TENDER LOVING CATS, INC. ("TLC")

VOLUNTEER HANDBOOK
Dear TLC Volunteer,

Thank you for choosing to donate your time, energy and enthusiasm to TLC! You are so important to the lives and well-being of our feline residents and really make a difference in their lives.

TLC relies on a pool of dedicated and compassionate volunteers to care for cat/kitten(s) waiting to be adopted. Because of volunteers like you, we are able to make the Adoption Center a very special place where we focus on creating a healthy and happy temporary home for our cat/kitten(s), until they find permanent, adoptive homes.

Herein you will find information on how to care for our Adoption Center cats/kittens and how to be a successful volunteer for TLC. Seeing how they progress from often scared and unsure about being at the Adoption Center to friendly, outgoing and adoptable cat/kitten(s) who are then finally adopted into forever homes is so rewarding!

It is important that every volunteer knows all aspects of the Adoption Center, from feeding the cat/kitten(s), giving medications to cat/kitten(s) and cleaning cages to showing cats to the public, taking applications and answering basic questions from the public. It’s important to refer the public to our information email address at info@tenderlovingcats.org if you do not know the answer to a question rather then giving someone incorrect information. You may decide that you are interested more in one area over another, but we all must work together cooperatively to achieve all daily tasks. If there are different areas you would like to get more involved in, please let us know.

Some other things that we will need help with:

- Transporting cats to/from vet’s appointments
- Intake clinics, assisting with testing and vaccinations
- Medical Team
- Computer work on Word and/or Xcel
- Volunteer scheduling & training
- Cat records, cage card updating
- Photographers for adoptable cat/kitten(s)
- Lawyers
- Accountants
- Fostering of cat/kitten(s) at home
- Socializing semi feral or very frightened cats
- Trapping for TNR (Trap-Neuter-Return) and Recovery
- Adoption interviewing
- Adoption reference checks
- Adoption deliveries

On behalf of all of us at TLC, thank you for your generous support and for helping us save lives

Rebecca Carro  
President & Founder  
516-417-7330  
rebecca@tenderlovingcats.org

Carmela Rosselli  
PSNB Volunteer Coordinator  
631-935-5077  
carmela@tenderlovingcats.org

Layne DiPaola  
PSWB Volunteer Coordinator  
631-848-7079  
layne@tenderlovingcats.org
1. VOLUNTEER REQUIREMENTS

New Volunteers Only:

i. Review and sign the Volunteer Agreement and Code of Conduct.

ii. Meet with Volunteer Coordinator, Team Leader or other designated experienced volunteer for volunteer orientation and training.

All Volunteers:

- Commit to volunteering at least 2 hours per week on the same date and time. It is preferable for AM & PM (feeding and cleaning shifts) volunteers to spend up to 3 hours to each shift to allow for sufficient time to do the cleaning that's needed to keep the cats/kittens healthy and provide the cats/kittens with 15-20 minutes of socialization and exercise.

- Be reliable. If you cannot keep your scheduled time, please text the Volunteer Coordinator to let her know as soon as possible. Consider whether you can trade a shift with another volunteer to help ensure we have adequate coverage.

- Please wear a name badge anytime you are representing TLC as a volunteer.

- Volunteers should wear a solid color t-shirt or a TLC volunteer t-shirt that is available to any volunteer for a donation of $10.

- Volunteers are asked to convey a professional public image. Overall appearance should be clean and neat. Wearing of shorts is not recommended. Shoes must have covered toes. Large hoop or dangling earrings represent a safety hazard and should not be worn.

- Review notes in log book from previous day/shift.

- Sign log book and make notes of duties performed and observances of cat behavior/health.

- Review daily checklist and follow proper cleaning procedures.

- Pet, play with, and socialize adoptable cats.

Team Leaders:

Each shift will have a Team Leader as designated by the President or Volunteer Coordinator. The responsibilities of the Team Leader are as follows:

- Provide direction and training to other volunteers during shift.

- Assist new volunteers as needed.

- Review/initial Medical Logs and administer appropriate medication when necessary.

- Hold volunteers accountable for complying with TLC procedures.

- Attend periodic meetings to discuss Adoption Center procedures and suggestions for improvements

- Implement changes to Adoption Center procedures on a timely basis.
2. ADOPTION CENTER HOURS

AMhifts
9:00 - 11:00 am

MIDDAY SHIFTs
12:00 - 2:00 pm
2:00 - 4:00 pm
4:00 - 6:00 pm (Monday - Saturday)

PM SHIFTS
6:00 - 8:00 pm (Monday - Saturday)
4:00 - 6:00 pm (Sunday)

PetSmart employees are at the store from 7:30 am - 9:00 pm if a volunteer would like to get in early or stay later. However, a volunteer must be present during the regular scheduled AM & PM shift hours noted above.

3. ADOPTION CENTER MAINTENANCE

Everyday Practices that Help Prevent Spread of Disease

- Report any animal that appears sick to the Rebecca immediately, at 516-417-7330. Text Rebecca a picture and/or video of what you are seeing.

- ALWAYS wash your hands and/or sanitize to minimize the transmission of disease, after cleaning litter boxes and in between handling groups of cats/kittens.

- The vacuum dirt bin should be emptied after each time it is used. A clean bin increases the vacuum suction and enhances the appearance of the adoption center.

  Each shift should throw out their garbage even if it’s not full, if there’s food or soiled litter it needs to go at the end of the shift. Tie up the bag and place in the garbage receptacle in the PetSmart storage room.

If we all follow the same procedures the risk of having a disease problem will be greatly minimized.
AM & PM SHIFT CHECKLIST

Date ____________________ AM____ , PM____ NAME(S) ___________________________

Office

- Sign in/out of Log Book.
- Remove from charger and place interior magnetic strip lights in suites
- Check recent entries in Log Book for any important info on cats.
- All Adoption & Volunteer Applications should be sent using IPad (preferred) or sent immediately to Rebecca via scan & email or by taking a picture of both pages and sending a text. When using IPAD, all fields must have something in it for it to work. (i.e., if not applicable, put N/A).
- Ensure there are enough copies of Adoption Applications, Volunteer Applications & Foster Applications for the next shift. If there are not enough copies, contact Adoption Center Coordinator.

Cat Cage Area

- Check that cat/kitten(s), are alert and responsive, are eating and not lethargic. Any medical concerns call/text Rebecca ASAP with a picture or video and write “log entry” for that day on the back of this sheet.
- Count all cat/kitten(s), match cats with cage cards. If they do not match contact Adoption Center Coordinator.
- Dry food: should be measured ¼ cup per cat/kitten unless otherwise indicated on Observation Sheet. If weaning onto Authority, please make sure foods are mixed thoroughly.
- Wet food: portion size per cat/kitten = ¼ of 5.5 oz can or ½ of 3 oz can. Add 1 scoop L-lysine powder per cat/kitten mixed into food completely. If weaning onto Friskies, please make sure foods are mixed thoroughly. Add a very small amount of water to wet food and mix thoroughly.
- Water bowls should be clean and full.
- Litter Pans: Only 1 heaping large scoop of litter per litter pan. Dump contents completely in AM & PM. Clean litter pan with soap and water spray bottle and paper towel. Spray with Rescue and let sit for 5 minutes then wipe dry with paper towels. Use poop bags to remove solids if a cat/kitten goes after litter box has been cleaned.
- Use Observation Sheet to track poop, pee, food intake, playtime, etc.
- Cage floors: sweep out debris and spot clean. Check bedding (shake out or replace if soiled). Once the cat/kitten(s) are removed spray suite with Rescue and let sit for 5 minutes. Spray suite with soap and water then wipe dry with paper towels. Use Windex on window and plexiglass .
- Floors: sweep/vacuum and disinfect after each cat/kitten(s) in rooms. Mop floors at the end of the shift. Rinse out mop bucket.
- PM Shift Only: Remove mop head and put in a ziplock/poop bag and leave in the laundry basket.

Cat Play Room (PSNB ONLY) and Meet & Greet Room

- Shelves, Cat Stands and Furniture: wipe down with soap and water. and shake and turn blankets/beds between each cat/kitten(s). Do not use Rescue on Cat Stands and Furniture in the Viewing Room. Wipe down Cat Stands and Furniture in the Viewing Room with soap and water after the floor has been sprayed with Rescue.
- Floors: sweep/vacuum and disinfect between each cat/kitten(s) with Rescue.
- Ensure all cat/kitten(s) are removed and back in their assigned cages before leaving for the day.
- Ensure all the toys are back in the cat/kitten(s) cage they came from
- If cat/kitten(s) are living in “Play Room” do not disinfect with Rescue.

Cat Sink/Feed Area

- Ensure all food debris is removed before washing dishes in the sink.
- Bowls/forks washed with brush and dish soap, please wash plastic forks to reuse.
- Dry all bowls thoroughly and put away in labeled storage bin. Do not wash food bowls with Rescue.
- Counter area should be kept neat & clean. Do not tape notes to counter or walls – leave notes in Log Book.

End of Shift:

- Complete and sign off here for “cage check” by pulling on all the cage doors.
- Perform a head count of cat/kitten(s) and ensure all cat/kitten(s) are in their assigned cages.
- Log your shift information in Log Book for next volunteer(s) to see.
- Empty garbage and bring back dumpster before leaving.
- All interior doors closed, leave all the lights ON , front door closed and secured and key returned to office.
- PM SHIFT ONLY: interior magnetic strip lights from suites must be placed on the charger.
MID SHIFT CHECKLIST

Date____________________    NAME(S) _______________________________________________

Office
- Sign in/out of Log Book.
- Check recent entries in Log Book for any important info on cats.
- Adoption Applications should be sent using IPad (preferred) or sent immediately to Rebecca via scan & email or by taking a picture of both pages and sending a text to Rebecca. When using the IPad, all fields must have something in it to work (ie. if Not Applicable put N/A).

Cat Cage Area
- Wash hands thoroughly before handling any cat/kitten(s).
- Check cats: are all cats alert and responsive? Any medical concerns should be called/text into Rebecca immediately and written in log book.
- If cat/kitten(s) are sleeping please do not disturb them for playtime or to socialize.
- Ensure cat/kitten(s) match descriptions on cage cards and are in correct cages.
- Do not feed dry or wet food on this shift.
- Water bowls should be clean and full.
- Litter Pans: remove fecal matter or urine with poop bags & document on 'Observation Chart'. Only if necessary
- Cage floors: sweep out debris, spot clean if soiled, check bedding (shake out or replace if soiled only). Only if necessary

Cat Play Room and/or Meet & Greet Room
- If cat/kitten(s) are sleeping please do not disturb them for playtime or to socialize.
- Between each cat/kitten taken out, floors MUST be vacuumed or Swept then sprayed with Rescue and allowed to dry for 5 minutes.
- Rescue should not be used on the playroom floor if cat/kitten(s) are living there (PSNB ONLY).
- Make sure your hands are thoroughly washed before handling another cat/kitten.
- Ensure all cat/kitten(s) are placed into rooms for play time then put back in their assigned cages afterwards.
- Any empty wet food bowls should be removed, washed, dried and put away.
- Litter boxes: should stay with each cat/kitten(s) in the room for play time and then be put back inside their assigned cages afterwards.
- Shelves, Cat Stands and Furniture: wipe down with soap and water and shake/vacuum/turn bedding when cleaning. Do not use Rescue on Cat Stands and Furniture.  Wipe down Cat Stands and Furniture in the Viewing Room with soap and water after the floor has been sprayed with Rescue.
- Floors: sweep/vacuum as necessary.

Cat Sink/Feed Area
- Sink/feed area: Ensure all food debris is removed before washing dishes in the sink. Bowls/forks washed with brush and dish soap. Dry all bowls thoroughly and put away in labeled storage area. Rinse/clean sink and drain.
- Floors: sweep/vacuum as necessary.
- Counter Area: should be kept neat & clean. Do not tape notes to counter or walls – leave notes in Log Book.

End of Shift:
- Complete and sign off here for “cage check” by pulling on all the cage doors.
- Perform a head count of cat/kitten(s) and ensure all cat/kitten(s) are in their assigned cages.
- Log your shift information in Log Book for next volunteer(s) to see.
- Empty garbage and bring back dumpster before leaving.
- All interior doors closed, leave all the lights ON , front door closed and secured and key returned to office.

Additional 'To do' List:
- Wash walls with ‘Magic Eraser’ and/or soap & water. Dry with a paper towel.
- Vacuum all shelves and on top of suites.
- Pull out items on shelves and under the sink to vacuum.
- Wash cat furniture with soap & water. Dry with a paper towel.
- Windex all windows and plexiglass. Remove cats from suites first to Windex the plexiglass inside suites. Spray Windex on a paper towel not into the air.
CLEANING/DISINFECTING BASICS

Always,
- Remove from beds/blankets from suite, shake out and wipe suite clean of debris using that suites dust pan, a paper towel or swiffer.
- Give those cat/kitten(s) back the same items that were removed to clean.
- Dirty linen should be put in the laundry and replaced. Please remove all feces, vomit, solid matter from soiled beds/linens prior to placing in the laundry bin. Beds and linen soiled with urine should be sprayed heavily with a ‘Urine Destroyer’ spray then placed in the laundry bin.

Routine Suite & Playroom Cleaning
If cat/kitten is removed from suite or playroom: Spray with soap and water. Wipe dry with paper with paper towel. Spray Windex onto paper towel and use to clean window and plexiglass.

If cleaning around cat/kitten in suite or playroom: Use plain clear water if cleaning while cat/kitten(s) remains in suite.

Using Rescue Disinfectant
Rescue is only used to disinfect the floors in the Meet/Greet room and Middle Room and to disinfect Vacated Suites after cats/kittens leave the adoption center. Do not spray Rescue in the Playroom, Occupied Suites or on cat stands and furniture.

Rescue is to be sprayed on the floors after a room has been used by a cat/kitten and put back in their suite. Vacuum floors or Swiffer before applying Rescue.

Let sit for 5 minutes. Use paper towel to dry any spots that are not fully dry before putting cat/kitten(s) into the room.

Shelves, Cat Stands and Furniture
Meet and Greet Room – Shake out pillows, and vacuum after each cat/kitten uses the room. Spray floor with Rescue, let sit for 5 minutes then wipe down with soap and water.

Playroom (PSNB ONLY) – Shake out beds, blankets and pillows. Dirty linen should be put in laundry and replaced as noted above. Vacuum floor, shelves and cat stands.

Disinfect Vacated Suite
Remove food and water bowls. Wipe down suite with soap and water and then wipe dry with paper towel:
- suite
- lift hood to clean underneath
- suite door
- bowl holder
- discard any cardboard scratchers

Apply Rescue and let sit for 5 minutes. Wipe down with paper towel and apply a second time with Rescue; allow to dry. Wipe windows and plexiglass with Windex to remove streaks from Rescue.

Place a sign on the suite noting suite has been disinfected with the date and your initials.

Floor Cleaning:
Mop floors in all rooms at end of AM & PM shifts. Fill bucket with warm water and add 2 drops of dishwashing liquid. Place mophead in the laundry basket at the end of the PM shift. Rinse out the mop bucket after pouring dirty water into the sink. Try to wait 5 minutes after mopping the playroom before putting cats back into the playroom.
4. HOW TO HANDLE/SOCIALIZE AN ADOPTION CENTER CAT

First Things First
Handling an Adoption Center cat might seem as simple as handling your own cat, but it is important to remember that Adoption Center cats are in a stressful environment and each has its own unique personality. As a volunteer, you need to do a few things to ensure your safety, the safety of the cats, and the safety of Adoption Center volunteers and visitors.

Socialization of Cat/Kitten(s) is Important Because:

- Exercise keeps Adoption Center cat/kitten(s) calm, sane, and helps control weight issues
- Increased socialization strengthens the ability for Adoption Center cat/kitten(s) to connect and bond with people
- Increases Adoption Center cat/kitten(s)’ chance for adoption because they appear more relaxed, happy and comfortable with people.

Stop, Watch and Listen:
When preparing to handle Adoption Center cats, the first step is to enter the cat room and stop, watch and listen. By standing in the center of the room for a few seconds, you will have the opportunity to identify any cat/kitten which may have an illness. You may hear sneezing or see a cat/kitten displaying unusual behavior. Always include a note on the observation sheet and daily checklist log book if there are any signs of illness. Text Rebecca and send a picture and/or video of what you are observing as soon as possible.

Emotional State/Body Language:
As much as possible TLC tries to make the Adoption Center a calm setting for our cat/kitten(s). However, it can be a stressful for cats/kittens, as they have little control over their environment. Many are lonely, anxious, fearful, frustrated or depressed. Behaviors indicating fear or emotional stress may include: ears pressed down, tail tucked, head down with eye looking up, hissing, growling, hiding, etc. If you see any of the above body language you should handle that cat slowly with caution. You may want to wait and handle those cats/kittens once you are more experienced. The above body language does not necessarily indicate a cat/kitten that does not want to be touched. The cat/kitten may simply be scared, but you should still proceed with caution.
5. SOCIALIZING THE CATS
For most Adoption Center cat/kitten(s), 15-20 minutes is sufficient time for socializing and play. Cat/kitten(s) have a short attention span and may not tolerate extended handling. However, we do want to give them enough time for loving attention. If a cat/kitten becomes agitated, over stimulated or stressed, the signals may be very subtle or more obvious, depending on the cat/kitten. Warning signs that a cat/kitten may no longer want to be pet are: flicking or swishing of the tail, ears rotating to the side or back, staring, fur rippling on the back or sides, or tensing of the body, simply and gently leave him/her alone.

Safe Handling Practices:
- Take your time.
- Do not over stimulate the cat/kitten by petting too much and
- Remember that the cat/kitten may perceive you as a threat, even though you do not intend to threaten him/her.
- When approaching a cat/kitten, be sure to get the cat/kitten’s attention before interacting with him/her.
- Allow the cat/kitten to smell your fingers before you pick it up. The cat/kitten should come to you, not the other way around.
- Talk to the cat/kitten calmly and softly
- Never stare at a cat/kitten that is exhibiting signs of stress or fear. Always break the stare with a series of slow blinks. In nature predators stare at their prey before they pounce. When you slow blink your letting the cat/kitten know you are a friend not foe.
- When handling a cat/kitten, control the head and neck at all times. Hold the cat/kitten firmly—left hand controlling the head and neck, right elbow supporting/gripping the hindquarters, right hand controlling the front paws. Take a moment to readjust your grip if you need to.
- Watch for signs of stress/fear—enlarged pupils, thrashing tail, growling, hissing, and attempting to hide or escape. If these signs appear, carefully remove the cat/kitten from the source of stress—out of the area or into a less stressful room.
- Do not reach over the cat/kitten’s head. Move slowly because rushing the cat/kitten only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.
- If the cat/kitten does not want to be picked up, you may want to sit quietly beside him/her until he/she becomes comfortable with your presence and physical handling.
- Some cat/kittens will want to be held and other will want to play freely. Remember each cat/kitten has his/her own unique personality and needs.
- **If you do not feel comfortable handling a cat/kitten, DON’T!!** Do not risk getting scratched, or bitten.
6. ADOPTION APPLICATION PROCEDURE FOR PETSMART VOLUNTEERS

- Do a happy dance!! The reason we rescue, save & love homeless cats and kittens is to find them the purrfect furrever home.
- Make potential adopters a priority. We should drop everything else we are doing to have potential adopters see the cats/kitten(s) they are interested in as quickly as possible.
- If other cats are in the viewing room, let the potential adopter know you need a few minutes to get the room ready.
- Put the other kittens back in their suite and do a quick vacuum. It is not necessary to spray Rescue between showing cat/kitten(s) for adoption.
- Ask the potential adopter which cat/kitten(s) they are interested in?
  - If the cat/kitten(s) they are interested in are in suites, then show the cat/kitten(s) in the viewing room. Unless, they are shy and do not like to be held and they may show better by allowing a potential adopter to pet them inside their suite.
  - If the cat/kitten(s) they are interested resides in the playroom, then let the potential adopter into the playroom to meet the cat/kitten they are interested in.
- Look around to ensure the room is tidy then allow them to come in.
- A potential adopter's pets are not allowed into the viewing room.
- Ensure the door is locked behind them.
- If there more than 2 people to their party ask if they could meet the cat/kitten(s) in two groups since the cat/kitten(s) can get overwhelmed by too many people in a confined area and then do not show well.
  - Use your best judgement with children meeting the cat/kitten(s). If you can see that a cat or kitten is overwhelmed and hiding ask that they only come in with 1 child at a time.
- Intentionally place the cat/kitten they are interested directly in into their arms so that it initiates a bond.
- Offer additional support for a cat/kitten bottom if he/she is not being held securely. Remember the cat/kitten(s) at Petsmart trust you and know you so they will react better if your there to pet them and show them it’s ok to be with someone new.
- Watch everyone’s reaction, is anyone scared or hesitant, give them a string toy so everyone can still interact.
  - After everyone is comfortable start to ask basic questions to better match one of our cat/kitten(s) with the type of cat/kitten they are looking for:
    - Do you currently have any pets?
    - Who is this cat/kitten for?
    - If they have children, ask if they have ever been raised around cats?
    - If they have children under 6yrs old who have never been cats please steer them towards a very confident and easy going kitten age 6mths and up.
    - Do they want a cat/kitten(s) they can hold or is that really not important?
    - Do they have a busy household where a more playful and outgoing cat/kitten would do better?
• Or are they a quiet home with adults or older children and maybe a shyer cat/kitten, who bonds with 1-2 people more than anyone else, do well in this kind of environment?
• Do not ask about indoor/outdoor or declawing. If they ask you how you feel about either indoor/outdoor or declawing please do not tell them if you are for or against it as this will influence how they answer these questions on the application.

➤ Use your gut feeling when listening to these answers and meeting with potential adopters. If you feel like something just isn’t right let us know right away. Your the only one who will meet them prior to adoption so your opinion is valued.

➤ Remember your only role in this process is to match potential adopters with the purrfect cat/kitten(s) for their home. Our adoption committee is very thorough and has many years of experience processing applications. The stress of approving or denying or finding a suitable home, does not fall on you.

➤ Once they’ve found a cat/kitten(s) they have fallen in love with please urge all potential adopters to complete the application right then and there. Avoid sending them home with a copy of the application. 99% of the time they will never turn in that application. They may simply “keep looking” and find another cat/kitten elsewhere. If we can start their application process very often they stop looking after that.

➤ Do not guarantee that they are the first to put in an application on a cat/kitten. We process many applications that come in directly from Petfinder. Just because a cat/kitten doesn’t have an adoption pending sign does not mean we aren’t processing another application.

➤ To proceed with the adoption application process they can either:
  • Give them the iPad which should be connected to the Petsmart WiFi. If it needs to be reconnected you must refresh a safari page to check off that you agree to the terms of using the WiFi. Open the adoption application link here - https://www.tenderlovingcats.org/adoption-application.html
  • If they prefer to complete it on their phone, once again have them go to the adoption application link on our website.
  • The last option is to complete the 2 page paper application which is located in clear bin by the sink. Look for the folder containing adoption application forms. Have them fill it out and hand back to you. Ensure that both pages are completed. Take a clear photo of both pages and send to Rebecca. Use your cell phone or iPad.
    o Rebecca Caro, text: (516) 417-7330 or email: to rebecca@tenderlovingcats.org

➤ Potential Adopters will trust you and once they realize that you are not the one processing the application they will open up and ask for your opinion. Please don’t coax them through answers but if they have questions, help them as generally as possible.

➤ Once filled out be absolutely sure that the form was submitted. It will say successfully submitted and they will receive a confirmation email and If it doesn’t then it did not go through.
FAQ by Potential Adopters:

1. Q: Do I have to put my license number?
   A: If the applicant does not feel comfortable they should enter all zeros if required and discuss this with the adoption committee.

2. Q: Do I have to put a 2nd choice if I don't have one?
   A: No, but it’s recommended that you do since applications are completed online and volunteers can not be certain there is not already another adoption pending.

3. Q: I haven’t had a pet in years, what should I write?
   A: As the adoption application states, please ask that they provide information on any pets they have owned within the past 10yrs.

4. Q: I don’t currently have any pets, therefore I don’t have a current vet, what should I write?
   A: This should be the vet that has seen their pets in the past. If they do not have a vet please don’t recommend that they put one down just to fill the space.

5. Q: When will someone call me?
   A: We like to process adoption applications within 24hrs if they don’t hear from someone suggest that they contact us at 1-866-458-8228 (ILUVCATS) or via our website CONTACT US page.

6. Q: What happens if my current pet and the new cat/kitten don't get along? Will TLC take the cat back?
   A: Yes, once a TLC cat or kitten always a TLC cat or kitten but it’s important to go into the adoption process knowing that it will take work to introduce 2 cats. It’s very rare that 2 cats get along at first sight. Kittens are overall easier to introduce to adult cats then another adult cat. We will walk an adopter through how to properly introduce over the course of several weeks but that they should be prepared to work through these issues. Our website has links to properly introducing here
7. CONTACT LIST

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<tr>
<th>Rebecca Caro</th>
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<td>President &amp; Founder</td>
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<td>Adoption Inquires</td>
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<td>(PH) 516-417-7330</td>
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<tr>
<td>(Fax) 866-458-8228</td>
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<tr>
<td><a href="mailto:rebecca@tenderlovingcats.org">rebecca@tenderlovingcats.org</a></td>
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<td><a href="mailto:foster@tenderlovingcats.org">foster@tenderlovingcats.org</a></td>
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<td><a href="mailto:adoptions@tenderlovingcats.org">adoptions@tenderlovingcats.org</a></td>
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<td><a href="mailto:palprogram@tenderlovingcats.org">palprogram@tenderlovingcats.org</a></td>
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<td><a href="mailto:richard@tenderlovingcats.org">richard@tenderlovingcats.org</a></td>
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<td><a href="mailto:layne@tenderlovingcats.org">layne@tenderlovingcats.org</a></td>
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<tr>
<td>(PH) 631-524-9955</td>
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<td><a href="mailto:dana@tenderlovingcats.org">dana@tenderlovingcats.org</a></td>
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Adoption Application - https://www.tenderlovingcats.org/adoption-application.html
Foster Application - https://www.tenderlovingcats.org/foster-application.html
Volunteer Application - https://www.tenderlovingcats.org/volunteer-application.html
8. EMERGENCY PROTOCOL & CONTACTS

If you witness any of the following contact a Center Coordinator and Rebecca immediately. Whenever possible please take pictures and videos of what you are witnessing.

Sign of illness and distress:

- Coughing
- Sneezing
- Congestion
- Constipation/Straining to defecate, Straining to urinate/red or pink tinged urine
- Diarrhea
- Loss of appetite and/or thirst
- Lethargy - a cat/kitten would rather sleep then play or socialize
- Abnormal Body Temp - normal body temp for a cat/kitten is 100-102.5
- Appearance changes - loss of muscle tone in the face and body, cheeks are sunken in, messy or unkempt looking, foul order
- Hiding - a cat/kitten that is normal playful and outgoing is suddenly withdrawn and disinterested in engagement
- Clinginess or any odd social behavior

If you feel a cat/kitten is experiencing a medical emergency and you need an immediate answer but it is not life threatening you must try to reach one of the following emergency medical coordinators below.

If you feel like a cat/kitten is in a true life threatening emergency situation you must try to reach one of the following emergency medical coordinators below and you are authorized to take the cat/kitten to:

Veterinary Medical Center of Long Island (VMCLI)
75 Sunrise Hwy, North Service Rd., West Islip, NY 11795 (PH) 631-587-0800

<table>
<thead>
<tr>
<th>Rebecca Caro</th>
<th>All Medical Questions or Concerns</th>
<th>(PH) 516-417-7330</th>
<th><a href="mailto:rebecca@tenderlovingcats.org">rebecca@tenderlovingcats.org</a></th>
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<tr>
<td>President &amp; Founder Emergency Medical Coordinator</td>
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<tr>
<th>Bruna Berstein</th>
<th>Urgent Medical Questions or Concerns</th>
<th>(PH) 631-804-7648</th>
<th><a href="mailto:bruna@tenderlovingcats.org">bruna@tenderlovingcats.org</a></th>
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<tr>
<th>Barbara Teska</th>
<th>Urgent Medical Questions or Concerns</th>
<th>(PH) 631-998-5710</th>
<th><a href="mailto:barbara.teska@gmail.com">barbara.teska@gmail.com</a></th>
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9. CORRECTIVE ACTION
Corrective action may be taken if the volunteer’s work is unsatisfactory. Corrective action is within the discretion of the Volunteer Services Manager and may include:

1. Additional supervision
2. Reassignment
3. Retraining with possible suspension
4. Referral to another volunteer position
5. Dismissal from the TLC Volunteer program.

10. VOLUNTEER DISMISSAL
Volunteers who do not adhere to the policies and procedures of TLC or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is within the discretion of the Volunteer Coordinator and President.

Grounds for dismissal may include, but are not limited to:

- Any abuse or maltreatment of a cat/kitten while volunteering.
- Violation of TLC policies and procedures, Code of Conduct or terms of Volunteer Agreement.
- Gross misconduct or insubordination.
- Being under the influence of alcohol or drugs while performing volunteer duties.
- Theft of property or misuse of program equipment or materials.
- Mistreatment or inappropriate conduct toward other TLC volunteers or personnel, or clients.
- Taking action with an animal without program approval for off-site visits, events, etc.
- Failure to complete required initial or ongoing training.
- Breach of confidentiality.
- Repeated absences without properly notifying the Volunteer Coordinator.
- Failure to satisfactorily perform assigned duties.
- Criminal activities.
VOLUNTEER HANDBOOK ACKNOWLEDGEMENT


- I acknowledge that I have received, read and understand the Handbook and obtained guidance where I had questions.
- I acknowledge that the Handbook sets and refers to policies and procedures that I must follow while volunteering at TLC.
- I acknowledge that my compliance with the Handbook is a requirement of my volunteer relationship with TLC.
- I acknowledge that I can and will volunteer in compliance with the Handbook and other TLC policies.
- I acknowledge that I will report medical and behavior issues to authorized TLC representatives promptly.

SIGNED BY:

VOLUNTEER

Volunteer Signature ________________________________ Date __________

Print Name ________________________________