

# Kitten Palooza Volunteer Guide



Thank you so much for helping with Kitten Palooza! We hope to find homes for 100+ kittens!



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## General Information

### Parking:

Volunteers and guests will be able to park in the DMV lot across from the shelter. Parking volunteers will be directing traffic to this lot or street parking.

### What to wear:

Please wear your CAT t-shirt or Kitten Palooza t-shirt and comfortable closed toe shoes. If you don't have a CAT t-shirt please wear a CAT volunteer apron during your shift.

### Check in:

The volunteer coordinator will be located in Kitten Headquarters. Check in with her first. You will receive instructions and where to go for training.

### Food:

We will have a food cart in our parking lot. You are welcome to purchase food from them or we will be supplying sandwiches for lunch.



## Pre-Event Volunteers

Caregivers, Setup, Foster Kitten Check-In, Kitten Runner, Volunteer Check-In

### Overview:

- Kittens will return from foster care to the shelter for the event on Friday afternoon and Saturday morning.
  - The majority of foster kittens will return Friday afternoon.
  - Foster parents will be instructed to bring their kittens to the Kitten Headquarters lobby check-in area.
- All event kittens have assigned housing in the Kitten Playhouse, Lobby, or Catnip Corner kennels.
  - There will be maps posted in each adoption area with the kennel assignments.
- All kittens must have a paper collar with their name on it.
- Please notify a staff person if a kitten appears sick or lethargic. They will place an animal care request and/or remove the kitten from the event.
- We will be open to the public, but kittens reserved for the event will not be available for adoption.

### Caregivers—Friday PM and Saturday AM

#### Duties:

- Feed the kittens in the adoption areas.
- Change kitten litterboxes.
- Spot clean kennels.
- Deep clean dirty kennels in the Playhouse, Lobby, and Catnip Corner.
- Set up clean kennels with dishes, bedding, toys, and litterboxes for returning kittens.

### Setup—Thursday or Friday PM\*

*\*Volunteers in this position must be able to lift, carry, bend, and walk*

#### Duties:

- Assist with indoor setup.
- Duties may include:
  - Moving kennel banks
  - Washing windows
  - Hanging flags in front of the building

- Hanging butcher paper on the front windows
- Setting up the warehouse with chairs, prize wheel, coloring station, fans, and TV/DVD

## Setup—Saturday AM\*

*\*Volunteers in this position must be able to lift, carry, bend, and walk*

### Duties:

- Set up the outdoor “carnival” area with tents, tables, and chairs according to the event map.
- Set up booths with table clothes, signs, games and other activity supplies, prizes, etc.
- Put out parking signs.
- Set up the coffee/treat and water tables.
- Help assemble the cooling tent if necessary.

## Foster Kitten Check-In—Friday PM and Saturday AM

### Duties:

- As kittens arrive from foster care, cross them off the list.
- Perform a brief physical exam on the kitten, checking for signs of illness.
- Trim the kitten’s nails.
- Place a paper collar with the kitten’s name around their neck.
- Once finished, hand off the kitten(s) and their paperwork to the kitten runner volunteers.

## Kitten Runner—Friday PM

### Duties:

- Consult the adoption area maps and take kittens returning from foster care and their paperwork to the appropriate kennel.
- Place the kittens in the kennel

## Volunteer Check-In\*—Saturday AM/Early PM

*\*This position should be filled by a staff person*

### Duties:

- Greet volunteers as they arrive at the shelter.
- Cross their names off of the volunteer assignment sheet.

- Provide them with their assignments, the training location (if applicable), and their lead person.
- Ensure they are wearing a CAT t-shirt and parked appropriately.
  - If they aren't wearing a CAT t-shirt, ask them to wear a CAT apron for the event.
- Answer any questions regarding the event or their volunteer assignment.





# Photography Volunteers

## Overview:

- You should have some experience and a great deal of comfort with event photography.
- You must have your own high-quality camera.
- You must obtain parental approval (verbal is okay) if taking photos of children's faces.
- Photos will be used in post-event marketing and future CAT publications.
- CAT will provide photo credit to our event photographers whenever possible as we really appreciate your efforts and want to help you show off your skills.
  - However, we cannot guarantee photo credit for every use and ask you to please not watermark the images you provide to CAT.
- You may use the images you take for your personal portfolio and marketing, but you may not sell them.
- Please plan to provide CAT with images as quickly as possible after the event.
  - You may share them via disc or through a cloud-based sharing platform.
  - Ideally, CAT would like some images shared the day of the event.

## Duties:

- Document the event by photographing setup and preparation activities, adopters, kittens, activities, etc.
- Capture a mixture of candid and posed shots.
- If necessary, gently direct staff, volunteers, and visitors to stage shots including:
  - Adoption counseling
  - Group shots
  - People interacting with kittens
  - Adopters entering and leaving the shelter
  - Adopters meeting kittens
  - Outdoor carnival activities
  - Volunteers and staff cleaning, assisting guests, training, facilitating outdoor activities

# Registration and Line Volunteers

Line Assistant, Registration, Door Monitor, Greeter

## Overview:

- Welcome clients and make sure everyone has completed the Adoption Profile form prior to entering the building.
- Know CAT's adoption policies and be comfortable explaining them to potential adopters (especially indoor-only homes and no declawing).
- Be familiar with adoption fees and discounts that apply to this event. There will be signage on the tables.
  - Most kittens are \$200. There will be some priced at \$150.
  - Adopters can "supersize" their adoption and take home an adult cat for free with a kitten adoption. Premium priced adults (\$200) are not eligible for the supersize deal.
- Adoption fees for adults range from \$15-\$100, or \$200 for premium priced adult cats.
- There will be four pre-screen check-in lines.
  - One of the lines will be an "express registration" line for adult adoptions only, VIP entry, or retail purchases only. When there is no one waiting for this service, we will pull the next person from one of the other lines.
  - *Please note:* if someone comes through the adult-only line and then decides they would like to adopt a kitten, they will have to go back outside and wait in the kitten line to receive a different wristband. Most likely the kitten they select will be adopted by someone else before they enter the building again. Ensure that visitors understand this.
- Bright pink wristbands are for kitten adoptions.
- Gold wristbands are for adult adoptions, retail purchases only, or VIP entrance.
  - *Please note:* If someone has a gold wristband, they will not be able to complete a kitten adoption unless they wait in line again for a pink wristband.

## Line Assistant

### Duties:

- Distribute information sheets and profile forms to guests as they wait in line.
- Help with the forms and answer basic questions.

## Registration

### Duties:

- Review the Adoption Profile form.
- Remind guests about our adoption policies before entering.
  - If we need to have a more in-depth conversation with someone, please contact the door monitor, and they will locate the shelter manager, director of operations, or executive director to assist with the conversation.
  - Our goal is to eliminate any surprises regarding our adoption policies and to prevent our guests from waiting in line if they cannot agree to our policies.
  - Going through the registration process does not automatically qualify a guest for adoption. Adoption counselors will make the final determination – if there are concerns, they will discuss with the shelter manager, director of operations, or executive director.
- Give one person from each party a numbered wristband according to whether they plan to adopt a cat, kitten, or both, or if they are VIP or retail-only.
- Inform the party that we will only allow the number currently in their party in the door (they should let us know now if they expect another family member to arrive shortly, i.e. someone is parking the car, using the restroom, etc.).
- Secure the wristband snugly so that it cannot be easily removed or fall off.
- Convey the wristband number and the number of people in each party to the door monitor/greeter.

## Door Monitor Lead

### Duties:

- Manage the flow of guests through the building.
  - There should only be five parties entering the building at a time to ensure everyone has enough time to thoughtfully select a kitten.
  - Parties should enter the building approximately every 15 minutes. However, you may need to speed up or delay entry depending on the amount of time it takes guests to select kittens and complete the adoption process.
  - You should periodically survey the kitten adoption and adult adoption areas to make sure that the areas aren't too crowded before allowing more people into the building.

- Notify the door monitor when the next five groups may enter the building.
- Serve as a point of contact for the door monitors and indoor building guides.

## Door Monitor/Greeter

### Duties:

- Inform announcer (this will be a staff person) of which numbered wristbands can enter the building.
- Check numbers at entry, and number of people in the party.
  - *Please note:* In the past, parties have tried to combine so they could enter sooner. In order to prevent crowding, ensure there are only the number of individuals listed in party entering the building.



# Kitten Showing Volunteers

## Guide and Playhouse Assistant

### Overview:

- This is a stressful time for the cats and kittens. Be mindful when removing them from a kennel, and watch their stress level. We don't want anyone injured or felines overly stressed.
- Adopters will be able to go to different areas in the shelter based on their wristband color.
  - Gold wristbands (adult adopters and retail only) will not be allowed into the kitten adoption areas.
- Remind adopters to sanitize their hands between kittens.
- Please do not allow guests to take pre-adopted kittens out of their kennel. They are off limits.
- A staff person or volunteer must be present if an adopter wants to hold a kitten that is available for adoption.
- Ask adopters to narrow down their selection to one or two kennels of kittens before holding a kitten.
  - This helps prevent disease transmission.
- Guests should only handle kittens if they are serious about adopting them.
- If a child wants to hold a kitten, ask them to sit in a chair first to prevent the kitten from getting unnecessarily dropped, squeezed, or jostled.
- **KITTENS SHOULD NOT BE PLACED ON THE FLOOR.**
- Guests are welcome to interact and pet the kittens in the kennel with the door open. A staff person or volunteer should supervise all interactions as some kittens may try to jump out of the kennel.
- If all of the kittens in a kennel are pre-adopted, please close and lock the kennel.
- Kittens need to stay near their kennels. Please do not let anyone walk around with the kittens or take them out of your sight.
- NO 24-hour holds on kittens today as we want to maximize adoptions.
- Adoption fees and discounts:
  - Most kittens are \$200. There will be some priced at \$150. (\$20 off total adoption fee when adopting two kittens.)
  - Adopters can "supersize" their adoption and take home an adult cat for free with a kitten adoption.
  - Adoption fees for adults range from \$15-\$200. Premium priced adults (\$200) are not eligible for the supersize deal.

- Kittens must stay in their kennel during the adoption counseling process. Once a family has selected their kitten(s), they will be asked to leave the kitten area. This is to prevent overcrowding and confusion.

## Guide

### Duties:

- Help direct the flow of people to different adoption areas in the shelter.
- Make yourself available to adopters in different adoption areas in case adopters have questions or request to see different cats.
  - Avoid clustering in one area with other guides.
- Check-in with the front door monitor before new groups enter the building.

## Playhouse Assistant

### Duties:

- Direct guests to available kittens and assist with match-making.
- Help adopters interact with available kittens once they have selected a few.
- Ensure customers with gold bracelets do not enter the kitten adoption areas.
- After an adopter selects a kitten, write "adopted" on the kitten's collar in red Sharpie, and cross out the kitten's name on the cage card.
- Take the kitten's paperwork and the adopter to the Adoption Coordinator.
- If a kennel is empty (all kittens have left), remove all items and fully clean (turn) the kennel.



# Adult Cat Adoption Volunteers

Upstairs Coordinator, Upstairs Assistant

## Overview:

- Depending on the year, the adult adoption area may be busy or slow. Be prepared for both situations. If it is slow, you may be asked to deep clean a kennel or do laundry.
- All adult adoption fees are waived with a kitten adoption unless they are \$200 premium adults.
- The Get Acquainted rooms must be mopped and chairs sprayed with Rescue after each cat showing.
- If someone is interested in meeting a cat in a Get Acquainted room, please direct them to the upstairs coordinator who will add their name to a list.
- If a person with a gold wristband wants to visit the kittens, please tell them that they will need to exit the building and wait in line again for a pink wristband.

## Upstairs Coordinator

### Duties:

- Maintain a list of all guests who want to meet with cats in Get Acquainted rooms.
  - If multiple people want to meet the same cat, let them know that there is a line, and add their names to the waiting list. Cap the waiting list at three parties per cat.
  - If a cat with a waiting list is adopted, notify the other parties of the adoption.
- Assign adoption counselors to guests as they select cats to adopt.
- Ensure the upstairs assistants are cleaning the Get Acquainted rooms as soon as cats move out.

## Upstairs Assistant

### Duties:

- Review guests' adopter profile forms and direct them to cats who possess the characteristics they desire.
- Direct guests to the Upstairs Coordinator if they want to meet a cat in the Get Acquainted Room (if it's busy).



- Move cats from their kennels to the Get Acquainted Rooms.
- If a guest decides to adopt a cat, write "adopted" on their kennel card.
- Clean the Get Acquainted Rooms after each cat showing.
- Deep clean kennels after cats are adopted.





# Adoption Volunteers

Adoption Coordinator, Adoption Guide, Adoption Counselor, Kitten Runner,  
Adoption Paperwork Processor

## Overview:

- Adoption counseling areas:
  - All offices
  - Kitten Headquarters lobby
- Each adoption counselor will be assigned an area by the Adoption Coordinator.
- Each adoption counseling station will have premade packets that will include the adoption contract and the vet certificate.
- Adoption counseling areas will accommodate different numbers of people.

## Adoption Coordinator

### Duties:

- Write the adopter's wristband number and name on the list.
- Assign them an adoption counselor/classroom as they become available.
  - If they've owned a kitten before and are comfortable with the classroom setting, assign them to classroom adoption counseling. If they haven't owned a kitten, if it has been many years since they last had a kitten, or if they are adopting a kitten with special medical or other needs, assign them to one-on-one counseling.

## Adoption Guide

### Duties:

- Bring adopters with their chosen kitten's paperwork to their assigned adoption counselor.

## Adoption Counselor

### Duties:

- Perform adoption counseling either one-on-one or in a classroom-style setting.
- Once the room is full, shut the door and begin the adoption counseling process.
- After the adoption counseling process, send adopters back to the front desk to check out and pay.

- When you have completed the adoption(s) and are available for the next adopter, stand outside the door and text the adoption coordinator.
- If you are located in Kitten Headquarters, you will need to escort the adopter back to the lobby.

## Kitten Runner

### Duties:

- Take receipt and carrier from adopter.
- Locate the kitten in the specified adoption area.
- Check the kitten's microchip to verify you are retrieving the correct kitten.
- Place the kitten in the carrier.
- Return the carrier to the adopter.
- Thank the adopter and offer to help them to their car.
- Help deep clean kennels if there is time.

## Adoption Paperwork Processor\*

*\*Must know how to process adoptions in Shelter Buddy*

### Duties:

- Use adoption paperwork to process adoptions in Shelter Buddy.
- Note any discrepancies or missing information on paperwork.
  - If necessary, call adopter for clarification.

## Outdoor Volunteers

Games Attendant, Cooling Station Monitor, Foster Information Booth,  
Parking Attendant

### Overview:

- In the parking lot, we will have some sponsored booths and games. If you are a games volunteer, please check-in with the outdoor lead for your assignment when you arrive.
- We will have a cooling station in the warehouse where people can wait until their number is called.
- Activities in the cooling station will include coloring pages, a prize wheel, and videos.

### Games Attendant

#### Duties:

- Greet guests and explain game rules.
- Provide guests with participation prizes if applicable.

### Cooling Station Monitor

#### Duties:

- Coordinate activities inside of the warehouse and ensure guests are not entering other areas of the warehouse.
- Greet guests, answer questions, and remind them about food and drinks.

### Foster Information Booth\*

*\*Should be an experienced foster parent*

#### Duties:

- Provide information to guests on CAT's foster program and how they become a foster parent if interested.
- Answer guest questions regarding kitten care or the event.

### Parking Attendant

#### Duties:

- Place outdoor signs for the event, including "no-parking" signs.

- Direct staff, volunteers, and guests to appropriate parking areas.
- Allow entry into CAT's parking lot for handicap guests only.
- Answer guest questions or direct guests to the line assistant or CAT foster booth.



## Post-Event Volunteers

### Tear Down, Clean Up

#### Overview:

- The event is scheduled to end at 7 p.m., but we may be able to start some tear down and clean up duties early depending on event traffic.

#### Tear Down\*

*\*Volunteers in this position must be able to lift, carry, bend, and walk*

#### Duties:

- Break down the outdoor carnival area.
- Duties include:
  - Disassemble and put away tents
  - Breakdown tables and move back to the warehouse
  - Collapse chairs and move back to the warehouse
  - Collect and put away signs, games, activities, etc.
  - Collect and dispose of trash
  - Other duties as assigned

#### Clean Up\*

*\*Volunteers in this position must be able to lift, carry, bend, and walk*

#### Duties:

- Clean up adoption counseling stations and adoption areas.
- Fold and put away chairs.
- Deep clean empty kennels.
- Collect and dispose of trash.
- Other duties as assigned.