



Kneading Kitty's Rescue

VOLUNTEER GUIDELINES

Dear New Volunteer,

Welcome to the Kneading Kitty's Volunteer Program! Being a volunteer is extremely rewarding, educational and fun! You can have a significant positive impact on the lives of homeless kittens and adult cats. It's especially rewarding to see how the animals at KKR respond immediately to the love they receive while they are at the PetSmart Adoption Center. We appreciate your commitment to helping these loving creatures.

These guidelines are to help you understand volunteers' responsibilities and provide information on the Adoption Center where you will spend your time. Please read them carefully so you will be well equipped to provide quality care for the animals at KKR. Thank you for giving your time. We know it will be as rewarding to you as it is beneficial to the animals you help.

Your Commitment

We realize everyone leads busy lives. But if you are willing to volunteer, we ask you to make a serious, ongoing commitment for at least 6 months. Our furry friends need you to show up when you say you will and to be there for them. Please realize that if you do not show up for your 2-hour shift, these loving kitties may go hours before another human being touches them, provides fresh food and water and cleans their little spaces.

If you have an emergency or a critical situation arise and you cannot make your shift, please let your Team Lead know *as soon as possible* AND post this on the *Store Volunteer Sub Request* chat within the Kneading Kitty's Rescue Adoption Center Volunteers Facebook Group so someone can step in for you.

If you know this in advance (for example, you have a vacation or work conflict), other volunteers may be able to sub for you! Simply, post your "sub-request" on the *Store Volunteer Sub Request* chat. We then update the coverage calendar. Many times, if you offer to swap with another shift, you will likely find someone who can help you out.

As a reminder: You will need to join our Kneading Kitty's Rescue Adoption Center Volunteers Facebook Group prior to your training date: (<https://www.facebook.com/groups/869419851660497/>).

While You Are at the Adoption Center

Access – Getting In and Out of the Center

1. Please plan to arrive about 5 minutes prior to the start of your shift to get a briefing from the volunteer before you, so that you are well informed before taking over your duties.
2. When staffed, the key to the center is hung on a designated hook in the Center and should be kept there throughout shift rotations.
3. Should the volunteer before you need to leave early or the shift was vacant, the Center would be locked and the key either given to the front cashier or hung in the Manager's office. You'll be able to retrieve it from one of these locations.
4. If you need to lock up the Center at the end of your shift, please place the key on the hook in the Manager's office or give the key to the front cashier on your way out.
5. *Always* keep the door locked during your shift – this is to prevent any customers or children from opening the door and inadvertently letting kitties get out! Also, make sure to lock the door and take the key with you if you are retrieving supplies, sanitizing a litter box or anytime you leave the Center.

Key Duties During Your Shift

Food and Water

1. Refresh water, even if someone was there right before you. It's always nice for the kitties to have fresh drinking water.
2. If needed, refill dry food bowls with the designated food. There are two bins - one for adult food (cats over 1 year old) and one for kitten food. We currently do not feed our residents wet food unless there are special instructions for specific kitties.
3. If you remove the bowls from the suite to clean or refill, please put the same bowls back in the same suites. On the off chance any kitty is not well, we don't want to spread illness.
4. Occasional treats are fine for the adult kitties over 1 year old, but please use sparingly so we don't upset their tummies!

Litterboxes

1. Scoop out litterboxes. We use PetSmart bags, hanging on the wall by the door for trash.
2. Put a bit of fresh litter on top of the litter, even if you are just scooping out. It makes the box a bit fresher.
3. Empty really bad litterboxes – occasionally, our little felines can have some bad litterbox action! If you see a lot of nasties on the sides of a litterbox or it seems better just to dump, clean and refill, please use your judgment there. We like to keep their boxes as clean as possible. Often we have larger and stronger plastic bags inside the white cabinet, but if not, please use the PetSmart bags that are provided.

4. Please put each litterbox back in the suite you took it from and ONLY use the scoop hanging outside of that suite for scooping. As mentioned before, on the off chance any kitty is not well, we don't want to spread illness.

Suites

When you are cleaning a kitty's suite in the Center, please take all items out of the suite, so you can get all the litter out, then use the spray bottle of Virex solution (hung on the right side of the suites) to sanitize. Examine the bedding to decide if you need to replace them with clean items, which are found in the Clean Laundry bins above the suites. Let's keep the kitties in nice temporary homes.

Laundry

You will also see a Dirty Laundry bin above the suites. If you are cleaning out a suite, and the bedding needs to be washed, please toss this in the Dirty Laundry bin. If this is heavily soiled, please shake it out and/or rinse it in the wet closet (you will see this on your tour of PetSmart) and hang it to dry on the side of one of the dirty laundry bins. If you are willing to do some laundry, feel free to take it home, wash and return (we only use vinegar and unscented laundry detergent). We rely on volunteers to do this as well.

Center Cleanliness

Before your shift ends, please tidy up. Pick up toys, hang wands, make sure you have swept (and mopped, if needed) the floors - these angels sure can scatter the litter around! Wipe down the desktop as well as the sink and dispose of any trash in the back of the store. Please respect your other volunteers by keeping things tidy!

Toys

Extra toys are kept in the plastic bins to the side of the red desk that you can pull out and use to entertain the kitties. These are great if you want to switch out toys, but please keep the extras in these drawers to keep things tidy.

Shift Reports

IMPORTANT: Each volunteer is required to *post* a brief summary or shift report on the Kneading Kitty's Rescue Adoption Center Volunteers Facebook Group as soon as possible after your shift. Please use a subject line that indicates the day and time of your shift, for example, "Tuesday 11 – 1" to alert others on the day/time/shift you are commenting on.

Why is this important? This is our means of communicating across our organization about Center activities and how the Center kitties are doing. This is important not only for the other Center volunteers, but also for our Board of Directors and Team Leads. This lets them know if any kitties have issues, if we need supplies, or if there were adoptions during your shift.

A Pro Tip – Take the last 5 – 10 minutes of your shift to write your report. The shift reports do not need to be lengthy, and you can see examples by looking at our Facebook Group posts. Once you've left the store, take a minute in your car or at home to review your report and post. You can add photos later too. Done!

Adoptions

One of your key responsibilities will be to vet potential adopters and process adoptions. You'll receive much more information and instructions on this important duty in your training.

In short, we want to find good, safe homes for our babies. Part of that is conducting an interview with prospective adopters to ensure they do not a.) plan to let their kitty outdoors, which is extremely dangerous in Arizona, b.) have their kitty declawed and c.) have a dog door through which a kitty can accidentally make its way outside. We also want to know if the adopters have had cats before, if they know how to adjust a cat to a new home, how to orient them to other current pets in the home, how to care for them, and so on.

On this topic, please don't second guess your gut. There are people out there who are not kind to animals and some come to centers to adopt with bad intentions. If anyone proceeds with an application to adopt and they set off bells for you or you are unsure about them, please just tell the potential adopters that you "are new" and need to refer their application to your Team Lead or a Board Member who will reach out to them within 24 – 48 hours.

If you have ANY questions or concerns about an interested adopting party, please reach out to your Team Lead right away.

Reaching out to Visitors

You are encouraged to step outside the Center and chat with people looking at the kitties. We want adoptions, so please ask folks if they are looking to adopt and answer their questions if you can. If folks say they're "thinking about adopting in the future" it never hurts to ask if they'd like to come in and meet a certain kitty. We get many adoptions once someone has ventured in to interact with the kitties. We can also recruit new volunteers by doing this.

People (or Children) Who Just Want to "Play" with the Kitties

Pre-COVID rescue organizations were more open to having people come in to play with the kitties. We are still being careful and if a visitor is not interested in adopting, it is perfectly fine to tell them we can only let serious adopters come in to interact with the cats.

An easy way to find this out, when you have people outside the Center, is simply to ask them "Are you interested in adopting?" They will let you know if they are just looking.

Sick Kitties

If you notice any of our fur babies vomiting or seeming unwell during your shift, immediately contact your Team Lead and/or post on our *Store Volunteer General Chat* within the Kneading Kitty's Rescue Adoption Center Volunteer FB Group. This will alert Board Members and those who can help out. You'll also note this on the Health Log located in the Center.

In Closing

We will go over the information outlined in these guidelines as well as any questions you have in further detail in your upcoming training. We and the kitties look forward to seeing you soon!

Thank you again for your interest in volunteering. We appreciate you and thank you for your loving support!