



# **VOLUNTEER HANDBOOK**



Last Revised: July 2018

## Welcome!

Thank you for your desire to help our community's neglected and abandoned cats. As a non-profit organization, Cat Rescue & Adoption Network (CRAN) relies entirely on the support of volunteers and the public. We have no paid staff and receive no public funding of any kind – it's all up to us, the volunteers! We could not continue our life-saving work without your help. This handbook provides an overview of our organization, outlines opportunities for you to join us and presents policies which guide our operations.

As a volunteer, you can touch the lives of hundreds of homeless cats and kittens, as well as the people who love them. Volunteer opportunities range from cleaning the catteries to public outreach at special events and everything in between. In some instances, such as graphic design, data entry, grant writing and adoption follow-up, you can work from your own home.

Volunteering is also rewarding as you learn new skills, make new friends and find personal fulfillment knowing you made a difference and have a positive impact. The rewards are often the loving purrs of cats who will blossom in your care. We are glad to have your talents and passions with us and we look forward to working with you to provide care and find loving homes for our kitties. Thank you and welcome!

## MISSION

To provide care and find loving homes for kittens and cats in our community, with a focus on those with special needs.

## VOLUNTEER BOARD OF DIRECTORS: (see last page for contact info)

**President:** Louanne Koch

**Vice President:** Robert McIntosh

**Treasurer:** Robert McIntosh

**Member/Secretary:** Marci Seghetti

### Members:

Julie Tanit

Christina Drumm

Stephen Parkinson

## CONTACT INFORMATION

Cat Rescue & Adoption Network, PO Box 72401, Springfield OR 97475

541-225-4955, [www.CatRescues.org](http://www.CatRescues.org)

[volunteer@CatRescues.org](mailto:volunteer@CatRescues.org) (for general inquiries and to reach the Board)

## SOCIAL MEDIA

### Facebook

Public: Cat Rescue & Adoption Network

Closed group for volunteers: CRAN Volunteers

**Twitter:** @WCDcrescue97475

**Google+:** <https://plus.google.com/+WestCoastdogandcatresciNSue/posts>

**Instagram:** [https://www.instagram.com/west\\_coast\\_dog\\_and\\_cat\\_rescue/](https://www.instagram.com/west_coast_dog_and_cat_rescue/)

## **HISTORY**

Pet overpopulation is a problem everywhere and the Eugene-Springfield area is no exception. The PetSmart/Lane County Animal Shelter (LCAS) 24/7 program (created in October 2006), was the beginning of our effort to save homeless animals. Through this partnership, LCAS referred cats to the Catteries within PetSmart retail stores to provide a wider audience and encourage adoptions. We also now showcase cats at Petco near Valley River Center, Wags! Dog and Cat Emporium on Coburg Road and Bobcat Pets on Division, all in Eugene.

In 2007 West Coast Dog and Cat Rescue was formed as a 501(c)(3) non-profit organization to continue the work of adopting cats and dogs. Our animals come from other rescue groups, local veterinary clinics and the community at large.

In 2011 our volunteer dog coordinator position became vacant and we relied on other community dog rescue groups for those needs. CRAN currently provides medical care and finds permanent homes for cats; we refer dog inquiries to other local partner groups.

About our name: On July 29, 2017, as part of our 10<sup>th</sup> anniversary celebration, our name transitioned from West Coast Dog and Cat Rescue to Cat Rescue & Adoption Network (CRAN). This new name accurately reflects our role in the Eugene/ Springfield community. We are the longest running all-volunteer, non-profit cat rescue group in our community. As a member of the no-kill animal community, you are among friends.

Everything in our program is accomplished by volunteers including fostering, cleaning, adopting, socializing, clerical work, laundry, etc. We have no paid staff of any kind nor do we receive any public funding. All monies raised are used exclusively to provide care and comfort for cats that find their way to us with 75% of our budget used for medical care.

Since 2007 more than 3,250 animals have been adopted through our efforts. We accept cats who are otherwise rejected by other organizations due to lack of immediate adoptability or medical problems. Some are with foster families for as long as it takes. It is a commitment we make to each furry soul we take in.

## **POLICIES AND SERVICES**

### **Adoption Services**

Because adopting any pet is a serious decision, we have a formal adoption application process and a team of volunteer adoption counselors trained to help new cat parents find their perfect lifetime feline companion.

In coordination with our adoption facilitator, adoption counselors provide background information and personality notes to potential adopters and help complete paperwork to finalize the adoption. Making the best match between family and feline is very gratifying.

Potential adopters submit an application for the cat of their choice and sign a contract which outlines our organization's adoption guidelines. It is then reviewed and, if approved, the adoption can be scheduled. A home inspection may be done prior to finalizing an adoption.

### **Adoption Fees (Board Approved July 2017)**

Fees may be discounted for hard-to-place cats. Sponsorships may be available.

<b>Cat Age</b>	<b>Fee</b>
Kittens (0 to 6 months)	\$130
Adopting two kittens at the same time	\$245
Adopting three kittens at the same time	\$350
Teenage & Adult cats (7 months to 2 years)	\$100
Adopting two at the same time	\$180
Prime/Mature Adults age 3-10 years	\$ 75
Adopting two adults at the same time	\$130
Senior 11 years+, FIV+, special needs	\$ 60

### **Adoption Fee Includes:**

- Spay/neuter surgery
- Testing for FeLV and FIV
- Microchip (including registration)
- FVRCP vaccination
- Rabies vaccination (if over 4 months old)
- Preventive and/or treatment for parasites (fleas, ear mites, worms)
- PetSmart locations provide a coupon adoption kit with free 3.5lb bag of food, 2 free cans of food and \$550 in discounts for cat/dog supplies
- Carry home cardboard carrier (if needed)
- Free Veterinary Exam certificate valid for 30 days post adoption, \$70 value

## **Adoption Policies Overview**

### **Indoor Only**

Cats live much longer, safer lives indoors. Our practice is to adopt to indoor-only homes. Occasionally a cat may be approved for an indoor/outdoor home. These cats have either been long accustomed to going outside and are deemed unlikely to adapt to being indoors only. Or they have persistent behavior problems such as inappropriate elimination where an underlying physical cause has been ruled out.

### **Declawing/Tendonectomy**

We ask adopters to sign a contract to agree they will not maim the cat with declaw or tendonectomy surgeries, among other requirements. These are very painful procedures amputating the first knuckle of each toe along with the nail or slashing the tendons to prevent the cat from extending its claws. Serious side effects may develop including behavior problems such as biting and inappropriate elimination.

Adoption counselors focus on educating adopters regarding such effects, humane alternatives and how to train a cat to scratch where appropriate. Potential adopters interested in having a declawed cat are directed to cats in our care who unfortu-

nately have already undergone the procedure. We can also network with other local animal rescue organizations for previously declawed kitties in their care.

### **Bonded Pairs**

Occasionally cats reach us who are bonded to each other and we make every effort to adopt them together. The adoption fee is reduced in the interest of finding the cats a loving home. If they have not been adopted together after a lengthy period of time, they may be allowed to be adopted separately.

### **Feline Immunodeficiency Virus**

A large part of our mission is to take in special-needs cats who may have nowhere to go otherwise. This includes those who test positive for FIV who can still live long and healthy lives in an indoor, stress-free environment.

FIV cannot be passed to humans. It can, however, be transmitted to other cats via blood, usually through fighting. Therefore, FIV+ cats must be adopted to indoor-only homes and those that either have no other cats, have other FIV+ cats, or have felines that are non-aggressive and will coexist peacefully. (There is no chance the existing cat/s will contract FIV if there is no serious fighting that could lead to deep puncture wounds.)

## **VOLUNTEER POLICIES**

### **Cattery/Adoption Center Age Requirement**

Our PetSmart and Petco partners require volunteers to be 18 years of age to volunteer in the Catteries on their own. Those under 18 are welcome with a parent or responsible adult over age 18. This is a great way for parents/children to spend time together, help the kitties and learn about the responsibilities of pet ownership.

### **Cattery Attire**

You would be wise to wear 'play clothes' while cleaning the Catteries. If you do your job well, you will be covered in cat hair by the time you leave with a smile on your face. When you get home, remove clothes and wash before coming in contact with your own animals. Leave your shoes outside and spray the soles with a 10% bleach solution as a precaution against bringing 'bugs' home to your fur family.

### **Earned T-Shirts**

Once you've logged at least 10 volunteer hours, you'll earn a logo t-shirt. You will do the Volunteer Coordinator a favor if you track your hours and give them a nudge when you reach this milestone. Wear your shirt with pride during your shifts and be aware that you represent the group whenever/wherever you wear it.

### **Time Commitment**

We ask for a commitment of a minimum of six hours a month (2 hours per week) for at least six months. Scheduling is done via [www.SignupGenius.com](http://www.SignupGenius.com) and is self-directed after the initial training/orientation. If you are volunteering to fulfill community service hours, this is an easy way to track your time.

## **Training**

New volunteers are scheduled for training/orientation in the chosen Cattery location to work directly with the kitties. Other training required for specific programs, i.e., event planning, adoption counseling or foster care, is scheduled with respective coordinators separately.

## **Confidentiality**

You may encounter or have access to privileged or sensitive information regarding other volunteers, adopters, or donors. This is for internal use only and may not be distributed or shared by volunteers without Board permission. It is our policy to maintain the privacy of personal information without expressed authorization. You may also be asked to sign a Confidentiality Agreement.

## **Termination**

We make every reasonable and respectful effort to maintain good relations with volunteers. We regard termination of volunteers who have completed the initial evaluation period as a serious step taken only as a last resort. If there is a minor concern with the performance or conduct of a volunteer, we will endeavor to provide immediate guidance to resolve the issue. Very serious or egregious breaches of policy or protocol, i.e., abusive treatment of people or animals, may result in immediate termination from the program.

## **VOLUNTEER OPPORTUNITIES**

**Foster Coordinator** – Oversees the intake of cats from various sources. Works closely with the Adoption Facilitator, foster families, medical volunteers, Marketing/Communications and Public Relations to prepare cats for adoption.

**Foster Families** – Foster families provide a temporary home with TLC as a vital part of socialization necessary for successful adoptions. In return, we provide food, litter and all medical expenses. Needs range from kittens through senior cats from a wide variety of sources (stray, hoarding, owner abandonment, feral, etc.) for time periods as short as a few days to several months and sometimes longer. Should a foster elect to adopt the cat(s) they are caring for on behalf of CRAN, normal adoption pricing is required.

**Medical Team** – These crucial volunteers are responsible for the health and wellbeing of the cats. When a cat is sick, they record the information and determine the best course of action whether it's something the foster can do or whether it's necessary to take the cat to the vet. The Medical Team Manager heads a team of volunteers who also help give shots and medicines.

**Medical Team Members** – Duties include tracking each cat's medical history, notifying the Medical Team Lead when vaccinations, flea meds or other medical attention is due. May also give shots and medicines and answer calls from foster families. These positions require good attention to detail and follow through.

**Data Entry** – There are several opportunities to help various tasks with inputting data and keeping track of information. Attention to detail and the ability to work independently and in a timely manner are necessary.

**Description Writer** – Contacts fosters for description of cats including temperament, food preferences, physical description, personality highlights, age, breed type and any known history. This information is then used for online promotional postings and elsewhere along with engaging photos.

**Cattery Manager** – Notifies Board regarding upcoming PetSmart adoption events, problems, inspections, changes in store policy, etc. Acts as point contact for PetSmart and Petco managers when they take an adoption or volunteer application, putting it in the proper folder in the cattery. Coordinates with Adoption Facilitator and Foster Coordinator regarding cats scheduled to come into the Cattery. Makes sure all necessary paperwork (medical folders and cage cards) are complete for proper check in to the Cattery. Ensures Cattery is stocked with necessary supplies.

**Cattery Laundry** – Responsible to retrieve/wash/return laundry from PetSmart catteries (north and south locations) on a weekly basis. Laundry at Petco is done in the store's grooming salon.

**Intake Coordinator** – Ensures a custom adoption folder is prepared prior to each cat's arrival at the adoption facility to include complete medical records and other related paperwork. Facilitates check in with foster, ensures clean condo and appropriate food is provided as well as accurate cage card with vital facts. Requires attention to detail and empathy as foster volunteers transition their charges after weeks/months of loving care.

**Cleaner/Socializer** – There are three locations that require volunteer cleaners/socializers as listed below. These positions are the backbone of the Catteries and vital to our success. Separate one on one training is provided by an experienced volunteer at each location. An important part is to play with the cats to help socialize them and ease the stress of the Cattery with so many new voices, sounds and hands. These volunteers also ensure the Catteries are clean and tidy, which is vital to the animals' wellbeing and a professional presentation for the community.

## **ADOPTION LOCATIONS**

### **PetSmart “North” on Chad Drive north of Costco**

Morning and Evening volunteers clean the kennels daily. Afternoon shift socializes and ensures cats have food and water and the kennels are neat. Everybody scoops! Shifts are a minimum of two hours to completely clean each cat condo, change bedding if necessary, refill food/water and socialize (play, cuddle, love, brush . . .) the cats. Sweeping the floor and occasional glass windows/door cleaning provide for a pleasant environment to show off our kitties.

### **PetSmart “South” at 29<sup>th</sup> and Willamette, Eugene**

Similar procedure as above although store employees provide cleaning.

**Petco, north of Valley River Center and Wags! Dog and Cat Emporium on Coburg Road, Eugene.** Similar procedure as above with specific site variations. Petco daily/cleaning instructions are posted inside the condos.

**Bobcat Pets**, 65 Division Avenue, Eugene. The owners of this pet store, Jim Dezotell and Tara Nagelhout, are also volunteers with us. They have created a large, open window display area that fronts passersby and hosts our adoptable cats. They and their staff provide care and feeding, no volunteers needed.

**Adoption Facilitator** – Coordinates the flow of cats from foster to and through adoption. Works hand in hand with Foster Coordinator and Adoption Counselors. Gathers bios on each cat from foster to build cattery cage cards. Interviews prospective adopters and coordinates with them to find the best match between family and cat. Interfaces with variety of volunteers and the public explaining process and procedures.

**Adoption Counselor** – Coordinates on-site adoptions at both PetSmart locations on weekends and as scheduled by appointment during the week. Volunteers schedule their commitments via [www.SignUpGenius.com](http://www.SignUpGenius.com). These volunteers are trained in the process of assessing the best fit between cat and person and how to fill out the paperwork. It is a very rewarding position.

**Adoption Follow-up** – Calls adopters one month after adoption as a progress check-in. Purpose is to provide another touch, gather testimonials for possible use on website, solicit further involvement/donation and thank them for supporting our rescue efforts and adopting a kitty in need.

## **MARKETING/COMMUNICATIONS/PUBLIC RELATIONS**

**Photography** – Varied duties may include going to a foster's home to photograph their foster cat(s) at their most comfortable, recording events at fundraising and volunteer member events for inclusion in the organization's online newsletter, or to further promotions to the press and public. Provide your own camera.

**Newsletter Editors** – Two separate newsletters are periodically produced and distributed focused on separate audiences: 1) volunteers and 2) donor/adopters. The information flow keeps them in-the-know about our happenings, encourages participation and financial support. Responsible to write articles and use Constant Contact email software to create, review with stakeholders and distribute using database as audience data source. Works with volunteers (e.g. photographer, Cattery managers, volunteer coordinator, etc.) to develop content. Requires good knowledge of English and creative ability to engage the reader.

**Website Guru** – [www.CatRescues.org](http://www.CatRescues.org) is frequently updated as new kitties come in or we have a fundraising event or other items we wish to highlight. Knowledge of Word Press is required.



**Social Media** – We have accounts on Facebook, Twitter, Google+ and Instagram and seek to maintain a constant social media presence. Knowledge of successful social media strategies is needed.

**Public Relations** – Getting the word out about our events and news increases our visibility in the community, aids adoptions and fundraising efforts which help us reach our overall mission. Duties include interfacing with community media (radio, TV, print, online), writing public service announcements (PSA) and distributing them to appropriate media outlets.

**Marketing** – To be successful in helping special needs rescue animals, we need to let people know who we are and what we do. This volunteer role works closely with the Public Relations Coordinator to issue a coordinated message. Working with others, the volunteer is responsible to create, print and distribute posters and brochures (as an example), among any number of other creative ideas.

## **DEVELOPMENT**

**Grant Coordinator** – Previous experience writing and submitting grants is helpful, but not required. This volunteer researches grant opportunities and communicates with the Board on the possibility of applying for grants. Along with others on the grant committee, you then write and submit the grant.

**Fundraising/Donor Relations Lead** - Helps create new opportunities to raise funds. Coordinates fundraising activity in conjunction with fundraising committee. Works with fundraising committee, establishes an annual calendar of events. Assigns individual events to fundraising committee members. Oversees all events.

**Fundraising Team Member** – Works with the Fundraising Donor Relations Lead to manage activities related to raising funds during the year. May be asked to lead a small event (pizza fundraiser) or assist with a larger event such as Santa Pet Photos in December. Creative fundraising ideas are always welcome.

## **VOLUNTEER COORDINATION**

Several volunteers may collaborate to fulfill various aspects of any position.

**Volunteer Scheduler** – Uses [www.SignUpGenius.com](http://www.SignUpGenius.com) to generate monthly volunteer schedules for the adoption locations. Follows up to be sure all volunteer times are filled and contacts volunteers directly to fill upcoming gaps. Posts sign-in sheets at both PetSmart catteries and at Petco, retrieves them at month end and tabulates a summary report to be sent to Statistician.

**Statistician** – Receives report of volunteer hours at month end from Volunteer Scheduler, solicits other hours from volunteers and inputs them into online databased for monthly report to Board. These hours are used on the many grant proposals we submit to enhance funding.

**Volunteer Coordinator** – Visits Catteries on a bi-weekly basis to collect paper volunteer applications. Responds to phone calls relevant to volunteers and those

who submit applications via the website within three days via email or phone to determine area(s) of interest and commitment level. Forwards information to appropriate person for training and next steps. Timeliness, ability to track details and follow-up is required.

Maintains master list of volunteers via online database. Uses list to send out occasional emails soliciting volunteers for open positions or for other requested information. Develops and implements strategies to recruit and train volunteers. Coordinates and plans summer and winter appreciation events with support from recruited volunteers.

**Volunteer Trainer** – Works with Volunteer Coordinator to schedule/train/support new volunteers in the roles of Cattery Socializer/Cleaner. Ability to work well with diverse personalities with attention to detail and genuine empathy/appreciation for both the cats and the volunteers' time.

## **EVENTS**

Event template worksheet is recommended to plan, coordinate, evaluate events.

### **Events Team**

A wide variety of events occur each year to raise funds, provide educational outreach on the importance of spay/neuter, community promotions to recruit volunteers and more. Each event requires planning, coordination and staffing. If you have ideas, we'd love to hear them: [volunteer@CatRescues.org](mailto:volunteer@CatRescues.org).

**Adoption Events at PetSmart** - When we are the Lead Agency for an adoption event at PetSmart locations, this volunteer contacts other participating agencies to determine their needs. Submits a budget to PetSmart for desired amount. Coordinates with the PR person for any advertising /press releases/flyers that may be needed. Determines how many cats we will need to display in cooperation with our Foster Coordinator and Adoption Facilitator.

Arranges for appropriate number of condos to be picked up from the storage unit. Determines how many volunteers will be needed for the 3-day adoption event. This may include extra cleaners, as well as people to set up and tear down. Coordinates with Volunteer Coordinator to be sure we have sufficient volunteers, Adoption Counselors and cleaners as well as volunteer and foster applications and our promotional brochures.

Maintains at least a partial presence during each of the three days to ensure a smooth adoption event. Check with other groups to determine if their needs are being met. Follow-up/recap event for lessons learned, successes reached and overall event evaluation.

**Petco Adoption Events** occur rarely. Volunteers staff an information table and an Adoption Counselor is present.

# CATTERIES

## **Cleaner/Socializer at PetSmart North**

Your first responsibility is the care and feeding of the cats. You are responsible to clean the kennels and keep the room and supplies in good condition. You are also expected to interact with visitors, answer their questions, hand out volunteer/foster/adoption applications and manage the Cattery as if it were your own business during your shift. Follow procedures posted in Catteries and this handbook. Refer to Cattery Sanitation Protocol and Procedures.

NOTE: Socialization and cleaning procedures at PetSmart South, Petco, and Wags! Dog Emporium have many similarities to and differences from the procedures given below. For instance, routine cleaning and feeding at PetSmart South is done by store employees. Site-specific information is provided at training. Petco procedures are posted inside the cat condo.

## **CATTERY SANITATION PROTOCOL AND PROCEDURES**

Our cattery partners (PetSmart, Petco, Bobcat Pets, Wags!) provide all cleaning supplies. The disinfectant may be harmful if not used carefully. The standards outlined below help maintain the highest level of health for the animals and humans that care for them (like you!).

### **Bedding**

- Replace bedding only when soiled to help maintain the cat's scent and reduce stress. Limit bedding to 1-2 pieces for small kennels and 3-4 for large kennels.
- If the bedding has vomit, urine, poop, or any other substance, replace it and note it in the Log Book - it may indicate a health concern needing attention.
- Put dirty bedding in designated location for washing on a regular basis.

### **Feeding**

- All bowls are to be washed and sanitized each day with disinfectant using the sink in the fish room. Use rubber gloves in the tall black cabinet at your discretion. **Rinse thoroughly with water after cleaning.**
- Two food types (kitten and adult) are available all day with wet supplements.
- Clean, fresh water must be available at all times. Refresh twice daily.
- Make sure food and water bowls are as far from litter boxes as possible.
- If any supplies are low, ask a PetSmart associate for assistance.

### **Kennels**

- Sweep out each kennel and wipe clean with wet paper towel if cat will remain in kennel (retain their scent). When cat is adopted, clean kennel with a two-step process 1) disinfect, 2) rinse in prep for new cat.

### **Litter Box**

- Scoop each litter box free of clumps and feces and put in trash. Remove trash on your way out for the day. This minimizes the smell and maintains sanitation for visitors.

- If there is splatter on the sides of the litter box, dump all litter and wash the litter box out as outlined in the Kennel Turnover Process below. Litter boxes are washed in the utility sink at the back where trash is placed.
- Each kennel has a number and a scoop numbered to be used only for that kennel. We want to prevent cross-contamination of any unknown bacteria.

**Kennel Turnover Process (after a cat is adopted and prep for new cat):**

- Remove everything from each kennel
- Spray all surfaces with disinfectant, dry with paper towel
- Repeat with water and wipe dry with new paper towels
- Repeat on any shelving or wooden platforms in the kennel
- Place used bedding in laundry basket in tall black cabinet
- Remove and wash all bowls with disinfectant in the fish sink (be sure to rinse well). Place clean bowls upside down in clean kennel.
- Dump all litter from litter box. Clean the box and scoop with disinfectant and rinse with water. Use the sink at the back of the stores to wash litter boxes.
- When dry, refill the litter box with no more than three scoops of fresh litter.

It is imperative that this process is completed so a new cat can be placed in a clean kennel free and clear of contamination. It also allows for a smooth intake process when a new cat arrives and is already stressed from travel and change.

**KENNEL NUMBERING at PetSmart North  
(match scoop number with kennel as you face the kennels)**

1	2	3	4
5		6	

**Socializing/Sanitizing Workflow**

This workflow has been created and designed to make your time in the Cattery efficient and fun. Make sure any concerns are addressed and eliminated before letting the cats out or letting them interact with each other or humans. This helps keep safety and sanitation (for you and the kitties) a high priority:

- Sanitize hands when you arrive and again when you leave – request all visitors do the same. “May I ask you to use the sanitizer please?”
- Look at Log Book for any notes about cat behavior or health.
- Compare cage cards with cats to be sure everyone is accounted for.
- Retrieve the cage key from its safe location and release the cats.
- Doing one kennel at a time, remove all contents. For resident cats, wipe all surfaces with wet paper towel (not disinfectant which would eliminate their scent) -- including the box and the door. If kennel is dirty and cat has been adopted, use the two step 1) disinfectant 2) rinse method. Available gloves are optional. Do not allow cats to walk on surfaces with wet disinfectant.

- Check bedding, if it is soiled, remove it and put in the laundry basket/sack. Replace with clean bedding and note in log book for affected cat. Most of the time, all that is needed is for the bedding to be shaken and returned.
- Empty, wipe out and refill water bowls. Make sure food/water bowls are full.
- Cats one year and younger get kitten food, otherwise feed adult kibble.
- All cats get a small amount of wet food morning and night.
- If any of the food or litter bins are low, ask a PetSmart associate for more.
- Scoop, scoop, scoop. Each kennel has a number and a corresponding numbered scoop to prevent cross-contamination of bacteria. If the box is dirty, dump all the litter in the trash and wash with cleaner in the back room at the sink. Rinse with water and dry, then add new litter. Put all stool in the plastic-lined trash can. Everybody scoops.
- At the end of your shift, put the cats back in their clean kennels and lock.
- Return the key to its safe location.
- Sweep the floor. If needed, use glass cleaner on the glass door/windows.
- Record your time in and out on the sign in sheet.
- Record anything of note with cat health or interaction in the log book.
- Remove/replace your volunteer nametag.
- Review laminated sheets “Cattery Cheat Cheat” and “Volunteer Shift Task Worksheet” (at North) hanging inside the cabinet.
- Double check: All kitties have clean food, water, litter boxes, cages locked.
- Take the trash, tie the top and dispose of it properly. Well done. Meow!

## **CATTERY FAQs, PetSmart North**

NOTE: Procedures at PetSmart South and Petco have some similarities to the procedures below. Site-specific information will be provided at training. Petco procedures also are posted inside the cat condos for your reference.

### ***What if someone is interested in adopting a cat?***

Great! Have them read the cage card (front and back) and tell them as much as you know about the personality of the cat. Give them the tall, thin purple/lime green “rack card” and point out the website address on the back.

[www.CatRescues.org/forms](http://www.CatRescues.org/forms) links directly to the forms page of our website. Online applications when submitted go directly to our adoption facilitator and is the quickest way to submit an application for consideration. For hard copy onsite, give them an adoption application form, a clipboard and pen. If they fill it out in store, clip it inside the tall black cabinet prominently and text Aven whose name and number are listed on the Contacts List on the right-hand door of the tall cabinet. In the upper right-hand corner, date the form and add your name and what action you took. Don't ever let an application go unnoticed – it could be “The One” for a caged kitty's new, forever home.

### ***What if someone is interested in volunteering or fostering with CRAN?***

Tell them as much as you can about our group and give them a purple/lime green rack card. Point out the website address and direct them to click on Forms (or [www.CatRescues.org/forms](http://www.CatRescues.org/forms)) or use a paper application available on the red cart. If they give you their app, text or email the volunteer/foster coordinator so they can retrieve it quickly for follow-up (see last page of this handbook for contact information). Put the form into the green folder inside the door of the tall cabinet.

***What if one of the cats seems sick or just not right?***

If it doesn't appear to be an emergency, write a note in the log. If it seems serious, call or text the Medical Manager whose contact information is on last page of this handbook and also posted in the Catteries. You may also notify the store manager.

***What if I need to clean and people are in the Cattery?***

If you prefer to work alone while you clean, politely ask visitors to leave "I'm sorry, but it's time for me to make sure everyone's cage is cleaned and I'll need to ask you to step outside." Tape a "Temporarily Closed" sign on the door, lock the door and clean. Especially as you begin, this is entirely acceptable. As you gain confidence, welcome guests in and work around them to further adoptions. Note: Unattended children are not to be 'dropped off' unattended while their grownups shop. You are not a babysitter; "Your child is welcome when you can join too."

***What if I get a question I can't answer?***

Write down the question along with the person's contact information. Call or email your trainer or email [volunteer@CatRescues.org](mailto:volunteer@CatRescues.org). We'll find the answer so you can respond to them directly. That's how we learn and respond to changes.

**Please remember!**

When you volunteer, you are an ambassador for the entire organization. If you have earned a t-shirt (10 hours or more), wear it! When you talk to people, give them a rack card. Tell them about our mission. Be polite and friendly to all who visit and encourage their participation at every opportunity. "Hi! Do you have kitties at home?" is a great opening line.

Now, have fun, keep our rescue kitties safe and . . .

