



BARC

ANIMAL SHELTER
& ADOPTIONS

BARC Volunteer Handbook

*Ian Todd, Volunteer Coordinator
2013 Edition*

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Welcome!

Welcome to the BARC Animal Shelter & Adoptions Volunteer Program. Being a volunteer is extremely rewarding, educational and fun. You can have a significant positive impact on the lives of homeless animals. Walking a dog, cuddling a cat, giving a treat or blanket or giving a simple pat on the head will touch your heart and bring you back for more. It's especially rewarding to see how the animals respond immediately to the love they receive while they are at the shelter.

As a result of the volunteer program, dogs get walked regularly and cats are more socialized. Animals get placed in foster homes when they are too young to adopt or need to recuperate from injury or illness; or just need a little more socialization. Most importantly, because of volunteers, many dogs' and cats' lives are saved. The BARC Animal Shelter & Adoptions Volunteer Program was created for the animals.

Thank You!

Thank you for giving us your time and for giving the animals your attention! We appreciate your commitment to help us help them and we know that your time is valuable. Each of you may have different reasons for wanting to be a volunteer, but all of you choose to volunteer at BARC because:

- Your desire to care for those cats and dogs desperately needing positive human interaction
- Your wish to help find homes for animals that deserve a second chance
- You want to be a part of making our community more responsible for our pets
- You want to help save lives

As a volunteer, you are a valuable asset to our organization and to the many animals which need loving homes. Our goal is to continually expand our community outreach program, placing more animals into good homes. The time and energy you contribute by volunteering helps us achieve these goals.

Since your support as a volunteer is extremely important, your decision to participate must be made with the full understanding of the commitment and responsibility it demands. This handbook has been prepared for you as a reference guide. It contains information regarding our policies & procedures, tools for dealing with the public and how to safely handle shelter animals. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at the shelter.

Thank you for giving your time and energy to the animals at BARC. We hope that the time you spend here will be as rewarding to you as it is beneficial to the animals you help.

About BARC

BARC is the City of Houston's Animal Shelter and Adoption Facility. BARC is the only city shelter in Houston required by law to accept every animal that comes through our doors regardless of breed, temperament, health conditions, and circumstance (from owner surrender, stray pickup, rescued or confiscated animals). We have built a best-in-class team that stewards our mission of professionalism, responsibility, compassion, commitment, integrity, and accountability

BARC is dedicated to pet adoption and a live release initiative. In addition to sheltering and providing veterinary care to all animals brought to the shelter, we work diligently to place these animals in new homes. We collaborate and coordinate with our Houston Pet Rescue groups and through social media networks to cast the widest possible adoption net. We also provide intensive neo-natal and adult pet fostering programs, along with hands-on volunteer training classes and continuous workshops.



We are committed to promoting responsible pet ownership through spaying/neutering, microchipping, vaccinations, and training class services. Campaigns and programs to educate and raise community awareness about these services are ongoing.

Houston has the largest urban land area in the U.S. Its size and unique characteristics create challenging circumstances in regards to animal population and control. In addition to a year-long breeding season that steadily increases the area's animal population, our semi-tropical climate serves as an incubator for fleas, ticks and other parasites harmful to animals. Houston is an urban metropolis, but it is also home to various species of wild animals and reptiles including coyotes, bobcats, bats, raccoons, opossums, skunks, foxes, snakes and even alligators. Because of this, rabies outbreaks are a special concern. A rabies vaccination is required to license your pet, and a pet license is mandatory in Houston. BARC serves as the licensing facility. We work hard to educate the public about rabies prevention and about co-existing with our extensive wildlife population.

Our goal is to provide animal control and care services that minimize fear, pain, stress and suffering to animals in and out of the shelter and we work to ensure safe and healthy human-animal interactions. We work closely with the City of Houston Police Department and Houston Animal Control to respond to animal cruelty and abuse reports, behavioral complaints, dog bite cases and animal/gang related issues.

What does BARC do?

Placement of Pets through Adoptions & Rescue Groups

- We make dogs and cats available for adoption at our shelter and at various off-site adoption events throughout the city. Animals are transferred to registered rescue groups for free!
- Standard Adoption Fees
 - Dogs - \$50 Puppies (4 months and under) - \$75
 - Cats - \$20 Kittens (4 months and under) - \$35

Lost and Found

- People who have lost pets should be encouraged to come to BARC Animal Shelter & Adoptions and look through the stray kennels which contain hundreds of animals.
- We have all strays impounded at our facility shown on our website: www.HoustonBARC.com
- If BARC picks up an animal with an ID tag or microchip, BARC staff will call the owner or contact the agency that issued the rabies tag in order to get the pet back to its home

Pet Licensing – the law in Houston

- A pet license identifies and protects your pet in case it becomes lost. Even indoor pets can get out and become lost. The City of Houston Municipal Code requires that anyone owning a dog or cat four months of age or older must have his or her pet licensed and vaccinated against rabies every year. You are required to renew your license yearly and to keep your license updated when you move and/or your pet is given away, lost, stolen or is deceased.
- Annual Cit Pet License Fee: \$60 for Unaltered Pets \$20 for Spayed/Neutered Pets

Rabies Prevention

- Call 311 to report possible exposure including bites and scratches from unvaccinated animals.
- Animals that have bitten or scratched need to be quarantined for public safety.

Animal Cruelty

- Citizens must report acts of cruelty and neglect. Cruelty to an innocent animal is often a training ground for child abuse or domestic cruelty and they can occur hand in hand.
- The basic needs of an animal require that they have access to food, water, shelter and exercise. If the dog or cat is deprived of these, 311 will create a formal report and an Animal Control Officer will investigate.

Owner Surrender

- Some owners cannot or choose not to fulfill the commitment they made when they brought an animal into their home. We try to inform owners of all the alternatives to surrendering their pet so they can make a decision that's best for the animal.
- Owner surrenders are accepted at the shelter every day from 12-5pm except for Mondays & Thursdays when the shelter is closed to the public.

Key Staff at BARC Animal Shelter & Adoptions

BARC General Manager

Director of BARC: Greg Damianoff greg.damianoff@houstontx.gov

Outreach Department

Outreach Manager: Carlene Lormand carlene.lormand@houstontx.gov
 Volunteer Coordinator: Ian Todd ian.todd@houstontx.gov
 Adoptions Coordinator: Taran Hutchins taran.hutchins@houstontx.gov
 Rescue Coordinator: Mauricio Zepeda mauricio.zepeda@houstontx.gov
 Foster/TNR Coordinator: Amneris Diaz amneris.diaz@houstontx.gov
 Customer Service Supervisor: April Hobbs april.hobbs@houstontx.gov

Veterinary Department

Chief Veterinarian: Dr. Malone tony.malone@houstontx.gov
 Veterinary Administrator: Joshua Babineaux joshua.babineaux@houstontx.gov
 Veterinarian: Dr. Whittenberg cherie.whittenberg@houstontx.gov
 Veterinarian: Dr. O'Toole erin.otoole@houstontx.gov

Shelter Operations

Shelter Manager: Charles Jackson charles.jackson@houstontx.gov
 Shelter Supervisor: Aaron Johnson aaron.johnson@houstontx.gov
 Shelter Supervisor: Clarence Davis clarence.davis@houstontx.gov
 Shelter Supervisor: Paula Medrano paula.medrano@houstontx.gov

Animal Control Officers

ACO Manager: Chris Glaser christopher.glaser@houstontx.gov
 Senior ACO: Frank Estrada francisco.estrada@houstontx.gov
 ACO Manager: Jarrad Mears jarrad.mears@houstontx.gov
 Senior ACO: Chris Miller christopher.miller@houstontx.gov

Front Entrance/Mailing Address

BARC Animal Shelter & Adoptions
 3200 Carr Street
 Houston, Texas 77026

Volunteer Access Address

BARC Animal Shelter & Adoptions
 2700 Evella Street
 Houston, Texas 77026

Volunteering at BARC

What can you do for BARC Animal Shelter & Adoptions?

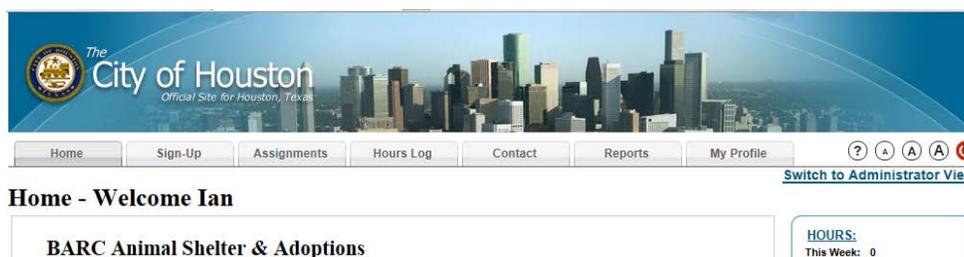
On the following pages, you'll see a variety of job descriptions. Look through them, and then talk to the Volunteer Coordinator who will help you to decide where you are needed most based on your background and your interests.

We are looking for committed volunteers who can participate in BARC activities at least once a month if possible. While not required, regular participation helps the animals at BARC and keeps you connected with the rest of the BARC team.

If you can't come in at regularly scheduled times, there are other ways you can volunteer. We always need help with special events and donation drives. Be sure to check your email for upcoming events and opportunities to get involved at BARC.

Process to Volunteer at BARC:

1. **Register Online** at <https://app.volunteer2.com/Public/SignUp?organizationGUID=0af131a9-a682-4f05-b006-d11538ee08bd&signupFormId=1> as a BARC Volunteer (the link listed here is directly to the BARC setup portal on the www.MyVolunteerPage.com website. Fill out the profile information to complete the initial registration as a volunteer. After creating your account, you can quickly log into your account via www.MyVolunteerPage.com.
2. **Sign Up for Orientation** through the volunteer server, on the link listed above, and attend an initial on-site BARC Volunteer Orientation, currently offered every second and fourth Saturday of each month. The class lasts about 2 hours and includes a classroom presentation and shelter tour and is a pre-requisite to performing any of the volunteer activities offered. Volunteers must wear long pants and closed-toed shoes to volunteer with BARC to prevent injury. Use the gate at 2700 Evella Street to enter the facility and proceed to the BARC Classroom for the orientation.
3. **Sign Up for Volunteer Activities.** Assignments for a variety of volunteer duties are posted on the volunteer web page (www.MyVolunteerPage.com) and you are able to schedule yourself for various activities and shifts that fit your lifestyle and schedule. Once you have completed the initial volunteer orientation, log in to the volunteer server and self-schedule for any and all activities, orientations, or tasks you are interested in participating in for BARC – these can be on-site or off-site.



Scheduling Your Service

You Must Be On the Schedule to Participate

Volunteer accountability is vital to BARC's overall success. To ensure coverage of volunteer activities, all volunteers must schedule their time on www.MyVolunteerPage.com at least 24 hours in advance. Each day, the security staff at BARC will have a list of volunteers that are scheduled to be on the premises at BARC, and will allow admittance only to those on the schedule. Any unscheduled volunteers will be turned away.

Daily Closing Time

All volunteers must be off the BARC property no later than 5:30 pm each day, and will not be allowed on premise earlier than 7:30 am for scheduled volunteer activities, assigned through the on-line volunteer scheduling system.

Log Your Volunteer Service Hours

Log your volunteer hours on www.MyVolunteerPage.com after completing your volunteer service assignments. Logging time is important for the shelter for grant purposes, community support, and program development as well as volunteer appreciation. The hour log can also be used to submit to schools, businesses and organizations for proof of completion of required volunteer service hours.

Missing Shifts

Your support matters – the animals and the BARC team are counting on you. Therefore, missing volunteer shifts is unacceptable. Missing volunteer assigned shifts leaves spots available that could have otherwise been staffed by other volunteers. You can change your volunteer assignment on-line 24 hours prior to the assignment date and time, if you find that you are unable to fulfill a previously scheduled activity. If you are unable to remove/change your assignment online, you must contact the Volunteer Coordinator as soon as possible. Missing 3 or more assigned shifts without notification will result in your removal from the BARC Volunteer program.

Contact Information

It is important to keep your contact information up to date at all times. Therefore, volunteers should notify the Volunteer Coordinator of changes in address, phone number, emergency contact or email address in a timely manner.

The screenshot shows the top navigation bar of the BARC website. It includes several menu items: Home, Sign-Up, Assignments, Hours Log, Contact, Reports, and My Profile. To the right of these items are accessibility icons (a question mark, a magnifying glass, and three 'A's) and a power icon. Below the navigation bar is a 'Switch to Administrator View' link. The main content area is titled 'Sign Up' and contains a paragraph of text: 'Click on the activity links below to read more about them. If you want to, you will be able to sign up from that screen as well. If you would like to see fewer activities below, check the box next to one or more of the filters below and then the Filter Activities button.'

Code of Conduct

Respectful Behavior

As a member of the BARC team, you are a representative of BARC's brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and with staff. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written material as well as personal interactions with staff, other volunteers, and members of the public. Bottom line - commit to providing excellent customer service to our visitors, staff, and fellow volunteers.

Non-BARC Guests/Pets

It is not appropriate to bring children who are not registered BARC volunteers or your own pets to the facility while you are performing volunteer activities. All BARC volunteers must first register online, complete the initial volunteer orientation, sign the volunteer agreement, and have approval from the Volunteer Coordinator to proceed with further activities. Volunteers with unapproved guests or pets will be asked to leave. If you find that you are unable to perform your duties without the distraction of other responsibilities (babysitting young children, pet sitting other animals, etc.) then cancel your online volunteer assignment and do not report to duty.

Privacy Policy & Conveying Correct Information

Information pertaining to BARC records or specific cases are strictly confidential and may not be discussed with others. Please refrain from offering the public information on fees or policies unless you are sure you have current, accurate information. When in doubt, always refer the person to BARC staff. Volunteers are not to disclose any confidential information (contact, personal information, financial, etc.) of shelter customers or staff members. Only BARC approved signage and messaging are allowed on premises and at BARC events. Do not write notes or messages on kennel cards, on paper signs or affix any other signs or messages without prior approval from BARC management.



Dress Code

Come prepared with the mindset that anything that you wear will get dirty. When working with animals you're advised to cover as much skin as possible to avoid scratches, exposure to zoonotic communicable illness, ringworm, mange (scabies), fleas and/or ticks. As a BARC volunteer, you are required to wear the following during each volunteer activity for BARC:

- **BARC Volunteer ID badge** – this will be assigned to you once you have completed the Volunteer orientation and committed to volunteer with BARC on an on-going basis. One time volunteers will not receive BARC shirts or badges, but should wear appropriate clothing – long pants, comfortable, closed-toe shoes (preferably tennis shoes) and a comfortable shirt.
- **BARC volunteer shirt** or assigned apron if you have not yet received a BARC shirt. Aprons can be checked out from the Volunteer Coordinator or manager on duty for volunteers that do not yet have a BARC volunteer shirt. It is imperative that all volunteers be dressed in BARC apparel so that they are consistently recognizable to the public. *Only BARC shirts or aprons are to be worn by volunteers while on scheduled activities.*
- **Long pants** are required – jeans, khakis or other long pants, no shorts, skirts, skorts, or other garments that expose portions of the leg to potential scratches or scrapes.
- **Comfortable close-toed shoes** – no sandals or flip flops.



Fosters

Fosters (not including one-time "Foster to Adopt") are considered Volunteers and will be issued identification badges to be worn at all times on BARC property and at BARC events and activities. Additionally, when a foster comes to BARC they are asked to visit the foster clinic during posted clinic hours only, unless there is an emergency situation, and refrain from any other activities that are not specifically related to their foster animal or scheduled through the volunteer on-line system during these visits. For more information regarding policy and procedures for fosters, refer to the Foster Manual available online at www.houstonbarc.com.

Parking

The front entrance at 3200 Carr Street is for public guests only. All volunteers will use the 2700 Evella Street entrance and park behind the Dog Adoption Building or Cat Adoption Building. When entering the 2700 Evella entrance, be prepared to show your BARC volunteer badge or valid identification (if you have not yet received a badge). Only volunteers on the day's schedule, fosters or rescue partners will be admitted. Do not block fire lanes or park in unmarked areas – park in designated areas only. Cars parked in fire lanes or unmarked areas may be towed at the owner's expense.

Smoking

Smoking is prohibited in all buildings and facility grounds. Volunteers who wish to smoke must do so off of City property (outside the gates). While working at off-site events as a BARC Volunteer, you may not smoke except when on breaks and out of public view.

Drugs and Alcohol

Under no circumstances shall a Volunteer work at our facility or off-site event under the influence of drugs or alcohol. If suspected of being under the influence of drugs and/or alcohol, you will be asked to leave immediately and will be subject to termination from the BARC Volunteer Program.

Cell Phones

While you are here, we want you to keep your focus on the animals in your care and the customers in need of assistance. BARC strictly prohibits the use of cell phones and mobile devices that create unsafe situations. For those reasons, and because we don't want your phones damaged by water when bathing animals or from being dropped, we suggest you keep your phone in your car. Cell phone use while handling an animal is strictly prohibited, and Volunteers may not use their cell phones while interacting with BARC customers. If it is necessary for you to have your cell phone with you while volunteering, set the ringer to vibrate or silent, and use your cell phone in non-working areas only. Ear buds, headsets, and headphones shall not be used at any time while volunteering with BARC. Use of cell phones while working with animals or with the public may result in corrective action.

Animal Care

It is expected that BARC Volunteers will treat all animals in the shelter's care with compassion and gentleness. Ask for assistance from BARC staff when needed, and use caution at all times. When handling an animal, volunteers must always have the appropriate kennel card with them for that animal. Do not hand write messages on kennel cards – notify BARC staff of any observations or information you feel may need to be noted for an animal. Volunteers are not to diagnose medical cases, remove sick animals from the shelter without permission from the director, or take any animals from the shelter without proper documentation and approval from the front counter or foster/rescue office. Any volunteer doing so will be subject to dismissal.

Injuries

You are responsible for your own health and welfare, so be sure to mind all signs and safety precautions. If you are injured while at BARC, you must notify the Volunteer Coordinator or Manager on Duty immediately.

Complaints

Your point of contact regarding volunteering or shelter activities is the Volunteer Coordinator. Bring your concerns and questions to him first. If you have a complaint regarding a staff member or an issue with BARC policy, immediately bring it to the attention of the Volunteer Coordinator so it can be resolved. If you are not satisfied with the resolution, you may take your complaint to the Manager on Duty for BARC Animal Shelter & Adoptions and you may appeal any issues directly to Greg Damianoff, Assistant Director for BARC.

If you have difficulties working with other volunteers or staff members, bring the situation to the attention of the Volunteer Coordinator or Manager on Duty as soon as possible. We want to resolve issues so that we can all work effectively as a team. Immediately report anything you interpret as harassment from staff, volunteers or the public to the Volunteer Coordinator or Manager on Duty to ensure your safety and the safety of everyone on the premises.

Discipline

The City of Houston promotes a system of progressive discipline for its employees and BARC Animal Shelter & Adoptions extends that system to include our volunteers. Volunteers who commit minor violations of policy and procedure will be verbally counseled in an effort to achieve acceptable compliance. Such violations could include disruptive behavior, habitual absenteeism, misstatement of BARC policies, etc. Continued violations could result in additional counseling or dismissal.

Volunteer Term

Both you and BARC are free at any time, with or without notice or cause, to end the volunteer relationship. Dismissed volunteers are not permitted entry to BARC beyond the public interactions.



Working with BARC

Media Relations

Volunteers are specifically prohibited from speaking on behalf of BARC Animal Shelter & Adoptions any representative of the media. All media questions are handled by our Public Information Officer, Chris Newport – christopher.newport@houstontx.gov.

Authorized Areas

Volunteers, Fosters and Rescue Partners are permitted to access the public areas of BARC at any time. Admittance is prohibited to restricted areas such as the back half of the domed Hold/Evaluation building, including but not limited to the wards, surgery areas, quarantine, and intake; the restricted areas of the Dog Adoption building, including but not limited to the puppy room, storage rooms, and Animal Care Technician or other staff work rooms; the Cat Building including but not limited to designated employee only areas. Some volunteer activities may include access to restricted areas, but only for the described volunteer activity during the assigned time period only. At no time are any volunteers, fosters or rescues to walk through or spend time in unauthorized areas, unless they are escorted at all times by a BARC staff member.

Euthanasia

Euthanasia is an unfortunate occurrence at BARC Animal Shelter & Adoptions. It is always our last option and we always strive to place an animal into a good home if available. We hope that more Houstonians will visit BARC and adopt than those who come to BARC to turn-in animals. We also hope that through spay/neuter efforts and humane education, there will be far fewer cats and dogs needing homes.

As a volunteer for BARC, you may be exposed to animals facing euthanasia, even though you will never have to witness it. BARC uses a humane sodium pentobarbital solution injected intravenously. Whether or not you personally agree with the practice, this is a day-to-day reality at the shelter. Our staff has to deal with its administration and its after-effects on a daily basis.

If you are not comfortable in this atmosphere, supporting BARC as it strives to make Houston a more humane community, this may not be a positive volunteer experience for you. You may be better suited to volunteering at another worthy animal shelter or agency in the area.

Disease Control

BARC Animal Shelter & Adoptions is responsible for ensuring public safety including rabies control and other zoonotic disease containment. As a volunteer at BARC, you must be sure to wash your hands frequently as well as clean all animal handling equipment thoroughly to prevent the spread of disease in the shelter.

If you are bitten or scratched, you must report the incident to Bite Case and the Volunteer Coordinator. Be sure to have the identity (record number or animal ID) of the animal ready. The animal may be quarantined for observation. You are responsible for your own personal health and are advised to seek medical treatment from your doctor.

Community Groups & Events

Ad Hoc Activities & Events

BARC schedules and plans activities and events (on-site as well as off-site) for adoptions, awareness and other outreach initiatives several months in advance. As such, BARC has established protocols, procedures, branding standards and assigned resources. Any and all activities and events, either on the BARC premises or as represented as BARC in the public must be coordinated, and approved by BARC management at least 45 days in advance. Unscheduled or impromptu activities or events will not be supported or endorsed by BARC.

Volunteer Groups or Organizations

Any groups or organizations wishing to hold an event or group volunteer project must contact the Volunteer Coordinator in advance to make such arrangements. Groups will not be allowed to assemble at event or on-site and promote their business, cause or messaging without prior approval from BARC Management.

Rescue Groups

While we hope we can find homes for all the animals that come into the shelter, in reality, we receive many more than we have people who want to adopt. That's where rescue groups come in. Rescue groups are organized 501(c)3 groups that transfer animals from the shelter into their program to care for and place the animal into a permanent home. BARC currently partners with over 130 rescue groups in the Houston area.

All rescue groups that wish to transfer an animal from BARC must complete a Rescue Group Application and be approved by the Rescue Coordinator via BARC.Aid@houstontx.gov. There is no charge to registered rescue groups to transfer animals from our facility into their care. All transfer requests are handled through BARC.Aid@houstontx.gov, which is monitored 7 days a week from 9am-5pm.

BARC identification badges will be issued to all Rescue partners listing the affiliated rescue organization and authorized person on behalf of the rescue group. When entering BARC for the purposes of rescue activities, please show this badge to the security personnel for admittance to the property. If you function as both a foster and a rescue partner for BARC, we use your Rescue partner identification badge only.

Volunteer Training

Class	Description	Schedule
Volunteer Orientation	Orientation provides an overview of the volunteer program and the operations of BARC. This class provides volunteers with the opportunity to better understand our mission and vision at BARC. The orientation includes both class time and a shelter tour.	Every 2 nd and 4 th Saturday of the Month at 10am-12pm in the BARC Classroom – Participants are encouraged to walk dogs, socialize cats, or greet adopters following the orientation.
MYM Adoption Counselor Training	To become an Adoption Counselor for BARC, volunteers must attend this training which shows them all of the necessary forms and required checks on adopters as well as discussing frequently asked questions, scenarios, and the Meet Your Match system.	Adoption Training is offered to experienced volunteers by invitation only. Email the Volunteer Coordinator at ian.todd@houstontx.gov for more information.
MYM Canine Profiler Training	Meet Your Match Dog Profilers assess dogs in adoption to identify their canine-alties which will be paired with matching adopters. Participants will work alongside experienced volunteers.	Every Monday & Thursday from 9am-12pm, weather permitting
MYM Feline Profiler Training	Meet Your Match Cat Profilers assess cats in adoption to identify their feline-alties which will be paired with matching adopters. Participants will work alongside experienced volunteers.	Training is scheduled through the Volunteer Coordinator, please email ian.todd@houstontx.gov
Neonatal Foster Care	Newborn puppies and kittens require acute foster care including regular bottle-feeding. So this class provides a solid introduction and Q&A for new neonatal fosters, especially during kitten season.	Training is offered by the Foster/Rescue Coordinator on a 1-on-1 basis, but large classes are held when needed



Volunteer Jobs

Adoptions at BARC (On-Site)

- Adoptions Host

Animal Behavior

- MYM Canine Profiler
- MYM Feline Profiler
- Obedience Training for Shelter Dogs

Animal Care

- Cat Castle Assistant & Photographer
- Dog Walker & Photographer
- Puppy Nursery Assistant

Foster Home

- Foster Home Parent
- Foster Pantry Organizer

Off-Site Adoption Events (Outside of BARC)

- Galleria Off-Site Adoption Event
- Petco Copperfield
- Petco on Westheimer & Wilcrest
- Petsmart on 290
- Ad Hoc Off-site Events

Special Events at BARC

- Special Event Staff
- Tree Guardians & BARC Beautifiers

Various/Admin

- Film-Making Crew
- Grant-Writing
- Various Activities - Admin Use Only
- Volunteer Coordination Assistance



Adoptions Host

Due to the increased outreach work BARC is doing, our adoptions are increasing! That means we have many new adopters coming to BARC who need your assistance finding that special pet.

Key Responsibilities

1. Provide excellent personal interaction with potential adopters so that they have a wonderful adoption experience to share with other potential adopters.
2. Help adopters find the animal they are looking for by talking with them about their lifestyle and home environment
3. Assist with the movement of animals in and out of their cages so that adopters have the opportunity to interact with the animals.
4. Direct adopters through the adoption process so that they complete it successfully.

Qualifications

1. Volunteers must maintain a positive and professional attitude with adopters.
2. Volunteers must be over 18 years of age to handle adult dogs at BARC.
3. Volunteers must have attended the Volunteer Orientation.
4. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.

Location

This task is performed at BARC – walking adopters around the campus, through the adoption buildings, and back to the front lobby. Use the gate at 2700 Evella Street to enter BARC.

Time Commitment

Adoptions are open every day from 12-6pm except for Mondays & Thursdays. Volunteers are expected to be available to assist adopters from 12-6pm during their shift; however, if there are no adopters to be helped, volunteers may help walk dogs or socialize cats.

Instructions to Begin

1. Report to the Front Desk at BARC and let them know you are available to assist adopters.
2. Escort adopters through BARC and help them find a dog or cat to adopt.
3. Walk the dog (or have another adult volunteer/staff member walk) so that the adopter has a chance to interact with the animal. The same applies for interacting with cats in the visitation rooms.
4. If a match is found, help the adopters bring the kennel card up to the front lobby where they can fill out the adoption application.
5. Facilitate the completion of the adoption as necessary and follow all directions from the Front Counter staff.

Contact Information

1. Front Desk Supervisor: April Hobbs – 713-229-7316
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov

Meet Your Match Canine Profiler

Knowing a bit about a dog before bringing him home can really help the romance last. How do we know this? The Meet Your Match (MYM) Canine-ality Adoption Program, our new color coding method for matching shelter dogs, ages six months and older, with adopters, is making it possible for you to know a little about a dog's behavior before deciding to make him a part of your family. Finding the perfect pooch is a serious undertaking. That's why the ASPCA developed the MYM program – to help match the colors of your personality to your new friend's canine-ality.

Key Responsibilities

1. Follow all directions from the Adoption Coordinator and Lead Volunteer.
2. Conduct assessments of dogs in the adoption building using the ASPCA Meet Your Match program.
3. Work in volunteer pairs to effectively assess as many dogs as possible while ensuring a high level of quality in the profile process.
4. Report all findings to the Adoptions Coordinator.

Qualifications

1. Volunteers must be over 18 years for this activity.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.

Location

This task is performed at BARC – walking adopters around the campus and through the adoption building. Use the gate at 2700 Evella Street to enter BARC.

Time Commitment

MYM is conducted on Mondays and Thursdays from 9am-12pm every week. On inclement weather days, the Lead Volunteer will contact you to postpone or cancel the assessments for that day.

Instructions to Begin

1. Enter BARC through the 2700 Evella Street entrance.
2. Meet with other MYM team members in the Dog Adoption Building near the Puppy Nursery.
3. Shadow experienced volunteers to learn the MYM system.
4. Assess dogs' canine-alities and report your findings to the Adoptions Coordinator.

Contact Information

1. MYM Lead Volunteer: Gary Thomas - garybthomas@att.net
2. BARC Adoptions Coordinator: Taran Hutchins – taran.hutchins@houston.tx.gov

Obedience Training

BARC hosts an obedience class utilizing the AKC Canine Good Citizen Program format. This class is offered free to adopters and has become a very popular attraction at BARC. If you are good with dogs, the class instructor could use your assistance with the class as it grows.

Key Responsibilities

1. Assist the training instructor with class management and dog handling.
2. Demonstrate proper training methods at all times as an example to the class.
3. Help train unruly dogs currently being housed in the adoption building at BARC so that they may have a better chance to be adopted with better behavior.

Qualifications

1. Volunteers must maintain a positive and professional attitude with adopters.
2. Volunteers must be over 18 years of age to handle adult dogs at BARC.
3. Volunteers must have attended the Volunteer Orientation.
4. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.

Location

This task is performed at BARC in the second story of the Hold/Eval Building (the dome). Use the gate at 2700 Evella Street to enter BARC.

Time Commitment

Three classes are held on Saturdays, so you will need to be at BARC from 12pm-4pm every Saturday.

Instructions to Begin

1. Report to the training instructor at 12pm in the Front Lobby or up the lobby stairs.
2. Follow all directions given by the training instructor.

Contact Information

1. Training Instructor: Bonita DeRosa – bderosa@ci.willis.tx.us
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov

Dog Walking & Photography

The dogs in our Adoption Building have been staying with BARC for almost a week and need some exercise and excitement. As a volunteer, you can provide them with playful companionship.

Key Responsibilities

1. Safely provide the animals in your care with a relaxing but playful experience.
2. Help ensure that all of the animals in the Adoption Building have the opportunity to enjoy time outside.
3. Bring a digital camera and photograph the dogs you walk. Name the pictures with their animal ID number and send them to BARC.Aid@houstontx.gov on Mondays only for addition to the BARC inventory and website.

Qualifications

1. Volunteers must be over 18 years of age to handle adult dogs at BARC.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteer must wear closed-toed shoes & long pants for protection.

Location

This task is performed at BARC – walking dogs from the Adoption Building to the outdoor dog runs or around the BARC campus. Use the gate at 2700 Evella Street to enter BARC.

Time Commitment

Dog walking is a flexible time commitment – you can walk them any day of the week that you are available between 9am-6pm. We encourage volunteers to walk the dogs at BARC as much as they can and as often as possible.

Instructions to Begin

1. Now that you've signed up for a shift of dog walking, you'll need to meet with the Animal Care Technicians working in the Dog Adoption building when you come to BARC. They will tell you which dogs to start walking first.
2. The ACTs will also provide you with a leash if you do not have one of your own. You can only use slip-lead or kennel rope style leashes while at BARC.
3. Follow the dog walking techniques you learned during orientation and be sure to always put the dog back in the same kennel where you found them.
4. Do not allow the dogs to go nose-to-nose with other dogs.
5. Wear long pants and closed-toed shoes at all times.
6. Report all incidents to BARC Staff.

Contact Information

1. Lead Volunteer: Steve Halpert – stevenhalpert@crimdefenseattorney.com
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov

Cat Castle Assistant & Photography

Come and help us groom some of our cute kitties that have forgotten how to groom themselves! We need help making our Cat Castle presentable for adopters. Help by washing food bowls, laundry, sweeping, mopping, wiping down walls and windows, making paper litter boxes, unfolding newspapers, and socializing with our furry feline friends!

Key Responsibilities

1. Safely provide the animals in your care with a relaxing but playful experience.
2. Ensure that all of the animals have a clean cage and fresh food & water.
4. Bring a digital camera and photograph the cats creatively. Name the pictures with their animal ID number and send them to BARC.Aid@houstontx.gov on Mondays only for addition to the BARC inventory and website.

Qualifications

1. Volunteers must have attended the Volunteer Orientation.
2. Volunteer must wear closed-toed shoes & long pants for protection.

Location

This task is performed at BARC – proceed directly to the Cat Castle. There is parking directly behind it. Use the gate at 2700 Evella Street to enter BARC.

Time Commitment

We need the Cat Castle to be prepared for adoptions by noon, so this commitment is from 9am-12pm primarily. However, you are welcome to visit with the cats afterward or work on other projects with the Animal Care Technicians as needed in the afternoon.

Instructions to Begin

1. Meet with the Animal Care Technicians working in the Cat Castle when you come to BARC. They will tell you what to do first.
2. Follow all directions from the ACTs and ensure that all cats in your care are accounted for at all times. Do not take a cat outside of the building unless it is contained in a cage or box.
3. You may be asked to bring a cat up to the Front Counter in the lobby for adopters.
4. After the Cat Castle has been prepared, you can work on socializing with the cats to ensure that they are highly interactive with adopters.
5. Wear long pants and closed-toed shoes at all times.
6. Report all incidents to BARC Staff.

Contact Information

1. Senior Animal Care Technician: Cicily Jefferson – cicily.jefferson@houstontx.gov
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov

Puppy Nursery Assistant

Prepare to get soapy and wet with our little ones! Our puppies are always in dire need of a bath, so bring the Dawn detergent and help soak them down. You can also help show off our puppies and introduce them to adopters, since we have to keep them safe from germs at all times.

Key Responsibilities

1. Help keep the puppy ward clean by washing, wiping, changing newspapers, hosing down the floors. This helps prevent the spread of puppy germs and keeps puppies clean and healthy.
2. Assist with the movement of animals in and out of their cages so that adopters have the opportunity to interact with the animals.
3. Ensure that all visitors wash their hands before handling each puppy. All puppies must be kept germ-free and that means changing the paper on the viewing table for every puppy.
4. Provide excellent personal interaction with potential adopters so that they have a wonderful adoption experience to share with other potential adopters.

Qualifications

1. Volunteers must maintain a positive and professional attitude with adopters.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.

Location

This task is performed at BARC in the Puppy Nursery. Use the gate at 2700 Evella Street to enter BARC.

Time Commitment

Washing puppies is best performed after the Animal Care Technicians have had an opportunity to clean out most of the cages. So this activity begins at 10am; however, you can start helping with newspaper and cleaning at 9am. Cleaning ends at noon when adopters arrive. If you sign up for the afternoon shift, you will be expected to assist adopters until 6pm.

Instructions to Begin

1. If you sign up for this activity, go directly to the puppy ward and tell the Animal Care Technician that you're there to help out with the puppies. They will tell you which ones need a bath as well as which ones just had surgery and cannot get wet.
2. Ask them for an apron and then follow these instructions to bathe a pup:
 - a. Wash your hands.
 - b. Spray the sink lightly with bleach and then rinse it to kill all of the germs.
 - c. Check the temperature of the water to make sure it's warm but not hot.
 - d. Bring the first puppy to the sink.
 - e. Wet the puppy down thoroughly in the warm water.
 - f. Apply Dawn soap to the pup and lather it for 3-5 minutes to kill fleas.
 - g. Rinse thoroughly to prevent irritation from the soap.
 - h. Using a clean towel, dry the pup thoroughly.
 - i. Place the pup back in its assigned cage.
 - j. Repeat steps a-i for the next pup including washing your hands and the sink to prevent cross-contamination.
3. If you have any questions at all, don't hesitate to ask an Animal Care Technician.

Contact Information

1. Senior Animal Care Technician: Amelia Nusbaum – amelia.nusbaum@houstontx.gov
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov

Vet Staff/Surgery Assistant

Are you interested in veterinary sciences? Then become a Surgery/Vet Staff Assistant and help our team with surgery prep and vet work. You'll be working alongside our veterinarians and veterinary technicians to help them increase our surgery capacity and get more animals spayed/neutered. We are ramping up our surgery efforts in order to get more animals placed into good homes. So we need your help walking dogs and cats over to the surgery rooms in the morning where the vets will be moving at light speed to get these babies fixed and ready to go home. Your help is crucial in the adoption process - with your support, more animals go home.

Key Responsibilities

1. Assist with surgery setup, tool preparation, animal preparation, and other duties.
2. Assist with surgery closing, preparing tools for the next day, post-surgical animal care, and best of all - bringing animals out to their new adopted families.
3. Ensure that all areas of the surgery are sterile and ready for surgery as needed.
4. Follow all instructions given by Vet Staff

Qualifications

1. Volunteers must be over 18 years of age to handle adult dogs at BARC.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteer must wear closed-toed shoes & long pants for protection.

Location

This task is performed at BARC in our Surgery Room as well as walking dogs and handling cats from the other buildings. Use the gate at 2700 Evella Street to enter BARC.

Time Commitment

1. Surgery Prep: Monday-Friday, 7:30am-10:30am
2. Surgery Recovery: Monday-Friday, 3:00pm-6:00pm

Instructions to Begin

1. Enter gate at 2700 Evella Street at 7:30am or 3:00pm
2. Tell the guard to radio the surgery department to let them know you have arrived
3. Go to the Surgery Room using the back entrance to the Hold/Eval Building
4. Meet with the Veterinary Technicians and follow their instructions

Contact Information

1. Veterinary Technician: Monique Ryans – shivonne.ryans@houstontx.gov
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov

Publicity Team Member

We want to establish a strong publicity team for our campaigns and we are glad to have your support. If you have talent and experience in graphic design, we need your help. If you have printing capabilities, we need your help. If you have media contacts, we need your help.

Key Responsibilities

1. Follow all instructions from the Publicity Team Leader – all PR must be approved by her.
2. Promote BARC throughout the Houston community.
3. Design campaigns for BARC mission and function.
4. Distribute materials in key locations for mass media.

Qualifications

1. Volunteers must have attended the Volunteer Orientation.

Location

This task is performed at home and in your community as well as the occasional team meeting, which will be announced via email

Time Commitment

The time commitment for this assignment varies with each project

Instructions to Begin

1. Contact the Publicity Team Leader, Ashtyn Rivet, to get involved with the team
2. Distribute all flyers and other publicity materials received in your email throughout your community
3. Share positive BARC material on Facebook, email, Twitter, and other mass media locations

Contact Information

1. PR Coordinator & Publicity Team Leader: Ashtyn Rivet – Ashtyn.Rivet@houstontx.gov
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov



Galleria Team

Join a great off-site adoption team that regularly places animals into good homes every Saturday!

Key Responsibilities

1. Follow all instructions from the Lead Volunteer or Volunteer Coordinator.
2. Ensure that all animals are cared for and their cages are properly maintained.
3. Assist potential adopters in viewing animals and handling them for them.
4. Play with cats as needed and promote their adoption.
5. Require the use of hand-sanitizer before handling each puppy.
6. Maintain control of all animals whether caged or on leash at all times.
7. Do not allow any minors to handle/control adult dogs.
8. Do not permit dogs to go nose to nose, risking the chance of a fight.
9. Conduct all adoption counseling procedures in accordance with BARC policies.
10. Ensure that animals are properly placed into good homes and that the new adopters are properly informed of their new responsibilities as pet owners.
11. Be safety minded and use caution at all times.
12. Be positive about adoptions and animal placement – negativity is a downer.

Qualifications

1. Volunteers must be over 18 years of age to handle adult dogs.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.
4. Purple BARC volunteer shirt or apron is required at this event.
5. Volunteers must maintain a positive and professional attitude.

Location

This team meets at the Galleria Mall, at tables set up between GAP and Justice Clothing.

Time Commitment

Saturdays: 10:30am-3:00pm

Instructions to Begin

1. Sign up for the shift(s) you want to work and contact Mia Ramirez-Powell, the Lead Volunteer for this event for additional details – miaramirezpowell@gmail.com
2. You'll be meeting at the Galleria on the day of your service, but be sure to check with Mia for any updates for that day.

Contact Information

1. Lead Volunteer: Mia Ramirez-Powell – miaramirezpowell@gmail.com
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov



PetSmart 290 Team

Join a great off-site adoption team that regularly places animals into good homes every Saturday!

Key Responsibilities

1. Follow all instructions from the Lead Volunteer or Volunteer Coordinator.
2. Ensure that all animals are cared for and their cages are properly maintained.
3. Assist potential adopters in viewing animals and handling them for them.
4. Play with cats as needed and promote their adoption.
5. Require the use of hand-sanitizer before handling each puppy.
6. Maintain control of all animals whether caged or on leash at all times.
7. Do not allow any minors to handle/control adult dogs.
8. Do not permit dogs to go nose to nose, risking the chance of a fight.
9. Conduct all adoption counseling procedures in accordance with BARC policies.
10. Ensure that animals are properly placed into good homes and that the new adopters are properly informed of their new responsibilities as pet owners.
11. Be safety minded and use caution at all times.
12. Be positive about adoptions and animal placement – negativity is a downer.

Qualifications

1. Volunteers must be over 18 years of age to handle adult dogs.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.
4. Purple BARC volunteer shirt or apron is required at this event.
5. Volunteers must maintain a positive and professional attitude.

Location

This team meets at PetSmart on the 290 feeder road, NW of Tidwell Rd.

Time Commitment

Saturdays: 11am-4pm

Instructions to Begin

1. Sign up for the shift(s) you want to work and contact Rhonda Barron, the Lead Volunteer for this event for additional details - rhondabarron@earthlink.net
2. You'll be meeting at the Petsmart on the day of your service, but be sure to check with Rhonda for any updates for that day.

Contact Information

1. Lead Volunteer: Rhonda Barron - rhondabarron@earthlink.net
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov



Petco Copperfield Team

Join a great off-site adoption team that regularly places animals into good homes every Saturday!

Key Responsibilities

1. Follow all instructions from the Lead Volunteer or Volunteer Coordinator.
2. Ensure that all animals are cared for and their cages are properly maintained.
3. Assist potential adopters in viewing animals and handling them for them.
4. Play with cats as needed and promote their adoption.
5. Require the use of hand-sanitizer before handling each puppy.
6. Maintain control of all animals whether caged or on leash at all times.
7. Do not allow any minors to handle/control adult dogs.
8. Do not permit dogs to go nose to nose, risking the chance of a fight.
9. Conduct all adoption counseling procedures in accordance with BARC policies.
10. Ensure that animals are properly placed into good homes and that the new adopters are properly informed of their new responsibilities as pet owners.
11. Be safety minded and use caution at all times.
12. Be positive about adoptions and animal placement – negativity is a downer.

Qualifications

1. Volunteers must be over 18 years of age to handle adult dogs.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.
4. Purple BARC volunteer shirt or apron is required at this event.
5. Volunteers must maintain a positive and professional attitude.

Location

Petco Copperfield, 6883 Highway 6 North, Houston, TX 77084

Time Commitment

Saturdays: 10:00am-5:00pm

Instructions to Begin

1. Sign up for the shift(s) you want to work and contact Keli Viereck, the Lead Volunteer for this event for additional details – kelifviereck@hotmail.com
2. You'll be meeting at the Petco on the day of your service, but be sure to check with Keli for any updates for that day.

Contact Information

1. Lead Volunteer: Keli Viereck – kelifviereck@hotmail.com
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov



Petco Wilcrest Team

Join a great off-site adoption team that regularly places animals into good homes every Sunday!

Key Responsibilities

1. Follow all instructions from the Lead Volunteer or Volunteer Coordinator.
2. Ensure that all animals are cared for and their cages are properly maintained.
3. Assist potential adopters in viewing animals and handling them for them.
4. Play with cats as needed and promote their adoption.
5. Require the use of hand-sanitizer before handling each puppy.
6. Maintain control of all animals whether caged or on leash at all times.
7. Do not allow any minors to handle/control adult dogs.
8. Do not permit dogs to go nose to nose, risking the chance of a fight.
9. Conduct all adoption counseling procedures in accordance with BARC policies.
10. Ensure that animals are properly placed into good homes and that the new adopters are properly informed of their new responsibilities as pet owners.
11. Be safety minded and use caution at all times.
12. Be positive about adoptions and animal placement – negativity is a downer.

Qualifications

1. Volunteers must be over 18 years of age to handle adult dogs.
2. Volunteers must have attended the Volunteer Orientation.
3. Volunteers must wear closed-toed shoes & long pants for protection when handling animals.
4. Purple BARC volunteer shirt or apron is required at this event.
5. Volunteers must maintain a positive and professional attitude.

Location

Petco, 10911 Westheimer Road, Houston, TX 77042

Time Commitment

Saturdays: 1:00pm-5:00pm

Instructions to Begin

1. Sign up for the shift(s) you want to work and contact Theresa Eatherly, the Lead Volunteer for this event for additional details – teatherly@att.net
2. You'll be meeting at the Petco on the day of your service, but be sure to check with Keli for any updates for that day.

Contact Information

1. Lead Volunteer: Theresa Eatherly – teatherly@att.net
2. BARC Volunteer Coordinator: Ian Todd – ian.todd@houstontx.gov



Community Support

Donations

We are not a private, non-profit organization and have a very limited budget as part of the city government that is supported by our citizens' tax dollars. We have a responsibility to all the citizens to use our funds as wisely as we can.

Donations may be brought to the Front Desk at 3200 Carr Street, anytime during BARC public hours – 12-6pm every day except Mondays & Thursdays. Large donations (too heavy, bulky, or numerous) should be scheduled through Ian Todd at ian.todd@houstontx.gov to make arrangements to offload them using the rear gate. You may also bring donations with you when you are scheduled to volunteer.

All supplies donated must be unexpired and unopened to be usable. BARC is always in need of the following items (**immediate needs are in red**):

- Flea Shampoo
- **Dawn dishwashing liquid**
- Small hand towels
- **Newspapers**
- Kong toys and other sturdy, washable dog toys
- Wand-type, interactive cat toys
- Washable, plastic, ball-type cat toys
- Natural rawhide chews
- HE (high efficiency) liquid laundry detergent
- Dryer sheets
- Tough, empty plastic bottles such as Gatorade or bleach bottles
- Unopened, unexpired peanut butter
- Tennis balls
- Air freshener
- Paper bags
- Cardboard boxes
- Esueno fabric softener
- **New unopened toothbrushes**
- **Newspapers**
- New, unopened rubbing alcohol
- New unopened hydrogen peroxide
- Construction paper
- Markers – sharpies, washable, etc.
- **Plastic Storage Bins**
- **Webcams**
- **Dry Dog, Cat, Kitten, or Puppy Food**
- **Kitten and puppy nursing bottles**
- **Kitten Milk Replacer (KMR)**
- **Puppy Milk Replacer (Esbilac)**
- **Canned and dry cat and dog food**
- **Canned and dry kitten and puppy food**
- Natural dog and cat treats
- Advantage flea and tick medicine
- Capstar flea and tick medicine
- Litter and litter boxes
- Leashes and collars
- Nail grooming equipment
- Dog & Cat Brushes
- **Benches**
- A-frame Ladders
- Large containers for plants
- Garden stepping stones
- **Pooper-scoopers**