

# Supporting CHS as a Community Outreach 'Street Team' Volunteer



# Why Do We Take Part in Community Outreach Events?

- Our Outreach Team, often called our “street team,” plays a vital role in bringing Calgary Humane Society into the community. These volunteers act as ambassadors for our mission, helping to spark conversations, share resources, and connect people with programs that support both animals and the humans who care for them. Whether attending community events, supporting remote adoption initiatives, or engaging with the public in everyday spaces, the Outreach Team helps break down barriers, build trust, and ensure more people know where to turn for help.
- Just as importantly, their presence strengthens our visibility across the city, building recognition so that when people think about animal welfare in Calgary, they think of Calgary Humane Society. By meeting people where they are, in their own neighbourhoods and communities, Outreach Team volunteers help us connect with new supporters, deepen relationships, and grow a shared understanding of our work. Their efforts extend our reach beyond our walls, increasing awareness and ultimately improving outcomes for animals across our city.



# Thank you for supporting our Community Outreach Events!

Our Community Outreach volunteers offer information and support to our community on a wide range of topics such as our Community Services, Volunteering opportunities, Adoption Processes and much more!

The information provided here will help prepare you for questions that may be asked during your shift.



# A Brief History of CHS

Calgary Humane Society was founded in 1922 and is the oldest animal shelter in Calgary

Nellie McClung once held a tea party at her house to support CHS

Our first volunteer recruitment was in 1935

In 1960 CHS opened the first permanent animal shelter in Calgary

Our current building opened in March 2006 and was refurbished in 2022

We are located at 4455, 110 Ave SE



# Some Facts and Figures

In 2025

- We admitted 3427 animals. 1500 of these were owner surrenders
- We helped 625 owners with our food bank
- We investigated 1074 incidents of alleged animal neglect and/or abuse
- We spayed and neutered 509 dogs, 1076 cats and 58 rabbits
- Our foster parents supported 1551 animals
- We adopted 2475 animals
- Our volunteers contributed 39,897 hours



# General Information

- We are a nonprofit organisation and do not receive any government funding. We receive funding through personal and corporate donations, fundraising gifts, sponsorships and our yearly special events Dog Jog and Cocktails for Critters.
- We are an open admission shelter, meaning we accept all animals regardless of circumstance (health, behaviour, etc.)
- We do not accept stray animals from within the city limits. These animals should be taken to the City of Calgary Animal Services in Inglewood.
- We do accept stray animals found Outside Calgary City Limits. These animals should be taken to CHS or 24 hour vet clinics outside of shelter opening hours
- We do accept owner surrenders by completing a surrender intake form, found on our website. Surrenders are triaged through a waitlist and an intake appointment scheduled at a future date





# Community Services

- Food Bank – Supporting pet owners with access to food and supplies.
- Seniors Program – Offering support to vulnerable and isolated seniors with pets for medical support, food bank and affordable adoption fees.
- Rosco's Keep Them Home – Offering a lifeline to pets and their families for unforeseen medical crisis or accidents (Participants identified and approved by CHS)
- Wellness Clinics – Wellness Clinics are designed to provide essential vaccination and spay/neuter services, making it easier for families to care for their beloved animal companions without financial strain. Applications through our website.
- Emergency Boarding – Provides a safe haven when families are displaced due to a crisis e.g. Loss of housing, sudden hospitalization or entry to a recovery program
- Pet Safekeeping - Short-term boarding for owners in crisis due to violence or domestic abuse. A referral from a recognized agency or profession is required
- Pets and Renters Programme – Free behaviour consults for landlords and renter
- Behaviour Help – Options to help animals with behaviour concerns



# Adoption Process

- View our adoptable animals on our website or come in to visit them
- If there is a specific animal or animals they are interested in, they can book an appointment on our website, or at reception.
- We offer booked and walk in appointments for potential adopters (PA) to meet with an Adoption Counselor to learn about the animal and decide whether they will be a good fit for their family
- If the PA would like to adopt the animal the expectation is that the animal will go home with them at the end of the appointment. The cost to put a hold on an animal is \$60, and is non-refundable
- What comes with an adoption?
  - Spay/Neuter 6-week trial of pet insurance
  - Microchip 6 months city licensing
  - Up to date vaccines
  - 1-year CHS membership
  - Complimentary Wellness Exam at a participating vet
  - Additional resources as needed
- Patient Paws – These animals have spent a longer-than-average time in shelter and have a lower adoption fee
- Return Policy - Within 6 weeks can return animal (by appointment) for a full refund



# How much is it to Adopt?

## Dogs

- Puppies (Under 5 mths) \$625
- Adolescent (5mths to 6yrs) \$490
- Adult (1yr to 6yrs) \$405
- Senior (7yrs and older) \$270
- Patient Paw min \$135

## Rabbits

- All ages \$75
- Patient Paw \$30

## Rodents

- \$15 to \$100 dependent on species

## Cats

- Kittens (Under 7 mths) \$285
- Adult (7mths to 9yrs) \$200
- Senior (10yrs and older) \$125
- Working Cats \$40
- Patient Paw \$75

## Birds

- \$30 to 60 dependent on breed
- Parakeets, Parrots, Larger breed birds \$150 to \$1200

## Reptiles

- \$50 to \$165 dependent on breed



# How to Volunteer with us

- We advertise for volunteer positions on an as needed basis
- Age Restrictions
  - 14+ Youth Programming, Bunny Hugging enrichment and Animal Care Assistant
  - 16+ Littermate and Feline Friend
  - 18+ All other roles, including Dog Walker
- Minimum commitment is 6 months for a 2 to 3 hour recurring weekly shift
- Roles are primarily in Animal Care and Customer Service. Admin roles also available
- All available positions are advertised on our website under Get Involved and Volunteer
- We do shortlist at application stage based on the information provided in the application, so please give us as much information as possible
- If shortlisted, candidates will be invited by email to attend a group interview
- If successful at interview stage a welcome email will be sent detailing the onboarding process, including volunteer agreement, police check (if over 18) and required online training.
- Training is role specific and maybe group training or buddy shifts



# Additional Information

- Donations - We welcome the following donations in good condition, washed with no damage
  - Dog and cat toys – new or like new
  - Opened and unopened canned or dried food in original packaging
  - Litter pans and scoops -clean and new
  - Dog harnesses, leashes and collars – new or like new
  - Crates and kennels – new or like new
  - Linens – Flat sheets, large towels and fleece blankets
  - Cat Litter – Unopened or opened boxes and bags
- Furlow Program – Apply on our website to take a shelter dog out for the day
- Become a Foster Parent – Our foster parents offer a lifeline to animals needing extra support by caring for them in their home. Stays can be short term for a break from shelter or longer term to support recovery from a medical procedure or for adopt from foster. Applications online through our website.



# Additional Information

- Humane Education – Offers a wide variety of opportunities for children and youth
  - Presentations and field trips
  - Community group tours
  - Day camps
  - Youth Clubs
  - Birthday Parties
  - Reading Buddies
- Dog Training Classes – Fostering positive relationships and learning essential skills. Classes include
  - Adolescent Play
  - Fearful Fido
  - Puppy Club
  - Reactive Rover
  - And many more!
  - Class schedule and prices on our website
- We have position statements on our website here <https://www.calgaryhumane.ca/position-statements/> that give information on CHS's stance on a variety of subjects



# What to Expect on a Community Outreach Shift

- Community Outreach Events are a space to talk and share our love for animals with the community. This role is for a people person who are comfortable approaching community members.
- Please wear your volunteer t-shirt or CHS branded clothing
- Please be prepared to talk to the public about CHS, our programs and services
- You will need your own transport to and from the event. If you are driving, you may need to pay parking fees – these are not covered by CHS
- Check the weather before you leave – make sure you are prepared!
- You will be trained on using a debit/credit machine and will be expected to manage small cash transactions
- You will be accompanied by a staff member for your shift. You may be asked to manage the booth when the staff member needs a quick break.





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Humane  
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