



FRIENDS OF EDISON MUNICIPAL ANIMAL SHELTER



VOLUNTEER MANUAL



Public Walk in Hours:

Monday & Tuesday: 12:00 pm-3:00 pm

Wednesday: 1:00 pm-7:30 pm

Thursday: 11:00am-1:00pm

Friday & Saturday: 12:00 pm-3:00 pm

Sunday: Closed

Volunteers welcome to come earlier and stay later than public hours!

The Intake Room door will be unlocked for early/late Volunteer entry when a staff member is on-site. If you are scheduled to volunteer and all doors are locked, please call the Shelter Manager at 732-803-9731.

Kirsten Arcell, Shelter Manager
Email: FOEMASVolunteer@gmail.com

125 Municipal Boulevard, Edison, NJ 08817 Phone: 732-248-7278

Located at the Municipal Complex, the Edison Animal Shelter is an adoptions shelter serving the communities of Edison, Metuchen, Piscataway, Dunellen, Highland Park, and Scotch Plains.

Volunteers must be 21 years old or older to volunteer on the shelter premises.

WELCOME!

Thank you for joining the Friends of Edison Municipal Animal Shelter (FOEMAS) volunteer group!

The purpose of this manual is to acquaint you with the policies and procedures of FOEMAS and the EMAS. All volunteers must attend an orientation as well as fill out & sign the forms included at the end of this manual. It is important that all volunteers know our policies and procedures and abide by them for your own safety as well as the safety of the animals.

The Edison Municipal Animal Shelter (EMAS) is a municipal facility that is totally owned, operated, and controlled by the Township of Edison. All of the animals belong solely to the shelter. It is easy to forget this, especially when you put in many hours working and bonding with the animals and helping out at the shelter. The EMAS is an adoptions shelter. Meaning that no animal is euthanized due to lack of space. Only animals that are extremely injured, aggressive or ill beyond the point of veterinary care are humanely euthanized. These decisions are made solely by the Shelter Manager and Shelter Vet. Please do not question them about these decisions, but feel free to discuss your concerns/questions with the Shelter Manager.

Often people who care about the plight of abandoned or unwanted animals are overwhelmed by the enormity of the problem. And it's true that no one person can save them all; but if you can make a difference in the life of even ONE animal, let alone hundreds, your contribution is invaluable!! Our job is to help create the best, most inviting atmosphere possible for the animals and the public while at the shelter and to help get the animals adopted out into their forever homes! By helping to clean, socializing, exercising, and playing with the animals, you help by increasing the staff's capacity to do their work.



LIKE us on FACEBOOK! www.facebook.com/edisonanimalshelter

SHARE the animals Bios that are listed on FB and also LOST/FOUND dogs that are posted!



Find our adoptable animals on www.petfinder.com



See some of our adoptable animal videos on www.YouTube.com



Shop for items needed for the animals here and share!

EMAS WORKPLACE CULTURE AGREEMENT

We are drawn to work/volunteer at EMAS because of its mission to advocate for animals. And while we spend our lives together doing this work, we can choose to create a humane and healthy workplace for ourselves.

Support a united EMAS

- Honor and respect differences between departments and persons
- Practice “we” thinking
- Seek to understand the different needs of the departments
- We are all responsible for the whole
- Include, rather than exclude

Practice collaboration, cooperation and coordination

- Provide access to information about decisions, decision-making processes and what’s going on
- Encourage inter- and intra-departmental collaboration
- If you must interrupt someone, give them a chance to say if it’s a good time or not, and schedule a later time if need be

Embrace diversity and practice open-mindedness

- Expect differences
- Different is not wrong
- Look for the contribution that each person is trying to make to help the animals
- See commonalities and seek to understand differences
- Disagreements are not necessarily a hindrance—they keep EMAS dynamic

Practice open, direct, prompt communications

- Take a stand to stop gossip
- Practice proactive listening and seek to understand
- Deliver and receive complaints, suggestions, and other communications responsibly
- Hear someone out before responding
- Take time to check for understanding before proceeding
- Practice honesty
- Use phone or face-to-face meetings when topics merit such communications; e-mails can be misinterpreted or impersonal

Deal with conflict responsibly

- Agree to resolve outstanding conflict NOW
- Be active in resolving conflicts
- Deal with conflict directly—with the persons involved
- Show respect—keep your voice calm and your language clean
- Promote healthy conflict—view it as an opportunity to explore differences and increase understanding
- Opinions are subjective—respect other people’s right to their own perspectives

Promote trust

- Everyone takes responsibility for themselves in continuing to build trust and is accountable for their actions
- Commit to working towards a healthier future
- Lend support to build trust individual to individual, intra- and inter-department, between

EMAS-wide

- Trust that everyone at EMAS is making decisions for the animals in good faith—or check it out if you have questions

Address problems proactively and constructively

- Treat complaints, suggestions, and ideas with respect
- Take responsibility to bring issues needing attention to someone who can take action
- Think constructively, look for solutions
- Encourage people to work things out between themselves
- Give up the grudges or let grudges be a signal to you that you need to go talk with the person in question

Demonstrate respect

- Respect people's right to different opinions
- Respect decisions made
- Respect the right to disagree
- Extend compassion to your co-workers/co-volunteers
- Practice courtesy and consideration of others
- Value each other regardless of job title, seniority, position, or opinion

Acknowledge feelings and the emotional aspects of our work

- Recognize the importance of having a sense of humor—lighten up
- Identify healthy ways to reduce or release stress—ask for help if you need it
- Find ways appropriate to the setting to express sadness, grief, and anger when those feelings arise
- Respect others' response to emotions—help them find creative and appropriate outlets to express their feelings
- Keep things in perspective—help yourself and others maintain a positive outlook

• **HAVE FUN!**

Create and maintain a safe workplace

- Find safe ways to accomplish your task
- Commit to following safety procedures even when you're in a hurry
- Know your limitations and seek out others to help when needed
- Bring safety concerns to the attention of the shelter manager or volunteer coordinator

Show appreciation

- Remember why we have chosen to work/volunteer here
- Practice appreciation at all levels of the organization
- Acknowledge people across the organization when they're really fantastic
- Model appreciation interdependently as well as inter- and intra-departmentally and individually

APPROPRIATE ATTIRE:

All FOEMAS volunteers are expected to dress appropriately for the job they perform, bearing in mind the safety and professional needs of the job. Volunteers are asked to wear a volunteer t-shirt at all times. Volunteers **MUST** wear long pants and enclosed toe shoes with non-slip soles. We recommend that you refrain from wearing dangling earrings, bracelets and long necklaces for your own safety.

CONCERNS & SUGGESTIONS:

Feel free to share any suggestions or ideas that you may have to improve the volunteer program or specific facets of the shelter with the Shelter Manager. If you have an immediate concern or serious problem, please speak with the Shelter Manager. Your feelings and opinions matter but can only be addressed if they are known.

PARTICIPATION:

There are many facets of the shelter in which we can use your help. If you are not comfortable working with the animals, we have many other areas you can participate! If you volunteer to help at an event, we expect that you will show up at the designated time and remain throughout your designated shift. If you learn that you cannot commit to the entire shift, please advise the Volunteer Coordinator as soon as possible so that a new volunteer can be recruited. Volunteer help on holidays are especially appreciated since the animals all need to be fed & cared for and this allows for the staff to return home as early as possible to enjoy their holiday. If at any time you feel you can no longer continue to volunteer with our organization, you are free to discontinue your participation, but we ask that you notify the Shelter Manager so that we can de-activate you in our computer system.

FRIENDS AND FAMILY MEMBERS:

We ask that volunteers not bring their friends, children, or their own pets while volunteering. However, we encourage friends and family to complete the volunteer process themselves or simply come and visit the shelter animals during Public hours.

INCIDENTS:

Safety is our first concern. There is always the chance that a volunteer could be bitten or scratched when working with the animals or some other injury such as a slip and fall could occur. There is also the possibility of contracting zoonotic diseases (Ringworm, Cat Scratch Fever, etc). Please follow proper sanitizing and disinfecting protocols to prevent such occurrence. Bring an extra set of clothing and shoes designated strictly for the shelter and be sure to wash them immediately after returning home. Even if an injury or an animal to animal incident happens at an off-site event, the volunteer **MUST** notify the Shelter Manager immediately. The volunteer will be asked to complete an incident report so that the facts surrounding the incident are on record. Please keep animal safety in mind. If an animal bites a volunteer or person, that animal is put on a 10-day bite-quarantine and cannot be shown for adoption or walked/socialized by anyone except the staff.

If you are injured while volunteering and require medical care, your first source to pay your medical bills would be your own medical coverage. In addition, if you are sued by a member of the public who

claims that your negligence caused him/her to be injured, FOEMAS and EMAS carries a general liability insurance policy. The policy would provide you with legal representation and pay a settlement or judgment against you, within set limits and subject to certain restrictions. It will not cover any claims against you for intentional acts by you (such as punching someone), or claims for punitive damages. Furthermore, your own homeowners, tenant, or auto policy may be considered primary, co-primary, or excess to the FOEMAS and EMAS policies.

PERSONAL ITEMS:

FOEMAS and the Edison Municipal Animal Shelter are not responsible for lost, stolen, or damaged belongings. Please leave valuables at home or lock them securely in your car.

TAX BENEFITS:

Volunteers can claim tax deductions on in-kind donations, direct cash contributions, and automobile mileage to and from your volunteer shift. Contact your tax preparer or the IRS with any questions.

ZOONOTIC DISEASES:

Zoonotic diseases are animal diseases that can be transmitted to humans. A few examples are:

- Rabies
- Ringworm
- Scabies (mange)
- Giardia
- Round Worm/Hook Worm
- Cat Scratch Fever

Please take precautions!

- Wash your hands & lower arms between handling animals and wear a separate set of gloves between animals. Especially when handling kittens and puppies.
- Wash your hands before eating and at the end of your shift.
- Dedicate some clothing/shoes that are only worn when you volunteer here. Wash them separately when you get home or put into a plastic bag until they can be washed. Wipe your shoes with bleach and water solution to prevent transmission of disease to your own pets.
- Refrain from walking from cage to cage or kennel to kennel and touching each animal.
- Make use of the Hand Sanitizer on site.
- Listen to the staff and follow their lead.
- Wear rubber gloves when cleaning out cages/kennels and change out between animals.
- If you see an animal that appears ill (diarrhea, vomiting, listlessness, runny eyes or nose) or has a sore on its body, please notify the shelter staff immediately.
- **★★★The Treatment room is off-limits to volunteers!! This minimizes the spread of illness.**

SHELTER PROTOCOL:

1. All volunteers must fill out a Volunteer Form and a waiver of liability. No person will be accepted as a volunteer unless approved by Shelter Manager and must be 21 years of age to work in the shelter.
2. Volunteers at the animal shelter recognize that the privilege to work at the shelter may be revoked at any time and that the individual does not have any of the rights that might apply if they were an employee.

3. Volunteers serve for no compensation and have no specific rights other than what is normally afforded the public in general.
4. Volunteers may never be on the premises without direct supervision or permission; they will never handle money, or medication, drugs, documents unless authorized in writing. They will conduct themselves in a proper manner at all times and they will strictly comply with all requirements and request of the Township and Animal Shelter personnel.
5. Volunteers may not operate any Township vehicles for any purpose.
6. Volunteers will only be assigned work that is generally considered as non-hazardous. Attention must be paid to any cage signage, such as “**ACO ONLY**” (Animal Control Officer Only), “**BITE QUARANTINE-STAFF HANDLING ONLY**”. When in doubt, err on the side of caution.

TERMINATION:

There are times when it is necessary to terminate the services of volunteers for inappropriate behavior. FOEMAS and EMAS has a zero-tolerance policy for:

- Abusive behavior towards animals
- Physical or verbal abuse, or blatant disrespect of any staff member or volunteer
- Disregard for the rules and regulations

Any volunteer can choose to discontinue your volunteer service at any time. We simply ask that you notify the Shelter Manager of your intentions.

WHAT YOU CAN DO TO HELP:

There are several areas that we will need help with, please indicate your interest or any personal skills on your application form. Even if you are not comfortable working directly with the animals, we can always use non-animal help! Here are some examples:

- **FUNDRAISING**—meetings will be held to brainstorm and plan events to help raise funds to make improvements and providing funds for spay/neuter, medical expenses, etc.
- **ADOPTION EVENTS**—off-site adoption events including PetSmart (where many of our kittens and cats are showcased, help is often needed there!).
- **ANIMAL ENRICHMENT**—discuss ways to enrich the lives of the animals at the shelter and make them more adoptable. Issues include socializing cats/kittens, providing basic training for dogs, and general human interaction.
- **FOSTER CARE**—volunteers who offer their homes to fostering animals offer the greatest service to the shelter’s animals! As a foster parent, you are offering your home to help the young, ill, injured, abused or shy animals. There is a separate foster application and training that must be completed prior to fostering.
- **BUILDING & GROUNDS**—although the grounds are maintained by the township, special projects do arise. If you have “handyman”, gardening or painting skills, let us know!
- **MIDDLESEX COUNTY ANIMAL RESPONSE TEAM (CART)** —this team is made up of volunteers who will assist the community and the shelter during emergencies. Geoff Goyette, runs this team. Please contact him for more information and meeting times at Geoff@cditraining.org.

When volunteering at the shelter, please sign in (binder on main desk) upon your arrival. Check the Volunteer board in the Kitchen to see who the Team leads are for that time and what tasks need to be done (be sure to cross off after you’ve completed them). Ask the staff if there is anything special they want you to do. If you are not comfortable doing something or handling a particular animal, please say so! General helpful tasks:

1. Sort and put away any donated items in appropriate places.
2. Check Kitchen for neatness and wash any bowls that may be in the sink.
3. Maintain cleanliness/neatness of the animal areas.
4. Sweep floors, mop main walkways before opening to the Public.
5. Take out trash as needed including bag in the “Poop Scoop” can out in front of the shelter.
6. Get to know the animals. All information is located on each cage card. Make comments about the animals on the Observation sheet (on the main desk).
7. Fill Kongs (dogs) and Eggs (cats). Make sure treat cans are filled ½ way before opening to the Public.
8. Help doing laundry and folding & putting away towels, blankets, toys & beds.
9. Greet visitors as they enter the shelter. Assist them by escorting them to the animal areas (kindly remind them not to put their hands and fingers in the cages) and if they want to meet a particular animal, contact a staff member. Do not offer personal opinions of any animal. Please defer to what is written on the cage card. Remember that shelter animals are often stressed. Please use caution and good judgment when approaching or handling all dogs and cats, even if they appear friendly or you have worked with them before.

DOGS:

Dog Walking: If trained, consult the Dog Walking clip board (on main desk) to determine which dog needs to be walked. Pay attention to any notes (ie “Short walk only” for those animals who have recently been spayed/neutered. Sign out the dog with your name. Look on the boards in the kennels for the color-coding which indicates how easy or difficult a dog is to walk and also any notes like “bites at leash”, etc. Choose an appropriate dog.

Green Dogs:

- Easy to leash
- Easy to walk past other dogs in their runs
- Jumping up: Big Dogs—minimal or gentle; Little Dogs—minimal to moderate
- Pulling on leash: A small person of average strength and little experience can control

Yellow Dogs:

- More difficult to leash because dog is never still (wiggly) or is hesitant about being leashed
- Tries to get at other dogs, is hard to get out of kennel
- Jumping up: Big Dogs—moderate, is uncomfortable and hard to control, but won’t knock you down; Little Dogs—very insistent and bouncy
- Pulling on leash: Requires strength and skill to walk, but won’t pull a person of average size and strength off of their feet

Blue Dogs:

- Difficult to leash: Bites at leash, tries to evade leash by jumping, pawing, escaping OR is fearful and won’t approach front of run and must be noosed
- Very difficult to keep from going at other dogs when taking out
- Jumping up: Is very forceful, could injure or knock over an unprepared person
- Pulling on leash: Person of average size and strength could be knocked over or pulled off of their feet

Uncoded dogs are dogs that have not yet been evaluated by EMAS staff and are not yet up for adoption (14 day hold), are under quarantine, or are not safe for volunteers to handle (aggressive or feral dogs or cannot be walked due to injury).

DOG WALKING GUIDELINES:

- Sign out the dog you will be walking
- Always carry some treats
- Always carry waste bags - pick up waste and throw away in trash
- Try to wait for a "SIT" from the dog prior to all interactions including before opening the kennel. Take the dog from the kennel with a slip lead to the back area where the harnesses are kept.
- Dress the dog in their approved equipment.
- Keep back gates by runs closed and secure
- Be aware that a dog walker and dog can come out of any of the doors at any time
- Keep your cell phone with you at all times for emergencies (in pocket or pouch)
- Don't talk or text on the phone (stay focused on the dog and your surroundings)
- Wrap leash around your wrist securely (then use both hands to hold leash)
- For small dogs – Don't go too far (they have little legs)
- For small dogs – Leave slack on the leash because their small necks are delicate
- Do not stay out too long when very hot or very cold
- Be careful of cars, especially police cars coming around the corner by the shelter dumpster (stay off the road)
- Be careful of cars coming down from the skate park parking lot driveway
- Be aware that the pavement is scorching hot in the summer (will burn paws)
- Be aware that the salt on the roads in the winter can give dogs a chemical burn
- Stay on grass - keep away from wooded areas (may have ticks). Areas to walk are down to the ball field, down the path along the RR tracks, around the shelter. Stay away from the Skateboard area.
- Do not let the dog drink out of puddles or lake water (may have parasites)
- Stay a distance from all people (do not let anyone pet the dog even if they insist – Politely say, "I am a volunteer and it is not allowed - the dog is in training. If you want to see the dogs, please go to the shelter and they will assist you.")
- Do not let someone else walk the dog
- Stay away from all dogs/animals – even the dogs at the shelter – this is a tricky one
- If the dog does something "good" - praise him. Ignore and do not reward the dog for behavior that won't help the dog get adopted or live well with people—barking, jumping up, pawing, etc.
- If the dog does something "not so good" – say "No" or a loud "Ah"— redirect him - when he stops the "not so good" behavior – praise him
- Don't let the dog eat anything on the grass – sometimes you'll come across chicken bones, goose poop, chocolate & misc. food – say "leave it" and steer him away from it – when he "leaves it" – praise him
- If he jumps on you - say "off" and turn your body away from him – when he stops jumping on you - praise him

- If he is fixated on another dog (or something) and he is barking and pulling, say “leave it” and redirect his attention by walking calmly in the opposite direction or away from the object – when he stops barking and pulling - praise him
- Think about what you are going to do next, then do it deliberately, confidently, slowly, and gently. Keep in mind, this is not your own, personal pet dog, so enjoy the dogs, but be careful and respectful.
- Do let the dogs approach you first. If he/she is shy, offer a treat or toss one on the ground. Not all of the dogs will like you or want physical contact, but that’s OK.
- Ok to brush the dogs while you are out. Grooming supplies can be found in the In-Take Room...please be sure to clean and return supplies to appropriate place when you are done.
- After your walk, feel free to sit under a shady tree and pet the dog for some quality time.
- If you feel uncomfortable walking a certain dog – *DON’T*
- The common sense rule, “When in doubt – *DON’T*” – **SAFETY FIRST**
- When returning dog to kennel – throw treats on bed - make sure kennel is secure with pin
- Return the dog to the shelter, put equipment back in its place.
- Sign the dog back in
- If you notice something concerning about the dog – please report it on Observation Log on the clipboard on the main desk.
- Wash your hands thoroughly before going home

Kennel Cleaning:

If you arrive at the shelter and want to help with kennel cleaning, please speak to EMAS staff.

General duties as instructed by EMAS staff:

- STAFF or experienced volunteers WILL EMPTY KENNELS SO THEY CAN BE CLEANED, or will instruct you where to put the dogs.
- Empty bowls, toys and blankets from kennel. Blankets and soft toys go in Laundry Room to be washed, hard toys, bowls & buckets go in sink to soak.
- Wash food & Water bowls and utensils in kitchen. Soak all bowls for 15 min. in 1 part bleach: 1 gal. water solution prior to washing. After 15 min, wash all bowls with soap and water and rinse thoroughly. Note: If bowls or toys have feces on them, don’t put them into soak with other dishes. They can be soaked separately.
- Once dogs are out of kennels, scoop poop and any particles on the floor and empty into large trash can.
- Use cleaning solution and scrub broom to clean poop stains and then rinse with water.
- Spray each kennel with disinfectant solution being sure to spray walls, floor and Kuranda bed. Dry surfaces with a towel.
- Squeegee the floor area dry.
- Reset each kennel—dry bed with blanket/towel; appropriate toys; fresh bowl of water.
- When kennels are clean and dried, a staff member or experienced volunteers WILL BRING DOGS BACK IN, or will instruct you.

Outdoor kennels can follow same cleaning & disinfecting procedure as above.

Safe Handling Skills for Dogs:

- Don’t go in the kennel with the dog.
- Don’t make direct eye contact (the dog may see this as a threat or a challenge).

- Don't corner dogs—they must feel that they have an escape route. When getting a dog out of the kennel, hold the collar in front of their exit and block the door with your leg but don't body block their exit.
- Don't put your face near a dog's face. Don't sit on the ground (if you need to get low, squat so that you are ready to move quickly).
- Don't punish the dog with a knee to the chest or a leash pop, you could be corrected back with a bite.
- Don't hug the dogs. Remember, these are not your personal pets. When you pet them, pet them under the chin or on the side, rather than a head pat.
- Ok to have another volunteer stand nearby when getting a dog out of the kennel, but that person should not stand too close.
- Feed treats through the chain link, but keep your fingers safe on your side of the fence. Do not stick your hands into the kennel.
- Don't use your hands to move a dog by pushing him or grabbing his collar. Use a leash to guide him.
- Don't play tug of war, this may encourage aggression. Toys such as rope toys are in their kennels for their own play.
- Don't encourage mouthing.

Approaching Fearful Kenneled Animals:

When approaching a fearful animal or a kenneled animal, you should make every effort to be as non-threatening as possible. Remember that a caged animal may not show you any signs of fear until it feels cornered.

Do not make direct eye contact. While you obviously need to watch where you are going and what you are doing, direct eye contact is very intimidating and threatening to the animal. Look to the side, above the head, or towards the floor.

Approach at the animal's level. Even if you are not a very large person, you are taller than the animal and may seem to loom over it. Crouch down (bending at the knees) sideways to the kennel. When working with cages above your head, you should try to bring your hand in from the bottom, rather than the top of the cage.

Do not reach over the animal's head. Reach out and touch it under the chin, or behind and under the ears, rather than over top of the head. Allow the animal to sniff your fingers first –with cats, try gently rubbing the jaw line with one finger.

Move slowly and deliberately. Quick, sudden, or tentative movements may produce more fearful reactions.

Offer food from an open palm. Do not offer food held between fingers.

Gradual approaches may include dropping food/treats next to the animal. If the animal is too afraid to allow a direct approach, you can try dropping or tossing food near the animal as you walk by. Do not look at the animal or attempt to interact with it until it is obvious that the animal anticipates food when you approach.

Stress Signals for Dogs:

Eyes:

Dilated pupils

Glazed over

Squinting

“Whale eye”

Avoidance of eye contact

Direct Stare

Vocalizing:

Whining

Screaming

Excessive Barking

Growling

Face:

Furrowed brow/scowling

Veins popped out under eyes

Ears uneven

Ears up or aroused

Ears plastered back

Posture:

Hiding in back of kennel

Turning away

Stretching

Stiff avoidance

Mouth:

Lip licking

Clomping jaw

Yawning

Panting—too shallow

Panting—too wide

Drooling

Snarling

Other:

Sniffing

Trembling

Red pigment-ears/eye rims

Chewing/scratching at self

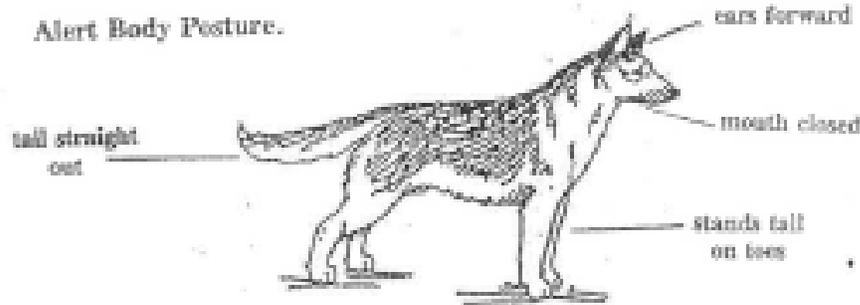
Spinning/circling

Digging/escape behaviors

Chewing at bars on kennel



Relaxed Body Posture.

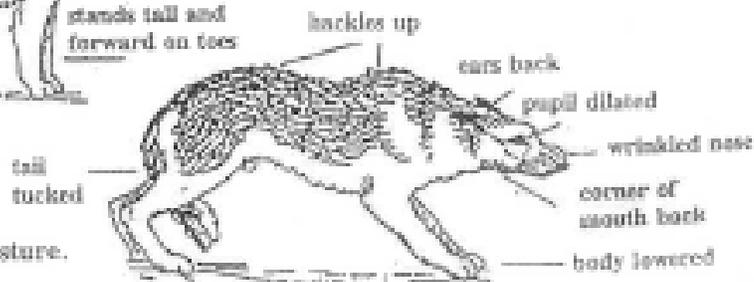


Alert Body Posture.



Offensive Threat Posture.

Defensive Threat Posture.



CATS:

Grooming: Groom cats as necessary. Depressed cats will stop grooming themselves and can die if their depression is not turned around. Overweight cats can also find it difficult to groom their entire body. A little TLC (playing, brushing, petting) can turn around a depressed cat.

Play/Socialization: Our cats and kittens can use as much play time as possible. On a nice day, please consult with staff which cats can be brought outside into screened in play area. Use a feather toy or other cat toy to engage cat/kitten in play. Please remember to wash or sanitize your hands between animals.

Our cats and kittens are also displayed for adoption at the Pet Smart—please ask the Volunteer Coordinator/Shelter Manager to be able to go there and help.

Cage Cleaning:

If you arrive at the shelter and want to help with cage cleaning, please speak to EMAS staff. General duties as instructed by EMAS staff:

- CATS WILL BE REMOVED BY EMAS STAFF or experienced volunteer
- Remove all paper, litter boxes, food bowls, etc. from cages.
- Empty dishes will be placed into sink in kitchen to soak in bleach/water solution prior to washing.
- Litter boxes will soak in bleach/water solution in tub prior to washing.
- Cages should be scrubbed with cleaning solution if necessary and then sprayed with disinfectant.
- Cages must be completely dried out with paper towels/towels.
- Replace paper, clean bedding and litter box. Put in fresh water bowl and toys.
- Sweep the floor in front of the cages when all cages are clean.

Safe Handling Skills for Healthy, Even-tempered Cats:

The cat is in front of the cage exhibiting relaxed body postures—sprawled out in a prone position possibly with belly exposed, sitting upright and alert. Head bumping and scent marking with glands on the chin and above the eyes.

Before opening the cage door, speak to the cat in a pleasant, upbeat voice. Let the animal sniff at your fingers through the bars. If you have never handled the animal before, review the information on the cage card.

With an unknown cat, place the crook of your hand (area between the thumb and forefinger) on the cat's neck at the base of the skull (e.g. "scruff") to keep the cat facing away from you. Reach your other arm over the cat's back and support the chest and abdomen with your hand and forearm (e.g. "scoop"), cradling the cat against your body (football carry).

If you know the cat, you can also gently place one hand on the cat's chest and the other hand behind his/her butt and scoop him up, cradling him/her close to your body.

Cats left alone during long periods of time can become over-stimulated and excitable during petting. If petting and stroking are met with biting and scratching, keep the session short.

When first handling a new cat, offer a closed fist at first. If the cat sniffs and moves towards you, lightly pet it around the head and shoulders only. Proceed slowly. Do not reach for, or restrain a cat

that is not actively soliciting you; the gesture can be perceived as an aggressive move by the cat. Stop handling before the cat becomes over stimulated.

If a dog or cat bites you, try to stay calm. Don't pull away, and don't scream. Most injuries from bites are compounded by pulling away. As soon as you can, get the dog into the shelter or an outside kennel and go for help. Report any bites or scratches, even minor ones, since rabies can be transmitted if the skin is broken. The animal that injured you will need to be quarantined for 10 days to be sure it doesn't develop Rabies. Rabies can be treated immediately after infection by shots, but if you don't report it and the animal is euthanized, you could unknowingly have a fatal case of Rabies.

How to Handle A Socialized Cat

Animal Sheltering

"HOW TO"

Handling a cat doesn't have to be a hairy experience. Cats can be excellent mood readers; if you're stressed, they may pick up on your jitters and become fearful themselves. The unfamiliarity of the shelter environment can be stressful for any cat, regardless of whether she has come from a good home or a traumatic situation. Be aware of the atmosphere in your cat rooms; avoid banging cage doors, and keep the volume down. (Cats' musical tastes are probably far different from ours; if you want to hear some tunes, soft classical or jazz may be the most pleasing to them.) Keep your physical movements gentle, slow, and simple. If a cat has been evaluated and found to be socialized, she can be safely handled—with a little kindness, patience, and the following tips.

This How-To is intended to complement, not replace, appropriate training by a person experienced in handling cats. These tips are helpful only when handling socialized cats; a How-To in an upcoming issue of Animal Sheltering will provide advice on handling unsocialized cats.

1. Hello, Kitty!

Begin by observing the cat in her cage. What is she doing? If she's pressed against the cage walls and looking at the ceiling, she may be unsocialized or highly stressed—and you should get some help from an experienced cat handler. But if she is lying in her litter box, she's probably just a little nervous. Maybe she's busily eating—a good sign that she's coping well in her new environment. Or maybe she's rubbing against the front of the cage; if so, she's happy to see you and eagerly awaiting your attention. Learning about and understanding kitty behavior will help you determine your friend's mood. Always approach the cage slowly, letting the cat adjust to your voice, smell, and presence. If you sense that all is safe, open the cage door and extend your finger or hand for her to sniff. Give her time to evaluate your petting potential. Take a moment to scratch her head or ears; then calmly stroke her.





2. Soothing the Scaredy-Cat

As you reach out to your new friend, is she leaning in to your touch, or is she distracted by something else in the room? Is she hesitant at all? If you sense that she's having trouble warming up to you, try to assess what's bothering her. Maybe a litter pan or a water bowl is standing in the way of your budding relationship; move such items to create a path for her. If the cat is shy, try blocking her view of other people in the room by moving your body directly into her line of vision. Show the cat you're her friend by straightening her blanket and talking to her in a low, soothing voice. Crumple up a piece of paper and roll it around in her cage. Keep a pen behind your ear or a back scratcher on hand; some cats might feel more at ease rubbing against these objects. If the cat hisses, crouches down, or flattens her ears against her head, or if her fur stands on end, she's probably stressed out or unhappy. Stop and get some help from someone with experience handling highly stressed or unsocialized cats.

3. Need a Lift?



Being on the cat's level both mentally and physically is important to ensuring the safety and comfort of both of you. If she's in a third-level cage and you have to reach up high to retrieve her, you may have a feline fugitive on your hands; find a way to approach the cat from a comfortable vantage point.

There are two common methods for lifting kitties, so you might try each one out to see which feels most comfortable to you. One method (shown at right) begins with placing one hand under the cat's stomach and the other hand under her rear as you lift her. Gather her close to your body with the hand that's supporting her belly, and hold her steady against you as you support her rump with your other hand. Gently cross her front legs, and rub her chin as you move her face away from you.

The other method (shown at left) is great when lifting cats out of a cage or from a waist-high surface. If the cat's body is perpendicular to you, simply reach around and along her body with one arm, with your elbow near her tail and your hand up around the front of her chest, and bring her toward you slowly. Lift her gently against your body, and delicately cross her front legs. Then comfort her with a chin scratch or an ear rub with your free hand.



4. The Cat's in Your Cradle...

... but you can't cuddle forever. There'll be times when you need to get her into a carrier so you can clean her cage or get her ready for her new home. Cats are more comfortable being placed into—and removed from—top-loading carriers, so try to use these whenever possible; make sure the carriers are large enough to keep the cat from feeling too claustrophobic. Once you have a carrier open, kneel beside it with your kitty load safely within your grasp. Place the cat gently inside the carrier and latch it shut. If you have a front-loading carrier, place the cat in tail first while you speak gently to her; this way, she won't realize where she's going and will be less likely to resist. To prevent injuries to either of you, never attempt to use gravity by standing a front-loading carrier on its end and "dropping" a cat in, and never get into a wrestling match with the cat. And remember that cats tend to "do the splits" to try to avoid being placed in unfamiliar surroundings; tucking their legs together will help prevent such splaying. If the cat resists, stop and get some help from a more experienced cat handler.

Once she's snugly in place, drape a blanket over the carrier to lessen distractions. Even if you're just putting the carrier aside briefly to clean out the cage, this little step will go a long way toward minimizing the cat's stress.



5. Going Back for a Cat Nap

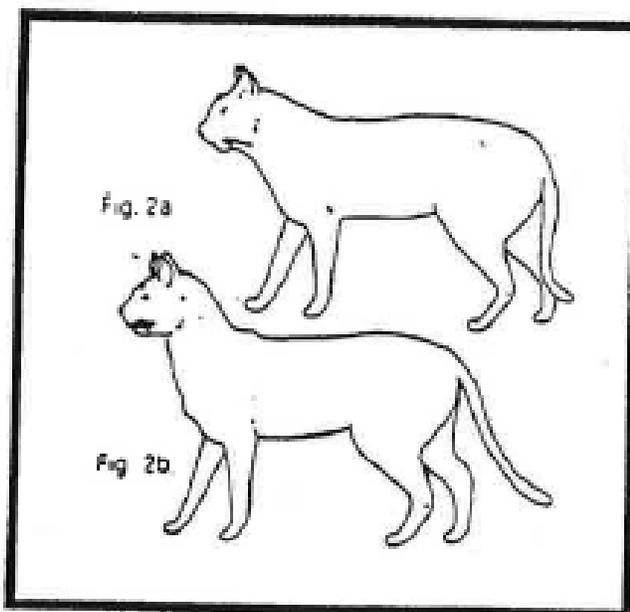
When your cleaning is done, kneel beside the carrier, unlatch it, and retrieve your kitty. Once you've picked up the cat, it's time to place her back in her little room. Try to coax her gently out of the carrier; if she's in a front-loader and is shying away from you, unscrew the top of the carrier and lift her out that way. When transferring her from your arms to a cage, hold her close to the cage to let her see where she's going, and allow her to go in, face first, at her own pace. (Never "dump" the cat into the cage by holding the carrier up to it; although this might save time, it can be stressful and confusing for the cat. It also presents a poor image to the public and other staff members.) Make sure the cage you're transferring her to is clean and cozy, so she'll feel as safe there as she did with you.

Some Relevant Behavior Patterns of Cats

Fig. 2a. Neutral posture. The cat may be standing or lying down. The head is held up, ears up, mouth closed or open, fur is smooth, tail is hanging down loosely or lying on the ground. The animal may look around or at nothing in particular.

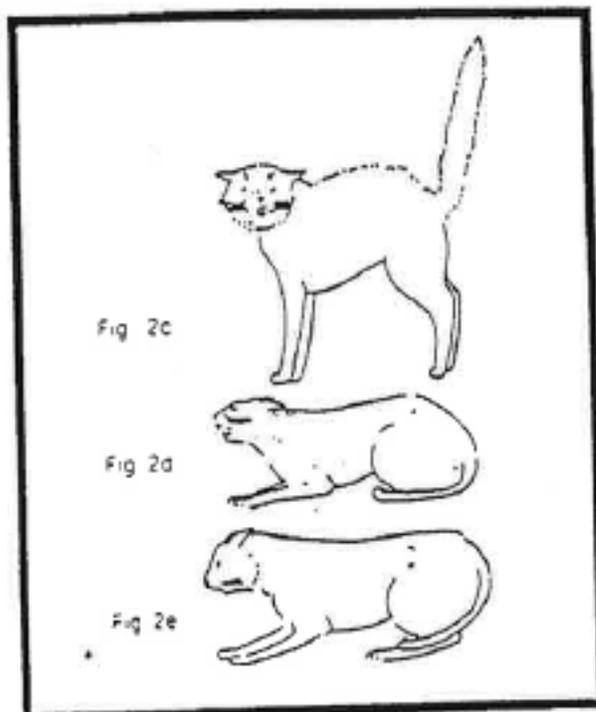
Move slowly towards the cat and observe any changes in behavior.

Fig. 2b. Alert Posture. The body is more rigid with head erect and ears up. The mouth is usually closed with the whiskers often pointing forward. The tail is hanging down, partly raised and possibly twitching.



If the cat is orienting towards you, call it, approach slowly and groom it around the chin and neck. Note any changes in behavior. Purring may occur if it is very relaxed with you.

Fig. 2c. Offensive Threat. The body is humped and usually stiff-legged. The ears are sunk towards the side of the head, the pupils contract, and the mouth is opened slightly to expose



the teeth; and the cat may excitedly hiss, growl or spit. There is pilo-erection of the fur all along the upper part of the body. The tail may be held straight up (rarely) or curved away from the body and down (not shown); with the cat exposing the lateral side to the object being threatened. When extremely agitated the cat may whip its tail back and forth swiftly prior to pouncing or attacking. This cat may retain the rigid posture and then lash out with its front claws in quick jabs. This cat may even rush the object being threatened if it does not succeed in intimidating the object.

The cat in this mood is very difficult to handle. Its mood may be changed by removing the cause of threat. Usually a leather glove is in order to get past the slashing claws. Once firmly grasped, the

cat usually offers no further resistance, but will try to escape at the first opportunity.

Fig. 2d. Defensive Threat. Instead of the humped lateral display, the cat may also crouch down, fully extending its length on the side or back, ready to strike with exposed claws although not actually striking - just feinting. The ears sink in a close fold to the side of the head, the eyes slit and pupils dilate, while the mouth is pulled back fully to display fangs with much vocalization of hissing and screaming.

Since this cat needs to be calmed down, move slowly, all the while talking softly so you can try to groom it. It should relax gradually.

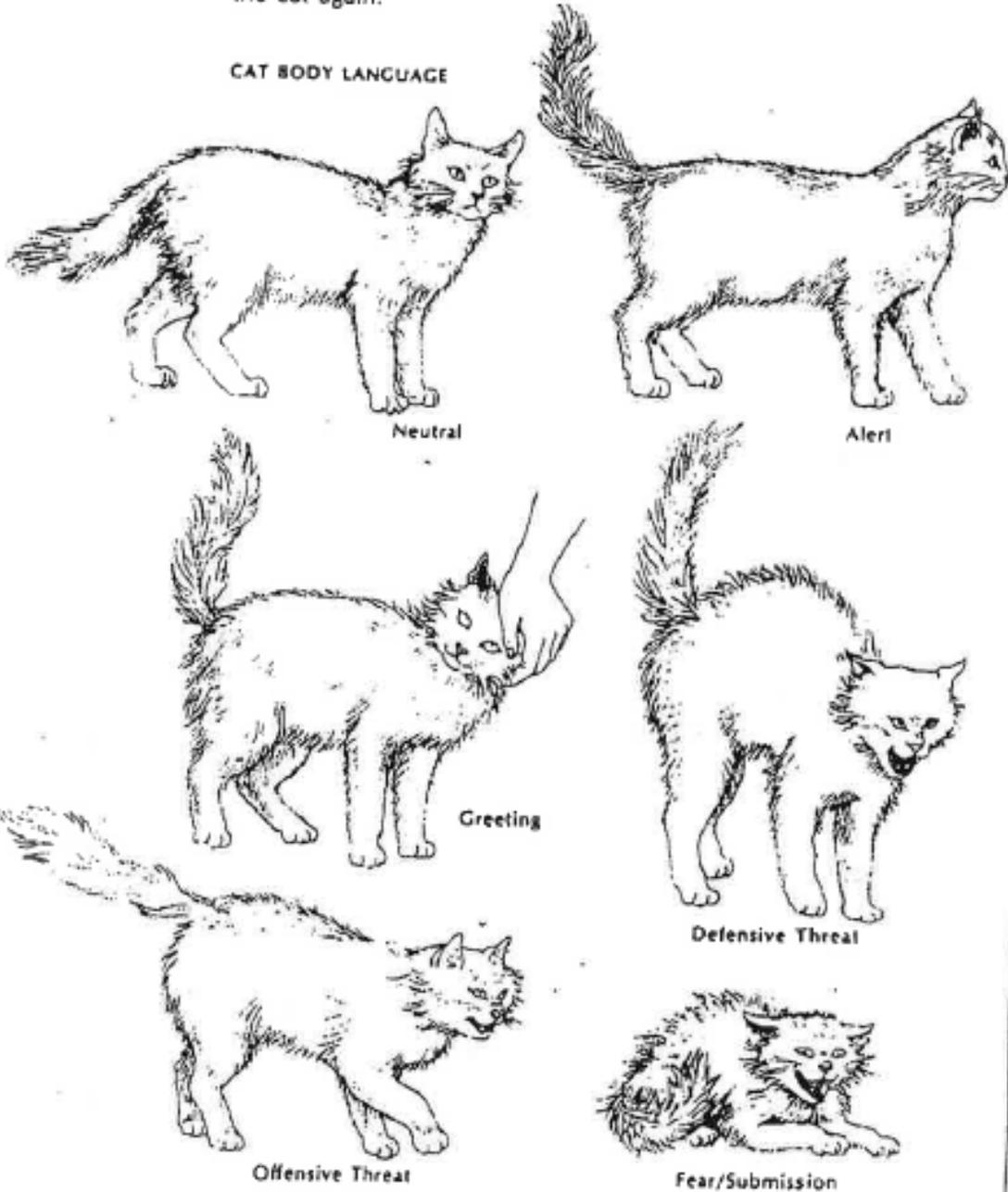
Fig. 2e. Submission. The cat's ears are laid back, the body held low to the ground, and the tail tightly held to the body. If the cat avoids eye contact with you, this can indicate a submissive behavior. Normally the cat tries to move away from you. You should reassure the cat by using some of the previous methods suggested.

Greeting (not shown). A greeting cat is in an alert attitude with the tail held straight up and hair unruffled; the back may be held in a slightly humped position. This cat usually approaches you and rubs the side of its head against you, tilting it slightly. This cat may or may not purr.

Respond by grooming the cat's chin and neck region while speaking in a reassuring manner.

Extremely fearful cats who are willing to defend themselves may roll onto their backs with their claws unsheathed and their legs ready to kick and scratch. When fear turns to complete submission, however, the cat will become quiet, smooth his or her fur, and avoid eye contact with you. It is usually safe to handle a fearful cat once he or she has become submissive as long as you are careful not to scare the cat again.

CAT BODY LANGUAGE



SPAYING AND NEUTERING:

What is spaying?

A spay (ovariohysterectomy) is the surgical removal of the uterus and ovaries from the abdomen of a female animal.

What is neutering?

Neutering (castration) is the surgical removal of the testicles from the scrotum of the animal.

What is the purpose of spaying/neutering?

The spay is the only foolproof method of birth control/sterilization and it is permanent.

What are the benefits of spaying/neutering?

1. Neutered cats and dogs focus their attention of their human families, whereas unsterilized, unsupervised males roam in search of a mate, risking injury in traffic and in fights with other males.
2. Neutering an immature cat/dog usually prevents development of the obnoxious habit of spraying urine to mark territory around the house and yard.
3. Indoors, unneutered male dogs may embarrass you by mounting furniture and human legs when stimulated.
4. Female cats exhibit the following signs when in heat: For 4 or 5 days, every three weeks, they yowl and urinate more frequently—advertising for males. Often, they attract unneutered males who spray urine around the female's home. Female dogs also attract males from great distances. Female dogs generally have a bloody discharge for about a week, and can conceive for another week or so.
5. A spayed/neutered animal will live a longer, healthier life.
6. Neutering a male animal by 6 months of age prevents testicular cancer, prostate disease and hernias.
7. Spaying female animal helps prevent pyometra (a pus-filled uterus) and breast cancer. Have this done before the first heat cycle offers the best protection from these diseases.
8. Spaying and neutering prevents the overpopulation-wandering of strays and euthanasia of millions of animals.

**Friends of Edison Municipal Animal Shelter and the Edison Municipal Animal Shelter
VOLUNTEER APPLICATION**

(Bring completed form to Volunteer Orientation or email to FOEMASvolunteer@gmail.com)

DATE: _____

PERSONAL DATA Please print clearly

Legal name: _____

Home Address: _____

Home Telephone: _____ Cell Phone : _____

**E-Mail Address: _____

Person to Notify in Case of Emergency:

a. Name: _____

b. Address: _____

c. Telephone: _____

d. Relationship: _____

Is your Tetanus shot up to date (every 10 years)?

Any medical problems that should be known in case of an emergency (i.e. allergies, etc):

Areas of Interest/Skills (Check all that apply):

- Fundraising Fostering Grant Writing Dog Training Dog Walking
 Cat Socialization Grooming Photographing Animals
 Handyman (please list skills) _____ PetSmart Cattery
 Kennel Cleaning Cattery Cleaning
 Other (please list) _____

T-Shirt Size *Adult Sizes:* Small Medium Large XL XXL

Internal use only:

- Approved
 Shelter Pro
 Coordinator copy
 Schedule

Volunteer Release Waiver

Waiver of Liability

I, _____ do hereby release the Township of Edison, Friends of Edison Township Municipal Animal Shelter, PetSmart and its Officials, Agents and employees of any and all liability which might be incurred as a result of volunteering my services at the Edison Municipal Animal Shelter, I will work at my own risk. I will never institute any lawsuit or action at law or otherwise against the township nor institute, prosecute or in any way aid in the institutions or prosecution of any claim, demand action or cause of action for damages, cost, loss of service, expenses or compensation for or on account of any damage, loss or injury either to person or property, or both, whether developed or undeveloped, resulting or to result, known or unknown, which I have ever had, now have or which I, my heirs, executors or administrators hereafter can, shall or may have for, on or by reason of any matter, causes or actions or omissions whatsoever arising out of my volunteer work at the Township’s animal shelter and on the Township’s property and premises from the beginning of the world to the day and date of this covenant and continuing in the future during my volunteer work at the Township’s animal shelter and its premise. I expressly acknowledge that in performing work at the shelter, I may come into contact with dangerous animals that may otherwise bite, attack, or cause harm to my person or property while I am performing the voluntary work. I expressly understand that this release bars any and all claims against the Township arising out of such incidents.

I understand that the Township of Edison does not carry or maintain health, medical, or disability insurance coverage for any EMAS volunteer. Each volunteer is expected and encouraged to obtain his or her own medical/health coverage.

Authorization for Emergency Medical Treatment

I authorize the Edison Municipal Animal Shelter to seek emergency medical treatment for me in case of an accident, injury or illness and to hold EMAS harmless in such an event.

Signature: _____

Signature of Parent or Guardian (if required): _____

Volunteer Permission for Minor (under 18 yrs) If you are not with JPAWS, EHS, you must be accompanied by parent when volunteering

The following must be signed by volunteers under eighteen (18) years of age by a parent or legal guardian.

(Name) _____ has my permission to volunteer his/her services without compensation to the Friends of Edison Municipal Animal Shelter, PetSmart and Edison Township Authorities, to exercise reasonable precaution to avoid injury, I understand that they assume no financial or moral obligation for any injury that may occur. If in my judgment the need arises, I will assume the responsibility for taking (myself/my child) to the family doctor. Further, I realize that (I/my child) must abide by the rules stated above.

I have retained a duplicate copy of this permission slip for possible reference.

Volunteer’s/Parent Signature