

Cat TLC Volunteer Training

(Volunteer Copy)

Volunteer Hours:

Sunday - Monday 7:00 am – 5:00 pm

Tuesday & Holidays 8:30 am – 5:00 pm

Wednesday – Saturday 6:00 am – 6:00 pm

THE BASICS:

Parking & Entering: Use the lot closest to the road or in the gravel at the far end of the building. Knock or use doorbell at front door if locked. You can enter through the back of the building with a code (posted in volunteer room) after hours.

Dress Code: Long pants & closed toed shoes – ALWAYS! Volunteer t-shirt & name tag required. No shorts, capris, skirts, sweatpants, pajama bottoms or open-toed shoes allowed. No exceptions.

Personal Belongings: Lockers available (bring your own lock if desired). WHS is not responsible for lost/stolen items.

Cell Phones: Keep phone in your pocket for emergencies. No talking or texting while volunteering. Photos/videos of available animals allowed & encouraged. Keep shelter number handy (360-733-2080) and dial 0 for customer service in case of emergency.

Visitors: No visitors while volunteering, including family & friends. No exceptions.

Off Limit Areas: Stray areas, cat/dog isolation, vet clinic, euthanasia room and receiving areas.

FOB Security: Check in at the Customer Service desk when you arrive. They will have you sign out a FOB to ensure it gets returned. We will ask you to leave your car keys in the box as a reminder.

Injuries: If bitten or severely scratched, you MUST complete an injury report (volunteer room) and notify a staff member. Volunteers are covered by L&I when on duty. Necessary info is in the desk in the volunteer room. First aid supplies are in the volunteer room, Cat Food Prep & at Customer Service.

Emergencies: Always listen to overhead paging. In case of evacuation, staff & volunteers will meet in front of the building in the gravel parking lot. DO NOT attempt to rescue animals. Evacuate when asked to do so & await further instructions.

CAT TLC:

Customer Service: Politely greet guests and help them find the area they are looking for. Feel free to share basic information about animals you are familiar with but DO NOT do any “matchmaking” or suggest they should or will be able to adopt any of our animals. Do not allow members of the public to enter kennels, GA Rooms or play yards with you. Do not take animals out for guests to pet or otherwise interact with. **Please send potential adopters to Customer Service to start the adoption process.**

Off Limit Areas: Receiving areas, vet clinic, euthanasia room, cat/dog isolation and ALL STRAY AREAS. Animals in these areas have not been evaluated and may be part of an ongoing investigation. Details of their condition and whereabouts cannot be shared publicly & are therefore off limits to ALL volunteers. The only exception is to find or put away clean cat laundry.

Communication: Before opening any kennels, please read ALL notes on the whiteboard in the Food Prep area. This is communication to/from staff and often contains important information needed for your shift. This is also the place to share concerns and observations you find with our staff during your shift. The health and safety of the animals is dependent on your diligence.

Choosing the Right Cat: Until you have completed the Red Cat Handling Class (35 hours), please refrain from giving TLC to cats with red pawprints on their kennel paperwork. Check the white board and recent volunteer notes before opening any kennels. Be sure to monitor the cats' body language before & during your visit. While no additional training is needed, new volunteers are encouraged to work only with green cats until comfortable and confident enough to move on to purple.

Kennels: Please help us keep kennels clean by replacing dirty litter and straightening bedding. Soiled blankets can be replaced as needed and water can be replenished. Please do NOT refill food bowls (staff feeds twice/day). All supplies, including clean litter, are in the Food Prep area across the hall. Do not switch/remove kennel dividers or allow cats that have not been housed together to meet in the GA Rooms.

Get Acquainted Rooms: Not all cats like to be held or carried. Read the notes! Transport cats to the GA Room carefully by holding them like a football (teeth & claws away from you). Staff may ask you to leave a GA Room if they need it to meet with a potential adopter. Please do not take any cats into the lobby or other uncontained areas.

Cat Colony Room: This room should always remain locked. Volunteers can pick up a key at customer service or in the Cat Food Prep area (hanging on the wall). Please limit this room to one volunteer (or team) at a time. Do NOT add or remove cats from the colony under any circumstances.

SANITIZE, SANITIZE, SANITIZE!!