



## **PET NETWORK HUMANE SOCIETY - VOLUNTEER FAQs**

### **How do I become a volunteer?**

The first step is to fill out our online Volunteer Application and review the Volunteer Onboarding Guide. Once we have reviewed your application and you have completed orientation, you will have the opportunity to discuss your options and set your schedule.

### **Is there an age requirement to volunteer?**

Yes. No child under the age of 10 is allowed to volunteer.

**Adult volunteers**, 18 and up, who are a member of our Volunteer Team may participate in any area they wish as long as they have completed the proper training.

**Junior Volunteers**, 16-17, may participate in any area except dog walking and thrift store.

**Team Volunteers**, ages 10-15 with an adult guardian, may participate in any area, but must have an adult guardian with them during all volunteer times.

### **What is the time commitment?**

The minimum commitment is a standing 2-hour shift each week for animal care volunteers and at least 4 hours per month for all others. This helps to reduce the amount of retraining and allows you to be a successful Volunteer.

### **Why are new volunteers asked to give \$20 at orientation?**

New volunteers are kindly asked to give a tax-deductible donation of \$20 at the time of your volunteer orientation to cover the cost of your volunteer t-shirt, online scheduling account, training and application processing. We are very grateful for your help and realize that many volunteers donate their time in lieu of a monetary contribution. But without this extra help, we could not afford to maintain a successful volunteer program.

### **How soon after orientation can I begin volunteering?**

Right away! There are many tasks, not involving animals, that can be done immediately following your orientation.

### **How has the pandemic affected volunteer operations?**

Pet Network Humane Society prioritizes the safety of everyone who walks through our doors. Anyone entering the shelter must be expected, wear a mask at all times (properly, over the nose), sanitize frequently, and keep socially distant from others. Additionally, we limit the number of volunteers, staff and visitors allowed on-site, per shift. You will learn more about specifics during your orientation.

### **Can I bring my child (under age 10) with me when I volunteer? I want him/her to have the experience of caring for animals.**

Unfortunately, no. We cannot be responsible for minors. Additionally, if you are watching your child, you are not focusing 100% on your duties, which can be dangerous.



**Can I bring my family member or friend to volunteer with me?**

No. Anyone who performs the duties of a volunteer or enters Staff Only areas must be a registered volunteer of Pet Network Humane Society. This is for the safety of our staff, volunteers and animals.

**Does Pet Network offer foster opportunities to volunteers?**

We do have a foster program that is open to Volunteers but is a separate process and application. You will find out more about this at your Volunteer orientation.

**How do I volunteer for events?**

Pet Network Humane Society volunteers are welcome to volunteer at all events. Once you have attended orientation, you will begin to receive weekly notifications with information on upcoming events and other volunteer opportunities.

**Can I pick up any infections or diseases at the shelter?**

Our cats and dogs are all under veterinary care and have received their standard vaccinations. In the event an animal comes down with a contagious infection, we isolate them from the rest of the shelter and inform Volunteers of their condition. While we take every precaution to protect our staff and volunteers, the risk of contracting minor infections ( i.e. Ringworm), is present in all animal shelters and facilities with a large number of animals.

**I have a disability. Can I still volunteer?**

Pet Network has a place for everyone. Some of our volunteer opportunities (such as dog walking) require volunteers to be in good physical condition, however, we have different options (such as laundry) for volunteers with disabilities.

**How far in advance should I sign up for volunteer shifts?**

Volunteer shifts should be scheduled as far in advance as possible. Each animal area has a maximum number of volunteers that can be accommodated during each shift.

**Who can volunteer?**

Anyone over the age of 10 can volunteer at PNHS. Animal lovers under the age of 10 are welcome in the shelter anytime with their guardians to socialize with cats, kittens and sometimes puppies (depending on age of the puppy)..

**Adult volunteers**, 18 and up, who are a member of our Volunteer Team may participate in any area they wish as long as they have completed the proper training.

**Junior Volunteers**, 16-17, may participate in any area except dog walking and thrift store.

**Team Volunteers**, ages 10-15 with an adult guardian, may participate in any area, but must have an adult guardian with them during all volunteer times.

If you or a member of your party has mobility or health-related concerns that could limit or restrict participation in certain types of activities, please contact our volunteer department at [volunteer@petnetwork.org](mailto:volunteer@petnetwork.org) or 775.832.4404, so appropriate activities can be arranged.



### **What volunteer opportunities are available?**

We invite you to participate in regular animal care routines, such as feeding, cleaning, grooming, walking, etc. Spending time socializing with the animals, which helps make them more adoptable and eases their transition to a forever home, is also an important part of volunteer work. To volunteer on special projects in areas such as maintenance, please contact the volunteer department in advance to discuss options. Check out our Volunteer positions [here](#).

### **How do I schedule volunteer time?**

Once you have been approved to Volunteer, completed orientation and training in your specific department of interest, you have the ease and flexibility of creating your entire volunteer schedule online. To get started go to [www.petnetwork.org/volunteer](http://www.petnetwork.org/volunteer).

### **Can I take an animal on an outing or sleepover?**

Some of our dogs and cats are approved to go with volunteers on sleepovers, and some of our dogs are approved to go on outings, which are real treats for them. To take an animal on a sleepover or outing, you will first need to volunteer in that specific animal area or have volunteered in that area within the past year. Arrangements for sleepovers or outings should be made in advance.

### **What should I wear?**

Closed-toe shoes are required for volunteering in all animal areas. Sneakers or non-slip shoes are the preferred footwear in animal areas. Clog-type shoes are not permitted. Long pants are strongly recommended for volunteering in any animal care area. Volunteers are advised to dress in layers during the spring, fall and winter months because the mornings can be chilly and the afternoons warm. Wearing a hat and sunscreen is also recommended because the sun's rays at altitude are strong all year long.

### **Can my own pets accompany me in the animal areas?**

For everyone's safety, personal pets are not allowed in any of the animal areas, nor are they allowed to remain unattended in vehicles.

### **Can groups volunteer at Pet Network?**

At this time, due to COVID, we are not allowing group volunteering events. If your group has something specific in mind, please contact us to discuss potential opportunities.

### **How can I schedule a tour?**

There are a variety of complimentary tours available to our visitors and volunteers. To learn more about the tour or to schedule one please call the PNHS staff at 775.832.4404.

### **Where is Pet Network located?**

We are located in Incline Village At the corner of Village Blvd & Northwood Blvd.

401 Village Blvd.  
Incline Village, NV 89451



### **How do I become a Volunteer?**

Read through our list of current volunteer opportunities and the corresponding position description to determine which volunteer position(s) you are interested in. Then, complete our online volunteer application.

### **How long does it take to begin volunteering?**

This depends on your interests and availability as well as our needs. Some volunteer roles require only basic training, while others are more advanced and require some experience in the shelter in addition to more extensive classroom training.

### **What is the volunteer commitment?**

In general, we ask volunteers to commit to a minimum of 4 hours per month.

For those interested in volunteering in our shelters or clinics, we ask to commit to a regular weekly shift of two to four hours for a minimum of three months. Many people enjoy their experience so much that they stay much longer!

We welcome you to explore and train to move on to more experienced roles after your initial training and we will try to be flexible if your regular schedule needs to change.

### **Can I volunteer with a child?**

Yes! We welcome children aged 10-15 to volunteer alongside a trained parent or guardian as a pair. (One child per trained adult.)

Youth aged 16-17 are welcome to volunteer independently with a waiver signed by a parent or legal guardian. We also offer youth volunteering opportunities through our Humane Education department. Contact us to see what is available.

### **Can I volunteer if I cannot commit to a set schedule but can do 4 hours a month?**

We do offer some short-term volunteering opportunities on a case-by-case basis. Volunteers who cannot commit to the scheduling requirement may still be able to lend a hand with daily shelter duties such as doing dishes and folding laundry. Contact us directly if interested in a temporary assignment.

### **Can I volunteer with both cats and dogs?**

Absolutely! However, we suggest that you begin working with only one species. After you complete your training and have some experience in the shelter, you can begin volunteering with the other species as well.

### **Can I volunteer with more than one program at a time?**

Definitely! Many volunteers choose to get involved in various programs simultaneously. We will work with you based on your interests to coordinate a schedule that works for everyone.



**I have volunteered at another SPCA or Humane Society before. Does my training count here?**

All shelters operate independently from each other and have varying protocols for safety and best practices. Your previous experience will surely help your transition as a volunteer with Pet Network Humane Society, however you will need to complete the same training and onboarding as any other volunteer would.

**Can I volunteer after work or on weekends?**

We have volunteer shifts available seven days a week between 8 am – 6 pm.

Potential Volunteers are invited to apply and let us know availability and interests so that we can match people up with volunteer roles and shifts that work for them and meet our needs.

**Can I volunteer if I have a changing schedule?**

Volunteering in our shelters or clinic requires that you commit to a regular shift. We understand that volunteers will occasionally need to make changes to their schedule or take time off. However, if your availability varies regularly then volunteering in this capacity would not be a good fit. We encourage you to consider helping out in other ways, or by becoming a Foster Volunteer.

**Can I fulfill community service hours?**

We work with people to fulfill court mandated community service in our \_\_\_\_\_ departments only, on a case-by-case basis at our discretion. Community service volunteers primarily help with tasks like laundry, mopping and dishes. There is no animal interaction. Please contact us directly for information.

**Are there ways I can volunteer from home?**

Consider becoming a Foster Volunteer! Our network of Foster families helps us to provide special care for very young animals, those who are sick or injured or those who need a quieter and more relaxed atmosphere in order to thrive. We offer individual foster orientations upon request. Please contact [adoptions@petnetwork.org](mailto:adoptions@petnetwork.org) or call 775.832.4404.

**Have more questions?**

Please email us at [volunteer@petnetwork.org](mailto:volunteer@petnetwork.org) or call us at 775.832.4404. We are open every day from 8 a.m. to 5 p.m.

**What volunteer opportunities are available at Pet Network Humane Society?**

Administration Aid and special projects.

Animal Care- Cats.

Animal Care – Dogs.

Animal Care – Dogs with walking duties.

Animal Care After Surgery

Photography

Housekeeping Aid.

Thrift Store Associate.

Special Events.

Foster.



**What if I need to cancel or reschedule?**

Contact [volunteer@petnetwork.org](mailto:volunteer@petnetwork.org) or call 775.832.4404.

**Why might a shift not be displayed on the calendar?**

If the shifts have all been filled, they may not appear in the schedule. Contact [volunteer@petnetwork.org](mailto:volunteer@petnetwork.org) or call 775.832.4404 to find out if you can still help during that time or day.

**Where should I park?**

We ask ALL staff and volunteers to park vehicles in the parking lot farthest from the buildings so that our visitors have the parking closest to the entrance. Of course, if you are here on PNHS business (for example, picking up or dropping off animals or supplies), feel free to park near the main entrance.

**Are Volunteers provided food?**

No. It is recommended that you eat beforehand. We do have a staff kitchen and occasionally have items available for everyone but you should plan to bring your own food during your shifts.

**What should I bring with me to volunteer?**

All necessary tools will be provided. Please bring your own food and water.

**Do I need to have prior shelter experience?**

No! Volunteers of all skill levels are welcome.

We supply all the training needed for each position and have skilled staff and volunteer leaders on site to explain and supervise each task.

If you are not comfortable with a task, you can simply ask to do something else.

We do require all volunteers to have good communication skills and a willingness to learn.

For our advanced volunteer positions, we require 60 hours of experience working in an entry-level volunteer position as a prerequisite.

**If I am giving my time, do I need to make a financial donation as well?**

Pet Network Humane Society does not require individual volunteers to make a financial contribution to our programs. No individual will be turned away because they chose not to make a financial contribution. However, we will graciously accept any donations you are willing to make.

**I am 15 but am very mature for my age. Do you make exceptions to your Junior Volunteer minimum age rule?**

For the safety of our volunteers and animals, we require that all volunteers be at least 16 years of age to volunteer in a regular role, without exception.



**I am 16 years old, do not have my own email address and am shy about making phone calls. Can I have my parents or someone else call or email on my behalf?**

To serve successfully in their chosen role, students need to be comfortable independently completing all steps of the volunteer intake process:

- Completing the application online.
- Scheduling and completing the required orientation and training sessions.
- Handling all individual phone and email correspondence independently.
- Following safety protocols and procedures.

Managing their own individual volunteer schedule using our online scheduling program.

We understand and appreciate that parents want to be a part of their child's volunteer experience. However, we need to be able to communicate directly with all of our individual volunteers. Students must be able to individually manage all correspondence as it relates to volunteering. We are unable to accept email or phone correspondence on a student's behalf.

**I am not able to volunteer independently. Can I bring a helper with me when I volunteer?**

Due to the nature of the work at Pet Network Humane Society, with limited resources and often confined physical space, we are unable to accept volunteering teams of any number. Each volunteer at Pet Network Humane Society must go through the volunteer application process individually and be able to independently fulfill the responsibilities of their role.

**Do you accept court-ordered community service hours?**

We do accept court-ordered community service volunteers. Please note community service hour volunteers are not permitted to work with animals.

**I do not have a computer or email. Can't I just fill out a paper application form?**

Due to the high volume of volunteer applicants we receive each year and the costs associated with paper applications, we are no longer able to process paper applications. The most cost-effective way for us to communicate with volunteer applicants and our current volunteers is with online services and email. For this reason, we have moved our application process online along with all of our volunteer scheduling.

Using email and online scheduling saves money on postage and printing costs and helps to keep our program viable and efficient. For this reason, we require that all volunteers have online access and a current email address.

**Why do you ask for a commitment?**

In order to provide the animals in our facilities the best care and support, we do require volunteers to commit to a full year of volunteering on a regular schedule. This requirement helps us ensure quality training and consistent volunteer coverage. We do allow for vacations and needed days off.

If you find you will be unable to volunteer for three or more months within the year, you may wish to consider our foster volunteer program. Foster volunteers are only required to have an animal physically in their home for a total of 30 days in the year. Most foster placements are 3-4 weeks based on the care needed. You can learn more about our foster program [here](#).



**Do you have short-term or summer volunteer positions available?**

Due to limited resources and the required training for each volunteer position, we are not able to offer short-term volunteering experiences.

**What if I only want to work special events?**

We welcome new volunteers at our special events, but you would still need to complete an application, attend orientation and be familiar with Pet Network. We recruit from within our current volunteer pool and for this reason do not offer an “events only” volunteer role.

**Will I have training before I start volunteering?**

Yes. Each role has training sessions that cover all aspects of the volunteer role. Training is done with both staff and volunteer mentors. The time it takes to complete training varies based on volunteer availability, training schedules, and the specific training needs of the volunteer role.

**I just want to walk the dogs. Why does that require so much training?**

Walking the dogs actually involves more than just walking the dogs. We want to make sure the animals consistently receive a high-quality level of care and stay as healthy as possible. To do this, we need to teach volunteers about safety procedures and protocols that are currently in place to limit the transfer of disease within our shelters. We also want to educate our volunteers on how to correctly interact with our shelter animals in order to reduce stress on the animals.

In addition, some of our dog walkers are expected to aid in assisting customers during their shift. We want to make sure our volunteers have the information they need to assist customers and help with visitations.

All volunteers attend the specific training required for their volunteer role. Volunteer training includes the duties required for the role, safety procedures and protocols required and animal handling.

**I am an avid runner. May I take Pet Network Humane Society dogs out for a run during my volunteer shift?**

As with people, dogs need to slowly build up muscle strength and endurance in order to avoid potential injury when running or jogging. The dogs on our adoption floor have not had the training needed to prevent injury or to build the endurance to sustain them on runs. To avoid injury, we do not allow running or jogging.

**If I am fostering, do I get to choose the foster animals I bring home?**

Communications about animals that are available for foster go out via email to all current foster volunteers from the Foster and Intake Coordinator. These animals are placed into homes on a first-come, first-served basis. Foster volunteers are never expected to take an animal that is not a good fit for their home or family. Foster animals are not yet available for adoption, so are not listed on our website.