

MAS is planning on implementing a leveled volunteer system in order to:

1. Increase volunteer responsibilities for those who have demonstrated a commitment to MAS volunteering and would like to take on more duties
2. Create a more efficient onboarding process that allows volunteers to come in to the shelter without having to await a specific date for orientation
3. Provide more inclusive volunteer opportunities that do not require animal handling for those who may not feel comfortable working with animals

Below are the current level descriptions, however these may change as we continue to develop our program.

Level 1

Description: Volunteers who have watched our orientation video, submitted an online application, **and whose applications have been approved** are considered Level 1. Once approved, these volunteers are able to come to the shelter and carry out tasks that do not involve any animal handling, but that are still immensely helpful to our staff and our pets. This level is great for younger ages, those who do not feel entirely comfortable handling animals, and/or those who are awaiting a Level 2 orientation. Level 1 volunteers can perform a variety of tasks including but not limited to: laundry, dishes, kong stuffing, and heartworm medicine deliveries. Volunteers can come in at any time and carry these out with little to no supervision from 12:00 p.m to 4:00 p.m.

Currently available tasks: Laundry, Dishwashing, Heartworm medicine delivery, Kong Stuffing, Lobby Updates, Amazon Thank You notes, Dog Whiteboard Updates

Level 2

Description: Volunteers who have completed the Level 1 orientation process (video and accepted online application) and have attended a Cat or Dog Orientation as well as their first shift are considered Level 2. No level 1 volunteer hours are required to achieve this level. All current volunteers who have completed Cat or Dog Orientation and have taken a first shift are already considered Level 2. These volunteers can interact with shelter animals for activities such as enrichment, photography, and customer service support. **They may NOT interact with blue dot animals.** This level is great for those who want to directly interact with our dogs or cats, feel comfortable handling animals, and/or those who would like to achieve Level 3 of our volunteer program. Volunteers can come in at any time and carry these out with little to no supervision from 12:00 p.m to 4:00 p.m. Some tasks may require arriving earlier or can be done remotely. *Volunteers who are younger than 18 may only interact with cats unless accompanied by an adult.

Currently available tasks: Dog/Cat Enrichment and Support, Dog/Cat Photography, Dog/Cat Customer Service Support, Data Entry Support, Foster Field Trip Assistant, Foster Program Support, any Level 1 tasks

Level 3

Description: Volunteers who have completed both Level 1 and 2 orientations and have completed a certain amount of hours within 6 months can request to be Level 3 volunteers. The Volunteer and Outreach Specialists may also ask certain Level 2 volunteers to upgrade to Level 3 and be given more responsibility based on availability and performance. Level 3 volunteers must go through Fear Free Online Training. Level 3 volunteers can expect responsibilities such as leading first shifts, leading Level 2 orientations, leading Foster Field Trips, and helping our Kennel Technicians with Dog Play Groups. Some tasks will have designated times and require an initial training session, but otherwise tasks can be done with little to no supervision from 12:00 p.m to 4:00 p.m. Level 3 volunteers must be 18 or older.

Currently available tasks: Orientation, First Shifts, Foster Field Trips, Dog Play Groups, any Level 1 and 2 tasks