Volunteer Orientation Handbook

Pawsibilities - the Humane Society of Greater Akron
7996 Darrow Rd. Twinsburg, OH 44087
Ph. 330.487.0333
www.summithumane.org

Revised January 2012
Welcome to PAWSIBILITIES — the Humane Society of Greater Akron

We appreciate your interest in volunteering your time and energy to help us advance animal welfare in Summit County. Together we can accomplish our goal of being a model humane society.

This Volunteer Handbook will introduce you to our mission, vision, and community services and will explain some important rules for volunteers. While this information will get you started volunteering with us, some volunteer positions require additional training and time.

We respect your time and skills and strive to make your experience with us productive and rewarding. Although we require a small time commitment, we encourage regular participation and value dependability in all our volunteers. We also have daily sign up slots to assist the kennel staff and cat cleaning staff to quickly care for our animals. These times are 7:30a.m. to 9:30a.m daily. We will be counting on you!

Helping animals in our care is challenging and rewarding. It can also be physically and emotionally draining. Without volunteers, our animals and our mission would be under-served. If you want to see results from your efforts, then you’re in the right organization! You can truly make a difference.
Orientation Follow Up Schedule

Today after the orientation class, we encourage you to sign up for your primary areas of interest such as kennel cleaning, dog walking, cats and events. We also encourage you to schedule your additional training to work directly with the dogs and/or cats which will include shadowing with one of our seasoned volunteers.

We believe a key to successful training is to provide our volunteers with hands-on experience. We understand that your time is valuable so in order to maximize your time at the shelter, we ask that you take one of our shadowing classes to be properly trained with the animals.

Today we will take a brief tour of the shelter, and if you cannot work directly in the shelter environment, there are still ways to volunteer and make a difference in the lives of our animals. Some ways volunteers make a difference in our organization:

- Animal Care Team
  - Cats
  - Dogs
  - Other animals
- Foster Parent
- Event Planning
- Education / Community Outreach
- Donation Bank Program
- Administrative work
- Fundraising
Communication

To stay eco-friendly and to keep our costs down, most of the communication that takes place between volunteers and PHSGA is done via internet. Any notices, updates, events, reminders, etc. will be sent out through email.

Also, we recently started using Google Docs to sign up for various types of classes and events including: dog walking, kennel cleaning, feline cleaning, feline play-pal, etc. We strongly urge you to create a Gmail account (which is of course free) to sign up for these classes and/or events.

If you do not have computer or email access, please let Heather Kinaitis know so that we are able to contact you through other methods.

Social Media:

- Become a fan on Facebook!
- Follow the Pawsibilities, Humane Society of Greater Akron Blog for behind the scenes information.
- @summithumane
General Information

Street Address / Phone
7996 Darrow Rd.
Twinsburg, OH 44087
Phone: 330.487.0333

Shelter Hours
Volunteers Welcome every day from 7:30 am – 7 pm

Adoption Hours
Sunday: 12:00-5:00
Monday: CLOSED TO THE PUBLIC
Tuesday: 1:00- 7:00
Wednesday: 1:00 - 7:00
Thursday: 1:00-7:00
Friday: 1:00- 7:00
Saturday: 10:00- 6:00

Volunteers are welcome at the shelter daily from 7:30am - 7:00pm. For some holidays, you may need to schedule in advance. Our staff is here to ensure the safety of the animals.

Adoption Fees*

Dogs = $99.00
Puppies = $150.00
Cats = $20.00
Kittens = $30.00

Adoption fee includes: up to date vaccines, Heartworm or Leukemia / FIV tests, spay or neuter surgery, as well as flea and worm preventative. Each animal is micro-chipped

Contact Information for Volunteer Questions

Special Event & Volunteer Coordinator: Heather Kinaitis
Phone # 330-487-0333 ext. 232
PHSGA website: www.summithumane.org
Heather’s Email: hkinaitis@summithumane.org
Founded in 1968, the Humane Society of Greater Akron is a private non-profit organization dedicated to rescuing, rehabilitating and finding new homes for animals that are victims of cruelty, abuse, injury and illness in Summit County. In 2008 we adopted the new brand **PAWSIBILITIES- the Human Society of Greater Akron**! As a no time limit shelter, we keep mentally, physically, healthy and adoptable animals until they find homes. We are not able to take in owner surrendered pets or healthy stray animals; however, we will direct people to organizations who may be able to help them.

**Our Mission**
- We value companion animals, recognize their contributions to people’s lives and promote their humane treatment.
- We rescue and rehabilitate sick, injured, abused, neglected and abandoned animals and find new homes for them.
- We investigate reports of animal cruelty in our community.
- We educate our community about humane pet care.
- We introduce and maintain companion animals for people who would benefit by their presence.

**Our Vision**
- We aspire to be a model humane society with national recognition for operational excellence. In 2009 we adopted the Asilomar Accord a nationally recognized system for classifying animals used by various Humane Organizations.

**How PHSGA is Funded**
- Donations
- Fundraising events
- Grants
- Fees

We are not a government agency nor are we affiliated with, or receive, funding from any larger humane organization. We depend on caring individuals and animal lovers throughout our community to provide our services. PHSGA is a 501 (c)3 organization and donations to us are tax deductible.

**Euthanasia**
- We are a **NO TIME LIMIT SHELTER**. Animals are never euthanized due to space or time limits. As long as the animal is considered adoptable, it can remain until adopted.
- Animals are euthanized when they are suffering, near death, or when their temperament presents a threat to public safety. Veterinarians may be consulted.
- We require that all PHSGA volunteers understand and support the need for euthanasia. We could not be a “humane” organization without it.
Daily Routine

Dogs

7:30am  Staff arrives—Dogs are fed, walked and all kennels are cleaned

2 pm  Dogs are fed, walked and kennels are spot cleaned

4–6pm  Dogs are walked and kennels are spot cleaned, dishes are cleaned, floors are swept

7:30pm  Lights out

Cats

7:30am  Staff arrives, cats are fed and given lysine in their wet food.

8am - 12pm  Cat cages are cleaned, adoptable areas are done first

12 - 3 pm  Cat enrichment, feline-ality assessments are performed

3pm  Afternoon feeds 1/3 cup dry food, kittens and skinny cats are fed wet food.

5-7pm  Evening cat check, kittens and skinny cats are fed wet food again, fresh water is given.

* laundry, dishes, sweeping and mopping are done throughout the day. Like home, there is always laundry to be folder and dirty linens to wash!
HSGA Services—Below is a list of services we provide the animals and people of Summit County.

**Cruelty and Emergency Services:**

- Court appointed Humane Officers investigate cruelty reports and gather evidence to support prosecution of people who abuse animals in Summit County. We investigate over 1000 reports each year. Some of these calls result in an additional 2-3 follow up calls. We currently employ two full-time humane officers to cover all of Summit County.
- Our Humane Officers work Monday – Friday 7 AM – 7 PM.

**Animal Services:**

- **Adoption services:** Potential adopters are screened through our application process. Once the application process is complete, they meet with an adoption counselor to discuss potential matches that meet their individual situation.
- PHSGA does not breed discriminate.
- PHSGA provides a lost and found service. Citizens may report their lost pets to us by phone. We read lost pet notices in the newspapers each day. Our goal is to reunite owners with their lost pets as quickly as possible. We micro-chip all HSGA animals upon adoption.
- **Health restoration and maintenance:** All eligible animals are spayed or neutered and updated on vaccines, before being offered for adoption. Many of our rescued animals require serious medical attention. We routinely pay for and schedule: orthopedic surgeries, amputations, and wound care for our rescued animals. The average cost for an animal at the HSGA including medical costs is approximately $775.
- **Animal Behavioral Assistance:** We provide animal behavioral assistance for all of our adopted animals.

**Human Services:**

- The PHSGA maintains a website at www.summithumane.org as an additional resource for the community. Donations can be made online. Animals and event information are also kept up to date.
- The PHSGA keeps an ongoing list of community resources to assist people with animal related issues. If we cannot help, we may be able to direct them to another person or organization that can. Our best resource is PetFinder.com, which lists all area shelters.
- Summit Animal Coalition—In 2008, HSGA founded the coalition which includes animal rescue groups throughout the county. This organization strengthens the animal welfare for our community because we work together to ensure those with no voice are heard.
Current HSGA Staff

**Executive Director—Karen Hackenberry**
- Contact: khackenberry@summithumane.org
- Supervises all aspects of the PHSGA
- Reports to PHSGA Board of Directors

**Assistant Executive Director/Accounting—Yvette Feist**
- Contact: accounting@summithumane.org
- Works directly with Executive Director and assists in managing PHSGA
- Responsible for all accounts payable and receivable.

**Director of Development—Laura K. Shank**
- Contact: lshank@summithumane.org
- Responsible for development activities and agency sustainability plan.

**Director of Animal Medical Care—Stephanie Palumbo**
- Supervises all aspects of medical care for our animals

**Director of Customer Service & Donor Relations—Jen Ely**
- Contact: hsga@summithumane.org
- Maintains financial records
- Assists executive director in developing budget, budget analyses, and providing financial reports to the board of directors
- Oversees Administration and maintenance employees
- Maintains record keeping systems including donor database

**Director of Behavior and Adoption Services—Kristin Branagan, CPTD-KA**
- Contact: educoutreach@summithumane.org
- Responsible for all aspects of animals placement and adoption
- Oversees our Foster Program
- Supervises humane education and outreach in community
- Performs behavior assessments with animals
- Performs Behavior Consultation with adopters

**Special Event & Volunteer Coordinator—Heather Kinaitis**
- Contact: hkinaitis@summithumane.org
- Supervises all aspects of the volunteer program
- Recruits and supervises volunteer involvement in the shelter
- Coordinates community support initiatives, including community and special events

**Humane Officers—Tim Harland and Shannon O’Herron**
- Respond to reports alleging animal cruelty or abandonment.
- Rescue animals that are injured or in imminent danger
- Educate owners on responsible pet care.

**Adoption Counselors:**
- Work with adopters, and assist people in finding the best animal to them.

**Animal Technicians:**
- Responsible for all aspects of animal care as set by the Director of Animal Medical Care.
Volunteer Opportunities

Play Pals

Okay, these volunteers get to have the most fun with the animals. Socialization is extremely important to the “adoptability” of the HSGA animals and helps to make their stay at the shelter more comfortable. Play pals give much needed exercise and affection to our homeless pets. Play Pals can take a dog for a walk or throw a ball in the fenced play yard. Our dogs can always use a bath or just someone to give them a good rub.

- **Dog Walking Volunteers** will be required to attend a Dog Handling class given by a Volunteer Instructor before they may begin volunteering to walk dogs. (See Dog Walking 101 handout for specific instructions)
- **Cat Playing Volunteers** will also have to work with a Volunteer Instructor prior to playing with cats. This is for the safety of the staff, volunteers, and animals of the HSGA.
- Play Pals can also brush, play with, or cuddle one of our many needy felines in Purr Town.
- Always ask a staff person if there is a question about whether or not a dog should be walked.
- A critical understanding with all animals is to sanitize your hands after handling as to not spread germs and diseases.

Animal Care Team

This job is by far the hardest, dirtiest, but most rewarding out of all of the volunteer opportunities. PHSGA has the same number of staff that had three years ago, but serves three times the number of animals. The staff has come to rely on volunteers to assist animal techs with the daily routine of caring, cleaning and therapy. This job includes:

- Sanitizing animal areas inside and out
- Feeding and watering
- General cleaning (laundry, mopping, and dishes)
- Bringing dogs in and out of their kennels

**Animal Care Team— is our greatest animal care need.** Our small staff depends on volunteers to support our efforts to care for these wonderful animals. We have developed a weekly schedule that allows us to better plan for staffing and utilize volunteers. Currently we are looking for cleaners or dog walkers from 7:30 am—9:30 am and 4 - 6 pm.
Special Event Support Team

An “Event” can be any public appearance that we attend, ranging from a large fundraiser or a small booth at a Farmers Market. We go to many events throughout the year and we depend on volunteers to help us. During the summer season, it is possible that we may be scheduled in the community every weekend! This is only accomplished because of volunteers. Some examples:

- Picking up materials or animals and transporting them to the location. (In order to take animals we ask that you have taken the animal handling classes and have walked dogs at the shelter)
- Setting up prior to an event/ cleaning up after the event and returning materials or animals to the shelter.
- Promoting PHSGA during the event by participating in various stages of the event, or it be someone who hangs fliers at your local coffee shop or helps at one of our many events though out the year.
- Events can be stressful so it is always important to remember volunteers represent the organization and it’s important to have a helpful, positive attitude when dealing with or answering questions the public may have!
- Animal Handler—Shelter animals draw a crowd, so we love to bring them to events when appropriate!

Our staff works very hard to prepare animals going out into the community, so please be punctual if you are to pick up an animal. When dealing with animals, remember … they may be afraid, get sick, or need a potty break when you least expect it. Event planning can be a painstaking process, so let’s do our part to ensure each event runs smoothly. Please remember you are an ambassador to our organization and must be an extension of our mission and vision.

Foster Parent

Animals need foster homes for various reasons. If you are interested in learning about our foster program, please ask! We have separate training and information on this program.

Off-Site Adoption Crew

This is our go-to crew of volunteers that take some of our adoptable animals off-site to different events including: PetSmart & Pet Co., community events, and even HSGA events. You must be 18 years or older to participate in this crew and have a minimum of 10 consecutive dog walking hours under your belt.
Fundraising

Fundraising is the heart of any non-profit organization. We have amazing opportunities to work with a group or at your own pace and schedule. We have listed just a small sampling of what you can do to help us continue to have a successful fundraising campaign:

- **Bank Brigade**—Placing and collecting donation banks in local businesses. We have almost 90 banks in Summit County, and need volunteers to make sure they are collected regularly and keep up good relations with the businesses. We are currently looking for someone to step forward and lead this program.

- **PAWS**—This encourages the community and organizations to develop fundraising events which benefit our cause and organization.

- **Supporting school and community projects** (i.e. bake sales, wish list drives, dress down day, etc). If every volunteer held a small bake sale, we’d have lots of money!

- **Helping plan and host one of our fundraising events** like *Bark in the Park*, a pledge walk for people and their pets. There’s a role for everyone!

- **Obtaining business sponsors**—ask your employer or someone you know to become a sponsor at an event or fundraiser. Before you approach a company please talk to Heather so we make sure we don’t “ask” the same company too many times.

- **Sell PHSGA merchandise** or items we may have for sale at any given time (i.e. HSGA calendars, raffle tickets, clothing)

- **Join the Promotions Team**—help promote events. These are volunteers who are called upon to help promote PHSGA events and fundraisers. They may canvas a community passing out flyers, or send mailings, or anything that can help promote HSGA. Everything we do in the public can raise money and awareness... therefore, promotion is a key aspect to making our events successful! In addition to fundraising for our operating costs, in 2009 we launched our Capital fundraising efforts to purchase this building. There are various naming opportunities for cat and dog cages.

Educational Assistance / Speaker’s Bureau

We have many opportunities to work out in the community and educate the public about our mission. If you feel confident in public speaking we would love to have you shadow and help us in the education process.

We are always open to new ideas so if you can dream it we can do it! We love when our volunteers head up new events and other ways to increase our visibility in the community and our funds!
Guidelines and Procedures

Volunteering at the PHSGA requires responsible and caring people committed to our mission, vision, and procedures. We welcome your help and want your experience with us to be personally satisfying and rewarding. PHSGA has procedures and guidelines for volunteers in order to create a seamless working relationship for volunteers, staff and most importantly our animals.

Guidelines:

- We encourage you to ask staff if you have ANY questions. Please follow staff directions and address problems, questions, or suggestions to the manager on duty.

- Information regarding the animals must be held in strict confidence for their protection. Volunteers must not disclose information about the animals’ history, records, or the clients we serve. Please refer questions to a staff person. Remember not all animals here are AVAILABLE for adoption. Many of our animals are part of cruelty investigations so privacy needs to be upheld.—This includes social media!

- Although we appreciate extra hands, we cannot allow volunteers to bring along a friend or family with them to volunteer unless they have completed the paperwork and training. This is for the safety of volunteers and animals.

- Community Service volunteers are accepted on an individual basis and will not be permitted to work directly with the animals. Community Service volunteers will be restricted to cleaning at the shelter or assisting in other volunteer roles. Once community service hours are completed, an individual can seek out other volunteer options with permission.

- Sexual harassment/abuse is not condoned or tolerated. If HSGA has any cause to believe a volunteer has committed sexual harassment then we reserve the right to dismiss the volunteer immediately.

- Please follow the guidelines and procedures set forth in this manual.

- Please remember that you are an ambassador for PHSGA while volunteering in public. Your personal opinion will become that of PHSGA.

- Volunteers should support the HSGA and its mission 100%
A note for volunteers under age 18:

There are some restrictions for minors. Volunteers age 14-15 must be accompanied by a parent or guardian while volunteering. While dealing with dogs, you may only walk GREEN dogs and the parent must be in control of the animal at all times. This is for your safety as well as the safety of the animals and staff.

Volunteers age 16-17 need parental consent before volunteering. If you are fulfilling service hours for your school or otherwise, we expect you to arrive at the HSGA ready to work.

Procedures:

- Please sign in and out in the back, at the shelter or in the manner set up at a community event. If you attend any events, please e-mail Heather Kinaitis the hours you worked: hkinaitis@summithumane.org.

- We ask that our volunteers purchase our apparel to wear while volunteering. If that is not an option you may wear a volunteer badge.

- Information for volunteers is communicated via e-mail newsletters, Facebook, PHSGA Blog, and our website.

- Sign out animals for any reason including: walks, events, play, grooming, and the like. We need to know where they are at all times.

- Please observe all signs/warnings on cages or kennels.

- Please report any animal that shows signs of sickness (i.e. sneezing, snotty nose, diarrhea, etc.). It is better to be safe than sorry.

- If you are injured while volunteering, please report to the manager on duty to fill out an incident report.

- **Commitment: We ask our volunteers to commit to 4 hours per month, or 24 hours over 6 months. This is to maintain a strong volunteer force and keep you familiar with the animals and activities at the shelter.**

- If at anytime you can no longer commit to these time requirements, please let Heather Kinaitis know you would like to end volunteering.
**Media Relations:**

- Volunteers should never speak to the media without PHSGA permission.
- Always refer any questions from the media to the supervisor on duty or the Executive Director.

**Guidelines for Working with the Public**

- Volunteers represent PHSGA at all times.
- There is no such thing as a “personal opinion” on an animal welfare issue while volunteering.
  - The public will interpret your opinion as the official policy of PHSGA.
  - People naturally have questions about a broad range of animal welfare issues. No one is expected to be an authority on everything.
  - When asked questions regarding PHSGA policies and practices, get the questioners’ contact information and tell them the Executive Director will call them. Get the question and contact information to the Executive Director as soon as possible.
- If an angry or disrespectful person, who has issues with HSGA, confronts you, respond calmly.
  - Ask the person to give you their question and contact information so the Executive Director may call.

**Dismissal of Volunteers:**

PHSGA reserves the right to dismiss a volunteer who does not follow procedures or our mission. If you are not following the procedures you may risk injury to yourself or an animal and we reserve the right to dismiss you. The safety of our animals, volunteers, staff and visitors are our primary concern.
# Common Feline Diseases

<table>
<thead>
<tr>
<th>Disease name</th>
<th>Coccidia (Isospora spp.)</th>
<th>Feline calicivirus (FCV)</th>
<th>Feline herpetic virus (FHV - Rhinotracheitis)</th>
<th>Feline Immunodeficiency Virus (FIV, sometimes called Feline AIDS)</th>
<th>Feline Leukemia (FeLV)</th>
<th>Panleukopenia (feline distemper)</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is it?</td>
<td>Coccidia (Isospora spp) Coccidia (Isospora spp) is a microscopic one-celled organisms causing the disease coccidiosis. The coccidia destroy the lining of the intestine and cause diarrhea which often contains mucous.</td>
<td>Feline URI: herpes, aka feline viral rhinotracheitis</td>
<td>Feline URI: herpes, aka feline viral rhinotracheitis</td>
<td>FIV (sometimes called feline AIDS)</td>
<td>Feline Leukemia (FeLV)</td>
<td>Panleukopenia (feline distemper)</td>
</tr>
<tr>
<td>Who gets it?</td>
<td>Isospora species are species-specific meaning cats can’t get the dog version and vice versa.</td>
<td></td>
<td>Causes URI: Sneezing, eye and nose discharge, conjunctivitis, fever, anorexia, rarely mouth ulcers. Eye ulcers are suggestive of herpes</td>
<td>Not highly contagious. Transmitted primarily through biting and mating.</td>
<td>Primarily saliva, although also found in milk, blood and urine</td>
<td>Parvovirus closely related to canine parvo (unenveloped DNA virus)</td>
</tr>
<tr>
<td>Clinical signs and significance</td>
<td>Most often without physical signs in early stages of disease or in mild forms of the disease. May cause diarrhea +/- weight loss, dehydration, mucous or blood. Death occurs rarely.</td>
<td>Causes URI: Signs: Fever, mouth and nose ulcers (more common with Calici) sneezing, conjunctivitis,</td>
<td>Excreted in:</td>
<td>Excreted in:</td>
<td>Excreted in:</td>
<td>Excreted in:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>All body excretion, urine, feces, blood especially mouth and nose secretions-sneezing, saliva, snotties.</td>
<td>Eyes, nose, and mouth discharge</td>
<td>Primarily saliva, although also found in milk, blood and urine</td>
<td>All body secretions-saliva, urine, feces, etc... during acute disease, but most often feces –shedding often comes before signs become apparent usually by a couple of days</td>
</tr>
<tr>
<td>Mode of transmission:</td>
<td></td>
<td></td>
<td>Mode of transmission: Highly contagious. Persistent in the environment-it’s cage or crate. Spread by direct contact, fomite spread over significant time/distance, droplet spread over distances &lt; five feet</td>
<td>Mode of transmission: Not highly contagious. Transmitted primarily through biting and mating.</td>
<td>Mode of transmission: Close contact or fomites-bedding, food/water dishes, litter boxes, pooper scoopers, hands, clothing, hair-contaminated with saliva. Does not survive long in environment.</td>
<td>Mode of transmission: Highly contagious – direct contact, fomite-hands, clothing, shoes, food/water dishes, pooper scoopers, toys, litter boxes, hair, etc... spread, also spread by rodents and insects,</td>
</tr>
</tbody>
</table>
**Dog Walking 101**

- You will get dirty. At some point, a dog will walk in poop, then jump up on your pants to say hello. Dress appropriately.

- Dogs can hurt you unintentionally if handled improperly. You risk injury to yourself, your fellow volunteers, the HSGA staff, our adopters, and the dogs if you fail to follow the instructions given during your training, both here at orientation and at the shelter.

- Bring a good quality 6 ft long 3/4” or 1” wide webbing leash with a wrist loop and swivel snap. Write your name on it with a Sharpie. Do Not use leashes less than 3/4” wide, “novelty” or retractable leashes. Slip and choke leads are not permitted for use on PHSGA dogs.

- Dog walking can be physically demanding. Dogs pull, some areas can be muddy, and you will have to bend and stoop at times to handle your dog properly. If the physical requirements of dog—walking are not for you, there are other volunteer options!

- Play Pals are important too! Dogs need to be socialized and it is great if you just sit and play with the dog or use our new play area. And always remember there are many, many other ways to help our animals if you cannot spend direct time with dogs.

- You cannot safely walk our dogs if you wear flip flops, heels or other slip on shoes. Please wear only closed toed shoes with laces when you come to the shelter.

- Leave your iPod and MP3 player at home. You cannot safely listen to music, talk or text on your cell phone while you are walking one of our dogs. We do ask that you bring your cell phones in case we need to contact you while out with one of our dogs.

- Bring treat for the dogs. Treats allow you to make friends quickly with unfamiliar dogs and are essential to basic obedience training if you decide you want to try that. A single package of bargain-brand hot dog sliced twice endwise then diced yields about 900 treats for about $1.00. Baking the pieces in a 350 degree oven for an hour makes them easier and less messy to hand out.
Cat Cleaning Protocol

- Feed every cat ¼ can of canned food, sprinkle approx 1/10tsp of lysine on each plate of wet food, give each cat fresh water. Pay attention to special diets. Throw away paper plates as you clean.

Cleaning Supplies

- Mix a bucket of warm bleach water. The water to bleach ration is 32:1 using more chemicals are harmful to the animals, dedicate one wash cloth to this bucket.

- Dish soap and warm water can be used as the first step to degrease in cages that are soiled with snot, blood, etc. Fill a spray bottle with warm water.
  - Paper towels
  - News paper
  - Litter
  - Litter boxes
  - Clean bedding
  - Toys

Cleaning the Cage

- If there is one cat in the cage it is less stressful to clean around the cat; if there are multiple cats it is usually easier to put them in a carrier or a spare cage.
- Wipe down the holding carrier with bleach and allow it to air dry for no less than 5 minutes, it may be beneficial to use two carriers and alternate.
- When cleaning in the adoption area sanitize hands in between cats.
- Avoid excess handling and petting of the cats during cleaning, this can increase the spread of disease.
- Cats on the free roaming schedule can free roam during cleaning so long as they are not on medication and the room is tidy (there is not litter, feces, or dirty laundry on the floor)
- Shake out bedding and reuse, if bedding is soiled then put it in the laundry.
- Empty the litter pan, if there are feces on the sides of the pan clean and disinfect the litter pan. If it is clean then refill it with 1 scoop of fresh litter (approximately ½ inch of litter... keep in mind we are disposing of all the litter the next day)
Discard any old newspaper, discard old food and water, rinse both bowls. If bowls have build up then sanitize with bleach.

If the cage is free of feces, snot and blood then use paper towel and warm water to wipe down the cage walls, ceiling, and floor. A mild mixture of dish soap and warm water may be used.

If there is fecal matter, snot or blood on the walls use your diluted bleach mixture with a cleaning rag to wipe down the effected areas.

Reline the cage with newspaper, put a thick layer down.

Fresh water and dry feed ¼ - ½ cup of dry food, depending on size/activity level of cat, after cage is cleaned.

Sweep and mop room when finished using a 32:1 bleach ratio.

Restock litter food etc. Do not overstock... this only causes clutter.

Feed second wet feeds between 2-3pm to kittens and malnourished cats ONLY

Feed third wet feeds between 5-7pm to kittens and malnourished cats ONLY

If a cat is being put in a new cage everything must be cleaned and disinfected in a 32:1 bleach ration. All bowls, litter boxes, bedding and hammocks, must be replaced with clean items.