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Pennsylvania Society for the Prevention of Cruelty to Animals  
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General Volunteer Manual

### **PSPCA Mission Statement**

**The Pennsylvania SPCA is the second oldest humane society in the United States that is dedicated to helping homeless animals. The PSPCA is dedicated to rescuing animals from abuse and neglect, providing lifesaving care and treatment, guaranteeing a home for every adoptable animal, and reducing pet over-population through low-cost spay and neuter clinics and public awareness initiatives. Through these efforts, we prevent cruelty towards animals and promote respect for their welfare, thus enhancing the lives of people and their companion animals throughout the state of Pennsylvania.**

## I. Introduction

Welcome to the Pennsylvania SPCA, the second oldest humane organization in the United States. We are happy that you are interested in volunteering with us as we are always in need of dedicated and supportive volunteers. This manual will help you get acquainted with the functions and policies of the PSPCA. Our goal is to make sure that your time with us is rewarding for both you and for our animals. All inquiries are important, so please do not hesitate to ask any questions.

### A. Volunteer Mission and Role

Volunteers are essential to the mission of the PSPCA. It is the volunteer's enthusiasm and dedication to our goals that allows the PSPCA to succeed. The volunteer role is to **work with PSPCA paid staff in a complementary and supportive manner to increase the adoptability and quality of life of animals** in our care. Volunteers are expected to be committed to and support our mission both inside and outside the shelter.

### B. Functions of the PSPCA

The Pennsylvania SPCA is a not-for-profit 501 (c) (3) organization with the contract for animal control through the City of Philadelphia.

Headquartered in Philadelphia, the PSPCA has four satellite shelters throughout the state. In addition, animal control for the city of Philadelphia is run out of the Animal Care and Control Team Operations Center (ACCT) located at 111 W. Hunting Park Ave. Philadelphia, PA 19140. The Philadelphia branch on Erie Avenue houses a full-service animal hospital, obedience training academy, adoption facility and the PSPCA Law Enforcement Department.

The PSPCA on Erie Avenue is a limited admissions shelter, taking in cruelty cases. The ACCT Operations Center powered by the PSPCA is an open admissions shelter, taking in all unwanted owned and stray animals. New volunteers begin generally begin at the Erie Ave. location but may later be trained at the Hunting Park location.

## II. Hours and Services

### A. Veterinary Clinic (appointment only – Erie Ave.)

Monday- Friday: 9AM-12PM, 1-4PM      Saturday: 9AM- 12PM, 1-4PM

### B. Adoption Center (Erie Ave.)

Monday-Friday: 1PM-8PM,      Saturday & Sunday: 10AM-5PM

### C. ACCT Intake center (Hunting Park Ave.)

Open to take in animals 24 hours a day, 7 days a week. There is a \$10 fee per animal surrendered.

#### Adoption fee:

Cats (over 6 months) = \$50.00

Kittens and adult dogs- \$75.00

Puppies (under 6 months) = \$125.00

Small animals, birds, reptiles, horses, pigs = vary

Seniors 60+ One cat, two years or older = Free

Seniors 65+ One dog, two years or older = Free

#### Adoption fee includes:

- Spay/Neuter Surgery (mandatory before animal goes home)

- Collar with Keystone ID tag

- FeLV/FIV test (for cats), Heartworm test (for dogs)

- Inoculations for first year (FVRCP for cats, DHPP for dogs + Rabies)

- 45 day ShelterCare Pet Insurance

- 3 weeks of free medical care in the PSPCA veterinary hospital

- Microchipping

### III. Volunteer Risks

An animal shelter volunteer's work can be both rewarding and risky. There are several health risks (both physical and psychological) a person takes by working with animals. If you don't feel comfortable working directly with animals after knowing the risks, there are other ways you can help the shelter animals. Ask the Volunteer Coordinator for other available positions.

Working with animals puts you at risk for:

- A. Physical injury – You may be bitten or scratched by an animal. If you are ever **scratched/bitten** by a PSPCA animal, you **must tell a supervisor immediately** and clean the wound. In addition, some of the assignments are very physically demanding, so be sure you are able to handle the physical requirements of the job, such as walking powerful dogs, and bending and lifting.
- B. Disease contraction/transmission - Some diseases can be passed from animals to humans and vice versa (zoonotic). Please refer to the pamphlet titled “Zoonotic Diseases: The Shared Threat” for a list of diseases. Others can be passed to your animals or other animals in the shelter through contact with infected clothing and skin. Decrease the chances of contracting or transferring disease by washing hands frequently and changing your clothes.
- C. Psychological distress – Given the large number of animals that the PSPCA cares for, volunteering can sometimes be overwhelming. Although the PSPCA strives to place all adoptable animals into homes, there are times when animals are euthanized (put to sleep). You may become depressed or angry, or in some cases become calloused to abuse and neglect. Feel free to speak with the Volunteer Coordinator if you are feeling overwhelmed. It is better to take a break, than to burn out. Questions regarding disposition decisions should be addressed to the Volunteer Coordinator as euthanasia is never easy for those who must make the decision.

For the above reasons, the Pennsylvania SPCA strongly suggests that all volunteers have health insurance before working with the animals.

Also, please note that although not all volunteer assignments require working directly with animals, all volunteers must be comfortable in the presence of animals.

### IV. Volunteer Benefits

Volunteers are special people at the PSPCA. The PSPCA appreciates good volunteers who dedicate their time, energy, and talents to helping Philadelphia's homeless pets. To show our gratitude towards these giving individuals, the PSPCA offers special rewards.

- A. Never-ending supply of tail wags, licks, and purrs.
- B. Education and experience through training and interactions with animals and people.
- C. Recommendations for volunteers who are seeking paid work.
- D. Opportunities to meet other like-minded people who are interested in animal welfare.
- E. Free routine veterinary care at our clinic for up to four pets after 100 hours of volunteering within a year.
- F. Recognition and appreciation by the PSPCA staff and community for your dedication to helping homeless animals.

### V. Rules for volunteering at the PSPCA

All of rules and procedures are in place in order to keep all of the animals and people as safe and healthy as possible. **The general rules apply to both shelter locations and to all events. Failure to follow rules will result in disciplinary action.**

#### A. Dress Code and Identification

Volunteers must be easily identifiable to others. Therefore, volunteers **must wear their name badge and an apron or PSPCA T-shirt at all times** in the shelter and at all shelter events (unless otherwise specified). Volunteer accessibility to areas of the shelter is identified by

lanyard color. Maintain a generally neat appearance. Clothing should not be revealing. No halter, crop, or tube tops. **Shoes must be flat and closed.** We advise against wearing large, dangling earring as they may get torn out by an animal. **Personal belongings should be kept in your car or kept to a minimum** as we currently do not have a secured location for volunteer belongings.

B. Sign-In Procedures

All volunteer **time must be documented.** Be sure to sign in *and out* of the logbook each time you volunteer.

C. Area Accessibility

Access to areas of the shelters is based on the volunteer's level. **New (green level) volunteers are only permitted in the following areas of the shelter in which they were trained. All other areas are off limits to new volunteers unless accompanied by a staff member.**

*Erie (green level)*

1. Greenhouse (dog adoptions)
2. Miscellaneous room (adoptions)
3. Cat Room (adoptions)
4. Senior Cat Room (adoptions)
5. Kitchen
6. Living Room
7. Offices (with permission)
8. Yard/parking lot
9. Cafeteria

*Hunting Park (green level)*

1. Dog Kennels
2. Small Dog Room
3. Cat Rooms (2)
4. Bowl Room
5. Laundry Room
6. Offices (with permission)
7. Dog Yards
8. Cafeteria

D. Communication

Email is the most efficient means of communication. Please be sure to regularly check your email and update your contact information. **You will be held responsible for keeping updated on policy changes.** Updates may also be posted in the volunteer sign in book, on our volunteer forum ([www.pspcavolunteers.org](http://www.pspcavolunteers.org)) and on our website ([www.pspca.org](http://www.pspca.org)). **Always read any notices in the volunteer book when signing in.** Please refrain from registering for the forum until you have attended training.

E. Guests

**Non-volunteers are not permitted to shadow your volunteer activities.** Although you are permitted to bring non-volunteers through the adoption center during open hours, non-volunteers cannot accompany you while walking/working with animals and cannot be in non-public areas.

F. Inactivity

Volunteers that have not been active for **3 months** or longer, are required to contact the Volunteer Coordinator before volunteering. This is to assure that volunteers are up-to-date on any policy changes before continuing to volunteer. **Our volunteer database is purged approximately every 6 months to remove inactive volunteer.** Volunteers will be notified if this occurs.

G. Lunch and smoke breaks

All eating must be done in the kitchen to minimize attracting roaches and mice. Food containers and wrappers must be thrown away in the kitchen trash. Please use lunch room yard to smoke.

**Smoking is not permitted while handling animals.**

I. Cell phones

All cell phones must be turned off or on vibrate while you are volunteering. **Never interact with your phone while handling animals** and be sure to go to a non-public area when making calls.

J. Etiquette and Language

Be polite and professional. No foul or inappropriate language. Assist/direct customers before continuing your work. In addition, **gossip will not be tolerated**. Contact a manager if you have a question or concern.

K. Reporting Procedures

**All concerns and incidents must be reported** to the Volunteer Coordinator and the immediate supervisor under which the situation has occurred as soon as possible. Please be sure to respect the organizational hierarchy. The contact info for most staff is listed in the margin of the newsletter, on the website or may be obtained through the Volunteer Coordinator. We want to make sure your volunteering experience with us is pleasant and that your concerns are addressed.

L. Dismissal Policy

**Volunteers may be dismissed at any time for failure to follow PSPCA policies and procedures or for other infractions. Failure to comply with the conditions of the volunteer agreement may result in immediate dismissal.** Grievances against the volunteer will result in (1) verbal counseling with written notes, (2) written warnings that highlight prior counseling, and (3) possible dismissal for subsequent infractions. Dismissed volunteers are required to return their volunteer t-shirt and name tag, for which the \$10 will be refunded. Failure to abide by the rules set forth in the volunteer agreement or chronic disregard for procedures and rules would be grounds for dismissal.

VI. Training

Please refer to the Job Descriptions to make sure you meet the requirements of the position you desire. You will be notified of upcoming training sessions via email. Please RSVP for the training session of your choice. Please attend one training session per day. Volunteers may advance within a position.

\* Please note that there is a **\$10** training and T-shirt fee **due at the time of training** \*

VII. Volunteer Assignments/Jobs

A. On-Site

1. Office Assistant
2. Dog Companion
3. Cat and Critter Companion
4. Digital Photographer
5. Adoption Counselor Assistant
6. Feral Cat Clinic Assistant
7. Clinic Assistant (must have veterinary background)

B. Off-Site

1. Adoptions Events Assistant
2. Special Events Assistant (fundraising events)
3. Street Team

C. Pro Bono/ Create your own assignment

# PSPCA Volunteer Job Descriptions

## Office Assistant (On-Site)

**Job Description/Purpose:** Volunteers provide assistance with office and administrative tasks.

**Essential Duties:**

Data entry  
Envelope stuffing  
Event/invitation mailings  
Miscellaneous other jobs

**Schedule:** Generally Monday through Friday between 9AM and 5PM. Schedule a time to meet and begin working with one of our office staff.

**Training:** No training is required for most tasks.

**Essential Physical Requirements:**

- Ability to use both hands simultaneously.
- Ability to handle repetitive tasks with hands (such as envelope stuffing and typing).
- Must not have strong allergies to dogs or cats.
- Ability to sit for at least two hours at a time.

**Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies, and procedures in English.
- Ability to learn computer programs.
- Ability to speak and communicate effectively.
- Ability to understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.
- Must be able to handle repetitive, mundane tasks.
- Very positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.

**Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Must be able to work independently for long periods of time, as well as work within a group atmosphere with other volunteers or staff.
- Should be able to multi-task without assistance.

## Dog Companion (On-Site)

**Job Description/Purpose:** All things dog related. Volunteers provide physical and mental care for dogs through sanitation, cleaning, grooming, feeding, socializing, behavior evaluations, exercising, and training.

**Essential Duties:**

Safely handle dogs properly to take them to and from their kennels.  
Assist staff in cleaning kennels and grooming adoptable animals.  
Observe behavior and physical condition and report any potential problems.  
Encourage proper manners through training and interactions.

**Schedule:** New volunteers can help during adoption hours – **Monday through Friday 1-8PM, Saturday and Sunday 10AM-5PM at Erie. Hunting Park volunteers are permitted in the building 8am-10pm.** Fully trained and cleared volunteers may come in as early as 8AM seven days a week at Erie. Volunteers are welcomed to help during holidays.

**Training (may include written manuals, observation and demonstration, hand-on experience, and quizzes):** Attend at least (1) 90 minute training session with the volunteer coordinator, or qualified volunteer. Attend additional workshops and seminars as they are offered. There are several levels of volunteers. **Each level has its own training requirements. A quiz will be given at the end of each training level.**

\* *Teacher's Pet* is an obedience class for volunteer and shelter dog pairs. All dog volunteers are encouraged to attend several classes with a dog. Classes are held on Thursdays at 6pm, Saturdays at 2:30pm and Sundays at 1pm. Prerequisite: dog walking training.

**Essential Physical Requirements:**

- Quick reflexes and ability to use both hands simultaneously (i.e. handle dog while opening kennel door, holding a dog while picking up feces).
- Ability to handle all animals with extreme caution. This requires a high level of manual dexterity, average vision, average hearing, physical strength, and mental alertness.
- Ability to walk unaided on potentially slippery surfaces.
- Ability to control large powerful dogs on leash that are often untrained and likely to pull and jump.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent a dog from escaping or receiving or causing injury.
- Ability to quickly pursue and retrieve any dog who had escaped from an enclosure.
- Ability to stand and walk for at least one hour at a time.
- Ability to judge a dog's reactions and to alter one's voice and body language to calm the dog or take control.
- Must not have strong allergies to dogs.
- Ability to deal with strong and unpleasant odors such as feces and chemicals, and to deal with fleas, wounds, and injuries.
- Ability to cope with a very loud environment due to dog barking or blow dryers.

**Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies, and procedures in English.
- Must be aware of potentially dangerous situations when working with animals and people.
- Must be able to remain calm with animals who are upset or hyper, behave sensitively and confidently in these situations, show good judgment and act appropriately in these situations.
- Very positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.

**Essential Emotional Requirements:**

- Ability to cope with the many emotional issues of an animal shelter, including animal cruelty and disregard for animals, seeing and dealing with injured and sick animals, and the reality that some animals will not be adopted and will be euthanized.

- Ability to gauge the realistic adoptability of a dog.
- Ability to cope with unexpected dog behavior without assistance
- Ability to cope with the reality that some people give up their animals without making effort to accommodate the needs of the animal.

**Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Must be able to work outside the building without supervision, as you may be outside alone.

## **Cat and Critter Companion (On-Site)**

**Job Description/Purpose:** All things cat related. Volunteers provide physical and mental care for cats and small animals through sanitation, cleaning, grooming, feeding, socializing, exercising, and training.

**Essential Duties:**

Safely handle cats and small animals properly to take them to and from their kennels.  
Observe behavior and physical condition and report any potential problems.

**Schedule:** New volunteers can help during adoption hours – **Monday through Friday 1-8PM, Saturday and Sunday 10AM-5PM at Erie. Hunting Park volunteers are permitted in the building 8am-10pm.** Fully trained and cleared volunteers may come in as early as 8AM seven days a week at Erie.

**Training (may include written manuals, observation and demonstration, hand-on experience, and quizzes):** Attend at least (1) one hour training session with the volunteer coordinator, staff and/or qualified volunteers. Attend additional workshops and seminars as they are offered. **There are several levels of volunteers. Each level has its own training requirements.**

**Essential Physical Requirements:**

- Quick reflexes and ability to use both hands simultaneously (i.e. handle cat while opening kennel door).
- Ability to handle all animals with extreme caution. This requires a high level of manual dexterity, average vision, physical strength, and mental alertness.
- Ability to walk unaided on potentially slippery surfaces.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent a cat from escaping or receiving or causing injury.
- Ability to quickly pursue and retrieve any animal who had escaped from an enclosure.
- Ability to stand and walk for at least one hour at a time.
- Ability to judge an animal’s reaction and to alter one’s voice and body language to calm the animal or take control.
- Must not have strong allergies to cats or small animals.
- Ability to deal with strong and unpleasant odors such as feces and chemicals, and to deal with fleas, wounds, and injuries.

**Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA’s written, spoken, and demonstrated instructions, policies, and procedures in English.
- Must be aware of potentially dangerous situations when working with animals and people.
- Must be able to remain calm with animals who are upset or hyper, behave sensitively and confidently in these situations, show good judgment and act appropriately in these situations.

- Ability to understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.
- Very positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.

**Essential Emotional Requirements:**

- Ability to cope with the many emotional issues of an animal shelter, including animal cruelty and disregard for animals, seeing and dealing with injured and sick animals, and the reality that some animals will not be adopted and will be euthanized.
- Ability to gauge the realistic adoptability of an animal.
- Ability to cope with unexpected animal behavior without assistance
- Ability to cope with the reality that some people give up their animals without making effort to accommodate the needs of the animal.

**Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Should be able to work independently for long periods of time, as well as work within a group atmosphere with other volunteers or staff.
- Must be able to multi-task without assistance. There will be times when the volunteer is the only attendant in the room.

## **Digital Photographer (On-Site and Off-Site)**

**Job Description/Purpose:** Volunteers take high quality photographs of adoptable animals to showcase on websites and for other forms of media.

**Essential Duties and skills:**

Ability to shoot high quality photographs of animals without using the flash

Reduce to web size (preferably pixels up to 700 X 525)

Ability to shoot in low light

Ability to shoot motion (high speed film technique)

Ability to organize and log relevant information with photo (ideally [Pet ID#] \_ [Pet name].jpg)

**Schedule:** New volunteers can help during adoption hours in the shelter and during events. Experienced volunteers may be needed to photograph sick animals or help with specific projects. \*Photographers should be able to commit to coming to the shelter at least one day per week.\*

**Training (may include written manuals, observation and demonstration, hand-on experience, and quizzes):** Attend at dog walking training. Mentor and collaborate with staff or volunteers to take photos.

**Essential Physical Requirements:**

- Quick reflexes and ability to use both hands simultaneously (i.e. maneuver camera while keeping animal controlled and safe in kennel or in enclosure)
- Ability to hear if any animal is growling or making sounds that indicate pain or aggression.
- Ability to speak and communicate verbally as well as in written form.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent a dog from escaping or receiving or causing injury.
- Ability to quickly pursue and retrieve any dog who had escaped from an enclosure.

- Ability to judge a dog's reactions and to alter one's voice and body language to calm the dog or take control.
- Must not have strong allergies to animals.
- Ability to deal with strong and unpleasant odors such as feces and chemicals, and to deal with fleas, wounds, and injuries.
- Ability to cope with a very loud environment due to dog barking or blow dryers.
- **Essential Mental Requirements:**
- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies, and procedures in English.
- Must be aware of potentially dangerous situations when working with animals and people.
- Ability to understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.
- Ability to deal with the frustration of trying to capture a shot of a moving animal.
- Very positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.

#### **Essential Emotional Requirements:**

- Ability to cope with the many emotional issues of an animal shelter, including animal cruelty and disregard for animals, seeing and dealing with injured and sick animals, and the reality that some animals will not be adopted and will be euthanized.
- Ability to cope with unexpected dog behavior without assistance

#### **Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Must be able to work independently for long periods of time, as well as work within a group atmosphere with other volunteers or staff.
- Must be able to multi-task without assistance.

## **Adoption Counselor Assistant (On-Site)**

**Job Description/Purpose:** New volunteers assist with greeting guests and helping them navigate the shelter and paperwork. Advanced volunteers positively represent the PSPCA while introducing potential adopters to animals that will compliment the family's lifestyle and level of experience. This positions require a great deal of handling skill and overall knowledge of animal behavior, training and husbandry.

#### **Essential Duties:**

Safely handle animals both inside the shelter and in the yards while many citizens, including small children, may be in a small space.

Observe behavior and physical condition and report any potential problems.

Speak with potential adopters and donors about the PSPCA and our animals.

Escort and observe families to the living room area or yard while they interact with the animal of their choice.

Discuss specific and general behavior issues with the potential adopter while learning about the family's lifestyle.

**Schedule:** Adoption hours: Monday through Friday 1-8pm, Saturday and Sunday 10AM-5PM at Erie Ave.

**Training (may include written manuals, observation and demonstration, hand-on experience, and quizzes):** Attend dog training, attend cat and critter training, shadow adoption staff and attend adoption trainings.

**Essential Physical Requirements:**

- Quick reflexes and ability to use both hands simultaneously (i.e. handle dog while opening kennel door, holding a dog while picking up feces).
- Ability to handle all animals with extreme caution. This requires a high level of manual dexterity, average vision and hearing, physical strength, and mental alertness.
- Ability to walk unaided on potentially slippery surfaces.
- Ability to control large powerful dogs on leash that are often untrained and likely to pull and jump.
- Ability to lift cats/rabbits up to 15 lbs.
- Ability to bend and squat to pick up an animal.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent a dog from escaping or receiving or causing injury.
- Ability to quickly pursue and retrieve any animal who had escaped from an enclosure or area.
- Ability to stand and/or walk for at least one hour at a time.
- Ability to speak and communicate effectively, including with individuals who may be irate, intoxicated.
- Ability to speak and communicate verbally as well as in written form.
- Ability to judge an animal's reactions and to alter one's voice and body language to calm the animal or take control.
- Must not have strong allergies to animals.
- Ability to deal with strong and unpleasant odors such as feces and chemicals, and to deal with fleas, wounds, and injuries.
- Ability to cope with a very loud environment due to dog barking.

**Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies, and procedures in English.
- Ability to understand, remember and follow the PSPCA's adoption policies and procedures.
- High level of reading, writing and communication skills.
- Possess problem solving capabilities.
- Must be aware of potentially dangerous situations when working with animals and people.
- Ability to observe and evaluate animal response to potential adopter for "matchmaking" purposes.
- Fairly high level of experience and familiarity with animal breed tendencies, general species behavior and anatomy is desired.
- Ability to communicate well with citizens and provide customer service and education on topics reviewed during training.
- Exceptional customer service skills and ability to work with a very diverse population and at times, with angry and irate citizens.
- Must be able to remain calm with animals who are upset or hyper, behave sensitively and confidently in these situations, show good judgment and act appropriately in these situations.
- Ability to understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.
- Very positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.
- Must enjoy and feel comfortable with groups of people and in highly social situations.

**Essential Emotional Requirements:**

- Ability to cope with unexpected dog behavior without assistance

- Ability to understand animal welfare and animal rights related concepts such as cruelty, euthanasia, abuse, ownership responsibility, neutering, and other key issues.

**Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Should be able to work independently for long periods of time, as well as work within a group atmosphere with other volunteers and staff.
- Must be able to work outside the building and/or RV without supervision, as the volunteer may be outside alone.
- Must be able to multi-task without assistance in unpredictable small spaces.

## **Feral Cat Clinic Assistant (On-Site)**

**Job Description/Purpose:** Volunteers work with PSPCA and PCCC (Philadelphia Community Cats Council) staff and volunteers to provide health care for stray and feral cats that are brought in to the weekly clinics.

**Essential Duties:**

Depending on your level of experience, you may be needed to help with anesthesia, FeLV/FIV testing, neutering, vaccinations, ear tipping, paper work, etc.

**Schedule:**

Mondays and Saturdays

**Physical, Emotional and Mental Requirements:**

Vary according to assigned task and level of experience.

Please contact Judy Crawford at [clinicvolunteers@phillycats.org](mailto:clinicvolunteers@phillycats.org) to set schedule volunteer times.

## **Clinic Assistant (On-Site)**

**Job Description/Purpose:** Skilled volunteers work with the clinic staff of the PSPCA to provide proper health care for animals housed in our shelter and clinic.

**Essential Duties:**

Vary according to education and skill level.

**Schedule:**

Schedule will vary with need and skill level.

**Essential Physical Requirements:**

- Quick reflexes and ability to use both hands simultaneously (i.e. handle dog while opening kennel door, holding a dog while picking up feces).
- Ability to handle all animals with extreme caution. This requires a high level of manual dexterity, average vision, average hearing, physical strength, and mental alertness.
- Ability to walk unaided on potentially slippery surfaces.
- Ability to control large powerful dogs on leash that are often untrained and likely to pull and jump.

- Ability to maneuver well in tight spaces and react and move quickly in order to prevent a dog from escaping or receiving or causing injury.
- Ability to quickly pursue and retrieve any dog who had escaped from an enclosure.
- Ability to stand and walk for at least one hour at a time.
- Ability to judge a dog's reactions and to alter one's voice and body language to calm the dog or take control.
- Must not have strong allergies to dogs.
- Ability to deal with strong and unpleasant odors such as feces and chemicals, and to deal with fleas, wounds, and injuries.
- Ability to cope with a very loud environment due to dog barking or blow dryers.

#### **Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies, and procedures in English.
- Must be aware of potentially dangerous situations when working with animals and people.
- Must be able to remain calm with animals who are upset or hyper, behave sensitively and confidently in these situations, show good judgment and act appropriately in these situations.
- Very positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.

#### **Essential Emotional Requirements:**

- Ability to cope with the many emotional issues of an animal shelter, including animal cruelty and disregard for animals, seeing and dealing with injured and sick animals, and the reality that some animals will not be adopted and will be euthanized.
- Ability to gauge the realistic adoptability of a dog.
- Ability to cope with unexpected dog behavior without assistance
- Ability to cope with the reality that some people give up their animals without making effort to accommodate the needs of the animal.

#### **Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Must be able to work outside the building without supervision, as you may be outside alone.

## **Adoption Event Assistant (Off-Site)**

**Job Description/Purpose:** Volunteers represent the PSPCA and safely showcase our adoptable animals at adoption events around the city. For most events, animals are transported to the event site via a PSPCA vehicle (RV or ambulance) and are run by a staff member. However, some events may require volunteers to transport animals to and from an event in their own vehicle. These events are run by a volunteer Event Leader. Working with animals at events requires increased handling and observational skills than handling animals in the shelter. Volunteers should be outgoing, enjoy being outdoors and have excellent multi-tasking skills. All adoptions are finalized by staff. Some events require only staffing information tables.

#### **Essential Duties:**

Represent the PSPCA at adoption events.

Safely handle animals in public settings.

Observe behavior and physical condition and report any potential problems.

Speak with potential adopters and donors about the PSPCA and our animals.

**Schedule:** Location, date and time vary according to event. Most events run 2-6 hours in length.

**Training (may include written manuals, observation and demonstration, hand-on experience, and quizzes):** Attend dog and/or cat trainings with the volunteer coordinator, staff and/or qualified volunteers in the shelter. You must also volunteer to walk dogs for **at least 4 hours in the shelter** before your first event. Attend additional workshops and seminars as they are offered.

**Essential Physical Requirements:**

- Quick reflexes and ability to use both hands simultaneously (i.e. handle dog while opening kennel door, holding a dog while picking up feces).
- Ability to handle all animals with extreme caution. This requires a high level of manual dexterity, average vision and hearing, physical strength, and mental alertness.
- Ability to walk unaided on potentially slippery surfaces.
- Ability to control large powerful dogs on leash that are often untrained and likely to pull and jump.
- Ability to lift cats/rabbits up to 15 lbs.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent a dog from escaping or receiving or causing injury.
- Ability to quickly pursue and retrieve any animal who had escaped from an enclosure or area.
- Ability to stand and/or walk for at least two hours at a time.
- Ability to speak and communicate effectively, including with individuals who may be irate, intoxicated.
- Ability to speak and communicate verbally as well as in written form.
- Ability to judge an animal's reactions and to alter one's voice and body language to calm the animal or take control.
- Must not have strong allergies to animals.
- Ability to deal with strong and unpleasant odors such as feces and chemicals, and to deal with fleas, wounds, and injuries.
- Ability to cope with a very loud environment due to dog barking.

**Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies, and procedures in English.
- Ability to understand, remember and follow the PSPCA's adoption policies and procedures.
- High level of reading, writing and communication skills.
- Possess problem solving capabilities.
- Must be aware of potentially dangerous situations when working with animals and people.
- Ability to observe and evaluate animal response to potential adopter for "matchmaking" purposes.
- Fairly high level of experience and familiarity with animal breed tendencies, general species behavior and anatomy is desired.
- Ability to communicate well with citizens and provide customer service and education on topics reviewed during training.
- Exceptional customer service skills and ability to work with a very diverse population and at times, with angry and irate citizens.
- Must be able to remain calm with animals who are upset or hyper, behave sensitively and confidently in these situations, show good judgment and act appropriately in these situations.
- Ability to understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.
- Very positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.
- Must enjoy and feel comfortable with groups of people and in highly social situations.

**Essential Emotional Requirements:**

- Ability to cope with unexpected dog behavior without assistance
- Ability to understand animal welfare and animal rights related concepts such as cruelty, euthanasia, abuse, ownership responsibility, neutering, and other key issues.

**Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Should be able to work independently for long periods of time, as well as work within a group atmosphere with other volunteers and staff.
- Must be able to work outside the building and/or RV without supervision, as the volunteer may be outside alone.
- Must be able to multi-task without assistance in unpredictable small spaces.

## **Special Events Assistant (Off-Site)**

**Job Description/Purpose:** Volunteers represent the Pennsylvania SPCA at fundraising events; volunteers provide information about the functions and duties of the PSPCA to potential donors and/or adopters and assist with various duties such as guest check-in, silent auctions and animal handling.

**Essential Duties:**

Vary according to event. Must be very friendly, professional and social. Many events require dressy casual attire.

**Schedule:** Events are generally held on weeknights and weekend.

**Training (may include written manuals, observation and demonstration, hand-on experience, and quizzes):** Training is generally done on-site.

**Essential Physical Requirements:**

- Ability to use both hands simultaneously.
- Must not have strong allergies to dogs.
- Ability to sit or stand for at least two hours at a time.

**Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies, and procedures in English.
- Ability to speak and communicate effectively, including with individuals who may be irate, intoxicated.
- Ability to understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.

**Essential Level of Supervision:**

- Once trained, must be able to work with minimal supervision inside the building, yet must recognize limitations in knowledge and abilities, and ask for help when needed. Must be able to work without an assistant.
- Must be able to work independently for long periods of time, as well as work within a group atmosphere with other volunteers or staff.
- Should be able to multi-task without assistance.

# Street Team

**Job Description/Purpose:** Volunteers positively represent the PSPCA while promoting and marketing PSPCA events and projects in the community. Fluency in English and non-english languages is a plus.

## **Essential Duties:**

- Distribute promotional materials to designated areas and target markets.
- Record and manage lists of locations and materials.
- Report to and meet Team Leaders to exchange materials
- Cultivate and develop new venues and contacts for future events/projects

**Schedule:** Schedule and commitment vary with project.

**Training (may include written manuals, observation and demonstration, hand-on experience, and quizzes):** Trainings vary with project.

## **Essential Physical Requirements:**

- Ability to travel to a variety of locations in a general geographic location in a timely manner.
- Ability to stand and/or walk for at least one hour at a time.
- Ability to speak and communicate well verbally as well as in written form.
- Should not have strong allergies to animals as some locations may house animals.

## **Essential Mental Requirements:**

- Ability to understand, remember and follow the PSPCA's written, spoken, and demonstrated instructions, policies and procedures in English.
- High level of reading, writing and communication skills.
- Possess problem solving capabilities.
- Ability to communicate well with citizens and provide customer service and education on topics reviewed during training.
- Exceptional customer service skills and ability to work with a very diverse population and at times, with angry and irate citizens.
- Ability to understand the role of the volunteer and accept the boundaries between the role of the volunteer and the role of the staff.
- Exhibit a positive attitude and a solution oriented approach rather than complaining and gossiping about problems at the shelter.
- Must enjoy and feel comfortable with groups of people and in highly social situations.

## **Essential Emotional Requirements:**

- Ability to understand animal welfare and animal rights related concepts such as cruelty, euthanasia, abuse, ownership responsibility, neutering, and other key issues.

## **Essential Level of Supervision:**

- Once trained, must be able to work without staff supervision
- Should be able to work independently for long periods of time, as well as work within a group atmosphere with other volunteers and staff.

## **Pro Bono/ Create your own assignment**

If you have special skills that you feel could benefit the PSPCA, we would love to work with you on a project. Please let me know what your expertise is in and I can connect you with the appropriate department(s).

### **Contact List**

**Main phone: 215-426-6300**

Volunteer Coordinator: Stacey Plattenberger  
splattenberger@pspca.org or volunteers@pspca.org  
Ext. 244

Director of Animal Behavior and Training: Nicole Larocco  
nlarocco@pspca.org  
Ext. 259

Events Coordinator: Rita- Anne Provenzano  
rprovenzano@pspca.org  
Ext. 226

Director of Adoptions, Rescue and Foster Care: Ray Little (Erie Ave.)  
rlittle@pspca.org  
Ext. 240

Director of Lifesaving (Rescue and Foster Care): Natalie Smith (Hunting Park)  
nsmith@pspca.org  
267-385-3800 ext. 114

Shelter Manager: Wendy Evans  
wevans@pspca.org  
Ext. 211

Director of Development: Rachel McCrystal  
rmccrystal@pspca.org  
Ext. 217

Report animal cruelty: 1866.601.SPCA

\*To reach other departments not listed, please listen to the phone prompts or contact me.

Updated 6/09/09