



## Kitty Cat Connection Adoption Volunteer Manual

Effective 6-18-14

The purpose of this manual is to acquaint all volunteers with Kitty Cat Connection and important KCC policies and procedures.

### KCC STAFF CONTACTS

Sandy Coffman, Phone: 816-516-6006 or 816-510-4400, E-mail: [sdcoffman\\_2000@yahoo.com](mailto:sdcoffman_2000@yahoo.com)

Sharon Jones, Phone: 816-532-0244 or 816-392-8820, E-mail: [bsjones007@aol.com](mailto:bsjones007@aol.com)

Kim Johnson, Phone: 816-352-5251, E-mail: [chataboom@yahoo.com](mailto:chataboom@yahoo.com)

Lisa Beckenbaugh, Phone: 913-424-9880, E-mail: [llbecken@yahoo.com](mailto:llbecken@yahoo.com)

### HISTORY

Kitty Cat Connection was formed in October of 2006 as a 501(c)3 non-profit organization made up solely of foster homes and volunteers.

### MISSION STATEMENT

To rescue cats & kittens, provide foster care and vet care for cats and kittens and to find homes for them.

### VOLUNTEERS

Adoption volunteers are essential to the success of the KCC caring for and finding homes for foster cats. They help us carry out many functions and are ambassadors of our mission.

### VOLUNTEER REQUIREMENTS

Individuals must be 18 years or older to volunteer for KCC at adoption events, unless accompanied by an adult or parent. All KCC volunteers are regarded as ambassadors who represent KCC's mission. Although some positions require experience working with animals, all positions require good people skills. Working together as a team requires patience, cooperation, understanding, and most of all commitment. This is especially important even if you do not always agree with policies or procedures. Ideas are always welcomed and changes occur often in an effort to improve KCC.

## ADOPTION VOLUNTEERS RESPONSIBILITIES

The volunteer's role at adoptions is to greet potential adopters, ascertain information about their needs and/or wants in a cat, suggest appropriate cats/kittens, and encourage the potential adopter to meet and spend time with the cat they wish to adopt. REMEMBER, choosing an animal should not be done in haste. The foster home is always available to answer questions or give further information.

### ADOPTION EVENTS:

All adoptions events are held at Petsmart, 8970 N Skyview Ave, Kansas City, MO 64154 (off of Tiffany Springs Road and North Skyview Avenue) from 9:30 am to 4:30 pm. There are two shifts, 9:30 am to 12:30 pm and 12:30 pm to 4:30 pm. In the morning, please arrive 15 minutes early to help set up and in the afternoon, it is expected that you will stay to help tear down.

Petsmart and the State of Missouri require that all cats and kittens at adoption events be spayed or neutered and have a rabies shot if old enough. Also, please bring the originals of all medical records to the adoption events along with completed Petsmart Adoption Form, KCC adoption contract, Intake Sheet, and cage card.

The adoption center is also available for cats and kittens for a one week stay. Spaces are very limited. Coordination for space is through your foster coordinator and must be scheduled one week in advance.

## CLEANING CREW VOLUNTEERS RESPONSIBILITIES

The clean crew's role at PetSmart is to give the cats and kittens some social out time and to keep the adoption center neat and clean.

While cleaning the adoption center, only one cubicle can be let out at a time. Not all cats like other cats, plus there may be some cats in another cubicle that look identical then you can't tell who is who to put back.

Always dump previous food & water when putting a new cat in adoption center. Spray bowls with disinfectant, let set a few minutes, wipe out & put fresh water & food in. If litter pan has fecal matter smeared on box, dump litter in extra pan. Take dirty pan to sink in fish room, fill with hot water & disinfectant (watchdog). Let set for several minutes, then scrub out. Same thing goes for water bowl if you start seeing any orange algae.

Never spray disinfectants or glass cleaner when cat is still in cubicle. Make sure kitties always have toys.

\*\*Report any sickness in the kitties to Sandy or Kim. If someone asked to see a cat while there cleaning, instruct them to call person on cage card.

(For further information see Petsmart Cleaning Guidelines)

Keep in mind all information between the public and KCC staff is confidential! Volunteers are not to interfere or challenge any conversations or decisions made by staff (those manning an adoption event and in charge of adoption decisions, completing adoption paperwork and handling money). KCC staff has the difficult job of qualifying adopters. No matter how wonderful someone appears, KCC staff is trained to thoroughly screen potential adopters. Their decision should not be disputed especially by anyone who does not have access to confidential facts. Advise KCC staff of any conversations overheard from a potential adopter that would raise a question as to the adopter's qualifications.

## VOLUNTEER CODE OF CONDUCT

Volunteers are expected to adhere to a certain code of conduct while volunteering at adoptions with KCC and when representing KCC as follows:

1. Volunteers are expected to do their work in a professional manner, to be constructive at all times, to assist in any work as needed, to refrain from loitering in areas that impede potential adopters access to the cats/kittens or customer access to product within the store, to not allow potential adopters to handle the cats/kittens outside the cages unless in the visit room in the adoption center, and to refer all questions to the appropriate foster home if the answer is not known. Volunteers are to respect the employees and staff of any adoption venue since we are guests and allowed to use the venue at the will of the management.
2. Volunteers are expected to dress appropriately. Volunteers must wear tasteful pants/shorts of an appropriate length. Volunteers are considered as representing KCC whenever they are in KCC attire whether they are on or off duty at adoptions and/or out in the community.
3. Working on a schedule and time commitment are crucial. Volunteers are expected to work according to the established schedule. This is especially critical for those volunteers on the cleaning crew. If volunteers will be absent from an adoption day or cleaning crew shift they are expected to contact Sandy (phone number) or Kim (phone number) and let them know with as much notice as possible (although illness and accidents do happen and are understandable).
4. Volunteers may not speak to the media regarding KCC business. Any media contact made to a KCC volunteer must be answered with 'no comment' and the media must be directed to contact Sandy (phone number).

## INJURIES AND ACCIDENTS

\* All injuries incurred, great or small, to a volunteer or a member of the public must be reported to a KCC staff member. \*

## HANDLING OF CATS AND KITTENS

\*Always use caution when handling animals to ensure the safety of all people and animals.\*

When handling animals in cages: Never approach or reach out quickly to pet the animal. Offer a cat your fingers to sniff while talking to it calmly. When the cat no longer seems stressed, scratch gently under his neck, then proceed to the back of his head, and behind its ears. Fearful cats - various signs of fear are: ears back, eyes dilated, tail tucked, growling, hiding in the corner of kennel or litter box. Definitely DO NOT approach these animals! Entice them to approach you. For these cats, also start by

talking softly outside their cage. Avoid loud noises if possible. After time you can open the cage and proceed to follow steps outlined above in handling of cats. Do not force a cat out of the cage if it is over stressed. Ask a potential adopter to let the cat rest, and to look at other choices in the meantime. For cleaning crew, move to the next cage or clean as best you can around the animal. Do not let more than one animal out at a time when cleaning to avoid cat disputes and possible injuries.

If you are uncomfortable or uncertain about handing an animal to show to a potential adopter, ask a fellow volunteer or staff person to assist you. Handling animals outside of cages: DO NOT allow potential adopters to hold a cat or kitten outside the cage and not in the visit room. Cat or kittens can escape and would be loose in the store. DO NOT allow a potential adopter to carry a cat or kitten to or from the visit room.

If animals are too difficult to get back in cages or kennels, you MUST ask a KCC staff person to assist you. Our staff is properly trained to use what may seem to be extreme, but safe, techniques when handling all animals. All animals are handled the same way even if they may not show signs of stress at the time. We all know that their stress level could change abruptly if something scares them.



## Volunteer Release Form

I, \_\_\_\_\_, presently residing at \_\_\_\_\_, hereby acknowledge the following as pertains to each item listed below:

### 1. General Provisions

I have read the Kitty Cat Connection Volunteer Manual in its entirety and understand my rights and responsibilities as a volunteer for KCC. I understand that all activities that I perform for the KCC will be strictly on a volunteer basis, without pay, compensation or benefits.

Initial: \_\_\_\_\_

### 2. Volunteer Code of Conduct

I have read the Kitty Cat Connection Volunteer Code of Conduct (contained in the KCC Volunteer Manual) and understand my responsibilities as a volunteer for KCC. I agree to comply with all rules and regulations established by KCC and understand that any failure to do so may result in immediate removal from the volunteer program.

Initial: \_\_\_\_\_

### 3. Injury and Precautions

I understand that if I am injured while acting as an unpaid member of the volunteer staff worker's compensation laws do NOT cover any loss of work I might suffer because of these injuries. I am aware that the nature of the activities that I may be performing as a volunteer pose a risk of harm, injury, illness, or disease to both myself and my own pets. I have read and will follow all recommended health precautions, as set forth in the KCC Volunteer Manual. I authorize KCC and its representatives to seek emergency medical care for me in the event of accident, injury or illness while serving as a volunteer for KCC.

Initial: \_\_\_\_\_

#### 4. Confidentiality

I will keep confidential any and all information in regard to any animals or people who access the services of KCC, including past and current owners of animals that are adopted or surrendered to the KCC.

Initial: \_\_\_\_\_

#### 5. Supervision

I agree to abide by all policies and procedures given me both at my initial volunteer orientation and at any subsequent occasions by any representative of KCC. I will take any ideas, comments, suggestions, or criticisms directly to a KCC staff member and agree to be supervised by any person designated to serve as my direct supervisor. I am accountable to the KCC staff and will report any problems that develop immediately.

Initial: \_\_\_\_\_

#### 6. Waiver of Liability

I have read and signed a Waiver of Liability which is required to volunteer for KCC.

\_\_\_\_\_

Volunteer name printed

\_\_\_\_\_

Volunteer Signature

\_\_\_\_\_

Date