



VOLUNTEER TRAINING CHECKLIST

- ☐ Tour of PetSmart
 - Adoption center key
 - Garbage area and where to put empty food and litter bags
 - Utility closet for Virex dispenser and litter box/scoop sanitizing
 - Restrooms and break room
 - Where to get paper towels

- ☐ Kennel Cleaning & Replenishing Supplies
 - Disinfecting kennels
 - Litterboxes and litter scoops – see pinned FB post
 - Refill Virex bottle
 - Cleaning food and water bowls
 - Change bedding as needed
 - Center cleaning: sink, desktop, sweeping, vacuuming and wet mop
 - Replenish food & litter – see pinned FB post
 - Replenish paper towels
 - Do not use the Dyson vacuum cleaner for anything wet or on damp litter inside the kennels

- ☐ Kitty Play Time
 - Try to give time out of their kennel to each kitty, each shift unless they are napping
 - If you let out more than one kennel of kitties, please keep kitty kennel doors closed or carefully watch the so they don't use each other's litter boxes or eat another's food. This helps eliminate the spread of any illness should a kitty become ill.

- ☐ Feeding Kitties
 - Please feed kitties dry food from the bins in red cart – under 1 year receives kitten food
 - No treats for kittens under 1 year old (unless communicated separately)
 - Limit treats sparingly for all kitties so we don't cause stomach upset
 - Wet food is only given as requested to specific cats with directions and/or logs for feeding



Sign In Sheet

- Any visitors to the center must sign the Sign-In Sheet hanging above the red cabinet. This form releases us from any liability should a cat scratch or bite. Also we can note any concerns on this sheet about a visitor into center.



Adoption Process

- See Adoption Process Handout for specifics – need to check DNA, photo ID and call/text cell number
- Kneading Kitty's Policy - No Declawing/No Outside/No Dog door unless chip activated or permanently closed
- TRUST YOUR GUT! If there is a concern regarding the safety of the cat from conversation with potential adopter or if you have a bad feeling about a potential adopter inform them you will provide application to KKR Board and KKR will contact them after reviewing their application in 24-48 hours
- Credit and debit cards preferred. Will accept cash if they request. NO CHECKS.
- Give Adopter the Cat Information in White Binder. This is the entire plastic sleeve and its contents. Coupon book received is received from and activated by PetSmart cashier. Instruct adopter to show adoption paperwork on the way out of the store to get it
- AME form completed on iPad. Adopter must sign the iPad. Please see AME Binder for instructions.
- Ask adopter to take photo with them and their new kitty
- Contract, application and cash are placed in a white envelope. Use sticky note label envelope and do not seal it so we can reuse them. Put into the black lockbox in the center.
- Hold Policy – can hold up to 24 hours after adoption if fully completed. For a special requests to hold longer contract your team lead.



When Kitties are Dropped off at the Center by Fosters

- Check microchip with scanner and initial the paperwork to show it's correct
- On outside kennel card add the date of arrival at the Center before hanging outside
- Make sure cat's paperwork packet is in the white "Cats in the Center" binder
- Get any specific food or compatibility info from Foster and write on sticky note for kitty's inside kennel pocket



Kitty Health Log

- Hangs above the red cart
- Fill out for any suspected health issues i.e. runny eyes, crusty nose, a lot of sneezing, vomit, diarrhea
- Mention any health issues in your shift report

- Reaching out to Window Shoppers
 - Introduce yourself and ask if they have any questions about the kitties
 - Only potential adopters allowed into the center – ask “Are you interested in adopting?”
 - We don’t allow visitors in the Center just to play with the kitties – post Covid protocol
 - If they say they can’t adopt, suggest volunteering and have them scan the QR code for the volunteer application

- Visitors Asking to Surrender a Cat
 - If person wants to surrender a cat adopted through KKR they need to go to our website and fill out Intake form and then volunteer sends message to your team lead to escalate
 - If a person wants to surrender a cat not adopted through us they need to go to KKR website and fill out Intake Form
 - No one may bring a cat into the Center as it is a health risk to our kitties

- Volunteer Calendar and Requesting Vacation/Sick Coverage
 - Send request via the KKR Facebook Sub Request Chat and then later confirm on the Volunteer Calendar it has been logged
 - List Date/Day and Time of Shift (i.e. March 31 Friday 9 to 11)
 - Contact your team lead if emergency cancellation same day as your shift
 - Post sign on Adoption Center door along with time of next shift arrival if you must leave early
 - Check online calendar to see volunteer schedules – pinned to Featured items in FB group

- Shift Updates on Facebook
 - Please do your shift report as soon as you can, reporting the below info, you can add photos or details later
 - At a minimum list: adoptions (with photo of adopter), cats arriving or departing, health issues, any cat behavior issue and supplies we may need in the center