



# HEIDI'S VILLAGE

Animal Shelter • Rescue • Safe Haven

Mission: To foster a community where animals are treated with respect, dignity, and compassion.



# About us



- Heidi's Village provides short term boarding to other 501(c)3 organizations at a reduced rate for cats and dogs.
- Our primary clients are local animal rescue organizations; however, we also work with organizations to provide temporary care for animals where their humans are facing crisis.
- We provide a one-stop shop for boarding, veterinary care, behavior modification and grooming to our rescue partners.
- Our Smitten Kitten Nursery provides care around the clock to rescued newborn kittens.
- We are an operating arm of the Virginia B. Jontes Foundation. Incoming revenue is acquired from fees for boarding and medical services, donations, and grants.

# Why Volunteering is so Important



- Volunteers are one of the most valuable assets at Heidi's Village. The services volunteers provide add great value to our organization. They help us achieve our mission by assisting us in providing quality service to the animals in our care.
- Volunteering is a great way to gain experience in fields that you are currently interested in, have a desire to pursue a career in, or simply want learn more about.
- Volunteering is beneficial in so many ways—one can truly develop a sense of purpose and satisfaction knowing they are helping to make a positive impact in the life of an animal and in their community.
- Volunteering adds experience to resumes and college applications when looking for a new job or applying to a school, while also giving you a chance to meet and socialize with like-minded people that share the same interests and passion as you!

# Volunteer Requirements



**Trust:** Trust that everyone at Heidi's Village is making decisions for the animals in good faith. Our volunteers understand that Heidi's Village always has the best interest of each animal and the safety of staff and the public in our minds and in our decision-making process.

Contact the Volunteer Coordinator for clarification if you don't understand a decision or policy. You may not agree, but volunteers are expected to remain respectful of the time, thought, and expertise that went into making the decision or policy.

**Reliable and dependable:** Volunteers are counted on in the same way as our employees. We ask that you are present for your shift, arrive on time, and be ready and willing to complete the tasks assigned to you.

Volunteers are required to always wear a volunteer t-shirt, their name tag, long pants, and closed toe shoes.

**Demonstrate Respect:** Respect the animals in our care. Respect the staff, fellow volunteers, other rescues, and the public. Whether you agree with someone or not, you should always communicate with them respectfully.

**Maintain a safe workplace:** Commit to following safety procedures even when you're in a hurry. Know your limitations and seek out the appropriate staff member or senior volunteer to assist you when needed. Bring safety concerns to the attention of your supervisor, or a staff member or senior volunteer.

# Volunteer Opportunities

- Dog walking/yarding/splash pad
- Cat socializing
- Laundry and dishes
- Clinic
- Special events
- Reception
- Facilities



# Cleaning and Disinfecting



- Facility Cleaning and disinfecting
- Laundry
- Dishes



# Fundamentals of Cleaning and Disinfecting



It is important to the health and safety of our animals that all disinfecting procedures **always be followed** to avoid running the risk of cross contamination in the event an animal is sick.

- As part of the cleaning team, you are assisting with providing a safe, clean environment to the animals in our care.
- This volunteer opportunity assists our staff with cleaning cat kennels, litter boxes, enrichment supplies, laundry and dishes.
- **All volunteers** will be required to complete **2 hours of cleaning training** before moving into the animal handling position.
- It is recommended that volunteers take precautions when arriving at home after volunteering to ensure nothing is passed on to family pets.



# Cat Volunteers



- Laundry
- Dishes
- Litter boxes
- Disinfecting general areas where cats are housed
- Socializing
- Cat adoptions





# Cat Housing



This position will be working in the area the cats are housed and will be in direct contact with cats, laundry, dishes, litter boxes and kennels.

This volunteer opportunity helps to provide a safe, clean environment for the cats in our care as well as providing enrichment items for the animals while in their kennels. There will be direct contact with the cats.

**These volunteer opportunities will play a very important role in providing the cats with the care and enrichment they need to integrate successfully into their forever home. Training is required. Please, make sure to go over the training requirements.**

# Dog Volunteers



- Laundry
- Dishes
- Walking
- Yarding
- Splash Pad
- Socializing
- Enrichment



# Dog Housing



This position will be working in the area the dogs are housed and will be in direct contact with dog laundry, dishes, and kennels.

This volunteer opportunity helps to walk, yard and socialize the dogs as well as providing enrichment items for the animals while in their kennels.

**These volunteers will play a very important role in providing dogs with the care, socialization, and enrichment they need to integrate successfully into their forever home. Training is required for this position. Please, make sure to go over the training requirements.**

# Vet Clinic



- Prepare surgery packs
- Clean instruments
- Disinfecting general area where cats and dogs are housed
- Monitor animals in recovery with guidance from staff



# Vet Clinic Volunteers



This volunteer opportunity will be providing support to staff in the veterinary clinic. These volunteers are appointed by veterinary staff as needed.

- **Volunteers** will be assisting staff with cleaning and disinfecting to keep the clinic clean and free from diseases as well as other duties as assigned.

# Facilities



- Helping our Facilities manager with varies task
- sweeping the sidewalk
- Pick up litter/debris etc.





# Facilities Volunteers



This volunteer opportunity provides a safe, beautiful, fully functioning workplace and home to our staff, volunteers and animals.

- There are many duties for volunteers to assist with in this area.
- These volunteers **won't be in direct contact with animals** but play a very important role in their safety and daily enrichment.

You will be assisting in the first impression of our guests, donors, and partner rescues by keeping the grounds and the buildings clean and beautiful.

# Event Volunteers



- This position will be ever changing as events arise. This volunteer will assist on the day of an event to ensure things run smoothly and help where needed.
- As a volunteer you may be greeting attendees, answer questions, or assisting with crowd control.
- You may assist with set up and tear down of equipment or clean up after an event.
- You may handle animals after the required training is completed.

**This positions will be sporadic and only available when special events arise.**

# Reception Volunteers



- The Reception volunteer will assist with greeting and directing customers, answering phones and various administrative duties at the front desk.

**Reception positions are on a set schedule.**

# ALL VOLUNTEER OPPORTUNITIES PLAY IMPORTANT ROLES IN SAVING THE LIVES OF ANIMALS

Whether you're answering phones, assist in maintaining the grounds and the building, socialize and exercise animals, clean and disinfect laundry, dishes, kennels and general animal areas etc., you play an equally important role in helping us provide a safe clean environment for the animals in our care.

Heidi's Village can't continue to provide the much-needed services we do without YOU!

