
Volunteer Information

Things to remember

- Treat all the animals with love, respect and kindness.
- Volunteers must schedule their visits on signup.com/group/764806248077. This will allow everyone to see which days help is needed. On Saturdays, the sanctuary is closed to all but a few senior volunteers. We are expecting volunteers to commit to regular visits of at least 2-3 times a month. A consistent schedule (ex every other Thursday afternoon or every Wednesday morning) is most helpful.
- If you want to bring a guest to the sanctuary, you must schedule a tour with Jennifer prior to their visit.
- 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 and cats will become aggressive if restrained or trapped.
- Be aware of your surroundings. Dogs are constantly digging holes or standing directly behind you as a tripping hazard. **Watch out for the roof overhangs on the dog houses. They are low enough to hit your head.**
- Report any and all injuries to Hallie Hill management.

If you open it, shut it.

If you drop it, pick it up.

If you pull it out, put it away.

When Inside the Cattery

- Make sure the first door is secured before opening the second.
- Be sure the cats are not in the doorways as you are closing them.
- Move slowly- they can trip you.
- Exit through the same doors you entered.
- Only use the front doors of the cattery. The back gates are for staff members cleaning and are best left closed, so cats do not get into the wrong enclosure.

When Working with Dogs:

- Wear closed-toed shoes and preferable long pants.
- 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!
- Volunteers will be approved to enter pens according to the color of the rings on the gates:
 - **Red**= Do NOT enter. A dog in this enclosure is being unpredictable or exhibiting a behavior that poses a risk.

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- **Yellow**= Use caution. Dog(s) in the enclosure can be excitable and may jump up on you. Do not enter if you have any issues with mobility/stability.
 - **White or Clear**= Dog(s) in the enclosure are usually calm or will not approach you. Clear 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”-trying to trick you! Do not go in and you can ask a staff member to replace the missing ring.**
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- 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 these 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 a treat after they are quiet.
 - Face the dogs when leaving the pens (so you can keep them from 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.
 - If there is more than one dog in an enclosure, only give treats that can be consumed immediately. Do not leave rawhides or bones that dogs may fight over.
 - Some of our dogs are diabetic. These dogs are usually housed on the patio or infirmary behind the bunkhouse. These guys cannot have regular treats, so ask someone to point the diabetics out to you.
 - We have several dogs who are “dog aggressive” and should not be allowed to interact with other dogs. Because of them, we must be careful not to allow dogs into the play yards together or introduce any dogs from one enclosure to another.
 - 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 from 12-12:30) 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.
 - If using the play yards, take extra care to check that there are not already dogs in the area before opening a gate to allow dogs to enter. Check carefully that the gates are closed securely. DO not allow dogs into the pond area when the temperature is below 55 degrees.
 - If for any reason you are walking a dog outside of their enclosure, please keep them on a leash and walk them as far from the enclosures as possible to reduce the anxiety and possible transfer aggression with the dogs in the pens.
 - Before leaving, please empty your enrichment bucket of dirty toys and treats so they will not mildew.
 - Before leaving, initial the Enrichment Log (located in the tack room) for the animals you visited.

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- 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...)
- If you witness dogs fighting, DO NOT physically intervene. I 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.