



Essential Capabilities of Eleventh Hour Rescue Volunteers

Eleventh Hour Rescue ("EHR") is a primarily volunteer-run organization that relies heavily on its volunteers in all aspects of the organization. As such, animal handling and care needs are fulfilled by those volunteers (and a small staff) who possess the required Essential Capabilities and have gained the necessary experience to handle our animals. To safely and successfully serve as a volunteer at any adoption facility or off-site animal handling roles, volunteers must possess the following physical, mental, and emotional capabilities.

Essential Physical Capabilities

- Ability to work with a range of animal sizes and temperaments and ability to quickly and effectively respond to emergency situations involving the animals.
- Possess quick reflexes and ability to use both hands simultaneously (example: open cage door while handling animal).
- High level of manual dexterity to properly leash/harness animals.
- Ability to walk unaided on unpaved, uneven, rugged, and sometimes muddy and slippery areas (when walking dogs outdoors).
- Ability to bend and squat in order to leash/harness and/or pick up an animal when/if necessary.
- Ability to stand for significant periods of time while walking dogs, assisting the public with visits, or cleaning cages/kennels.
- Average vision to move safely around the buildings and grounds, be able to observe animal body language without difficulty, and read notes on animals' paperwork.
- Average sense of smell and touch in order to assess the body condition of animals and to note signs of illness or injury.
- Ability to hear, at an average level, if an animal is growling or making sounds indicating fear or pain.
- Ability to hear verbal communication of dangers and emergencies from other volunteers and staff.
- Ability to speak and effectively communicate in English both verbally and in written form.
- Ability to maneuver well in tight spaces and react and move quickly in order to prevent dog altercations or animals from escaping (example: the ability to quickly pursue and retrieve any dogs or cats which have escaped from a kennel or cage).
- Ability and strength to handle and restrain and/or lift animals of small to large sizes with extreme caution, care, and control.
- Ability to cope with very loud and sometimes hectic environments due to animal noises.
- Ability to carry portable metal crates or boxes of supplies in various sizes.
- Ability to wash and dry dishes.
- No known concerns about tolerating exposure to zoonotic diseases such as ringworm and mange.
- Must not have strong allergies to dogs or cats that can't be managed by medication or to chemicals used in cleaning.
- Ability to cope with strong and unpleasant odors, fleas, feces, and possible wounds or injuries to animals in our care.

Essential Mental Capabilities

- Ability to understand, remember and follow instructions and procedures.
- Ability to judge an animal's reaction and to change voice to a soft or strong, authoritative tone in order to calm a dog's response or to give commands.
- High-level reading, writing, spelling, and communication skills in the English language.

- Possess problem-solving capability.
- Ability to observe and evaluate response to handling for "matchmaking" purposes, as well as health and behavioral problems that are revealed during socialization.
- Ability to be aware of potentially dangerous situations when working with the animals; ability to remain calm with animals who are upset, behave sensitively and confidently, and show good judgment and act appropriately in these situations.
- Ability to receive, incorporate and sustain instruction and feedback.
- Ability to understand EHR policies and positions regarding companion animals and other key animal welfare issues and an ability and willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing EHR.

Essential Emotional Capabilities

- Ability to cope with unexpected animal behavior without assistance.
- Ability to cope with highly emotionally charged and fast-paced environments.
- Possess consistent confidence, not fear, while handling animals.

Essential Level of Supervision

- Once trained, one must be able to work with minimal supervision, yet must recognize limitations in knowledge and abilities and ask for help when needed.
- Volunteers should be able to work independently for long periods of time, as well as work within a team atmosphere and collaborate effectively with other volunteers or staff to solve problems.

Other

- A fairly high level of experience and familiarity with dogs and cats.
- All animal care positions involve cleaning and can involve the use of hazardous or toxic chemicals.

If you do not possess all of these essential capabilities but are still interested in volunteering, please contact volunteer@ehrdogs.org to determine whether any reasonable accommodations can be made.