

First of all, let me thank you for volunteering to work with the SPCA cats at PetSmart. This is a wonderful opportunity to find homes for the cats and I hope you find it a rewarding experience. It is not possible without the help from all the volunteers.

It probably goes without saying but I'll say it anyway, priority has to be given to PetSmart on how they want us to do things. If anyone mentions something that we are not doing correctly, please leave a note so that we can let everyone know. It is a privilege for the SPCA to have the cats at PetSmart and we cannot jeopardize that in any way. Also, if a PetSmart employee is with a customer, do not interrupt...their customers take priority.

York County SPCA volunteer requirements:

- You will receive a welcome email from the calendar coordinator explaining how to enter your volunteer time on the online calendar. This is used to make sure that cleaning is covered and also is made available to the public to know when a volunteer is available to visit a cat.
- You will be required to come in with another volunteer for a minimum of 4 times before going in alone. You may add your name with another volunteer on the calendar. This is to assure that you are familiar with the procedures and also to learn about the visitation / adoption procedures.
- We ask a minimum of 4 hours per month of volunteer time to remain an active volunteer. This time includes areas outside of the cat room such as transporting, adoptions, etc. Hours can be logged in the volunteer notebook in the cat room.
- There is a volunteer manual in the cat room in a gray plastic accordion file above cage #2. This manual is to be read and once you read it, sign and date the paper in the file.
- Purchase of a name tag and volunteer shirt is required by the YCSPCA. These are \$7 each. Please make payable to York County SPCA and note what size shirt and what name you would like on the tag.
- Volunteer shirts must be worn when you are in the cat room. It is recommended to wear the name tag while at PetSmart. You may store the tag in the plastic bin above the cages if you would like.
- Only volunteers are authorized to be in the cat room caring for the cats. This is a liability issue for the York County SPCA and their insurance coverage cannot be jeopardized.
- It is recommended to check your email before going in to care for the cats. We use email communication to note any special care for cats (monitor sneezing, monitor appetite, etc).

The cat room:

- Pick up key to cat room and cages from management
- Place applications that may have been put under the door on clipboard – call Jo 632-4648 if possible, so we can act on it
- Be aware that cats have long arms – when returning items to shelves above the cages, make sure they are pushed back so the cats cannot reach them
- There is a nuddle above cage 3 that can be laid out for the cats to lay on.
- There is a scratch post above cage 1 that can be brought down for the cats to use
- There are containers for supplies (pens, tape, stabler, note paper, etc) and other containers for “medical” items – ear cleaner, nail trimmers, etc. Please return items to the proper locations.
- When leaving the cat room, the only things that may remain on the floor are the food, litter and laundry bins.
- When leaving the cat room, return the key to PetSmart management only
- At any time, soiled water and litter pans should be taken care of. This is for the cat's comfort and the publics' view.

Cleaning:

- Cats can be left out while cleaning. If you are unsure who gets along, only let the cats that are in cages together out to play.
- There are small trash bags above cage #4 to use for trash within the room (save your small grocery

bags). There are larger bags on the shelf if you need. These bags will be dumped in the trash containers in the warehouse at each cleaning. This is to eliminate having a “smelly room”.

- Beds can be shaken out in the trash bag if they are not soiled. Soiled laundry can be placed in the bin in the room between the food and litter bins. Soiled toys can also be put in the laundry bin.
- There is a bucket that soiled water can be dumped into to carry to the back
- Use a different litter scoop for each litter pan. We are doing this to reduce illnesses between cats. If a litter pan is heavily soiled, it can be replaced with a new one and the pan should be sanitized.
- Note any issues with cat's stool – there is a “stool chart” in the front of the volunteer notebook to annotate stages of diarrhea – the entry should be marked as “noted #5 stool” so we all have an idea if it is improving or getting worse. Cat had diarrhea is vague.
- Wipe down cages with cage cleaner bottle
- Clean glass (inside and out) with window cleaner in spray bottles.
- Make note of any "medical or personality" issues within the cage. This should be annotated in the cat's journal page (in the volunteer notebook) and, if possible, email Jo so it can be noted to monitor.
- If there are any medical treatments, email notification will be sent. Make note of treatment in the cat's journal page. If you are not comfortable with medicating, let Jo know and I can either show you how or have someone else to medicate.
- Sweep the floor in the room.
- Lock all cages.
- Refill cleaning bottles if needed
 - The glass cleaner is a small amount of Dawn dish soap (in container above cage 4) and water
 - The cage cleaner can be filled at the wash station in the warehouse. Attached the hose for cage cleaner solution to nozzle on faucet then fill bottle with solution. Unplug the nozzle when done and run the hose clean.
- There is a place to clean the litter pans and scoops, etc in the warehouse. There are brooms just to the left of the door and a faucet area where the litter pans and scoops can be cleaned. Cardboard can be broken down and placed in the plastic cart. There is a trash bin marked for adoption area. Water container should be filled at the small animal room sink.

Feeding:

- Feeding is done during the 1st morning volunteer and the last evening volunteers' shifts – cats should not be fed on other shifts so we can monitor the intake.
- Each cage has a feeding tag on the front. Please follow and update the feeding card.
 - New arrivals start with a bland food (ID) to transition them from the food at the shelter to the food that is fed at PetSmart.
 - In general they are fed ID for 3 days then ½ ID ½ ProPlan for 3 days then ProPlan. During this time it is important to note the stools to monitor if they should switch. If there are loose stools, the feed type may change.
 - If stools are formed during these transitions, mark of the appropriate feeding (after each 3 day period) so volunteers are aware of what to feed.
 - We typically feed ProPlan adult (loose in the feed bin), lite or kitten (in marked containers in the food bin and additional containers above the cages).
 - If more food is needed, pull a bag from the PetSmart shelf. Do not pull the last bag off the shelf. All age groups are fed chicken and rice. We use a large bag of adult. The other age group bag size is dependent on how many cats we have of that age. Generally, lite is the small bag. Either have PetSmart management scan the bag or remove the SKU and give to PetSmart to scan for their inventory. Cut the ProPlan weight circle off the bag and put in the marked envelope in the front of the volunteer notebook
 - In few instances, we feed canned food. Canned foods are kept above cage #1 in the litter pan.

- Use the small scoop for food - these cats are inactive and we don't want them gaining weight while waiting for adoption.
- Morning feeding includes just a pinch of L-Lysine which is in a small container in the food bin.
- Morning and evening feedings include giving the cats fresh water. The water container can be refilled at the small animal room sink. Do not use the warehouse cleaning station as it has chemicals that are run through the hose.

Cats' cages:

- Each cat should have a food and water dish. If cats are in an up and down, preference is to have the water dish in the upper level so it does not get messy with litter. If possible, turn the dish holder insert so the food and water are under the shelf to give the cat more room in the cage.
- If possible, each cat will receive a small litter bed with a soft pad in it. Make sure that the bed does not impede the cat's ability to go through the hole if it is available to them.
- Limit the loose bedding per cage. The loose bed should remain on either the floor or first shelf so the cats does not slip off the top shelf. If there is an up and down available to the cat, no bedding should be in the lower level (ends up in the litter box).
- Each cat should have some toys in the cage. Monitor that toys are not being shredded and if necessary, make note of toys that a cat should not have. Avoid toys that have ribbons or strings that may be harmful if a cat swallows them.
- Occasionally cats are difficult to get back into their cage. We try to keep these cats on a lower level. Sometimes they can be convinced with treats (in a bag in the food bin) or the laser light (on the clipboard).

Adoption information:

- Cat information can be found on the tags on the cages behind their feeding card - blue is boy, pink is girl. Also, information about the cat is in the pocket page by the cat's journal in the volunteer notebook. There are sometimes where cats are bonded and they have to be adopted together. Costs for adoption are on the window cards on the outside of the cages (the ones for the public to view). Adopt one cat and the second cat is no fee. A third cat is ½ adoption fee. There is an AFS# on each tag. This is the number that the SPCA uses to identify the cats (not their name). This is a 5 digit #. This number should be put on the application for adoption so the shelter knows which animal is being considered.
- The adoption table in front of the cat room is ours to use. We have adoption and volunteer applications on the table and extras inside the cabinet. There are also scrapbooks on the table. These are other SPCA animals that are available for adoption. If someone is interested in one of these animals, have them complete an application and place it on the clipboard in the cat room and let Jo know there is an application. If the interest is from a cat seen in the scrapbook, mark "seen in scrapbook" on the application – if adopted, the adopter can receive the adoption package from PetSmart, PetSmart receives credit for the adoption and the SPCA receives a donation for the adoption – all of this without the pet having to leave the shelter. Explain the application will be sent to the York County SPCA and they will be contacted with the status. All approved applications are held for 90 days.
- If the applicant is interested in an animal that is located at the SPCA, they must have an approved application before they can meet the pet. By completing the application through Hanover PetSmart, they will then be contacted with the approval status and then they can go to the SPCA, let staff know they are approved and meet their potential pet. We refer to this as a preapproval application. This is also recommended if they are looking to adopt but have not yet met one they are interested in. Again, an approved application is held for 90 days. That way, when they fall in love with an animal, they will not risk losing out on the adoption while waiting for the application process.
- Applications:

- We have people that ask if they can “see” a cat. Politely ask if they are interested in adopting. If they hesitate explain to them that it is stressful to the cat to have people going in “just to pet them”. This is a judgement call. Sometimes a visitor may tell someone they know about a cat that they meet.
- If you have someone that is interested in a particular cat, you may invite them into the cat room to meet the cat. If you are not comfortable doing this, give them a business card with Jo's email (located on the adoption table) and let them know they can contact Jo at luvkatz@embarqmail.com to make arrangements to meet a cat. Use your judgment with children. They must be accompanied by an adult. If the child is potentially disturbing to the cat, ask that the child wait outside. Watch the interaction and make mental note of any conversations while they are visiting with the cat. This information may be useful with the application.
- If they are interested, have them fill out an application which are located on the front of the adoption table where the scrapbooks are:
- Instruct them to not leave any questions blank even if it doesn't pertain – they may note N/A (these applications are geared for both dogs and cats but blank questions may send up red flags at the shelter and may delay the processing of the application)
- If they have an email address, annotate at the bottom of the back page. This is often the best way for us to contact them. Please let the applicant know to monitor their email (and possibly their spam folder).
- Annotate the AFS# and pet's name at the top of the application
- Review the application
- Explain to the applicant that the application will be sent to the shelter. The shelter will contact the applicant directly.
- Once the applicant leaves, if there is any information that you would like to add (good or bad) annotate it on a separate sheet of paper (list AFS and cat's name on the sheet). To the shelter an application is no more than information on paper. You have talked with the applicant and the shelter appreciates our input about the applicant to help them with decisions if the adoption would be favorable. This information is private amongst us and what you write will not be divulged back to the applicant.
- Once an applicant is approved, they may adopt via faxing at Hanover PetSmart or may do the contract at York SPCA then pick up the cat with proper paperwork.
- If you are unsure of any questions asked by a potential applicant, refer them to Jo via email.

Volunteer notebook:

- Cat's section - There is a space in the notebook for each of the cats. Please annotate anything in these pages whether it be a health issue or “Fluffy loves to have her belly rubbed”. Obviously the medical issues to address them rapidly but the other information is important as you get to know individual cat likes...it helps to personalize them for potential adoptors.
- Volunteer hours - Please log your hours on the sheet. Any hours that are spent outside of PetSmart that are done in conjunction with the SPCA / PetSmart cats also count and can be listed on this sheet (make note of what you did during those hours – I.e scheduling, event, making thank you cards, etc).
- ProPlan weight circle envelope in the front of the notebook. Please cut off any weight circles from the ProPlan bags we use to put in here. These are collected by a cat rescue for credits towards items.
- There is a “stool chart” in the front to use for documenting issues with a cat's stool. Annotate using the appropriate #

Public notebook:

- There is a notebook above the cat cages with information for the public. This includes behavioral modification, contacts for spay neuter assistance, etc.

- If you have any information that you would like to include, feel free.
- This information is also available on the website under files-this can be accessed from the link at the bottom of emails from luvkatz@embarqmail.com or www.yespc.org then click on link from cats at PetSmart in Hanover. Once in KeepandShare go to files the helpful information.
- Questions from the public can also be directed to Jo's email give them a business card from the adoption table.

Volunteer contact and procedures notebook:

- Please annotate your contact information on the appropriate sheet. This list will be used by PetSmart to insure only appropriate volunteers are allowed access to the cat room. Do not give out this information to the public without permission.
- This notebook will have the information contained in this manual.
- This notebook will contain procedures for different aspects of the cat care at PetSmart

PetSmart adoption notebook:

- This notebook is for PetSmart's use. It is used to log in cats arriving at PetSmart and to log out cats as they leave.
- Original documentation for each cat is in this notebook and may be used for reference but is not to be removed until the cat is adopted or transported back to York.

There are other ways that you may wish to volunteer and the hours will count towards volunteer time. These areas can be found on the keepandshare site <http://www.keepandshare.com/doc/4603583/volunteer-interests-signup> or contact Jo.

Enjoy your volunteering and take pride in each and every adoption that we will have because without you, this would not be possible. And feel free to come to myself or Lori Lauer (York County SPCA volunteer coordinator) if you have any concerns or complaints.