7pm, 6:45-9:30pm
  - Sat Shifts: 8:30-10am, 9:45am-1pm, 12:45-4pm, 3:45-7pm, 6:45-8:30pm
  - Sun Shifts: 9:30-11am, 10:45am-2pm, 1:45-5pm, 4:45-7:30pm

**Time commitment:** 8 hours/month minimum

**Location:**

- Lakewood Adopt & Shop
- Culver City Adopt & Shop

**MEET & GREET HOST**

**Purpose of Position:** Meet & Greet Hosts will assist the Retail & Adoption Team Members (staff) and the Adoption Counselor volunteers to ensure each customer has a positive experience. With volunteer support throughout the day, we are able to ensure that we find forever homes for our animals as quickly as possible.

**Core Competencies:** If you can say, “I agree.” to **all** the following statements, this volunteer position may be right for you.

- I am comfortable handling cats and dog of all breeds and sizes.
- I am willing and able to take direction from the Retail & Adoption Team Members (staff) and Lead Volunteers.
- I am very friendly and personable and would enjoy talking to potential adopters or shoppers to help them find what they are looking for.
- I am willing to jump in and help wherever needed, even if that means wiping down the windows or mopping the retail floor.
- I will follow Michelson Found Animals Adopt & Shop’s animal safety, animal handling and cleaning protocols.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly, as scheduled.

**Duties and Responsibilities:**

- Greeting guests
- Managing the meet & greet sign in sheet
- Answering basic questions from customers and potential adopters about the animals and the products that we sell
- Setting potential adopters and animals up in a meet & greet room
- Other duties as assigned by Retail & Adoption Team Members (staff)

**Required Training/Qualifications:**

- Volunteer Orientation (1-hour information session)
- Meet & Greet Host Training (1 ½ hours)
- 18+ years of age

- Appropriate interpersonal skills for team activities and interacting with the public
- Possession of basic range of motion and energy to complete simple tasks such as sweeping, mopping, lifting and/or moving up to 25lbs, etc.

**Schedule:** 7 days/week: M-F 11am-8pm and S/S 10am-6pm

- M-F Shifts: 12-4pm and 4-8pm
- Sat/Sun Shifts: 10am-2pm and 2-6pm

**Time commitment:** 8 hours/month minimum

**Location:**

- Culver City Adopt & Shop

### **ADOPTION COUNSELOR**

**Purpose of Position:** Adoption Counselor volunteers will assist the Retail & Adoption Team Members (staff) to ensure each customer has a positive experience. With volunteer support throughout the day, we are able to confidently match families and adoptable pets in forever homes as quickly as possible, with all the appropriate nutrition and accessories the animals need for optimal health.

**Core Competencies:** If you can say, "I agree." to **all** the following statements, this volunteer position may be right for you.

- I am comfortable handling cats and dog of all breeds and sizes.
- I am willing and able to take direction from the Retail & Adoption Team Members (staff) and Lead Volunteers.
- I am very friendly and personable and would enjoy talking to potential adopters or shoppers to help them find what they are looking for.
- I am willing to jump in and help wherever needed, even if that means windexing the windows or mopping the retail floor.
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly, as scheduled.

**Duties and Responsibilities:**

- Greeting guests
- Managing the meet & greet sign in sheet
- Answering basic questions from customers and potential adopters about the animals and the products that we sell
- Setting potential adopters and animals up in a meet & greet room
- Other duties as assigned by Retail & Adoption Team Members (staff)

**Required Training/Qualifications:**

- Volunteer Orientation (1-hour information session)
- Meet & Greet Host Training (1 ½ hours)
- 18+ years of age
- Appropriate interpersonal skills for team activities and interacting with the public
- Completed the Meet & Greet Progress Card
- Staff recommendation

- Possess basic range of motion and energy to complete simple tasks such as sweeping, mopping, lifting and/or moving up to 25lbs, etc.

**Schedule:**

- **Culver City** - 7 days/week: M-F 11am-8pm and S/S 10am-6pm
  - M-F Shifts: 12-4pm and 4-8pm
  - Sat/Sun Shifts: 10am-2pm and 2-6pm
- **Lakewood** - 7 days/week: M-F 1:30pm-9pm, Sat 10am-8pm and Sun 11am-7pm
  - M-F Shifts: 1:30-4pm, 4-6:30pm, 6:30-9pm
  - Sat Shifts: 10am-1:30pm, 1:30-5pm, and 5-8pm
  - Sun Shifts: 11am-1:30pm, 1:30-4pm, and 4-7pm

**Time commitment:** 8 hours/month minimum

**Location:**

- Culver City Adopt & Shop
- Lakewood Adopt & Shop

**DOG DAYCARE ASSISTANT**

**Purpose of Position:** Volunteers will assist Daycare Team Members (staff) in the supervision of daycare dogs to ensure that everyone is playing nicely, getting attention, and receiving breaks whenever needed.

**Core Competencies:** If you can say, "I agree." to **all** the following statements, this volunteer position may be right for you.

- I am comfortable handling dogs of all breeds and sizes.
- I am comfortable managing a group of 15+ dogs with the support of one staff member.
- I am willing and able to take direction from the Daycare Team Members (staff) and Lead Volunteers.
- I am willing to jump in and help wherever needed, even if that means cleaning up after the dogs as they urinate/defecate in the daycare yards.
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly, as scheduled.

**Duties and Responsibilities:**

- Managing pack play
- Escorting dogs in/out of the daycare yards to assist with drop-off/pick-up
- Identifying body language and using tools to correct inappropriate play
- Assist in writing report cards for pet parents
- Other duties as assigned by Daycare team members (staff)

**Required Training/Qualifications:**

- Volunteer Orientation (1-hour information session)
- Daycare Training (30 minutes)
- 18+ years of age
- Appropriate interpersonal skills for team activities
- Possess basic range of motion and energy to complete simple tasks such as sweeping, mopping, lift and/or move up to 25lbs, etc.

**Schedule:** 6 days/week M-F 7am-7pm and S/S 9am-5pm

- M-F Shifts: 7-9am, 9-11am, 11am-1pm, 1-3pm, 3-5pm, and 5-7:30pm
- Saturday Shifts: 9-11am, 11am-1pm, 1-3pm and 3-5pm

**Time commitment:** 8 hours/month minimum

**Location:**

- Culver City Adopt & Shop

### **CATTY WAGON / ADOPTION EVENT VOLUNTEER**

**Purpose of Position:** The Catty Wagon is a food truck transformed into a mobile adoption unit, which allows us to safely bring kittens, cats and sometimes dogs to community events where they are placed up for adoption. Catty Wagon and Adoption Event volunteers will assist the Catty Wagon Lead (staff) to ensure every person visiting the Catty Wagon or our table/booth at an event has a positive experience. With volunteer support throughout the events, we are able to ensure that we find forever homes for our animals as quickly as possible.

**Core Competencies:** If you can say, "I agree." to ***all*** the following statements, this volunteer position may be right for you.

- I am comfortable handling cats and dog of all breeds and sizes.
- I am willing and able to take direction from the Catty Wagon Lead (staff) and Lead Volunteers.
- I am very friendly and personable and would enjoy talking to potential adopters or shoppers to help them find what they are looking for.
- I am comfortable being outside for the length of my volunteer shifts when I attend events.
- I am willing to jump in and help wherever needed, even if that means windexing the windows of the Catty Wagon.
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly.

**Duties and Responsibilities:**

- Greeting guests
- Managing the meet & greet line
- Answering basic questions from customers and potential adopters about the animals and the products that we sell
- Setting potential adopters and animals up in a meet & greet room
- Other duties as assigned by Catty Wagon Lead (staff)

**Required Training/Qualifications:**

- Volunteer Orientation (1-hour information session)
- Catty Wagon / Adoption Event Training (1-hour)
- 18+ years of age
- Appropriate interpersonal skills for team activities and to interact with the public
- Possess basic range of motion and energy to complete simple tasks such as sweeping, mopping, lift and/or move up to 25lbs, etc.

**Schedule:** Mostly weekends but TBD based on individual events

**Time commitment:** 8 hours/month minimum

**Location:**

- Off-site at community events such as farmer's markets, flea markets, festivals, etc.

#### **OTHER VOLUNTEER ROLES @ ADOPT & SHOP:**

##### ***Lead Volunteer***

**Requirements:** 40+ hours in a particular volunteer role, staff recommendation

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers will assist in the training, guidance, and support of new volunteers by conducting a training in the area that they volunteer (i.e. pet care, daycare, etc.), teaming up with new volunteers as they enter the program, and serving as a liaison between new volunteers and staff.

##### ***Vet Assistant***

**Requirements:** Staff recommendation, limited spots available

**Location:** Culver City Adopt & Shop

**Purpose of Position:** Vet Assistant volunteers will assist the animal care staff and the veterinarians during their time at A&S. Volunteers will take temperatures, weights, take notes, etc. for the veterinarian so we can ensure we best utilize the vet's time with us.

##### ***Non-Adoption Events - No requirements***

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers will assist the staff (when present) with non-adoption events, such as Facebook live events at the store, tabling events, volunteer recruitment events, etc.

##### ***Merchandising Associate - No requirements***

**Location:** Culver City Adopt & Shop

**Purpose of Position:** Volunteers will assist the Retail & Adoption team members in receiving shipments of the products that we offer in the store. Volunteers will verify quantities of product received in the shipments and place pricing stickers on the products to prepare it to be placed on the retail floor. This position supports the financial side of the business that keeps the adoption program running.

##### ***Adoption Marketing Specialist***

**Requirements:** 20+ hours as a Pet Care Provider

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers in this position will assist the Retail & Adoption team members (staff) in ensuring that every pet has their picture taken and has a bio written about them that we can then post on our website and external adoption sites to ensure the animals find homes as quickly as possible.

##### ***Sourcing Assistant***

**Requirements:** Recommendation by Sourcing Associate, limited spots available

**Location:** Culver City Adopt & Shop

**Purpose of Position:** Volunteers in this position support the Sourcing Associate on their trips to our local shelter partners where they will pull animals (cats, dogs, puppies and kittens) and bring

them back to Adopt & Shop to be placed for adoption. Responsibilities may include driving the transport vehicles, assisting the Sourcing Associate in assessing and selecting animals, loading animals on and off the transport van and assisting with entering the animals' paperwork into our shelter system upon return to Adopt & Shop.

### ***Adult Cat Enrichment (A.C.E)***

**Requirements:** 10+ hours as a Pet Care Provider, limited openings / available time slots

**Location:** Culver City Adopt & Shop

**Purpose of Position:** Volunteers in this position will focus their time on a shift specifically to enrich our the adults cats in our facility. Adult cats often stay in our facility longer than dogs, puppies or kittens and therefore we want to make sure that we keep the cats mentally and physically enriched during their stay. Volunteers will spend time enriching the cats in meet & greet rooms and making items for the cats to have in their kennels as well.

### ***Daytripper***

**Requirements:** 20+ hours as a Pet Care Provider, must be 18+ and available shift times are only available before the stores open

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers in this position come in before the stores open to take our higher energy dogs, usually the large dogs, out for longer walks, hikes or runs in the surrounding areas. This allows the dogs to the outlet that they need to get our their energy, it is enriching for them to see new places, and we learn a lot about dogs from the volunteers during these outings. Ultimately, this program assists in getting the larger/higher energy dogs adopted much more quickly.

### ***Puppy/Dog Foster***

**Requirements:** Must be 18+

**Location:** Culver City and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers in this position will foster puppies and sometimes adult dogs for a period of time in their own homes. For puppies, foster parents may be caring for the dogs until they are old enough for adoption. For adult dogs, foster parents may be providing a home for a dog while they recover from an injury / illness or the foster parent may be caring for the dog while we work through a behavioral issue.

### ***Special Projects - No requirements***

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Have a special skill set? Please share it with us and we may be able to find a specialized volunteer role for you!

## **KITTEN FOSTER PROJECT (KFP) - CULVER CITY**

**Program Description:** The Kitten Foster Project is located in our Culver City Adopt & Shop. This program focuses on kittens between the ages of 4-8 weeks of age who are not yet old enough to be placed up for adoption. We need volunteers to help care for kittens in the nursery by cleaning kennels, socializing kittens, and feeding and medicating the kittens while we work to find them temporary foster homes where they will stay until they are old enough to be placed up for adoption.

**Supports:** Kitten Foster Staff

**Time commitment:** 8 hours/month minimum



**Location:** Kitten Nursery @ A&S Culver City, 4235 Sepulveda Blvd. Culver City, CA 90230

**Volunteer Roles and Responsibilities:**

**KITTEN CAREGIVERS**

**Purpose of Position:** *This is a seasonal position where the nursery needs the most help during the months of April-December.* Kitten Caregivers will assist the KFP Program team members (staff) to maintain sanitary and tidy kennels for the adoptable kittens, adult cats and sometimes puppies. Volunteers will assist with basic tasks such as feeding and socialization. With volunteer support throughout the day, we are able to ensure all of the kittens in the nursery are well cared for.

**Core Competencies:** If you can say, "I agree." to ***all*** the following statements, this volunteer position may be right for you.

- I am comfortable handling young kittens, cats and occasionally puppies.
- I am willing and able to take direction from the KFP team members (staff) and Lead Volunteers.
- I am willing to jump in and help wherever needed, even if that means cleaning dishes and taking the trash to the dumpster.
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly.

**Duties and Responsibilities:**

- Cleaning kennels
- Washing dishes / doing laundry
- Sweeping / mopping
- Feeding the animals in the nursery according to established schedule
- Providing enrichment for animals in the nursery
- Other duties as assigned by KFP team members (staff)

**Required Training/Qualifications:**

- Volunteer Orientation (1-hour information session)
- Kitten Caregiver (on-site) Training (2 ½-3 hours)
- 18+ years of age
- Appropriate interpersonal skills for team activities
- Possess basic range of motion and energy to complete simple tasks such as sweeping, mopping, lift and/or move up to 15lbs, and be comfortable with regular bending and turning

**Schedule:** 7 days/week M-F & Sun 9am-6pm and Saturday 9am-5pm

- Monday-Friday and Sundays 9am-12pm, 11:30-2pm, 2-4pm, 4-6pm
- Saturdays 9am-12pm, 11:30-1pm, 1-3pm, 3-5pm

**Time commitment:** 8 hours/month minimum

**Location:**

- Culver City Adopt & Shop

### **FOSTER PARENT**

**Purpose of Position:** This is a year-round opportunity, but the nursery needs the most foster parents during the months of April-December. Volunteers in this position will foster a litter of 2-5 kittens in their own home. The foster parents will provide the basic care for the kittens for 2-4 weeks, or until the kittens reach 8 weeks of age and 2 pounds in weight. At this point the foster parents will return the kittens to the nursery to be spayed or neutered and then the kittens will be placed up for adoption. By having the support of foster parents, it allows the staff to pull more kittens than we have capacity for in the nursery, and therefore allows us to save more lives.

**Core Competencies:** If you can say, "I agree." to **all** the following statements, this volunteer position may be right for you.

- I am comfortable caring for young kittens and sometimes mother cats in my own home.
- I am willing and able to follow the instructions set by the KFP team members (staff).
- I am willing purchase any necessary basic supplies including food, litter, etc. for the kittens while they are in my care. (Note: Medical costs are covered by the Kitten Nursery)
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am willing to transport my foster kittens to and from their recheck appointments which will take place in the Kitten Nursery located at the Culver City Adopt & Shop.
- I am willing to foster a litter of kittens for 2-4 weeks or whatever date is decided between me and the KFP team members (staff).

### **Duties and Responsibilities:**

- Raise a litter of kittens in a clean and safe environment for a minimum of two weeks
- Provide exercise and socialization as appropriate
- Monitor any medical and/or behavioral problems
- Transport to/from any necessary vet appointments or adoption centers
- Purchase all necessary items for fostering

### **Required Training/Qualifications:**

- Foster Parent Training (Includes a self-guided PowerPoint and reading the Foster Manual)
- Must have small food/mail scale
- 18+ years of age
- Have a minimum of two hours a day to spend with the kittens

**Time commitment:** 2 hours per day for 2-4 weeks which is determined before taking home a litter of kittens

### **Location:**

- Fostering will take place in Foster Parents' own homes
- Culver City Adopt & Shop (Recheck appointments will be held at the Culver City Adopt & Shop)

### **OTHER VOLUNTEER ROLES IN KFP:**

### ***Lead Volunteer***

**Requirements:** 40+ hours in a particular volunteer role, staff recommendation

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers will assist in the training, guidance, and support of new volunteers by conducting a training in the area that they volunteers (ie. pet care, daycare, etc.), teaming up with new volunteers as they enter the program, and serving as a liaison between new volunteers and staff.

### ***Meds Assistant***

**Requirements:** 20+ hours in Kitten Caregiver Role and staff recommendation, limited spots available

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers will assist the KFP staff in administering medication to the kittens in the nursery for their AM or PM doses. Volunteers are taught how to prepare the medications for each kittens and how to properly restrain and administer the medications to the kittens. Volunteers will also be responsible for noting any significant observations when working with the kittens such as signs of illness.

### ***Vet Tech Assistant***

**Requirements:** 20+ hours in Kitten Caregiver Role and staff recommendation, limited spots available

**Location:** Culver City Adopt & Shop and Lakewood Adopt & Shop

**Purpose of Position:** Volunteers will assist the veterinarians during their time in the nursery in order to make the most out of the veterinarian's time in the nursery. Responsibilities may include taking weights and temperatures of the kittens, recording the veterinarians observations and instructions, animal handling and restraining, etc.

## **SPAY4LA**

**Program Description:** Spay4LA is a mobile spay/neuter clinic whose mission is to provide free spay and neuter to the communities that provide the most intake to city animal shelters by bringing the clinic to their communities. By sterilizing these animals, Spay4LA's program decreases the number of homeless animals that enter animal shelters.

**Supports:** Spay4LA staff

**Locations:** Various locations throughout South Los Angeles with the occasional event in surrounding areas

**Time commitment:** 8-16 hours/month

### **Volunteer Roles and Responsibilities:**

#### **PET INTAKE/DISCHARGE**

**Purpose of Position:** Volunteers insure clients feel welcome and that their pets are being well taken care of by: engaging in conversation with them, answering their questions, providing all necessary paperwork to be completed by the pet owner, and obtaining all necessary documents to be submitted by pet owner. Volunteers will also make e-collars, prepare surgical drapes, remove syringes from packaging, and prepare medication to be taken by pets.

**Core Competencies:** If you can say, "I agree." to ***all*** the following statements, this volunteer position may be right for you.

- I am very friendly and personable and would enjoy talking to the SPAY4LA clients to help them fill out their intake forms and to provide them with the instructions they need to care for their pet post surgery.
- I am detail oriented and I am confident that I'm able to handle the administrative tasks to insure forms are filled out correctly, files are organized, and clients are well informed.
- I am comfortable being outside for the length of my volunteer shifts when I attend events.
- I am comfortable handling cats and dog of all breeds and sizes.
- I am willing and able to follow the instructions set by the Spay4LA staff.
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am willing to jump in and help wherever needed, even if that means helping with setup and breakdown.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly.

**Duties and Responsibilities:**

- Volunteers work to ensure that clients are informed and ready to take their pets home by:
  - Calling clients to let them know their pet(s) is ready for pick up
  - Handing clients information packets
  - Going over microchip/vaccine/surgery information
  - Answering questions
- Making e-collars
- Preparing surgical drapes
- Removing syringes from packaging
- Preparing medication to be taken by pets
- Making appointments for surgery

**Required Training/Qualifications:**

- Volunteer Orientation (1-hour information session)
- Spay4LA Intake/Discharge Training (1-hour)
- 18+ years of age
- Appropriate interpersonal skills for team activities
- Possess basic range of motion and energy to complete simple tasks such as sweeping, mopping, lift and/or move up to 15lbs, and be comfortable with regular bending and turning

**Schedule:** Thursday-Sunday 7-11am or 11am-2:30pm

**Time commitment:** 8 hours/month minimum

**Location:**

- Locations vary depending on where the clinic is located each day. The clinic generally rotates through recurring locations throughout South LA. Please email the Volunteer Department for the up-to-date list of locations.

## CLINIC ASSISTANT

**Purpose of Position:** Volunteers will assist the Spay4LA staff on board the van with a variety of veterinary technician duties. Volunteers will assist in loading the animals onto the van, prepare the animals for their spay or neuter surgery and assist the staff in monitoring the pets post surgery while they are recovering and coming out of anesthesia.

**Core Competencies:** If you can say, "I agree." to **all** the following statements, this volunteer position may be right for you.

- I either have previous veterinarian technician experience or I am enrolled in a veterinarian or pre-vet program.
- I am comfortable handling cats and dog of all breeds and sizes.
- I am comfortable being in the same space as where the spay and neuter surgeries are taking place.
- I am willing and able to follow the instructions set by the Spay4LA staff.
- I will follow Michelson Found Animals Adopt & Shop's animal safety, animal handling and cleaning protocols.
- I am willing to jump in and help wherever needed, even if that means cleaning kennels.
- I am able to commit to my mutually agreed volunteer shift time and will show up regularly.

### Duties and Responsibilities:

- Preparing surgical packs
- Preparing vaccines
- Preparing cats and dogs for surgery
- Administering flea control and/or deworming medications
- Monitoring the pets' recovery
- Clean kennels
- Volunteers will also make e-collars, prepare surgical drapes, remove syringes from packaging, and prepare medication to be taken by pets.

### Required Training/Qualifications:

- Volunteer Orientation (1 hour information session)
- Spay4LA Intake/Discharge Training (1 hour)
- At 20 hours in the Intake/Discharge role
- Spay4LA Clinic Assistant Training (1 hour)
- 18+ years of age
- Appropriate interpersonal skills for team activities
- Possess basic range of motion and energy to complete simple tasks such as sweeping, mopping, lift and/or move up to 50lbs, and be comfortable with regular bending and turning

**Schedule:** Thursday-Sunday 7-11am or 11am-2:30pm

**Time commitment:** 16 hours/month. Must have prior experience in vet services and/or be enrolled in pre-vet classes

### Location:

- Locations vary depending on where the clinic is located each day. The clinic generally rotates through recurring locations throughout South LA. Please email the Volunteer Department for the up-to-date list of locations.

## **MICHELSON FOUND ANIMALS OFFICE**

**Supports the Following Departments:** Marketing, Microchip, Michelson Prize & Grants, Spay4LA, Reception, Accounting, Volunteer Administration

**Location:** 3000 S Robertson Blvd. Suite 105, Los Angeles, CA 90016

**Time commitment:** 8 hours/month, minimum

**Schedule:** Monday-Friday  
Flexible hours: 8am-5:30pm

**Trainings: Total of 30 minutes**  
Office Orientation/Assignment of Tasks  
· Completed before beginning service

### **Duties & Responsibilities by Department:**

#### ***Accounting:***

Volunteers will provide support by: filing, data entry and other administrative tasks.

#### ***Marketing:***

Volunteers will provide support for the marketing department by: conducting research, creating basic website content, and assisting with social media such as Facebook and Twitter. Skilled tasks also range from graphic design to copywriting.

#### ***Registry department:***

Volunteers will provide support for the registry department by: researching, data entry, and preparing boxes of microchips for shipment.

#### ***Spay4LA:***

Volunteers will provide support for the Spay4LA department by: confirming appointments, filing client forms, and entering sterilization data.

#### ***Volunteer Administration:***

Volunteers will provide support to the volunteer team by: assisting with event preparation and various administrative tasks.