



Sign Up — <https://tiny.cc/halliehillvolunteer> **Volunteer Resources** — <https://halliehill.com/hallie-hill-volunteers>
Password — dogscats

Signing up:

- Volunteers must schedule their visits by going to <https://tiny.cc/halliehillvolunteer>. This will allow everyone to see which days help is needed. We are expecting volunteers to commit to regular visits of at least 2-3 times a month. A consistent schedule (Ex: Every Monday; Every Other Wednesday) is most helpful.
- If you are unable to come or are going to be late, please let the Volunteer Coordinator know as soon as possible.
- If you want to bring a guest to the sanctuary, you must schedule a tour with Jennifer prior to their visit.

Please...

If you open it, shut it.

If you drop it, pick it up.

If you pull it out, put it away.

Things to remember:

- Treat all the animals with love, respect and kindness.
- Do not bring your personal pets to the sanctuary.
- Most of our animals are very loving, however anything with a mouth can bite, so please be careful.
- When handling animals consider they may have had a difficult past. Some have suffered hunger, abuse, abandonment and other difficulties of which we may not even be aware. **DO NOT** chase or corner any animal. Several dogs will become aggressive if restrained or trapped.
- Be aware of your surroundings. Dogs are constantly digging holes or standing directly behind you, and can become a tripping hazard. **Watch out for the roof overhangs on the dog houses. They are low enough to hit your head.**
- When working with dogs, wear closed toed shoes and preferably long pants.
- Report any and all injuries to Hallie Hill management.

Before entering a dog enclosure:

- Pick up a walkie talkie from the bunk house (channel 1).
- Read all posted information in the tack room.
- Check the color of the ring on the gate. Volunteers are approved to enter pens according to the color of the ring.
 - **Red = DO NOT enter.** Dog is being unpredictable or exhibiting a behavior that poses a risk.
 - **Yellow = Use caution.** Dogs in enclosure can be excitable and may jump up on you. Do not enter if issues with mobility/stability.

Volunteer Information - Dogs

- ◎ **White or Clear** = Dogs in enclosure are usually calm or won't approach you.
It does not mean they will not bite if trapped or cornered.

If there is not a ring on the gate assume it is a "red tag". Do not go in and let staff know tag is missing.

If you are unsure at all, or have not met a dog previously - ASK.

- Please know, some gates are heavy and because of the dog's activity a buildup of dirt can make them very difficult to open/close. Always make sure gates shut and latch behind you (push or pull on it to make sure it is locked, because they can "bounce" back open.
- Be aware that some enclosures have electric fence around the perimeter to prevent dogs from climbing, digging, or fence fighting. While being shocked won't cause any permanent damage, it is not a pleasant sensation.

Remember: Attention = Reward

- **Only reward a dog when they have 4 paws on the ground.** Do not reward a dog for jumping up. If a dog jumps up - push them down and in a firm voice say "off". When they are jumping, do not bend down to pet or try to hold them down. Raise your knee. This is not to kick them, but to claim the space immediately in front of you. Wait to reward the dog with praise and pats when it is calm and on the ground. With excited dogs, it is best to ignore them for the first few minutes you are in the enclosure (No touching, no talking, no eye contact). This allows them time to settle down from the excitement generated by your arrival.
- **Do not reward a dog for barking at you.** Wait to give attention after they are quiet.

If working a "Treats and Waterers" Shift

- This task involves walking around the fronts of the dog enclosures to check on the dogs' placement and health. Do not enter the enclosures. While passing each enclosure, give a single treat (through the fence) to any dog that is not barking aggressively and comes to take the treat from your hand.
- DO NOT THROW TREATS!! If the dog is barking aggressively, do not reward them with a treat.
- You will use a long handled scrub brush to flush out each water bowl.
- If a dog is missing, injured, or you see any other problem, alert a staff member. If a water bowl is not refilling or is overflowing, please alert a staff member.
- You must be careful not to hit your head on the edges of the dog house roofs.
- Be careful not to let the dogs nip your fingers when handing out the treats.
- If there is more than one dog in an enclosure, **only give treats that can be consumed immediately**. Do not give bones/raw hides they may fight over.
- **Some dogs are diabetic.** These dogs are housed on the patio or infirmary behind the bunk house. These dogs cannot have regular treats, so ask staff to point them out.
- Remember you are more than a cookie.

Volunteer Information - Dogs

If you witness dogs fighting:

- DO NOT physically intervene. We know this is hard, but there is a strong chance you could be bitten in the process. Then the dog will then need to be placed on a 10- day bite hold with DHEC. You should do any of the following: 1. Make loud whooping noises to startle the dogs, 2. Spray them with water if you are close to a hose, and 3. Alert a staff member. Often dogs will get into altercations because of the excitement caused by your visit, so leaving the area quickly may also stop the fight.

When exiting an enclosure:

- Face the dogs when leaving pens. This lessens the chance of them escaping.
- If a dog escapes their pen, immediately notify a Hallie Hill staff member. Do not chase the dog. Some of our residents do not take well to being leashed.

The “Barn Dogs”:

- We have a group of mostly senior dogs called the “Barn Dogs” who are generally good with other dogs (**NOT ALL DOGS IN THE BARN ARE “BARN DOGS”**). This group has a large amount of freedom and may roam around the facility when people are not going in and out of enclosures. During enrichment (or anytime people are going in and out of enclosures) the Barn Dogs must be housed in the barn for their own safety because of the chance a dog aggressive dog may escape. In the middle of the day (usually around noon) everyone must take a break from entering and exiting the outer enclosures for approximately 30 minutes to allow the Barn Dogs a bathroom break and time to stretch their legs. If the Barn Dogs are “out” (even just one) do not enter the pens. Wait for staff to put the barn dogs away for their safety.

When leaving the sanctuary:

- If working “Treats and Waterers”, put unused treats in a sealed container.
- It’s very important you initial the Enrichment Log (located in the tack room) for the animals you visited.
- There is a sheet in the tack room for you to record any injuries or illnesses. (ex: vomiting, rashes, limping...)
- There is another sheet for you to record any unusual or disturbing behaviors (resource guarding, mouthing, aggression to a kennelmate...)

Thank you, thank you, thank you! We appreciate all you do for Hallie Hill!