



THE ANTI-CRUELTY SOCIETY

A Commitment to Caring *Since 1899*

Volunteer Department

157 West Grand Avenue Chicago, IL 60654
www.anticruelty.org

Lydia Krupinski
Manager of Volunteer Services
lkrupinski@anticruelty.org
(312) 644-8338 ext 330

CAT CARE TRAINING MANUAL

Introduction

Welcome to the Cat Care Volunteer Program!

As a volunteer in the Cat Care Program, you will have an opportunity to make the shelter experience better for the cats in our charge while also preparing them for their future homes.

Program Objective

The purpose of this shelter-wide enrichment program is to provide cats with daily enrichment activities to help ensure their ongoing social, emotional, mental, behavioral and physical well-being, resulting in enhanced adoptability.

Enrichment is focused on providing daily care and experiences that help prevent or relieve some of the stress, boredom, frustration and related behavioral deterioration that a cat may experience upon confinement in a shelter environment.

Levels of Training

As volunteers in this program you will be taught training techniques in four levels. The very first things that you will be learning will be the most important and powerful principles in cat enrichment. These tools will make each animal you work with feel more comfortable in the shelter environment by alleviating everyday stressors (cats meowing, cages slamming, cleaning tools etc.)

Levels One and Two are referred to as Cat Care Foundations. Volunteers entering Cat Care will be trained in both levels simultaneously.

We will also be teaching you in levels for your safety and for the safety of the animals. Because shelter cats become unusually stressed, it can take less time for them to react than if they were in a home. Consequently, we must insist that you meet a certain level of proficiency at each level before moving on to the next.

Program Levels:

Foundations: Level One

Level One teaches the basics of classical conditioning and reward training. Classical conditioning helps teach cats to associate their kennel and people with positive things. Reward training techniques help us teach more appealing kennel presentation by rewarding appropriate behaviors and not reinforcing inappropriate behaviors. Level One introduces various beneficial enrichment activities that can be prepared and implemented by staff and volunteers in a short amount of time.

Foundations: Level Two

Level Two training teaches how to desensitize cats to common items and events that often trigger undesirable behavior. These triggers include people approaching kennels, opening and closing kennel latches and doors, as well as removing cats from their kennels. Through consistency and progressive desensitization, volunteers will help teach cats to display polite behavior when people approach their

kennel for any reason. Volunteers will learn more about how to increase polite behavior (and prevent impolite behavior), both in and out of the kennel, through appropriate reinforcement and management.

Level Three (Cat Care II)

Level Three training is offered to volunteers who have demonstrated proficiency at Levels One and Two, have completed 25 hours in Cat Care and have passed the Foundations Assessment Test.

In Level Three, volunteers will work with special needs cats who need additional one-on-one intervention to address behavioral problems. Volunteers will also learn how to effectively apply the concepts of progressive desensitization and classical conditioning to various situations.

Short Term Accommodations for Emergencies (SAFE) Program

The Short Term Accommodations for Emergencies Program provides shelter to the animals of families who are facing an unforeseen crisis. The Anti-Cruelty Society screens applicants, and if their pets are admitted, we will board the animals for a period of 30 days.

Dogs and cats who are taken into the SAFE Program are fostered when possible, and otherwise are held at the shelter. These animals already have loving families to which they belong and are simply at the shelter while new housing arrangements are in the works. Dog Care and Cat Care volunteers are asked to socialize SAFE pets when they are in the building.

The weekly Volunteer Announcements will notify volunteers to the location of any SAFE animals. Specific instructions on the care of SAFE animals will be included in the corresponding announcement. Each SAFE pet's kennel card will have an additional Volunteer Log stapled to it to assist us in tracking their daily care. Volunteers are required to fill these cards out after any socialization sessions with a SAFE animal.

Getting Started

When You Can Volunteer

- The Anti-Cruelty Society is open to the public 7 days a week for adoptions:
 - Monday-Friday: 12:00 pm – 7:00 pm. Last adoption application at 6:30pm
 - Saturday & Sunday: 12:00 pm - 5:00 pm. Last adoption application at 4:30pm
- The Anti-Cruelty Society is open to the public for the receiving of animals seven days a week from 9:00 am - 7:00 pm.
- Cat Care volunteers may be in the shelter 7 days a week between 8:00 am and 7:45 pm.
 - It is recommended that you volunteer before or after the shelter is open for adoptions.
 - You may work with cats during adoption hours, however, try to keep the time worked with each pet brief. Remember to place the correct socialization card in the kennel card holder so staff knows of the animal's location.

Holidays

There are no adoptions on major holidays, but volunteers are encouraged to work with the animals on days where we are closed to the public.

Where You Can Volunteer

Cat Care volunteers will spend the majority of their time working with cats within the Adoption Room and Charlotte's Corner.

Volunteers may also utilize a counseling room before or after adoption hours to work with a cat one-on-one. Volunteers should remember to place a socialization card in the window to alert staff and other volunteers that there is a lose cat being socialized.

Working with Anti-Cruelty Society Staff and Other Volunteers

When you enter the cat adoption room, introduce yourself as a volunteer to the staff members and other volunteers in the room.

Anti-Cruelty Society staff members are in the room to tend to the cats, and during adoption hours, to assist the public. Please ask a staff member for assistance with handling a cat or answering a question for a visitor.

Before you Volunteer:

Volunteers are encouraged to schedule their upcoming volunteer shifts using the online scheduler tool on the volunteer department page of the Anti-Cruelty web site. Although you will not be held to the shift you sign up for, this will enable other volunteers to better schedule their shifts around the shelter to meet shelter animals' needs. A program trainer will explain the process for scheduling a volunteer shift.

When You Arrive:

- *Sign in at the front desk.*
- *Store personal items and collect supplies.* Stop into the Volunteer Office to store your belongings in a locker with your personal lock. Then, collect supplies you may need for your program. Finally, locate your ID Badge. These are mandatory for each volunteer to wear while assisting in the shelter. If your volunteer badge is misplaced, check neighboring files—badges often get shuffled around and misfiled. If you cannot find it, please wear a "Volunteer Trainee" badge and contact the Volunteer Services Department for a replacement.
- *After locating your badge and supplies you are ready to begin.* Supplies may include hand sanitizer, treats, and disposable toys. Once prepared, go directly to the Cat Adopts room and quickly introduce yourself to staff and other volunteers who are also assigned to that space. Also let them know how long you will be staying for your shift. Please note that you do not have to sign-in or check-in with the Volunteer Coordinator, but should you have any questions, they will be available to assist you.

Before Leaving:

- *Notify staff and other volunteers in Cat Adopts that you are leaving.* This way personnel knows how many people are currently in the room and that you are no longer available to assist them with the cats.

- *Check to see if there are SAFE Cats awaiting socialization.* The Volunteer Announcements will notify volunteers as to care instructions and location of currently housed SAFE cats. Please remember to visit with these animals before leaving for the day.
- *Log your hours in your Volunteer Profile.* Using a volunteer computer, open a browser window and go to the following website: www.myvolunteerpage.com. Your profile was initially created by the Volunteer Department, and your username and password is your first and last name, one word, all lower case, eg: janesmith. It is important that all hours volunteered are entered. Volunteer hours are tracked and reported monthly and annually, so please log your hours immediately after you volunteer.

Cat Care Level 1 & 2 Responsibilities

Level One & Two exercises should be performed every time you visit, even if you have moved on to higher levels. We use basic classical conditioning (forming positive associations) and reward training techniques to achieve good behavior, manners, and to get the cats to like all sorts of people. Take care not to 'overindulge' the cats with too many toys or treats as this may make the kennels look untidy and may cause upset stomachs.

1) Tend to basic physiological needs:

Grooming: Cats who have been earmarked for grooming by volunteers and staff will have a picture card slipped into their kennel card holder. Cats can be groomed in or outside of the kennel. Please note the temperament of each cat *before* beginning a grooming session.

Social Eaters: These are cats who may be stressed and do not eat when alone. To identify a social eater look into the Cat Adopts kennels to see who has not touched their food. Then, follow the classical conditioning steps as outlined below to socialize these cats in-cage to encourage them to eat.

Some cats will eat more of their servings of moist cat food if you "mound" the leftover moist food back into the center of the food tray. With your fingers or a spoon, simply scoop the leftover food back into the center of the food tray. Not only do the cats eat more, but you are having a social interaction with them.

Trim Nails: When working with each cat check to see if their nails need trimming. A brief instructional on how to trim a cats nails is located at the end of this manual. If you do not feel comfortable trimming a particular cat, but see that it is needed, notify another volunteer or staff member for assistance. In addition, only trim nails when it is quiet and calm in the adoption room as cats can become easily stressed during times of high activity, making it difficult to trim.

Volunteers should make it daily practice to touch and handle cat's paws. This will desensitize them to being touched – making nail trimmings much easier for volunteers, staff, and future adopters.

Spot Checks

Check to see that each cat you are working with has each of the following:

- Fresh Water
- Bedding
- A plastic riser or shoe box
- Toys

If a cat is missing one or more of the above items please provide them. If you are unsure of where to find something, ask the attending staff. When refilling water bowls be careful not to touch the kennel bars with the can tip. Also note that filling the dish too high may cause water to spill.

2) Relieve stress and boredom

Activities: Choose and implement an activity out of the Enrichment Menu for each cat. Be sure to reference the Enrichment Log so that each cat is receiving a variety of activities and not the same one every day.

Toys: Check that every cat has a toy in their kennel and distribute as necessary. Toys are available in the Cat Adopts kitchen and Volunteer Office.

3) Teach cats proper etiquette to attract adopters.

Kibble Runs: Create positive associations between the cat and their kennel by grabbing a pouch of treats or kibble and popping pieces into each kennel as outlined in the procedures in the Cat Adopt Procedures heading of this manual.

4) Document Activities

Enrichment Log: Properly document each activity carried out in the Enrichment Log. This log allows volunteers and staff to monitor the progress of each cat while tailoring their interactions with that individual. It is important that you complete this log after every interaction you have with a cat from the Cat Adopts room.

Cat Adopts Enrichment Procedures

The following procedures should be acted out by every volunteer while they are working with cats in the Cat Adopts room.

The goal is to steadily desensitize cats to increasing levels of social interaction, including having their cage door opened and being touched and handled. They will also continue to be encouraged and rewarded for all confident, calm and friendly behaviors. These procedures are standard for all staff and volunteers working with cats and should be followed at all times. Consistency is key.

Classical Conditioning:

Kibble Runs: Help cats associate their kennel with positive things.

- **DO** work with the cat in their kennel. Approach calmly and casually at an oblique angle and drop a pinch of kibble through the front of the cage.
- **DO** move away immediately, without looming or lingering.
- **DO** speak or sing softly when approaching, helping cats to get used to human voices and begin associating people with good things.
- **DO** repeat the approach frequently, while giving cats time between sessions to investigate the treats.
- **DO** very gradually begin increasing the amount of time spent at the cage before moving on.
- **DO** watch cats closely for increased stress or arousal and stop working immediately with any that show signs of panic, attempting to fight their way out of the cage or lunging offensively at the front of the cage. Give over-aroused cats at least an hour to settle before attempting work again, and this time work more slowly.
- **DO** watch for signs that the cat is ready for the next step--calmness, curiosity and tolerance.

Help cats learn kennel presentation that is appealing to adopters.

- **DO** approach the cat's cage, touch the door or wiggle the latch. The cat will probably retreat to the back of the cage; drop a pinch of kibble and wait, without looming or making eye contact. Repeat frequently, until the cat remains calm when you stand at their cage and open the door a tiny crack.
- **DO** speak or sing softly to the cat while you work with them.
- **DO** gradually increase the size of the crack, until the cat remains calm with their door open enough for you to put a hand in.
- **DO** slowly begin introducing your hand into the cage. Drop kibble, tiny treats at the front of the cage at first, then slowly begin moving your hand closer to the cat.
- **DO** gradually and gently offer the hand for the cat to sniff.
- **DO** slowly offer the cat treats in the hand; if the cat takes them, celebrate quietly! If not, leave them in the cage for them.
- **DO** begin touching the cat's head with a hand, rub kitty's chin or scratch their ears, and give frequent food treats for each touch.
- **DO** touch the cat for longer and longer periods of time, while continuing to treat frequently.
- **DO** watch the cat closely for any signs of arousal or stress and stop working immediately if they spit, growl, or swat. Give over-aroused cats at least an hour to settle before attempting work again, and work more slowly.
- **DO** watch for signs that the cat is ready for the next step--calmness, curiosity and tolerance.

Reward Training:

Help cats practice appropriate behavior when people approach and open kennel doors.

- **DO** wait for the cat to show the tiniest sign of desirable behavior, then immediately reward them with both yummy treats and increased social distance--i.e. dropping a treat and immediately

retreating from their cage. Desirable behaviors include not hissing or spitting, eye contact, curiosity and approaching calmly, with no signs of aggression.

- **DO** repeat until the cat learns to control social distance by offering calm, confident behaviors instead of threat displays.
- **DO** slowly increase the amount of calm and confident behaviors the cat must show before you retreat.
- **DO** wait for the cat to show the slightest sign of positive behavior (such as not hissing, showing an interest in you), then reward them and end the session.
- **DO** acknowledge that a show of stress indicates that you have progressed too quickly.
- **DO NOT** request or encourage a behavior; **DO** wait for a desirable behavior.

Help cats learn to exit their kennel calmly and politely.

- **DO** wait for the cat to show the tiniest sign of desirable behavior, then immediately reward them by opening the cage and putting in yummy treats. Desirable behaviors include approaching, making calm eye contact, rubbing against the cage door, sniffing at the hand, or soliciting affection or attention.
- **DO** repeat until the cat is offering calm, friendly behaviors to get you to open the cage door and reward them.
- **DO** speak or sing softly to kitty, and praise them quietly for desired behaviors.
- **DO** slowly increase the amount of calm and friendly behaviors the cat must show before you open the door and reward them.
- **DO** wait for the cat to offer a friendly, positive behavior, then reward them and end the session.
- **DO** acknowledge that a show of stress indicates that you have progressed too quickly.
- **DO NOT** request or encourage a behavior; **DO** wait for a desirable behavior.

Cat Profiles & Handling

Hand Washing:

- Volunteers are *required* to wash their hands before and after each cat encounter.
- In addition, hand-washing is required if a volunteer comes in contact with a fomite (i.e..any object that may potentially be carrying a germ), feces, blood, body fluids, secretions, excretions, exudates or articles contaminated by these substances.
- Wash hands before eating, drinking or smoking; after using the restroom; after cleaning animal cages or animal-care areas; and whenever hands are visibly soiled.
- Liquid hand sanitizers may be used if hands are not visibly soiled, but hand washing with soap and running water is preferred.

Kennel Cards

The kennel card is the most important document for each cat, as it contains all health, temperament, and behavior information for an animal. If at any point you do not understand, cannot read, or have forgotten what a notation or symbol means – ask a shelter staff member.

Volunteers should not write on the kennel cards, with the exception of one specific area: To provide a name to a cat that does not have one.

Familiarize yourself with this information, as the majority of the questions you will be asked will be based on kennel card information.

Adoption Match Program

The Adoption Match Program is a tool designed to increase successful adoptions while helping personnel make the best match between adopters and pets. Our goal is to make the adoption process more fluid and guest-friendly by providing volunteers and staff with easy-to-read Adoption Match cards on each cat's kennel. These cards will categorize animals by Novice, Intermediate and Special. They help volunteers and staff connect visitors with a pet that best meets their experience, knowledge, and expectations. You will find the category descriptions for each animal category in the appendix at the end of this manual.

The category in which an individual animal is placed is determined after a Behavior Screening Report (BSR) has been generated. Only staff from the Behavior and Training Department have clearance to designate an animal's category and write on their corresponding Adoption Match card. Volunteers and staff are welcome to nominate animals for a changed stage as rehabilitation and enrichment programs impact an animal's personality. These requests should be submitted in writing and given to a B&T staff member.

Behavior Screening Reports

Some cats will be given behavior evaluations, or Behavior Screening Reports (BSR), by a shelter Animal Behavior and Training staff member. **Volunteers are required to read BSRs before removing any cat from its kennel.**

The Behavior staff evaluates cats for sociability, friendliness, and placement determination. The BSR report provides additional information about the cat's personality, characteristics, and behavior in certain situations. Cats with a BSR report on file will have a red BSR stamp on the left-hand side of their kennel card. The reports can be found at the customer service desk. While ideally we aim to have a BSR report for all animals in the shelter, the reality is that only some will have an evaluation.

Removing Cats from their kennels:

- Approach the kennel talking to the cat in a calm and friendly voice.
- Open the kennel door slowly using your body to block the cat from escaping the cage and to ensure that the door does not open too widely.
 - Be sure to follow the Cat Adopts Procedures outlined above to reinforce calm kennel behavior while attempting to remove the cat.
- Supporting the cat's body, lift the cat out of the cage keeping the cat's head away from your face.
- Sit down in designated space with the cat.
- Volunteers should not walk around the room holding the cat. Once a cat is out of their kennel they should immediately be sat on a bench with their accompanying volunteer or taken to a socialization room.

- Volunteers should never remove a cat from a kennel when a transfer slip is in their kennel card holder. These cats may be ill and by removing them germs will spread throughout the room.
- Also do not remove cats from kennels during days of high visitor volumes for enrichment as this may cause undue stress.

Removing Cats from the Adoption Room:

- Pick up a dry blue plastic carrier from the Receiving Department.
- Slowly take the cat out of their kennel and place it in the blue plastic carrier. Be sure to follow the “Removing cats from the kennels” and “Cat Adopts Procedures” outlined earlier in this manual.
- Be sure to close the kennel door as well as the latch of the carrier. Place the correct socialization card in the kennel card holder so staff and volunteers know of the cat’s location.
- When transporting a cat from the adoption room to a counseling room, it might be helpful to place a towel over the carrier to help minimize any additional stress or anxiety the animal may feel. You never know when a loud or large dog or group of people will be coming down the hallway scaring the cat even further.

Working with Shy Cats

There is bound to be a time when a cat is not yet comfortable leaving their cage. In this case, there are several things that you can do to make the cat more comfortable.

First, turn sideways and stand or crouch by the cage. Being sideways ensures you will not end up leaning into the cage which could overwhelm the cat. You may extend your hand toward the cat, but should stop two or three inches away. This is an invitation to the cat and will let you know if the cat is interested in meeting you.

- If the cat leans forward to sniff and doesn’t move away, it is likely fine for you to gently pet the top of the cat’s head, scratch its chin or softly rub its cheek. If the cat enjoys this, you can pull his/her hand back a few inches to attempt to lure the cat forward for more attention. If the cat comes forward or becomes more active in the cage, you should spend another minute petting and talking to the cat. You may then attempt to remove the cat for a visit on a bench. If the cat isn’t prepared for this, you may continue to pet the cat while they are in their cage.
- If the cat retreats, you shouldn’t reach farther back to pet the cat, but wiggle your fingers and encourage the cat to return to the front of the cage for more attention. Also, watch for signs that indicate the cat is becoming over-stimulated and stop petting if need be.
- If the cat does not accept the invitation for attention, entice the cat to play using a straw, pipe cleaner or pencil (move it slowly back and forth on or under the paper or blanket a few inches away from the cat; if the cat watches it but doesn’t paw at it, move the item up the wall of the cage or across the top of the cat’s hiding box if it is under one). You may use a wand toy to use, but begin with the stick end and not the toy end. Again, if the cat seems to be interested but isn’t playing, offer the toy end (a Cat Charmer is often the most successful toy) but move it above and do not flick or throw the toy at the cat.
- Treats may also be used to encourage the cat to come forward for attention. If possible, break the treat into two or three pieces. Offer a piece to the cat. If they eat it, offer another piece and then create a trail of treats from the cat toward the front of the cage. After the cat eats a few treats, the visitor may again extend an invitation for petting.

Please do not remove a shy cat and do not succumb to pressure from staff or volunteers to remove a shy cat that is not ready to come out of their cage. Forcing a cat in this situation will only make it more fearful and more difficult for personnel and future visitors.

Remain Aware

In addition to the kennel card, you should remain aware of the cat's physical condition and attitude, as well as additional notes in the kennel card holder. Do not remove a cat from the kennel if any of the following signs are present:

- **“Waiting for Test Results”** - which means the cat cannot be removed from the cage, shown or adopted until the results of the Feline Leukemia test are recorded by the clinic.
- **“Adoption Pending”** – A person is in the midst of the adoption process and is awaiting approval
- **“I’m Adopted”** – This cat is going home with someone and the adoption has been approved
- **“I am not available for adoption at this time”** – various health or behavioral issues may be the reason for this sign, or the cat may be sent to a breed rescue organization.
- **“Hold for BSR”**- This cat will be specifically held for the behavior department so that a behavior assessment could be preformed. For your own safety as well as others, do not remove this cat from his kennel. This also means that if this cat is on the adoption floor, he is not available for adoption until the hold is removed.

Grooming Cats

As you work in the Cat Adopts room you may notice some cats who have Clean & Preen request cards slipped into their kennels. These are cats that should be prioritized for grooming. You may also notice a cat without a card who is in desperate need of a bath. In this case be sure to check that the animal has not undergone a spay or neuter surgery within the past 10 days before proceeding.

Brushing a Cat

When brushing or combing most cats you should move your tool in the same direction as the hair growth. When the cat has long hair they need to be “back brushed.” To do this, brush with the hair, then against the hair, and then back with the hair. This way you can brush out mats and make sure they don't have tangles. Always remove the hair from the tools you've used and disinfect them when finished which will prevent the spread of germs.

Bathing

It is a very rare thing that a cat needs a bath. If such a request is made from staff, and you feel comfortable taking on the challenge, follow the instructions below.

Before you bathe:

- Before taking a cat out of their kennel for grooming, make sure there is a Clean & Preen card in the kennel card holder – this way personnel will know where the animal is currently located.
- When you pull the cat out from their kennel be sure to practice the proper removal techniques as outlined in the Cat Adopts Room Procedures section.

- Give yourself at least a ½ hour for the bath so that you will have time for proper socialization, bathing, and drying.
- Make sure that there is a floor mat placed on the bottom of the tub so the animal doesn't slip.
- Always look through the window of the Clean & Preen room door before entering. This will alert you to any loose animals, dogs tied out, or people working just on the other side of the door.
- Many cats are afraid of the sound of the hair dryer. Turn the dryer on and leave it running while you bathe the cat. Chances are, by the time you have finished washing the cat, they will have forgotten about the hair dryer and it will simply be background noise.
- The pipes from the water in the tub make a loud sound that scare animals, so it's important to keep them as calm as possible while they are in the room with you.

Tips for bathing:

- Note that cats act differently while getting bathed. You can't always tell how they will react so be prepared for their demeanor to change once the water or dryer is turned on.
- When placing the cat in the bathing tub, be sure to secure them to one of the leashes attached to the wall. This will prevent them from jumping out and hurting themselves.
- The temperature of the water in the Clean & Preen room fluctuates dramatically. For this reason it is very important to always keep one hand in the water as it is running to prevent the cat from being frozen or scalded.
- Rather than rinsing with the nozzle, fill a couple of bowls or cups with water to rinse the kitty. The nozzle pressure may be too much for the cat to handle.

After the bath:

- Use clean towels for each cat and never put a wet animal into a cage. It is your choice whether to use a blow dryer to dry the cat or socialize with them until they are dry.

Clean & Preen Room Etiquette

- Be careful to watch if water is leaking out of the room and into the hallway. If this happens please wipe up excess water and notify maintenance.
- Do not leave hair in the drain. Clogs cause serious problems to our plumbing, so please remember to clean the drain before leaving.
- Replace all products and tools back to where you found them.
- If you dilute a product with water please toss it afterwards as mixes become moldy quickly.
- If there is a pile of dirty towels in the room, please wash a load in the laundry room. Grab a handful of clean, dry towels, and put them away neatly in the C&P room. Ask staff for help if you need assistance using the washer.
- After using the room, remember to sanitize the tub using the provided disinfectant and squeegee.

Additional Policies & Programs

Special Adoption Programs: PFE (Pets for the Elderly)

The goal of this program is to match senior citizens with pets that are appropriate for their lifestyle, bringing them both love and companionship for life. Any person 60 years and older is eligible for this program (must meet standard adoption criteria), and the cat must be over 3 years old. The adoption fee is waived and The Anti-Cruelty Society is reimbursed by the program sponsors.

Special Adoption Programs: Aged to Perfection

Aged to Perfection Program also encourages the adoption of adult pets, but there are no age restrictions for the adopters. Adopters taking home cats over the age of 7 years old are eligible for the adoption fee to be returned if the adoption is still successful after 90 days. The adopters must request the fee to be returned.

Animal Sickness

To ensure the safety and protection of all animals in the shelter requires continual observation of their health and temperament. If a cat or kitten shows any sign of illness (such as sneezing, vomiting, discharge from the nose or eyes, runny or bloody stool or urine, or unusual behavior), it is important to immediately notify a shelter staff member.

Hygiene

Hygiene is a vital aspect of your responsibilities as a shelter volunteer. To maintain the highest standard of hygiene it is vital to thoroughly wash your hands between cats. There is a sink, soap, and towels available in the Cat Adopts kitchen. At times, there may also be hand sanitizer available – use as often as possible.

Euthanasia

One of the most difficult realities you will encounter at the shelter is your knowledge that the shelter performs euthanasia on some animals. The majority of the euthanasia performed occurs to animals undergoing tests and evaluations by the clinic and staff, prior to placement in the Cat Adoption Room. Sometimes cats who have been placed in the Adoption room undergo reevaluation for health and temperament, and may be deemed unadoptable. In these circumstances The Anti-Cruelty Society exhausts the following options when appropriate before euthanizing the animal:

- Medical treatment and placement in our rehabilitation suite.
- Relocation to foster home for the treatment of an illness and/or socialization.
- Placement with a rescue organization if available

If these options are not feasible, the shelter may decide to euthanize the animal in question. With this in mind please note that there is no time limit on a cat that is up for adoption and that as long as they remain healthy and psychologically sound they will remain in the Adoption Room until an appropriate placement is made.

Open Admissions Policy

Some people will ask whether this shelter is a "no-kill" shelter. To the contrary, the Anti-Cruelty Society has established itself in the community as an open-admission shelter which means that we accept **all** animals.

Whether sick, injured, ill-tempered, young, old, feral, not wanted, or stray brought in by owners, concerned neighbors, the Anti-Cruelty Society Field Services team, other shelters or rescues, each animal will not be turned away and will receive the most humane treatment possible. However, the overpopulation problem is staggering and The Anti-Cruelty Society reserves the right to euthanize animals on the basis of health and temperament. The importance of maintaining an open admission shelter allows The Society to take in animals that might otherwise be abandoned, neglected, or abused – which could lead to continued suffering and the injuring of another animal or person.

By comparison, no-kill shelters are limited admission facilities that accept animals that are highly adoptable and on a space-available basis. As a volunteer, an important role you play is educating the visiting public about the pet overpopulation problem and responsible pet ownership. While the "no-kill" shelter is performing a valuable service, in many communities it is not enough as there are a large number of homeless animals that they turn away.

Bites and Scratches

If at any time you are bitten or scratched it must be reported immediately to the manager on duty. *There are no exceptions to this rule.* We are required by law to place animals who have bitten someone on a 10 day quarantine and must comply for legal reasons. If you are bit by a cat you are socializing immediately return the cat to the carrier, wash the bound out thoroughly with soap and water and contact a manager.

Conclusion

On behalf of the staff and animals of The Anti-Cruelty Society we would like to thank you for taking the time to train in the Cat Care Program.

As a Cat Care Volunteer you will be assisting staff and other volunteers in making each cat's shelter experience more pleasant while shortening their length of stay. With your help each cat will have their physical, mental, and emotional needs met on a daily basis. You will also be reinforcing each cat's practice of positive behaviors which will not only help them get adopted faster – but will also lead to a better quality of life for themselves and their adoptive family.

If at any time you have any questions about the Cat Care Program, or anything else regarding your volunteer experience, please do not hesitate to contact the Volunteer Services Department.

Thank you again and we hope you enjoy your time working with The Anti-Cruelty Society!

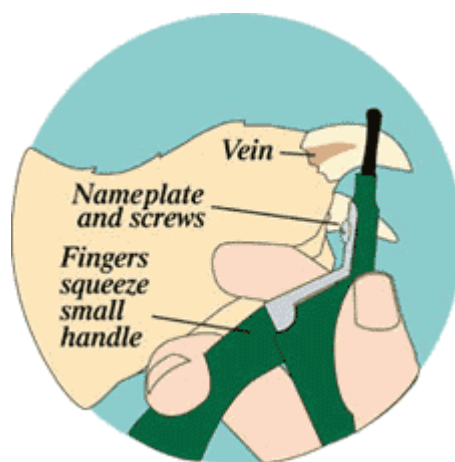
Appendix

Kennel Card Descriptions:

Category	Description
Name	<ul style="list-style-type: none"> • If this field is blank, volunteers can give a name to the animal • A person adopting a pet with a name, can change the name of the animal after adoption if they would like.
Animal #	This number is indicated directly under the animal's name. It also appears on the pet's collar. All information about this animal is stored under this number
Adoption Price	The animal's adoption fee
Breed	Lists the animal's perceived breed.
Sex	Male or Female. If the animal is altered it will be indicated in this field.
Color	The color of the animal's coat.
Size	The current and/or anticipated size of this animal when fully grown
Weight	The animal's weight as of the most recent Physical Exam
Age	The animal's estimated age.
Currently Altered:	If the cat or kitten is altered the word "Yes" will appear in this category
Declawed	If the animal is a cat and declawed a designation will appear in this category.
Intake Date/Time	Indicates when the animal arrived at The Anti-Cruelty Society (i.e. how long they have been here)
Intake Type	This category designates how the animal arrived at the shelter: <ul style="list-style-type: none"> • Owner Guardian Surrender • Transfer In
Intake Reason	States why the animal was brought in to the shelter.
Housetrained	Yes or No.
Environment	Whether the pet lived in or out of doors.
Buddy	Whether the pet came in with a companion animal
Microchip #	If the animal has a microchip the number will be listed in this category.
Vaccinations	Indicates if the cat is "Current" or "Due"
Microchip Provider	The company with which the microchip is registered
Implant Date	The date the microchip was implanted, if known.
Shelter Care	A description of the shelter insurance offered to adopters
24PetWatch	Additional information about the microchip service
Notes	Medical and behaviorist notes about the pet.
ECOP	<p>Experienced Cat Owner Program – Indicates that a person should have prior experience raising and caring for cats before adopting this specific cat.</p> <ul style="list-style-type: none"> • See sample ECOP form at the end of the training manual • A cat is classified as ECOP during the temperament test if two or more characteristics are checked off.

Trimming a Cat's Nails

1. Assemble what you will need - a high quality pair of trimmers and kitty treats.
2. Remove the cat from their kennel following the Cat Adopts Procedures outlined earlier in the manual. Sit down on a Cat Adopts bench and place the cat in your lap or have someone hold your cat on a table.
3. Hold the cat's paw firmly and push on their pads to extend the nail. Locate where the quick (or vein) ends. If the quick is not visible do not trim the cat's nails.
4. Using the nail trimmer, cut the nail below the quick on a 45-degree angle, with the cutting end of the nail clipper toward the end of the nail. You will be cutting off the finer point. The quick is generally easy to see, and you can cut the excess away with one cut.
5. After each cut praise the cat verbally and offer them treats.
6. If the cat will tolerate it, do all four feet this way. If they will not, take a break. If you can continue, do not forget to trim the dewclaws. If not clipped they can become so long they curl up and grow into the soft tissue, like a painful ingrown toe nail.
7. If you accidentally cut the quick, wipe off the blood and notify a staff member.
8. After trimming the cat's claws, spend some time socializing and petting the cat so they do not form a negative association with the experience.
9. After placing the cat back in their kennel, sanitize the nail trimmers.



Socialization Cards:



These cards are used to mark cats who need additional socialization. Please remember to keep these cards in the kennel card holders so staff and additional volunteers know to spend additional time with this kitty.



These cards should be placed in the kennel card holder whenever a cat is removed from Cat Adopts for additional socialization work. This card will alert staff and other volunteers that the kitty is with a Cat Care volunteer.



These large cards should be placed in the windows of counseling rooms or offices being used for cat socialization. They alert staff and volunteers that there is a loose cat in the room.



These cards are markers that a cat needs a Clean & Preen session. After grooming the cat, remove this card and place it in the card sorter in the Cat Adopts kitchen.

Adoption Match Category Descriptions

 Novice Cat

Things to know about me...

Declawed?

- Yes Front Back No

Lived with children?

- Yes Pre-school Grade-school High-school No Unknown

Lived with pets?

- Yes Cats Dogs No Unknown

As a Novice cat, I...

- am ideal for a first-time pet owner
- will do well in almost any home
- need an average amount of play and training time daily

Novice Cat = a cat (probably adult) who will likely integrate quickly and easily into household; has no known or discernable behavior issues; will not require a specific training and/or exercise regime; probably okay for first-time cat owner; probably okay for home with children and/or other animals
 Example: 3+ -yr old cat who enjoys being handled and has no/little negative reaction OR has a positive reaction to other animals

 Intermediate Cat

Things to know about me...

Declawed?

- Yes Front Back No

Lived with children?

- Yes Pre-school Grade-school High-school No Unknown

Lived with pets?

- Yes Cats Dogs No Unknown

As an Intermediate cat, I...

- need a family that has some knowledge of cat behavior
- have some special requirements of my new home
- need more than the average amount of play time daily
- need an average amount of training

Intermediate Cat = a cat or kitten who has displayed some degree of activity or behavior training need; may not be suitable for first-time or timid cat owners; probably okay in home with older, considerate children; probably okay in home with other pets who are “cat savvy”; has shown no/little negative reaction OR a positive reaction to other animals
 Example: an active kitten who climbs and is easily excited; an adult cat who occasionally is over-stimulated;

★ Special Cat

Things to know about me...

Declawed?

Yes Front Back No

Lived with children?

Yes Pre-school Grade-school High-school No Unknown

Lived with pets?

Yes Cats Dogs No Unknown

I require care that the average cat doesn't need. This includes...

Special Cat = a cat or kitten who has exhibited behavior or has a medical condition that is above the abilities of the average cat owner to handle; will require an experienced owner; probably not recommended for home with children; will need to consider if individual cat is appropriate for home with other animals; a cat who who has been at ACS for an extended amount of time
EXAMPLE: a kitten/cat who play bites with some consistency and pressure; a cat who is too afraid to visit outside of its cage; a cat with physical impairment/chronic medical needs

****Please note that there is no advanced category for cats***

*Frequently Asked Questions:***Are the animals at The Anti-Cruelty Society healthy?**

- All animals are examined by a veterinarian at the shelter and are tested before being admitted into an adoption room.
- Volunteers should be aware, however, that there are incubation periods for certain diseases (such as Upper Respiratory Infection and Kennel Cough) so it is possible that an animal may have caught something and is not yet showing signs.
- If an animal is adopted and begins showing signs of illness within 15 days, the owner can bring the animal back to Anti-Cruelty and we will treat it free of charge.
- Anti-Cruelty recommends that adopters take their new companions to their own veterinarians for a full examination as soon as possible after adoption to establish a new relationship.

Have the animals had their shots?

- When animals come into the shelter, they are treated as if they have never been vaccinated before and are given the initial vaccinations for rabies and distemper.
- After an animal is adopted, the new owner will need to take them to their own vet to get one or more rounds of booster shots.
- After these initial booster shots the owner will be responsible for keeping the animal up-to-date on its vaccinations. This involves having them vaccinated once a year.

Do the animals have worms?

- All animals are given de-worming medicine when they arrive at the shelter. This medicine kills most common types of intestinal parasites but, when the new owner takes their animal to their own veterinarian for a full examination, the vet should check to make sure the cat does not have additional parasites.

How long do the cats and kittens stay in the Adoption Room before they are euthanized?

- There is no “time limit” for animals in the Adoption Rooms. Once they are placed in this room, they stay here until they are adopted, unless they get sick or their temperament changes.

Can you “reserve” this cat or kitten for me until tomorrow/for an hour/for any period of time?

- No. ACS does not place animals “on hold.”

Cat Care Daily Checklist

- Introduce yourself as a cat care volunteer to personnel in the Cat Adopts room.
- Check the enrichment log for a list of the day's completed activities.
- Do a kibble or toy run around the room.

Check to see that each cat has the following:

- Fresh Water
- Bedding
- A shoe box
- Toys

Identify cats who need help with the following:

- Eating
 - Grooming
 - Nail Trimming
-
- Record all enrichment activities in the Enrichment log.

After addressing the needs above, choose a cat for a 15 minute socialization session:

- Choose an activity from the Enrichment Menu
 - Collect supplies needed for activity
 - Practice Classical Conditioning In Kennel with your chosen cat
 - Practice Reward Training with your chosen cat
 - Implement the chosen activity.
 - Conclude socialization session
 - Record necessary information in Enrichment Log
-
- Choose another cat and follow the same steps as above

Before concluding volunteer activities perform the following:

- Disinfect all tools used during your visit
- Notify personnel that you are concluding your volunteering
- Log your volunteer hours on a Volunteer Office computer