



## Volunteer Program

### Frequently Asked Questions

#### **Q. What are the qualifications to become a volunteer at the Rancho Cucamonga Animal Care and Adoption Center?**

A. The following qualifications are necessary for all volunteers:

- Be least 18 years old
- Serve a minimum of 5 hours per month
- Commit to at least one year of service
- Have a valid email account
- Be comfortable interacting with staff, volunteers, and animals

#### **Q. How often do you accept volunteer applications?**

A. We currently accept applications from prospective volunteers every month. The application is available at [www.RCPets.info](http://www.RCPets.info), [www.RCPark.com](http://www.RCPark.com), and [www.CityofRC.us](http://www.CityofRC.us). Please note our program closes during the month of December and resumes the following January.

#### **Q. When are Volunteer Orientations held?**

A. Volunteer Orientation sessions are held on certain Friday and Saturdays. To sign up for the orientation or for more information, please call or email Barbara Hansen at: [Barbara.Hansen@cityofrc.us](mailto:Barbara.Hansen@cityofrc.us) or (909) 466-7387 ext. 2075. Be sure to include your name, email address and phone number.

#### **Q. Where are Volunteer Orientations held?**

A. Volunteer Orientations are held at the Rancho Cucamonga Animal Care and Adoption Center located at 11780 Arrow Route, Rancho Cucamonga, CA 91730

#### **Q. After attending an orientation and interview, am I guaranteed a volunteer position?**

A. Not automatically. We accept most of the applicants who apply for the program. However, we cannot guarantee a spot for every individual. At different times throughout the year, we may have more applicants than positions available. Sometimes an applicant's availability may not meet the timeframe of the program.



**Q. If accepted, when do I start and what is the training schedule?**

A. If accepted, training dates and volunteer schedules are usually assigned within the same month. Each department will have a specific training date and schedule. Some departments have group trainings and others conduct one-on-one training. Training dates will be announced at the orientation.

**Q. How old do you have to be to volunteer?**

A. To volunteer at the Animal Center you must be 18 years or older.

**Q. What volunteer opportunities are available for those under 18?**

A. While you are not yet able to work directly in the center, we do have a few options for volunteers who do not meet the minimum age requirement.

- Host a donation drive at your school or in your community to collect various new or used items from our general Wish List or Foster Care Wish List. Some examples of items that can be donated are: towels, blankets, cat litter, toys, KMR, and other pet supplies.
- Distribute copies of our program and event flyers around your neighborhood to help us get the word out! All flyers can be found at [www.RCPets.info](http://www.RCPets.info) or you can pick some up at the Animal Center.
- Be a Life Saver and join our Foster Care Program! Provide care for pets that need foster care until they are ready to meet their new families and go “home” to stay. You can provide a warm and cozy temporary home for these young animal friends who need a little TLC before being adopted. The Foster Care program is one that requires approval and participation of the entire household. Adults in the household sign up for the program; however all family members are encouraged to help care for the pet.

**Q. Can I get community service hours for school?**

A. Yes, duties include: help with pet laundry, dishes, organizing supplies, and cleaning crates. To determine eligibility, availability, and to set up an appointment for service please contact Barbara at (909) 466-7387, ext. 2075. Please note we require you to wear long pants and closed-toe-shoes (no sandals) and we do not allow cell phones during work hours.

**Q. Can I satisfy court-ordered community service requirements?**

A. Yes, we accept volunteers for court-ordered community service, as long as they have not been charged with a violent, drug-related, theft or felony crime. Duties to be performed include: help with pet laundry, dishes, and cleaning crates. To determine eligibility, availability, and to set up an appointment for service please contact Barbara at (909) 466-7387, ext. 2075. Please note we require you to wear long pants and closed-toe-shoes (no sandals) and we do not allow cell phones during work hours. Community Service times available: Monday thru Friday, 12 p.m. to 6:30 p.m.



**Q. How can I join the Foster Care Program?**

A. To join our program, please fill out a Foster Care Application and contact our Foster Care Coordinators at (909) 466-7387 to sign up for an orientation/training session. Please note that the Foster Care orientation is different from our normal Volunteer Orientation. To volunteer for other opportunities at the Center, please refer to the process for becoming a volunteer.

**Q. How do I contact Rancho Cucamonga City Hall?**

A. The City's main telephone number is (909) 477-2700 and the fax number is (909) 477-2848. City Hall is located at 10500 Civic Center Drive, Rancho Cucamonga, CA 91730. Office Hours are: Monday to Thursday from 7 a.m. to 6 p.m.

**Q. What Employment Opportunities are available at the Animal Center?**

A. We are a department within the City of Rancho Cucamonga. All recruitments for the Animal Care and Adoption Center are handled by the City of Rancho Cucamonga Human Resources Department. For more information please contact the City of Rancho Cucamonga Human Resources Department at (909) 477-2700.

