



[www.dogandcatshelter.com](http://www.dogandcatshelter.com)

**BENTON NORTH FARM  
BENTON LANE  
NEWCASTLE UPON TYNE  
NE12 8EH  
0191 215 0435**

**CLAREMONT ROAD SHELTER  
CLAREMONT ROAD  
NEWCASTLE UPON TYNE  
NE2 4NL  
0191 232 2878**

### **INFORMATION FOR VOLUNTEERS**

The Newcastle Dog & Cat Shelter is dedicated to the welfare and rehoming of stray and unwanted animals.

Volunteers help our charity in a variety of roles, playing an important part in achieving our goals.

There is a range of tasks undertaken by volunteers and because of the span of ages and experience of volunteers; we do ask volunteers to comply with a number of conditions. Most of these conditions relate to health and safety matters and are intended to ensure the safety and security of volunteers as well as the animals in our care. These rules have been established for very good reasons and we ask volunteers for strict adherence to them. Volunteers need to be 18 years and over, due to health & safety and insurance purposes.

**Volunteer Hours between:      Mon – Fri 8.30am – 4.15pm,      Sat 8.00am – 3.45pm,  
Sun & (Bank Holiday) 10.00am – 3.30pm.**

All Newcastle Dog & Cat Shelter volunteers will be managed by either Claremont Road Shelter or Benton North Farm Shelter. All volunteers need to follow the advice and guidelines of the shelter management and staff. Please note that voluntary status does not entitle volunteers to represent Newcastle Dog & Cat Shelter or use the charity's logos in any way.

When applying to become a volunteer you will need to put this in writing and address your letter to:

**Sharon Newman  
Volunteer Coordinator/Admin  
Benton North Farm  
Benton Lane  
Newcastle upon Tyne  
NE12 8EH**

You may be asked to complete an application form and have an informal chat. If you are accepted, then an induction will follow (Approximately two hours in total) which includes health and safety.

We require identification e.g. driver's license/passport.

**SUPPORT:** Once you are a registered volunteer you can contact our Volunteer Coordinator/Admin (Sharon Newman) Monday to Friday, 9am to 4.30pm if you wish to discuss anything to do with your volunteering role on 0191 215 0435.

Thank you for thinking of volunteering and if you do so we hope it will be a long and rewarding experience.

### **BELOW IS A LIST OF ROLES WHICH YOU CAN HELP IN A VOLUNTEER CAPACITY:**

**Dog Walker  
Fundraising/Events  
Fostering/Hand-rearing**

**Cat Socialiser/Cuddler  
Photography  
Envelope Packer**

### **The Role of: DOG WALKER**

Dogs in our care benefit from being walked by a number of different people other than our staff; it is a way of helping to socialise dogs, provide the dog with some human and animal interaction, as some may not have had the best start in life. Occasionally dogs will become stressed in a kennel situation. The opportunity to be exercised, away from the other barking dogs can help them to settle into a routine as they wait for a new home. Dogs also benefit from the exercise and added mental stimulation which makes for a happier dog.

Most of the dogs we receive are strays, so we do not know their history. Volunteers need to be mindful of this at all times. As a volunteer dog walker you will be responsible for keeping the dog you are walking under control and dogs must always remain on the lead. Dog walkers will also need to 'pick up' after their dogs. Only staff are permitted to remove and return dogs to their kennels.

#### **DOG WALKING PROFILE:**

Dog experience is important, having either worked with or having owned them.

The role requires a reasonable level of physical fitness, as our dogs come in all sizes and most can be quite strong.

It also requires patience, understanding and confidence with dogs.

A current up to date Tetanus vaccination is highly recommended.

We also ask that you can commit your time on a regular basis.

### **The Role of: CAT SOCIALISER/CUDDLER**

Cats in our care benefit from personal attention. Cat socialisers/cuddlers help to comfort stressed and under-socialised cats to help them relax during their time in the Cattery so they can go on to be rehomed.

This may include:

- . Getting them to accept human company;
- . Offering them affection;
- . Playing with them;
- . Grooming them where appropriate;
- . At times, just being near them;

Most of the cats we receive are strays, so we do not know their history. Volunteers need to be mindful of this at all times.

#### **CAT SOCIALISING/CUDDLER PROFILE:**

Some cat experience would be beneficial, having either worked with or having owned them.

To be sufficiently confident to deal with cats that may occasionally have behavioral problems.

Be fit enough to be able to kneel, crouch or sit in order to get near a cat.

Enjoy being with cats.

A current up to date Tetanus vaccination is highly recommended.

We also ask that you can commit your time on a regular basis.

### **The Role of: FUNDRAISING/EVENTS VOLUNTEER**

The Newcastle Dog & Cat Shelter organise events to raise funds and to promote the work we do. These events also enable us to have on view the dogs and cats that need homes.

Volunteers will be asked to assist the fundraising team and help to set up and break down displays, organise and/or participate in these events.

Some of these events can arise at short notice. Once you have committed yourself to an event, we will be relying on you to be there.

Volunteers will assist in the manning of shows and events.

Giving out literature to interested persons.

Accepting donations from the public.

#### **FUNDRAISING/EVENTS PROFILE:**

To be confident in speaking with the public in a professional manner, as volunteers will need to be prepared to answer questions about Newcastle Dog & Cat Shelter. (A member of staff or experienced volunteer will be in attendance to help).

Animal handling, as we like to take some of our dogs to events, where possible, so a current up to date Tetanus vaccination is highly recommended.

A love of animals, as the public will talk to you about their pets.

To have an approachable and cheery manner.

To be trustworthy and reliable, tactful and diplomatic.

A willingness to sometimes travel to events (within reasonable distance).

A current up to date Tetanus vaccination is highly recommended.

### **The Role of: PHOTOGRAPHY VOLUNTEER:**

Throughout the year we like to promote our animals in need of homes, especially the ones who have been with us for quite some time.

We like to portray the true personality of the animal, by displaying action shots in a more natural and calming context away from the kennel/cattery environment. These are then displayed in our Photo Gallery on site and on display boards at fundraising events.

These photographs can in turn be used in our Shelter Life magazine, on our website, in the weekly Pet Watch column of the Evening Chronicle and various other literature and magazines.

Occasional photos of our fundraising events may be required.

Volunteers will be asked to arrange a time (for photography sessions) with the Volunteer Coordinator. (These sessions will vary in frequency and length to fit in with the shelter and the volunteer).

Most of the animals we receive are strays, so we do not know their history. Volunteers need to be mindful of this at all times.

### **PHOTOGRAPHY PROFILE:**

An interest in animals is essential.

The role requires a reasonable level of physical fitness, patience and understanding.

To be sufficiently confident around various animals, especially dogs and cats, who may sometimes have the occasional behavioural problems.

To be confident and friendly in working along with others, as you will be assisted by a member of staff or another volunteer on site.

A good standard of photography, as photographing animals requires a measure of skill.

Happy to take indoor and outdoor photography.

Access to a computer and e-mail would be beneficial, but not essential.

To provide own equipment.

A current up to date Tetanus vaccination is highly recommended..

### **The Role of: FOSTER/HAND-REARING VOLUNTEER**

Throughout the year we receive unwanted litters of puppies and kittens. Most of these have already been weaned and can be placed in the puppy/kitten rooms while they are being cared for. At times we receive very young animals that need to be hand-reared.

Other animals need one to one care: i.e. to recover from an operation.

This can be a very rewarding role.

Volunteers are responsible for any event related to the animal that occurs while the animal is in their care. Veterinary care will be provided by our vet. (During daytime hours, contact charity prior to vet). (Emergency contact will also be given).

Veterinary costs will be incurred by the charity and all equipment e.g. bedding, bottles & bowls, food, milk will be provide.

Volunteers will need to meet with the Animal Welfare Officer and may be subject to a home visit.

References will be requested.

### **FOSTER/HAND-REARING PROFILE:**

Must have experience with animals and/or hand-rearing.

To be patient and able to give sufficient time for caring.

Can be contacted at short notice.

To be committed to animal welfare.

To be able to recognise the need for veterinary care.

To comply with the charity's policies and procedures.

A current up to date Tetanus vaccination is highly recommended.

### **ENVELOPE PACKER:**

We send out our magazine to all our supporters twice a year (June/Dec). We need volunteers to help to label and pack the many envelopes we need to distribute.

Other leaflets/letters and information may need to be done occasionally during the year.

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