



THE ANIMAL WELFARE SOCIETY (PORT ELIZABETH)
Victoria Drive (Schoenmakerskop Road) - PO Box 5395, Walmer 6065
Telephone 041 366 1660
E-Mail: adoptions@animalwelfarepe.co.za
NPO No 003-538 VAT Reg No 4250130434
PBO 930000971

VOLUNTEER MANUAL

Volunteer at AWS PE

If you are passionate about animals and would like to make a difference in the lives of the dogs and cats that AWS PE rescues and cares for, consider becoming a regular volunteer at the shelter. You'll never find a more grateful and accepting companion than an animal you've spent time with!

You'll also make lots of new friends by volunteering - and not just the four-legged kind. A love for animals and a commitment to improving their lives can forge lifelong friendships between people.

There are various ways in which volunteers can get involved. Our dogs enjoy regular walks and exercise and our cats love being played with and groomed. We also have a number of small maintenance tasks that we always need help with - gardening, painting, cleaning and sorting out our food store, newspaper room and blanket room.

Volunteer Hours and Arrangements

Tuesdays to Fridays – 10:00-14:00 (by appointment only)
Saturdays, Sundays and public holidays – 10:00-13:00

First time volunteers are requested to join our regular group of volunteers, My Best Friend at 10:00 on a Saturday or Sunday for an informal orientation. Our reception staff will redirect you once you've completed our indemnity form at the office. Volunteers cannot be accommodated on Mondays.

Learner volunteers are required to contact the office on **041 366 1660** to make bookings for school projects. Learner volunteers can be assisted on weekends, max 4 learners per appointment.

All under 18 volunteers need to be accommodated by an adult for the duration of their visit to the shelter. Please wear comfortable and/or old clothes and shoes!

Dog walkers are requested to bring their own leads.

Schools Programme

We welcome schools who want to send their learners to visit and volunteer at AWS PE. We firmly believe that the key to creating a better future for animals and their welfare is by educating children. School visits not only equip children with knowledge about animals, but more importantly, they are designed to promote positive attitudes, build empathy and develop responsible behaviour. We aim to help children develop into responsible citizens within their communities. Our goal for volunteers is to

help decrease the stress levels of the animals through socialisation and exercise, to assist the staff where needed and to be positive advocates of the animals and the shelter.

1. All schools should contact AWS PE at least a week before a planned visit to confirm the numbers of learners and the time of the visit.
2. School volunteer/visiting hours are strictly between 10am and 2pm Tuesday to Friday.
3. All learners, irrespective of their age or grade, must be accompanied by a representative from their school.
4. An adult supervisor (teacher/parent/volunteer) organised by the school needs to be present for every group of four or less learners throughout their visit to AWS PE.
5. Learners and their supervisors/representatives must report at the reception when they arrive.
6. Learners will be assigned tasks by the AWS PE Wardens when they report to the reception.
7. No learners under the age of 16 are allowed to walk the dogs or be in the cat pens without adult supervision.
8. No learners are to go near the donkey and horse areas unless arrangements have been made with the EC Horse Care Unit.

General Guidelines

1. Dress code: long pants, sturdy shoes or boots (no open toes), t-shirt or long sleeves.
2. Sanitise/disinfect your hands with F10 spray before and after handling each animal. Sanitise/disinfect the bottom of your shoes in the foot baths after walking each dog.
3. Do not walk dogs from different pens together, they do not know each other and they could fight.
4. Make sure dogs get put back in the right cage. If you are unsure, please ask for assistance.
5. If an animal gets loose, and you cannot catch it, please ask an AWS PE employee for assistance immediately.
6. Please do not touch or handle any stray or township animals as they may be carrying infectious diseases that could be transmitted to our animals.
7. Please do not answer any questions from other visitors unless you are positive of the answer. Always ask an AWS staff member for assistance.
8. If you receive a deep scratch or bite, notify the AWS PE staff immediately.

Cat Companion

1. Adult cats love to be visited and petted, played with and brushed. You can ask for brushes at reception.
2. Maximum of 2 people in each cat pen at all times.
3. No under 18's in the cat pens unless under the supervision of an adult.
4. Please keep the main pen gate closed before opening individual pens so that the cats cannot escape.
5. Disinfect your hands with F10 spray before and after handling each animal.
6. Please use the disinfectant foot baths when entering and leaving each pen.
7. If a cat gets out, please report it to reception immediately.
8. Don't handle any feral cats on the property – the kennel staff can tell you who the tame shelter cats are.

Dog/Puppy Companion

1. Always be careful when working with the dogs. Watch for signs of aggression.
2. Be extra careful when several dogs are together or when children are present.
3. Do not walk any of the larger breed dogs unless you have permission from a staff member.
4. Please attach the leash to the chain collar properly. The AWS PE staff can help you.
5. All dogs in a pen to be walked together.
6. Please use the disinfectant foot baths when entering and leaving each pen.
7. Please scoop up after your pooch.
8. Disinfect your hands with F10 spray before and after handling each animal.

Dog Walkers Step by Step Guidelines

1. Report to the Wardens at reception to inform them that you are there to volunteer.
2. Complete the Volunteer Orientation and Training Session.
3. Complete and sign the AWS PE Indemnity form.

4. Dog walkers must be over 18, if under 18 they must be accompanied by an adult at all times.
5. Walkers to please bring their own leads.
6. Check the Dog Walking Board to see which dogs have been walked and which dogs need to be walked.
7. Pick dogs from a block that are appropriate to your size and skill level. New volunteers and learners may only walk our smaller dogs to ensure their safety and the well-being of our animals.
8. Every dog in a pen is to be walked at the same time, otherwise the dogs will fight. Don't pick a dog who share a pen with others if you can only walk one dog.
9. Tick off which pen you are going to walk on the Dog Walking Board.
10. Wash your hands and apply F10 spray on your hands before and after every dog that you walk. Put your feet in the F10 foot baths at the gates when you enter and exit a pen or walking area.
11. If an adult is accompanying a young volunteer, only take one dog at a time, so that the adult can properly supervise.
12. When entering a kennel block, close the gate behind you before you walk further. Enter the pen and close the gate behind you.
13. Put leash on dog before taking him/her out.
14. Edge your way out of the pen without letting another dog out.
15. Check which pen you left and remember to return the dog to that pen. Not all dogs are friends with each other and we don't want anyone to fight because they're in the wrong pen!
16. Close the gate, walk your dog out of block and close block gate.
17. Walk dog in the designated area only! Don't go exploring on your own.
18. Feel free to spend time socialising with the dog.
19. Return dog to the correct pen.
20. Spray hands with F10 spray and use foot baths.
21. Report any health or behavioural issue to the Kennel Staff.

Dog Walkers Emergency Procedure

1. If the dog gets loose, DON'T PANIC!

2. Shout for the main gate to be shut and try calling the dog in order to re-leash.
3. Do not run after the dog, stop and call the dog to you.
4. If you get bitten, wash the wound well, apply antibacterial gel, and get tetanus shot if required. Please ask our office staff for assistance.

Cleaning Cages & Feeding

1. If you would like to assist with the cleaning of cat pens or dog kennels, please work under the guidance of the kennel staff at all times.
2. Do not feed animals without permission as they may be on a special diet or need medication.