



SPAY/NEUTER VETERINARY CLINIC SPAY NEUTER INITIATIVE PROGRAM

☀ VOLUNTEER ROLE DESCRIPTIONS + TASK LISTS



(Bragg Blvd / Lumberton Clinics)

Patient Care & Clinic Support

Role Description

Volunteers in Patient Care & Clinic Support help our medical team provide a smooth, safe surgical day for pets. These volunteers assist with recovery, monitor animals after surgery, restock supplies, and support essential clinical prep tasks. This role is great for volunteers who enjoy hands-on work and supporting animal care in a fast-paced environment.

Task List

Recovery

- Monitor cats and dogs waking up from surgery
- Reset cages while pets are in surgery
- Assist with keeping recovery areas clean and organized

Restocking & Clinical Prep

- Assemble e-collars
 - Prepare newspaper for cages
 - Open and label syringes
 - Restock towels in dog, cat, treatment, and surgery rooms
 - Draw up and label rabies syringes
 - Fill medication bottles (Carprofen, Doxy, Trazodone)
 - Refill alcohol swabs
 - Clean medication bottle lids
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Facility Care & Operations

Role Description

Facility Care & Operations volunteers help maintain a clean, safe, and well-organized environment. These tasks ensure that animals, clients, volunteers, and staff have sanitary and prepared spaces throughout the day. This role is ideal for volunteers who enjoy hands-on tasks and keeping things running smoothly behind the scenes.

Task List

Cleaning & Laundry

- Clean and prepare cages for recovery



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- Wash, dry, fold, and organize laundry (regular & surgical)
- Move loads between washer and dryer
- Put laundry away in correct locations
- Fold surgical towels and prepare items for instrument packs
- Clean cages (walls, ceilings, doors) at end of day
- Wash food bowls and sinks
- Clean counters
- Maintain rice socks (clean/refill)
- Clean, rinse, soak, and hang endotracheal tubes

Instrument Care

- Clean surgical instruments
- Run instruments through ultrasonic cleaner and milk bath
- Prepare and wrap instrument packs

Clinic Admin & Data Support

Role Description

Clinic Admin volunteers support our administrative and data tasks essential for efficient clinic operations. They help with paperwork, chart preparation, scanning, entering client and patient information, organizing files, and preparing outreach materials. Perfect for detail-oriented volunteers who prefer non-animal-handling tasks.

Task List

- Prepare check-in bags
 - Verify microchip numbers on printed forms
 - Prepare charts for the next day (print charts and cage cards)
 - Enter client/patient info for grants, FTF, and other programs
 - Update donations in Little Green Light
 - Update volunteer hours/info in Volgistics
 - Prepare owner informational packets
 - Assist with data entry for vaccine clinics, FTF, and grant events
 - Sort and scan daily charts
 - Organize file cabinets and archive documents
 - Assemble outreach event packets
 - Assist with inventory and supply lists
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SPAY/NEUTER VETERINARY CLINIC SPAY NEUTER INITIATIVE PROGRAM



Client Care & Communications

Role Description

Client Care volunteers help welcome pet owners, guide them through check-in and discharge, answer questions, and support communication tasks. This role is excellent for volunteers who enjoy working with people and helping clients feel comfortable during their visit.

Task List

- Assist with intake and discharge
 - Check in owners and confirm information
 - Answer general questions and direct clients
 - Maintain lobby and parking lot flow
 - Review general discharge instructions with clients
 - Keep lobby clean and organized
 - Send reminder texts
 - Monitor and complete call-back list items
 - Check voicemail inbox and log messages
 - Assist with “patient ready for pick-up” calls/texts
 - Send canned text responses
 - Help owners at the self-service appointment request computer
 - Provide data entry assistance at events and FTF
 - Answer and direct incoming phone calls
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SPAY/NEUTER VETERINARY CLINIC SPAY NEUTER INITIATIVE PROGRAM

VOLUNTEER ROLE DESCRIPTIONS + TASK LISTS



(Remote Surgery Shuttle)

Patient Care

Role Description

Patient Care volunteers on the mobile surgery shuttle help monitor animals after surgery, assist with moving pets safely on and off the unit, and support surgery prep tasks. This role is ideal for volunteers comfortable with animal handling and working in a dynamic, mobile clinic environment.

Task List

Recovery

- Monitor cats and dogs waking from surgery
- Reset cages while pets are in surgery
- Watch patients consistently across multiple recovery spaces

Animal Handling & Prep

- Move pets on/off the mobile surgery unit
- Transport pets to and from the surgery area
- Assist with shaving and surgical prep
- Assist with drawing up vaccines

Clinic Support

Role Description

Clinic Support volunteers keep the mobile clinic stocked and organized, ensuring the team has essential supplies throughout the day. This role is ideal for volunteers who enjoy supporting clinical workflow and hands-on supply tasks.

Task List

- Assemble e-collars
 - Prepare newspaper bedding
 - Open and label syringes
 - Restock towels (dog, cat, treatment, surgery)
 - Fill medication bottles
 - Refill alcohol swabs
 - Clean medication lids
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SPAY/NEUTER VETERINARY CLINIC SPAY NEUTER INITIATIVE PROGRAM



Facility Care & Operations

Role Description

Facility Care volunteers maintain cleanliness and support instrument processing on the mobile unit. This role keeps pets safe and helps the team operate efficiently throughout the day.

Task List

Cleaning

- Clean carriers and squeeze cages
- Clean counters
- Clean, rinse, soak, and hang endotracheal tubes-clean cages (walls, ceilings, doors)

Instrument Care

- Clean surgical instruments
 - Run instruments through ultrasonic cleaner and milk bath
 - Prepare and wrap instrument packs
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Client Care & Communications

Role Description

Client Care volunteers help with intake/discharge, answer questions, manage client flow around the shuttle, and support communication tasks. This role is great for volunteers who enjoy client interaction and teamwork.

Task List

- Assist with intake and discharge
 - Check in owners
 - Answer general questions and direct clients
 - Manage parking lot and on-site flow
 - Review general discharge instructions
 - Send reminder texts
 - Monitor and complete call-back list items
 - Check and log voicemail messages
 - Assist with “patient ready for pick-up” calls/texts
 - Send canned text responses
 - Provide medical chart data entry assistance (events/FTF)
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SPAY/NEUTER VETERINARY CLINIC SPAY NEUTER INITIATIVE PROGRAM

☀ Vaccine Clinic Volunteer Assignments



Spay Neuter
Initiative Program

Greeter

Role Description

Greeters welcome clients to the vaccine clinic and help ensure pets are safely contained. You'll hand out forms, direct owners to the correct line, and help keep the check-in process running smoothly. Great for volunteers who enjoy interacting with people.

Basic Task List

- Check cats for secure, labeled carriers
- Provide loaner carriers as needed
- Provide slip leashes for dogs
- Recommend muzzles or car waiting for aggressive dogs
- Direct owners to pre-registered or walk-in lines
- Hand out clipboards and explain forms
- Assist clients with QR code registration
- Bring labeled cat carriers inside to the cat room
- Maintain a welcoming, orderly check-in area

Paperwork Verifier

Role Description

Paperwork Verifiers review client forms for accuracy, ensure information is complete, and help clients understand what they need to fill out. Ideal for detail-oriented volunteers who enjoy administrative work.

Basic Task List

- Review forms for completeness and legibility
 - Confirm owner contact info (including email)
 - Verify services requested and any documentation needed
 - Enter/check client and pet information in EzyVet (if trained)
 - Prepare paperwork for check-in staff
 - Refill clipboards with new numbered forms
 - Answer basic paperwork questions
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SPAY/NEUTER VETERINARY CLINIC SPAY NEUTER INITIATIVE PROGRAM



Runner

Role Description

Runners keep the clinic flowing by moving charts, supplies, and materials between stations. This is an active role that supports staff, volunteers, and client movement.

Basic Task List

- Move chart envelopes from payment/check-in to vaccine prep
 - Deliver cat envelopes to the cat room; dog envelopes to vaccine prep
 - Maintain envelope order (oldest to newest)
 - Return empty clipboards and refill them
 - Return empty envelopes to workstation
 - Monitor line flow and help maintain safe spacing between dogs
 - Assist staff with light movement tasks
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Medical Assistant

Role Description

Medical Assistants support the medical team by preparing vaccines, organizing paperwork, and ensuring documentation is accurate. This role requires attention to detail. Training is required.

Basic Task List

- Review chart envelopes and confirm services needed
- Prepare vaccines and microchips (verify microchip numbers)
- Place prepared vaccines in correct “ready” area
- Move cat envelopes to the cat room
- Add vaccine/microchip stickers to correct patient paperwork
- Confirm owner and pet info is complete
- Mark payment verified
- Prepare client copies and packets
- Attach labeled rabies or microchip tags
- File clinic copies in correct drawers
- Place incomplete charts in “To Review” area