

# WATAUGA HUMANE SOCIETY VOLUNTEER GUIDE

Volunteer Pathways and Programs at the Watauga Humane Society



PRESENTED BY  
WHS Volunteer Coordinator

CONTACT  
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# So you want to volunteer?

## Volunteering For Personal Interest

People choose to volunteer at the Watauga Humane Society for a variety of reasons. Some are unable to have pets of their own but still want to spend time with animals, others have flexible schedules and wish to give back, and many are looking to gain experience in animal care or pursue a related career.

Whatever your motivation, we're glad you're here. To apply, visit [wataugahumane.org](http://wataugahumane.org), click on the "Get Involved" tab, and select "Volunteer" from the drop-down menu. From there, you'll be on your way to becoming a valued member of our volunteer team. [Training Videos](#)

## STUDENT VOLUNTEERING INQUIRIES

If you are seeking service hours for academic credit, please review our Student Volunteer Opportunities (SV) section (p.17). Once you've determined that you would like to complete your hours with WHS, contact the Volunteer Coordinator to check availability and schedule your shifts. [Training Video](#)

## COMMUNITY SERVICE INQUIRIES

If you need to complete court-ordered community service, please contact our Volunteer Coordinator to schedule your shifts and arrange an orientation prior to your start date. If openings are available, you will be provided with the necessary information and resources to fulfill your service requirements. [Training Video](#)



# Meet with the Volunteer Coordinator

After submitting your volunteer application, you will receive an email containing a link to our orientation video. Once you have completed the video, please email the Volunteer Coordinator to confirm.

For your first visit, please come prepared with:

## SCHEDULE

If you are interested in volunteering on a weekly or seasonal basis, please bring your availability so we can coordinate a schedule that works for both you and the shelter.

## CELL PHONE

Please bring your phone, as you will need it to scan a QR code to sign in and out of your volunteer shifts.

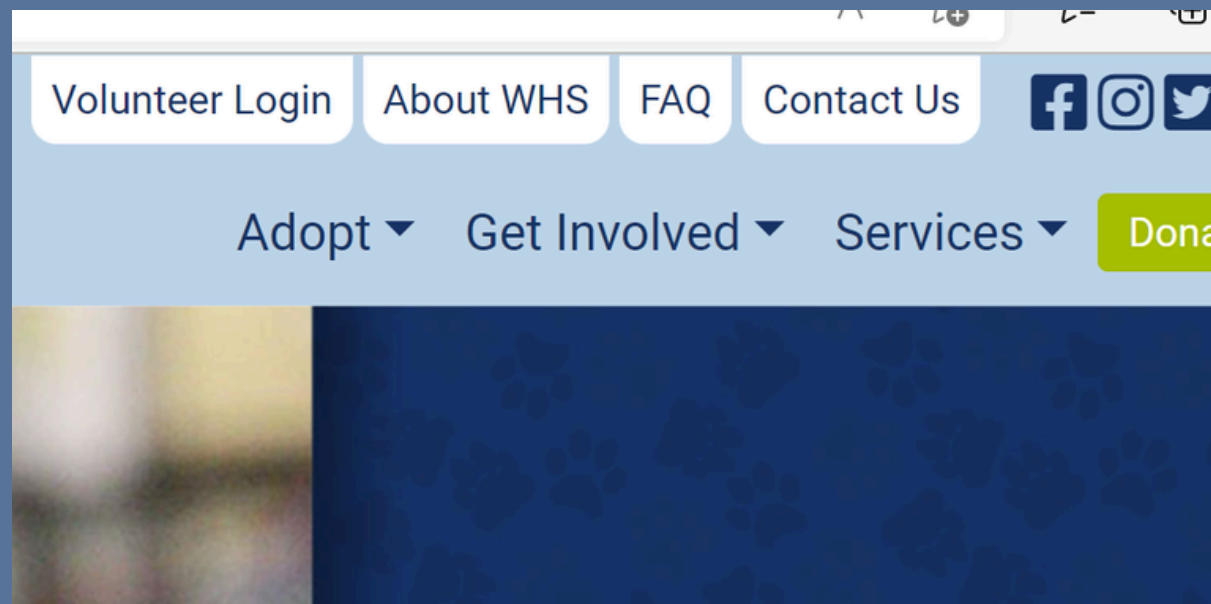
## FEES

A \$20 fee supports the volunteer program and provides you with a volunteer t-shirt and name tag.

Have concerns about any of the above? We are happy to make adjustments!

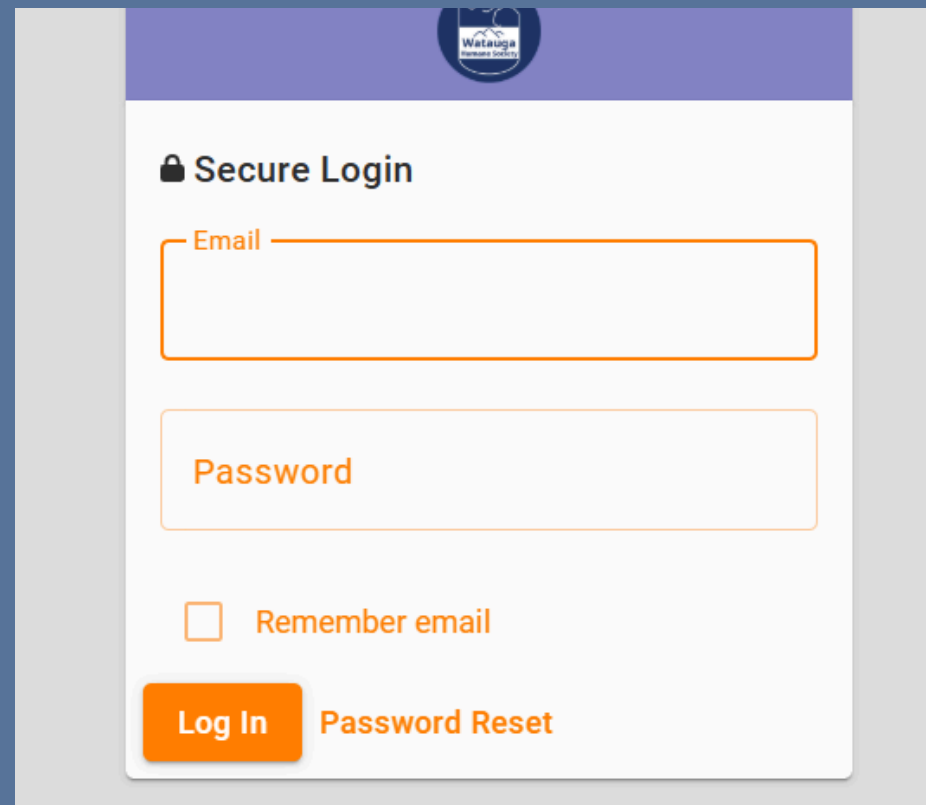


# What do I do after my interview?



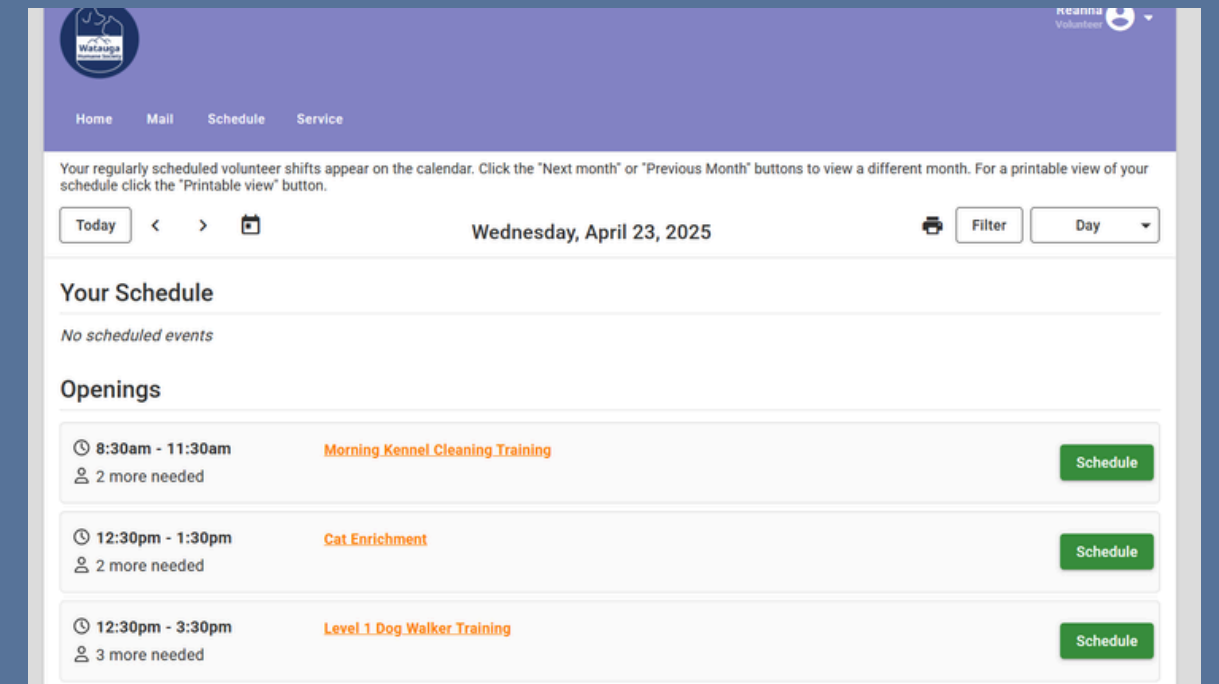
Go to [wataugahumane.org](http://wataugahumane.org)

At the top right corner of the page, click on "Volunteer Login"



Login with your temp password

You will be prompted to create a new password. Once that's done, you'll have full access to the system.



Click on "My Schedule"

The "Openings" section shows available volunteer shifts by date. Please note that access to certain opportunities will be limited until you advance further in your training.





**DOG**

**VOLUNTEERING**





## Dogs Level 1 – Session 1

This session introduces the fundamentals of dog walking, including basic leash and collar functionality, reading canine body language, and maintaining disease control protocols (when applicable). During your walk, kennel staff will guide you on how to observe and report any health or behavior concerns.

Following this session, you must complete a minimum of two independent dog walks before advancing to Session 2. Session 1 is approximately one hour in length.

For those interested in expanding their involvement, there is an option to complete a total of 5 hours in Session 1 to qualify for our “Dog’s Day Out” program (see page 9 for details).

# The Basics Dogs Level 1

**Tuesday - Saturday**  
**12:30 - 3:30 PM**





## Dogs Level 1 – Session 2

This session focuses on comprehensive kennel cleaning, emphasizing proper disease control protocols. You will learn how to safely enter and exit kennels, operate guillotine doors, run the laundry machines, and correctly wash and disinfect food and water bowls, as well as toys.

Session 2 takes place during a full morning cleaning shift, which serves as your hands-on training. The session will last approximately 3 hours. Please refer to your VicNet account for available training days.

# The Basics Dogs Level 1 Cont.

**Tuesday - Saturday**  
**8:30 - 11:30 AM**



# Dogs Level 2

## Session 3

**12:30-3:30 PM**

This training session focuses on the hands-on application of skills learned in Sessions 1 and 2. You will begin by learning how to determine which dogs are eligible for outings, based on the information provided on the whiteboard. Next, you'll practice spot-cleaning protocols to ensure each dog returns to a clean and comfortable kennel. This includes removing waste and replenishing fresh water.

You will also be instructed on how to safely enter kennels and independently leash, collar, or harness a dog. Additionally, you'll learn the correct procedures for exiting and re-entering the kennel hallway.

To complete this session and progress to further volunteer opportunities, you must independently walk at least two dogs. For available training days and times, please check your VicNet account.



# Dog's Day Out

Tues-Sat

12:30-3:30 PM

Volunteers may choose to continue progressing toward Dogs Level 2 or remain at Level 1 and complete a total of 5 working hours to become eligible for Dog's Day Out (DDO).

1

Completion of 5 hours in Dogs Level 1 Session 1 OR has progressed through Dogs Level 2 Session 3

2

Individuals partaking in DDO's must sign an "Offsite" Waiver to be eligible

3

This option is open during shelter operation hours. Availability may vary on Sundays and Mondays—please consult the Volunteer Coordinator regarding those specific days.


**\*We please ask that you harness the dog with an "Adopt Me" vest. These can be found in the kennels closet.\***




# ADVANCING YOUR DOG VOLUNTEERISM

Once you have completed levels 1 & 2 you may expand to other opportunities such as....

 **Play Yard Patrol** offers the opportunity to work with one or more dogs off-leash in our designated play yard area. Check your VicNet account for available days and times. For Sunday and Monday scheduling, please contact the Volunteer Coordinator directly.

 **Kennel Enrichment** includes the use of puzzle toys and other tools to promote positive mental stimulation and support decompression. When available, meet and greet rooms may also be used to create a calmer environment. These rooms are also ideal for one-on-one training, such as click-and-treat sessions and practicing basic commands like “sit,” “stay,” and “lay down.” The best opportunities to utilize these spaces are typically on Sundays and Mondays.

 **Scrub-a-Dub** is our in-house grooming opportunity, offering volunteers a chance to assist with basic grooming needs. For your first shift, you will be partnered with a staff member who will review safety protocols and demonstrate how to prepare each dog for their grooming session. Participation in this training depends on staff availability.



# Dogs Color Chart Guide

## Green

### Indicates completion of Session 1 in Level 1:

- Training video viewed
- In-person training completed
- Successfully completed two independent dog walks

### Green Plus

Indicates the volunteer has completed a total of 5 hours in Level 1, Session 1 (refer to p.9 for details)

## Blue

### Indicates completion of Session 2 in Level 1:

- Training video viewed
- In-person training completed
- Completed one morning of kennel cleaning
- Demonstrates proficiency in disease control protocols, including full kennel cleaning procedures
- Understands and can operate kennel and guillotine doors

## Purple

### Indicates applied proficiency in Sessions 1 and 2

- Training video viewed
- In-person training completed
- Completed two independent sessions involving kennel entry for spot cleaning, safely leashing/collaring, and walking dogs

### Eligible for expanded volunteer roles including:

- Play yard supervision
- Kennel enrichment
- One-on-one time in meet & greet rooms
- Offsite day trips





# CAT VOLUNTEERING





## Cats Level 1

This introductory training session is focused on cat care through a cat condo or cat room cleaning shift. During this session, you will learn how to properly clean a cat's living space, follow disease control protocols, and carry out appropriate dishwashing and disinfecting procedures.

# Cats Level 1

**Tuesday - Saturday**  
**8:30 - 11:30 AM**





## Cats Level 2

This session offers advanced training in disease control and basic support for sick or recovering cats. This may include doing laundry for isolation areas, assisting with gentle face cleaning, and learning the basics of kitten care.

**Please note:** Scheduling for this training depends on current intake numbers, medical staff availability, and the needs of cats in care.

# Cats Level 2

**Tuesday - Saturday  
As Available**



# ADVANCING YOUR CAT VOLUNTEERISM

## Cat Condo/Room Enrichment

Available to volunteers who have completed Cats Level 1 and reviewed the informational videos on the cat enrichment activities sheet. Volunteers will engage cats in stimulating activities to support their mental and emotional well-being.

Enrichment sessions take place between 8:30 and 11:30 AM 7 days a week.

\*Please check your VicNet account for training days.

**Sunday- Saturday  
8:30-11:30 AM**

## Afternoon Kitten Care

Available for volunteers who have shown extended proficiency in cattery care and disease control. This exclusive volunteer opportunity cares directly for our most vulnerable population of kittens.

Click the link to learn more about Afternoon Kitten Care: [AKC Link](#)

**Tuesday-Saturday  
1:00-3:00**



# Cats Color Chart Guide

## Green- Completion of Level 1

- Watched training video
- Completed in person training
- Progressed through two cleanings. One in condos and one in the rooms

## Blue- Experience in Level 2

- Completed in person training when opportunity presents
- Proficient in basic medical care
- Potential for Afternoon Kitten Care





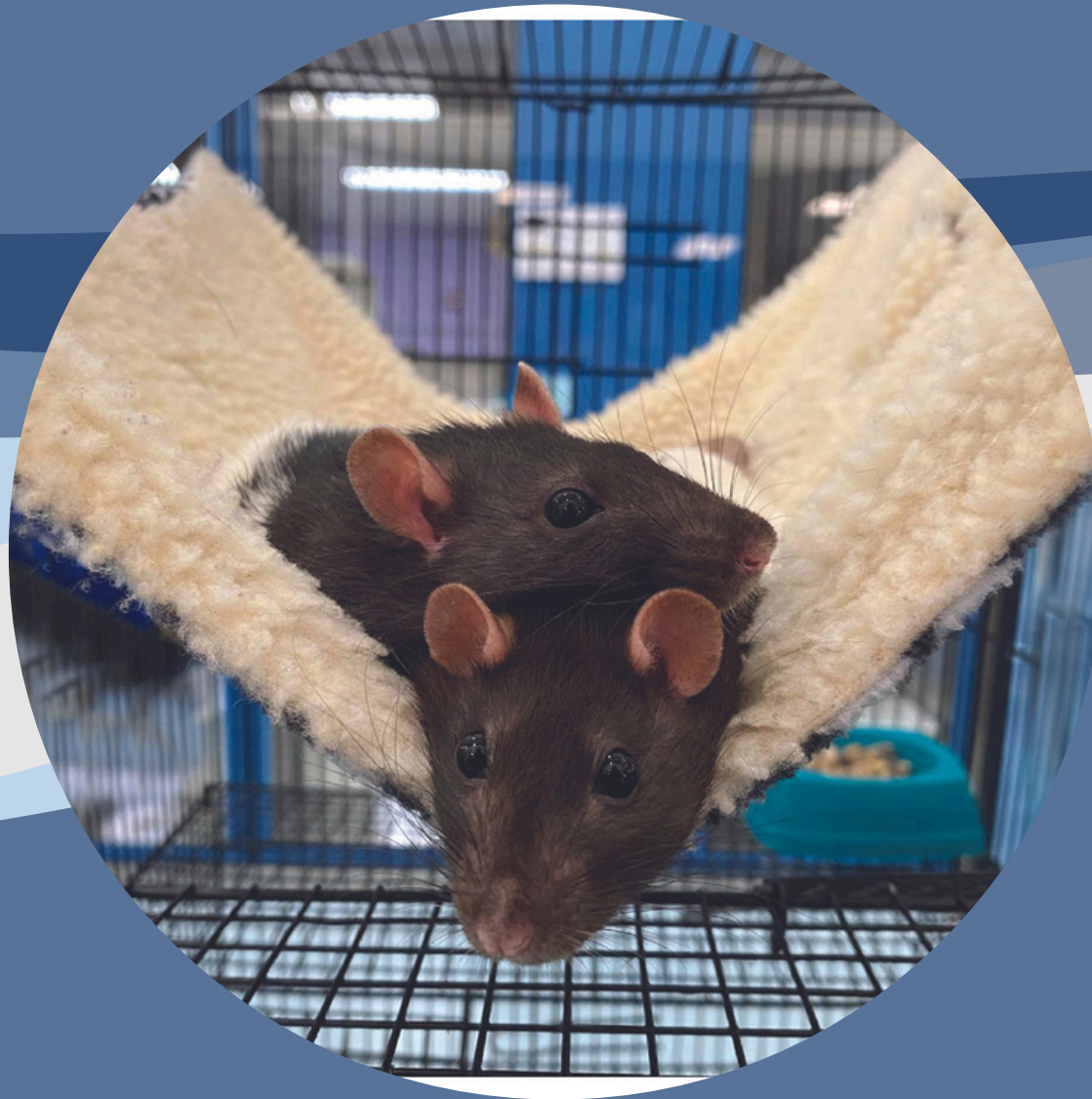
# CRITTER VOLUNTEERING



# Small Critter Care



Our small critter department is seeking both experienced and enthusiastic volunteers to help with cleaning enclosures and providing essential enrichment.



If interested, Small Critter cleaning training is typically available during or after Cats Level 1 training.



Your involvement plays a key role in keeping these animals healthy, happy, and well-socialized. Please speak with the Volunteer Coordinator for scheduling and availability.





# JUNIOR VOLUNTEERS





**Available for ages 10 - 15 years**

Accompanied by a parent or guardian, Junior Volunteers assist with a variety of select activities. Training is curated to the experience level of the volunteer to ensure a fun and educational opportunity to work with animals!

If you are already a volunteer, available times can be viewed through VicNet. If not, please contact the Volunteer Coordinator to schedule a day and time.

# Junior Volunteer

**Tuesday - Saturday**  
**12:30 - 5:00**



# JUNIOR VOLUNTEER OPPORTUNITIES

## Enrichment Toy Making

Get creative by crafting enrichment toys for dogs, cats, or small critters. An instruction manual is available with ideas and guidelines to help inspire safe and engaging designs.



## Cat Room Socialization

Spend quality time with our feline residents in one of the cat rooms. This activity includes playing, reading to, or simply providing calm companionship and snuggles to help socialize our cats.

## Small Critter Socialization

Our small critters benefit from time outside their enclosures for exercise and mental stimulation. When available, Meet and Greet rooms can be used for these sessions. Please check with staff to confirm room availability before beginning.



## Level 1 Dog Walking

Children and their accompanying adult may participate in dog walking on our shelter trails. For safety, the parent or guardian must hold the leash at all times during the walk.

**Don't see an activity? Let us know and we can customize your volunteer experience!**





# OTHER VOLUNTEER OPPORTUNITIES



# BARE BONES BOUTIQUE

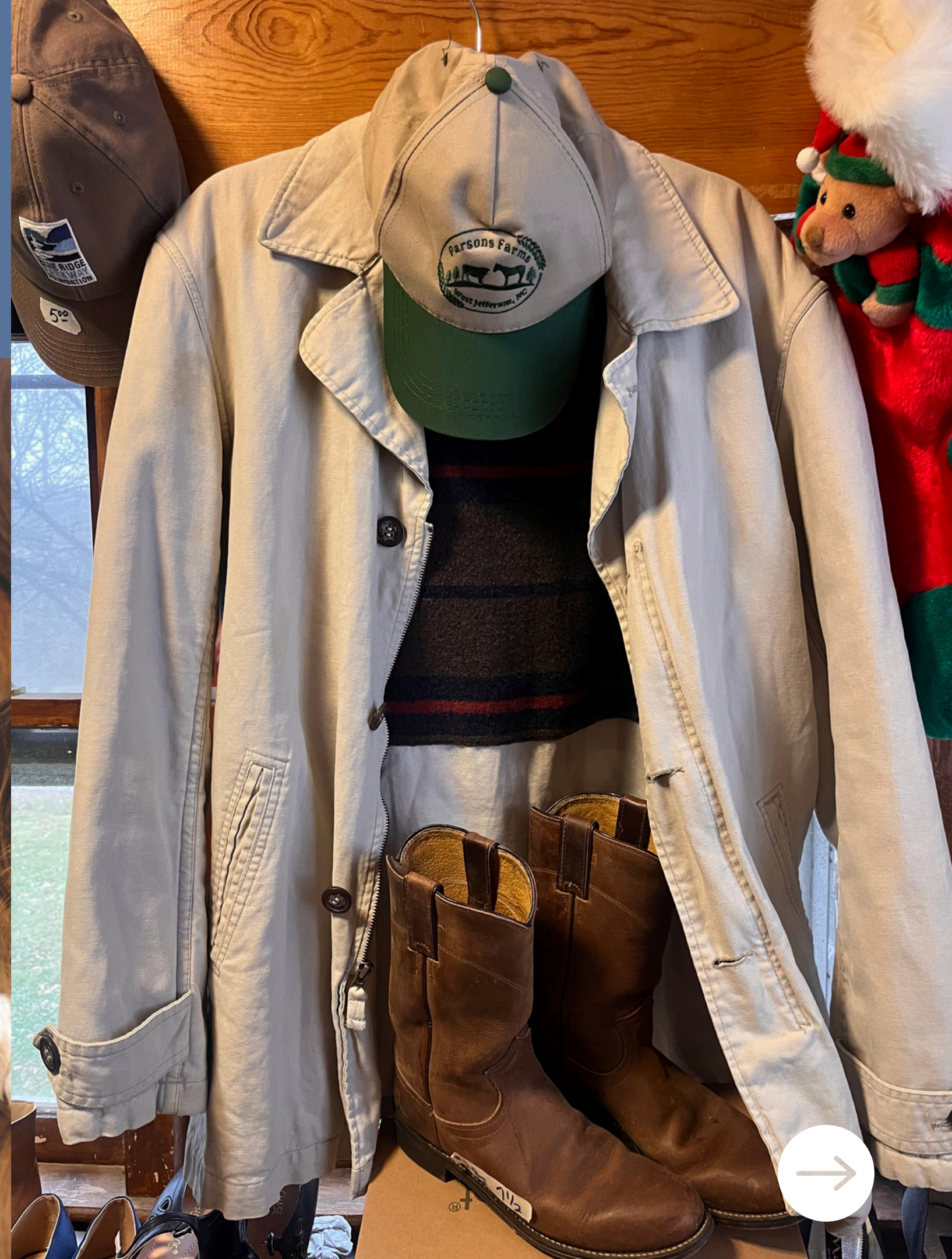
Thursday & Friday 12:00-4:00

Saturday 10:00-4:00

If you have experience in retail we have the place for you! Bare Bones Boutique is located at entrance of WHS, just off Old 421. This small local thrift store is completely volunteer run with 100% of the proceeds going back the care of the animals

## Volunteer options in our thrift store include:

- Sort, price and sell donation items
- Purging and organizing current items
- Pictures to market store sales
- Sprucing up the grounds
- Light cleaning



# PET FOOD PANTRY

Are you an organizer enthusiast? Look no further! Our pantry can always use a little TLC. The Pet Food Pantry is a staple for our local community helping ensure no pet is left unfed. WHS provides thousands of pounds of food and pet supplies through this program, and oftentimes is the difference between a happy pet at home versus a pet that might face the possibility of being surrendered.

## Volunteer to:

- Organize donated items
- Divvy out food for pick up
- Sort through older food items and label
- Consolidate and clean



# MARKETING

Those with a creative eye help bring our mission to life! Whether your artistic medium is photography, graphic design, literary, videography, or more hands on, your vision helps capture and share our vision!

Talk with our Volunteer Coordinator to see where your creativity can thrive!



# OUTREACH & EVENTS

Join us for an outing on the town, with a pup in tow!

Outreach volunteers are our boots on the ground advocates. Spread animal education and cheer while representing the mission of WHS.

Outreach events can include a multitude of settings. Here are just a few we frequent annually!

- Resource drives at various establishments
- High Country Beer Fest
- Local Farmers Market
- Music On The Lawn
- Seasonal Parades
- Campus Events
- Art In The Park
- Boonerang



Other event types include vaccine clinics & fundraisers!



# GROUNDSKEEPING

Have a green thumb? Join us for sunny days and muddy hands! The Watauga Humane Society campus is roughly 14.5 acres and it takes a village to keep it pruned and spruced up.

**A few options surrounding our grounds care needs include:**

- Weeding garden beds
- Adding your favorite annuals or perennials to our beds or outdoor pots
- Clearing the walking trail of any leaves, branches, debris
- Seasonal trimming of bushes and trees



# STUDENT VOLUNTEERING

Tuesday - Saturday 12:30-2:30 OR 2:30-4:30

Looking to get involved in your local community and maybe earn some school credit too? Students from Appalachian State or Caldwell Community College make up a large portion of our volunteer demographic, and we love it! Whether it is individual volunteering or coming as a group, here are the many ways you can help animals and be community-centric in your new home here in Boone!

## Student Volunteer Tasks

- Assisting with animal laundry and dishes
- Sorting through donations including the transfer of specific donations to Bare Bones Boutique or the local Hospitality House
- Bagging food and organizing the Pet Food Pantry
- Dog and Cat Socialization

## Miscellaneous Tasks

- Prepping spay/neuter crates
- Making enrichment toys
- Preparations for upcoming shelter events

## Group Volunteering

Please contact the volunteer coordinator regarding group volunteer projects at:  
**ReannaR@wataugahumane.org**

**Did you know ASU has the WHS Club on campus too?**





# Community Service

Whether your community service is pre-court or post-court, WHS can help you meet your required hours.

Approved tasks may include cleaning kennels, cat rooms, condos, and other areas of the facility. Please contact the Volunteer Coordinator to arrange your schedule.



# Weekly schedule

## **8:30 AM – 11:30 AM**

Full facility cleaning, including dog, cat, and small critter housing areas. Includes laundry and dishwashing duties.

## **12:30 PM – 3:30 PM**

Activities may include grooming (when available), dog walks, play yard time, Dog's Day Out (DDO), enrichment sessions, enrichment toy making, cat room and small critter socialization, as well as laundry and dishwashing.

## **3:30 PM – 5:00 PM**

Concluding dog walks, enrichment and play yard time, preparation of dinner and medications, feeding and watering, as well as laundry and dishwashing.

If you're interested in volunteering outside of direct animal care, please contact the Volunteer Coordinator to discuss available days and times for your area of interest.



A close-up photograph of a black puppy with large, dark eyes, resting its head on the shoulder of a person with long, dark hair. The person is wearing a blue t-shirt. The background is softly blurred, showing green foliage and a light-colored path.

**Welcome to the Team!**

Thank you for volunteering!

**VOLUNTEER**