



...IS COMMITTED TO SERVING THE BEST INTEREST OF THE ANIMALS WE STRIVE TO PROTECT.

Want to Join the Mod Squad™?

Who we are...

A dedicated group of specially selected volunteers, trained in behavior modification and enrichment techniques that works with special needs dogs within the shelter environment.

What we do . . .

We work with dogs that need help to become adoptable because they have behavior issues which are determined by a behavior evaluation for new arrivals. We also work with adoptable dogs whose length of time at the shelter may cause deterioration in their emotional, mental and behavioral states, and with special needs and elderly animals. Additionally, Mod Squad members may be asked to participate in activities such as:

- Handling animals for functions in and outside of the shelter.
- Recordkeeping and information systems.
- Promotional activities.
- Assisting with training for other volunteers.
- Fostering animals with special needs.

Responsibilities of your role . . .

Mod Squad volunteers have privileged access to areas that other volunteers do not, including quarantine areas and the warehouse. When you are working in these areas, as well as in other areas of the shelter:

- Always wear your Mod Squad uniform so that you are easily identifiable from a distance.
- Always wear your volunteer identification badge.
- Be willing and able to work with a variety of dog breeds, ages, sizes, and with challenging behaviors.

- Show respect for staff and respond courteously to their requests, regardless of the request. If you have any issue with the staff person's request, report it to the Mod Squad staff supervisor.
- Use the appropriate equipment and techniques when taking animals out of and through kennels.
- Report incidents immediately to a staff member.
- In dog quarantine, work only with dogs that are in the program and have orange kennel cards hanging on their doors designating their status.
- Refrain from interacting with any and all dogs in dog quarantine which are not in the program, including making eye contact with them, talking to them, or throwing them treats. If you notice something amiss with one of these dogs, advise a staff person.
- You may work with all dogs on the adoption floor provided they are not designated with signs saying "Staff Only" or "Do Not Handle." Refrain from any and all interactions, specifically eye contact, with dogs so designated. See the Kennel Coordinator if you have questions.
- Report any issues (staff and volunteer interactions, administrative issues, concerns with particular animals, equipment, etc.) immediately to the MOD Squad staff supervisor. You will be asked to put the issue in writing if it requires follow up.
- Put away all equipment (leash, harness) properly and in the appropriate area.
- All dogs in the program need to be worked with every day. Work with non-program dogs only when program dogs have been tended.
- Record information in Dog Logs and other documents accurately and completely. Your colleagues, the dogs, and shelter staff, depend upon you for completion of this vital record keeping role.
- Participate in adoptions by completing and explaining Guide for Adoptive Families (GAF) to adopters of Mod Squad dogs.
- If you see the need to purchase items for the program, please advise the Mod Squad staff supervisor prior to making any purchases.
- Attend scheduled training meetings.
- Work a minimum of 8 hours each month (2 hours per week) with dogs, not including training meetings (six 3-hour meetings per year, about every other month).
- Maintain and submit an Activity Log at the end of each month.

Additionally, you may be asked to sign a confidentiality contract.

Provisional Membership

The prerequisites for applying for Mod Squad membership at the Provisional level include (1) completion of level 1 training, and (2) a minimum of 3 months spent volunteering for 6 hours every month.

You may apply for Mod Squad membership at the Provisional level at any time after this 3-month period, but you will not become a full member, or be able to work independently with dogs, until you complete the orientation. To attend an orientation session, you must be a Provisional member for at least 3 months. Orientations are held a few times each year. Provisional members are expected to meet the 8 hour per month Mod Squad volunteer time commitment, and may work with dogs under the supervision and guidance of a coach who is a full member with a minimum of Novice standing. It is the responsibility of the Provisional member to arrange mentoring sessions, and you will receive a list of eligible coaches.

Several membership levels allow volunteers to work toward high levels of skill and participation.

Being in Touch . . .

Upon becoming a Mod Squad volunteer, your email address will be added to the email list, and your name, phone number and email address will be added to the membership roster. You will be emailed a copy of the roster. If your contact information changes, please inform the MOD Squad staff supervisor.

Dress for the Job . . .

Mod Squad volunteers set an example for other volunteers to follow in terms of how they dress and act. It is also important for members to be easily identifiable from a distance, particularly when they are working in restricted areas of our shelter. For these reasons, all members are required to purchase blue t-shirts bearing the Mod Squad logo. The cost of these shirts is \$12.00 including tax. Two shirts are recommended.

Members are also required to wear appropriate footwear when on Great River Rescue property. Closed-toed shoes with good support are essential for safety. Flip-flops and clog-style shoes are not appropriate. Long pants and leather gloves are recommended. Dangling jewelry is

hazardous and should not be worn. Ear plugs are strongly encouraged when working in the kennels.

Recognition . . .

Mod Squad volunteers earn recognition for special accomplishments through the Great River Rescue Volunteer of the Month program. Anyone may nominate a volunteer for this award by contacting the Executive Director at director@greatriverrescue.com.

Additionally, each month a Mod Squad volunteer profile will be highlighted on our Mod Squad page on the website.

Accountability . . .

Training of volunteers in the Mod Squad is ongoing and rigorous. Because you are working with potentially dangerous animals, it is essential that you follow scripts and protocols precisely. Great River Rescue supports only positive training methods. Use of methods other than those in which you are trained may result in immediate dismissal from the program.

Six 3-hour training sessions are scheduled annually for members to learn new skills, refresh skills already learned, and have needed discussion about program issues, concerns, accomplishments and goals. Missing two of these meetings will result in dismissal from the group. Hours spent in training sessions should be recorded on the Activity Log. Portions of the meetings may count toward the monthly minimum of 8 hours spent working directly with dogs.

Members are expected to spend a minimum of 2 hours per week in hands-on activities with dogs, because this is our primary program activity. Members are welcome to work beyond the 2-hour weekly minimum