



VOLUNTEER HANDBOOK



Last Revised: January 2017

Welcome to WCDC!

Thank you for your desire to help our community's neglected and abandoned cats. As a non-profit organization, West Coast Dog and Cat Rescue (WCDC) relies entirely on the support of volunteers and the public. 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 WCDC volunteer, you have the opportunity to 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 companion animals of our community, with a focus on those with special needs. (Note-Since 2011 we focus solely on cats)

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

President: Louanne Koch

Vice President: (vacant)

Treasurer: Rob McIntosh

Secretary: Alix Morris

Members:

Lyllian Breitenstein

Julie Tanit

Christina Drumm

CONTACT INFORMATION

West Coast Dog and Cat Rescue, PO Box 72401, Springfield OR 97475

541-225-4955, www.westcoastdogandcat.org

volunteer@westcoastdogandcat.org (for general inquiries and to reach the Board)

SOCIAL MEDIA

Facebook

Public: West Coast Dog and Cat: Pet Service page, and Public Group

Closed group for volunteers: WCDC Volunteers

Twitter: @WCDCrescue97475

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

Instagram: 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 Emporium on Coburg Road and Bobcat Pets on River Road, 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 began relying on fellow community dog rescue groups for these needs. WCDC currently provides medical care and finds permanent homes for cats; we refer dog inquiries to other local partner groups.

About our name: Although our name implies a broader geography, “West Coast” Dog and Cat Rescue provides care and services for animals in the Eugene/Springfield community and surrounding area. In December 2016 we selected a new name, Cat Rescue and Adoption Network, which will take effect in mid-2017.

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. All monies raised are used exclusively to provide care and comfort for cats that find their way to WCDC with 75% of our budget used for medical care.

Since 2007, more than 3,250 animals have been adopted through WCDC’s 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 WCDC makes to each furry soul we take in. 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.

POLICIES AND SERVICES

Adoption Services

Because adopting any pet is a serious decision, WCDC has a formal adoption application process and a team of volunteer adoption counselors trained to help new pet parents find their perfect lifetime 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 June 2015)

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

Sponsorships by local businesses may be available.

Cat Age	Fee
Kittens (up to 6 months)	\$110
Adopting two kittens at the same time	\$200
Teenage & Adult cats (6 months to a year)	\$100
Adopting two at the same time	\$180
Adults age 1-7	\$ 75
Adopting two adults at the same time	\$130
Adults older than 7, senior, FIV, special needs	\$ 60

Adoption Fee Includes:

- Spay/neuter surgery
- Testing for FeLV and FIV
- Microchip (including registration)
- FVRCP vaccination
- Rabies vaccination (if over 6 months old)
- Preventive and/or treatment for parasites (fleas, ear mites, worms)
- PetSmart locations provide a coupon adoption kit with free 4 lb. bag of food
- Cardboard carrier (if needed)
- Veterinary certificate for wellness exam within 30 days, valued at \$70

Adoption Policies Overview

Indoor Only

Cats live much longer, safer lives indoors and WCDC normally adopts to indoor-only homes. Very rarely a cat may be approved for an indoor/outdoor home. Generally 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 declaw or suffer our cats through a tendonectomy, among other requirements. These are both 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 toward cats in our care who unfortunately 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

Per store policy, volunteers must 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 while volunteering.

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. This is a precaution against bringing 'bugs' home to your family.

WCDC T-Shirts

As a token of appreciation, volunteers who log 10 hours are entitled to a black WCDC "Volunteer" t-shirt. Once you reach 40+ volunteer hours, another color version will be gifted to you. You will do the Volunteer Coordinator a favor if you track your hours and give her a nudge when you reach these milestones. Wear your shirt with pride during your shifts and be aware that you represent WCDC in any actions while wearing the shirt either on or off duty.

Time Commitment

We ask for a commitment of a minimum of six hours a month for at least six months. Scheduling is done via 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

When a new volunteer application is received, a time is scheduled with a volunteer trainer in the chosen Cattery location for those interested in working 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 permission from WCDC. It is WCDC's policy to maintain the privacy of personal information from outside sources without expressed authorization. You may also be asked to sign a Confidentiality Agreement.

Termination

WCDC makes 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, WCDC provides 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.

Medical Manager – This crucial position is responsible for the health and wellbeing of all WCDC cats. When a cat is sick, this volunteer records the information and determines 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 Manager heads a team of volunteers who also help give shots and medicines.

Medical Team Assistants – Duties include tracking each cat's medical history, notifying the Medical Manager when an animal needs vaccinations, flea meds or other medical attention. 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 departments with inputting data and keeping track of information. Attention to detail and the ability to work independently 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 handled 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 checks to be sure cats have enough food and water and the kennels are neat. Everybody scoops! Shifts are minimum of two hours to completely clean each cat condo, change bedding if necessary, refill food/water refill, 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, 29th and Willamette, Eugene

Similar procedure as above with specific site variations.

Petco, north of Valley River Center and Wags! Dog 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 WCDC. 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 PetSmart North with a 2.5 hr. shift either Saturday or Sunday. Volunteers schedule their commitments via www.SignUpGenius.com. May occasionally be asked by the Adoption Facilitator to complete an adoption during another time of the week. When a person wants to adopt a cat, you are trained in the process of assessing if the cat and the person are a good fit and how to fill out the paperwork. It is a very rewarding position. Adoptions at PetSmart South and Petco are also completed by volunteer Adoption Counselors on an as-needed basis in conjunction with the Adoption Coordinator.

Adoption Follow-up – Retrieves adopter information from database approximately four times per year (at 4 month intervals) and emails or calls as a progress check-in. Purpose is to provide another touch, gather testimonials for possible use on website, solicit further WCDC 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 WCDC 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.WestCoastDogandCat.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 WCDC 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 a particular grant. Along with others on the grant committee, you then write and submit the grant.

Fundraising Coordinator - Helps create new opportunities for WCDC 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 Coordinator to manage activities related to raising funds during the year. May be asked to be in charge of scheduling a small event such as at a pizza parlor, or you might be asked to help with a larger event. 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 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

dated for monthly report to WCDC 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 WCDC 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

Note: Event template worksheet is used to plan, coordinate and evaluate events.

Event Coordinator and 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@westcoastdogandcat.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 once or twice a year. Volunteers staff an information table and an Adoption Counselor should be present. Cleaning is done by Petco staff and volunteers.

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 Cattery 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 the procedures posted in the Catteries and in this handbook.

During the week, full-scale cleaning is done each evening. On weekend days, cleaning is done in the morning and should be finished by 10 a.m., well before adoptions begin at 11 a.m. 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 will be provided at training. Petco procedures are also posted inside the cat condos for your reference.

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

- It is not necessary to replace bedding each day but each cat should have a clean place to sleep. Do not overstuff the kennels: 1-2 pieces for each small kennel and 3-4 for each large kennel is plenty.
- If the bedding has vomit, urine, poop, or any other substance, remove it and replace with clean bedding. Note cat/kennel in log book - it may indicate a health concern that should be monitored.
- 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 there is no litter or food, ask a PetSmart employee for more. If they are not available, you may get it yourself and give the sack to an employee to scan.

Kennels

- Sweep out each kennel and clean with disinfectant. Rinse with water and wipe dry with paper towels before returning cat to kennel.

Litter Box

- Scoop each litter box free of clumps and feces multiple times a day 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 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.

Toys

- Toys must be able to be cleaned weekly with disinfectant.
- If you would like to donate or bring in toys for the cats, please get approval from Cattery manager first. Feathers, cloth or any toys that cannot be cleaned appropriately will not be acceptable.
- Toys need to be cleaned **Monday** evening by submerging in water with 1 tablespoon Buckeye Watchdog cleaner. Let toys soak five minutes. Rinse well with water and allow to air dry overnight.

Kennel Turnover Process (after a cat leaves the Cattery):

- 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
- Remove all bedding and place 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 litter 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 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 in the Cattery.

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 the other cats or humans. This helps keep safety and sanitation (for you and the kitties) a high priority in the Catteries.

- Sanitize hands when you arrive and again when you leave – request all visitors to do the same.
- Look at Daily 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. Spray the entire kennel—including the box and the door—with disinfectant. Wipe off the entire kennel with a damp paper towel. Available gloves are optional. Do not allow cats to walk on surfaces with wet cleaner (it makes them sick).
- 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.
- Take all water bowls and wash with disinfectant in the fish room, then rinse well with water. Make sure food and water bowls are full.
- Kittens 6 months and younger get kitten food.
- Cats 6 months+ get adult cat food.
- If any of the food or litter bins are low, ask a PetSmart employee for more. If they are not available, you may get it yourself, restock the Cattery, write #63 on the empty package and give it to an employee. Leave supplies stocked for the next volunteer.
- 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 “In Case Your Forget” 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. See ya!

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 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 Beth, whose name and number are on the adoption form, to give her the information. In the upper right hand corner, date the form and add your name and note that you contacted Beth. 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 WCDC?

Tell them as much as you can about WCDC and give them a rack card. Point out the website address and direct them to click on Forms or use a paper application. 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 not have anyone in the room while you clean, politely ask visitors to leave so you can clean. Tape a “Temporarily Closed” sign on the door, lock the door and clean. This is not ideal. Hopefully you will gain confidence to welcome guests to further adoptions. Note: Unattended children are not to be ‘dropped off’ unattended while their grownups shop. The Catteries are not babysitting facilities. “Your child is welcome when you can join them 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@westcoastdogandcat.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 for WCDC, you are an ambassador for the entire organization. If you have earned a WCDC 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 come to the Catteries and encourage their participation at every opportunity. “Hi! Do you have kitties at home?” is a great opening line.

Now, have fun, love on those kitties and . . .

