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*To learn more about the levels structure, please see the LifeLine volunteer manual.*

# Digital Orientation:

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Our onboarding process includes three videos with accompanying short quizzes. These videos share the mission, history, programs and ideology of our organization. They also provide a basis for understanding animal body language to prepare you for your onsite volunteer orientation. After completing the Digital Orientation part of onboarding, you are considered part of our Remote Volunteer team.

### Welcome Orientation

This video explains how LifeLine Animal Project began, how we have evolved over the years, what our mission and goals are and what programs we offer. After completing, you will know LifeLine’s history, our programming, and ways that you can assist us in our lifesaving mission.

### Animal Welfare Ideology

The second video provides an in-depth look into some of our guiding policies and programming, and shares the impetus for change in the animal welfare sector that took place in 2020. After watching, you will have a better understanding of Human Animal Support Services, our Community Programs department, LifeLine’s Pets For Life program, Adopters Welcome, and learn more ways you can help.

### Animal Body Language

Our third and final Digital Orientation video provides a valuable overview of animal body language. This is essential information for volunteers who are interested in working with the pets in our care. It covers the Ladder of Communication—understanding what certain positions of a pet’s body parts mean—to learning the Fear, Anxiety, and Stress scale and how it informs best practices for low-stress handling. This video overview will prepare you to sign-up for an onsite orientation and begin working with the pets in our care.

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# Training To Become A Level 1 Volunteer:

### Onsite Orientation Safety & Handling Training Class

This is one of two requirements for volunteering within a shelter. During this class you will learn the ins and outs of the facility at which you will be volunteering. You will also meet some of our staff and regular volunteers, become familiar with our policies, processes and safety guidelines and have an opportunity to begin working with shelter pets in a hands-on environment.

*Volunteers who wish to assist at multiple locations will need to complete the Onsite Orientation Safety & Handling Training Class for* ***each location*** *with which they wish to volunteer. These classes are offered at each of our three main locations.*

### Mentor Shift

A mentor shift is a one-on-one session with a Mentor Volunteer or staff member to ensure all new volunteers are prepared to perform tasks associated with Level 1 volunteer training. See the ***Level 1 Mentor Checklist*** for more information. *Mentor shifts are scheduled only after you have completed all training components associated with a specific level.*

*Optional Training Available to Level 1 Volunteers:*

* Fear Free Shelters Online Course
* Content Training Video
  + *Required to sign-up for Content-related shifts*
* Matchmaking Training Video
  + *Required to sign-up for Matchmaking shifts*
* Shelter Cat & Kitten Training Module
* Shelter Dog Training Module
  + *Level 1 volunteers are encouraged to attend this class; required for Level 2 dog volunteers*
* Foundations of Animal Training - Introduction to LIMA & Humane Hierarchy Video
  + *Required to sign-up as an Event Lead for Adoption/Foster Events and Level 1 Playgroup opportunities*
* Event Volunteer Training Module
  + *Required to sign-up for Awareness or Adoption/Foster Events*
* Playgroups Training Video
  + *Required to sign-up for Level 1 Playgroup opportunities*

# Training To Become A Level 2 Volunteer:

* Complete a minimum of 25 hours as a Level 1 volunteer
* Fear Free Shelters Online Course
* Content Training Video
* Matchmaking Training Video
* Matchmaking Training Session
* L2 Mentor Shift

## For Level 2 Cat Volunteers:

* Shelter Cat & Kitten Training Videos
* Shelter Cat Training Session
* Introduction to LIMA, Humane Hierarchy & Cat Pawsitive Training Video
* Managing L2 Cat Behaviors Training Session

## For Level 2 Dog Volunteers:

* Shelter Dog Training Video
* Shelter Dog Training Session
* Foundations of Animal Training - Introduction to LIMA & Humane Hierarchy Video
* Managing L2 Dog Behaviors Training Session

# Training To Become A Level 3 Volunteer:

To become a Level 3 volunteer, complete a minimum of **25** hours as a Level 2 volunteer and complete the training listed below, including: Event Volunteer Training Module, species-specific training and a Mentor Shift.

### Event Volunteer Training Module

### Awareness Event Training Video

This video training will prepare you to lead or assist with outreach events. Events help our organization spread awareness, raise funds, share support for our surrounding communities, and recruit volunteers and fosters.

### Adoption/Foster Event Training Video

This video training will prepare you to lead or assist in adoption and foster events with shelter dogs and foster dogs. This training will also prepare foster parents for bringing their foster dog to adoption events.

### Mentor Shift

A mentor shift is a one-on-one session with a Mentor Volunteer or staff member to ensure all new volunteers are prepared to perform tasks associated with Level 3 volunteer training. See the ***Level 3 Mentor Checklist*** for more information. *Mentor shifts are scheduled only after you have completed all training components associated with a specific level.*

## For Level 3 Cat Volunteers:

### Socializing and Handling Cats Training Module

This module will help prepare you for working with Level 3 cats. After completing this module you will understand the best practices and techniques for socializing Level 3 cats.

### Cat Socialization 3.0 - ASPCA & Cat Pawsitive Training Video

This training video includes socialization tactics and guidelines from Cat Pawsitive and ASPCA. After viewing, you will be ready to participate in an in-person training session that will focus on working with Level 3 cats and practicing clicker training for key behaviors.

### Cat Socialization 3.0 Training Session

During this training session, you will practice socialization and handling techniques for Level 3 cats alongside staff. You will also review and demonstrate clicker training for key behaviors to ensure you’re able to train Level 3 cats.

### Managing L3 Cat Behaviors Training Session

During this in-person training session you will learn how to safely clean around, play with, and socialize with Level 3 cats.

## For Level 3 Dog Volunteers:

This module will prepare you to work with Level 3 dogs. After completing the video training and the hands-on training session you will be prepared to conduct meet & greets between dogs, as well as lead playgroup sessions. You will also learn essential skills for safe handling of Level 3 dogs.

### Inter-Canine Interactions: Meet & Greets and Playgroups Module

This module will cover policies, protocols and the essential information to be able to participate in and lead playgroups and conduct meet & greets safely.

### Meet & Greet Training Video

Learn how meet & greets are safely conducted by watching recordings of meet & greets.

### Meet & Greet Training Session

Staff will demonstrate and guide you through the process for safe introductions between dogs.

### Playgroups Training Video

Learn all about playgroups; why we host them, the benefits to dogs, the roles, and protocols for how to conduct them safely.

### Playgroups Training Session

Alongside staff, you will be guided through how to conduct playgroups safely.

### Managing L3 Dog Behaviors Training Session

During this in-person training session you will learn and demonstrate the practical protocols for behavior management that you have learned while shadowing the behavior team with Level 3 dogs. This will be led/supervised by a behavior team staff member.

# Training To Become a Mentor Volunteer:

Prospective mentor volunteers are invited by staff to complete the Mentor Volunteer Training. Mentor Volunteers are needed for all volunteer levels. The goal of Mentor Volunteers is to help other volunteers feel supported as they progress through our volunteer program. They also provide guidance through training and ongoing volunteer opportunities and tasks. If you are interested in becoming a Mentor Volunteer, please reach out to your Volunteer & Events Coordinator.

### Mentor Volunteer Training Video

This training video shares some best practices for mentoring and provides activities to help broaden your understanding of what it means to be a Mentor Volunteer. Mentor Volunteers are one of the keys to success, helping us build more positive relationships through support and encouragement. After reviewing this video, you will be ready to begin assisting our staff and volunteers as a new Mentor Volunteer!

# Volunteer Training FAQ

## Why do volunteers need to complete training?

In order to provide a safe environment, we require volunteers to complete training that will give them the skills and knowledge to work with pets with varying levels of behavior and to talk about our organization to others.

## Do you require volunteers to move to Level 2 or 3?

All levels are needed to support the organization and our lifesaving mission. Moving to another level is entirely up to each individual volunteer.

## Do I need to complete training for both dogs and cats?

We do require you to learn some basic skills for working with both species as a Level 1 volunteer during the Onsite Orientation Safety & Handling Training Class. However, beyond that, the choice is up to you. If you would like to work exclusively with cats or dogs, you can take training for that specific species, but you are welcome to take both.

## Can I take any training offered at any level?

Select training is made available to select volunteer levels. Please see the *Optional Training Available To* sections for each level.