

*“With respect and compassion for all animal life, MEOW promotes lifelong relationships between people and companion animals, providing shelter and care for each precious life until adopted into a forever home.”*



## **New Volunteer Orientation Script**

**Version 2.0**

**April 4, 2014**

### ● **Orientation Set Up and Start up:**

1. Chairs / room setup.
2. Prepare appropriate hand outs

### ● **Welcome and Introductions:**

#### A. Ice Breakers (also time killer until everyone is there):

1. Name.
2. What is your favorite desert?

#### B. New Volunteers:

1. Do you have Cats?
2. Why did you choose to volunteer at MEOW?
3. What do you hope to gain from your experience at MEOW?
4. Have you volunteered before?
5. Do you have any Animal Care related experience?
6. What do you do outside of MEOW?
7. How did you find out about MEOW?

#### C. MEOW Staff Introductions:

1. MEOW persons Name.
2. Role at MEOW.
3. Tenure at MEOW.

#### **D. Orientation Outline (what follows):**

- 1. About MEOW**
- 2. About the Animals**
- 3. About Our Customers (Adoptions)**
- 4. About Our Volunteers (and Staff)**  
*(Break into In-Shelter and Foster Programs)*
- 5. About Our Shelter (Tour)**
- 6. Questions, Next Steps (Position, Shift, Training)**

## ● About MEOW:

### A. History and Funding:

1. Founded 1997 on Mercer Island. (back of “Pet Grocery”)
2. MEOW acronym stands for Mercer Island Eastside Orphans and Waifs.
3. Bonne VeVea is our Director and Co-Founder of MEOW. (Julie other founder)
4. 501c3 Non-profit Organization (taxes, etc.).
5. Funded by Donations and Adoption Fees (60/40 ratio).
6. 94 cents of every dollar goes toward the care of the Animals.
7. Moved to Kirkland in 2003

### B. Background:

1. MEOW is a “No-kill”, “Limited Admission”, “Owner Surrender” Shelter.
2. MEOW is governed by a Board of Directors of four.
3. The Board guides MEOW and insures it is attaining it's long term Goals.
4. MEOW only handles Cats in the facility.
5. MEOW also operates a Dog Division that is Foster Home based.
6. Collectively MEOW places between 800 to 1500 animals a year.

## ● About the Animals:

### A. Animal Sources – Where do the animals come from:

1. Owner Surrenders (Previously Adopted)
2. Free Roaming Kittens.
3. Rescuers.
4. Other Shelters.

### B. Animal Care – All Animals Under our Care Receive:

1. The upmost care.
2. Their Cages have a place to be warm, place to perch, place to hide, place to scratch.
3. Heath Exams.
4. Medical Tests.
5. Vaccines.
6. Parasite Treatments.
7. Micro-Chipping.
8. Other Medical Treatments as necessary

### C. Animal Inventory – How many Animals do we have:

1. In Shelter; varies between 60 and 70 at any one time. (80-90 during kitten season)
2. In Foster; can vary to as much as three hundred animals during Kitten season.
3. Dog Foster program has additional animals.

### D. Animal Background – Information about the Animals:

1. Meet-Your-Match ASPCA program and assessments of the animals.
2. Shelter Write ups
3. Foster Home write ups and information taken during Intakes

## ● About Our Customers (and Adoptions):

### A. Adoption Process:

1. Adoption Counselors work with customers to select the best animal for them.
2. ASPCA's Meet-Your-Match is used to insure good animal / home compatibility.
3. MEOW provides in shelter one-on-one visitation with the Customer and Animal.
4. Complete Adoption Packet of information for the customer, plus supply of food.
5. Review of all Adoption Packet information, feeding, care and any medical needs.

### B. Adoption Policies – To insure the best homes for our Animals we adhere to the following Adoption Policies:

1. Customer completes a MEOW Application and Approved by Shelter Managers.
2. We require the Customer to complete an Adoption Contract with MEOW.
3. Customer agrees to provide Food & Water and a Stimulating Environment.
4. Customer will also provide Good Veterinary care including Annual Visits.
5. Our Contract includes provisions for No De-Clawing and Indoor Only.
6. We Adopt Kittens under six months in pairs (unless there is an approved cat in the home).
7. We do not Adopt Kittens (under six months) into homes with children under the ages of six.

### C. After the Adoption – MEOW stays involved in the welfare of the animal and the customer after Adoption:

1. We work with customers after the adoption if there are questions or issues that we can provide information on or support.
2. Animals go home with 30 days of free Pet Insurance (limited).
3. Our Contract asks for the animal to be returned to MEOW in the event that it cannot remain in the home (after all other options have been explored).
4. We invite Customers to share information and pictures of their new family member with MEOW.
5. Customers receive our Quarterly News letter that features articles about other animals and adoptions.
6. We invite all Customers or Donors to participate at MEOW whether that be through Adoptions, Donations, Attending our periodic Fund Raiser Events or Volunteering at MEOW.

## ● About Our Volunteers (and Staff):

### A. MEOW Staff Members:

1. Shelter Manager and Assistant Shelter Manager (Jason and Annie)
2. Board of Directors and Founder (Bonne)
3. Other Paid Staff members (four – part time).
4. Veterinarians and Veterinary Care (3 Volunteer Veterinarians).

### B. In Shelter Volunteer Members (approximately 120 Volunteers):

1. Adoption Counselor
2. Kennel Attendant
3. MEOW Buddy
4. Office Assistant
5. Others; for Example; Shelter Assistant, Medical Care Assistant, Adoption Support

### C. External Volunteer Members (approximately 110 Volunteers):

1. Special Events
2. Trap, Neuter, Release Assistant
3. Many More
4. Foster Program

**GROUPS BREAK INTO IN-SHELTER OR FOSTER PROGRAMS AT THIS POINT**

### D. In Shelter Volunteer Position Details (time commitments, Absence, Role):

1. Adoption Counselor
2. Kennel Attendant
3. MEOW Buddy
4. Office Assistant
5. Others; for Example; Shelter Assistant, Medical Care Assistant, Adoption Support

## ● About Our Shelter:

### A. Shelter Tour:

1. Main Room
  - a. Customer Service Area
  - b. Front Desk
  - c. Communication Boards
  - d. Different Types of Cages
2. Free-Roaming Rooms
  - a. Front Free-Roaming Room
  - b. Back Free-Roaming Room
3. Visitation Rooms
  - a. Two Rooms – (Bathroom can be used)
  - b. Also used for MEOW Buddy and Animal Assessments
4. Office Area
  - a. Computers
  - b. Food supplies
  - c. Treats / Toys
  - d. Litter
  - e. Supplies
5. Storage Area
  - a. Cages
  - b. Carriers
  - c. Traps
  - d. Additional Supplies
6. Bathroom and Laundry Rooms
  - a. Bathroom (Can be used for showing)
  - b. Laundry Area
  - c. Both carry additional supplies
7. Treatment Room
  - a. Treatment area (also exam and Go-Home Area)
  - b. Incoming cages
  - c. Appliances
  - d. Medical Supplies
8. Isolation Room (ISO)
  - a. Isolation Cages
  - b. Isolation Board
  - c. Isolation Supplies and Cleaning

## **New Volunteer Introductions:**

- **Do you have Cats?**
- **Why did you choose to volunteer at MEOW?**
- **What do you hope to gain from your experience at MEOW?**
- **Have you volunteered before?**
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- **What do you do outside of MEOW?**
- **How did you find out about MEOW?**



# Volunteer Orientation Agenda

## Introductions

### About WHS

- Mission
- History
- Facilities
- Open Admission Shelters vs. No-Kill Shelters
- Euthanasia Policy
- WHS Programs & Services

### Volunteer Opportunities

- Volunteer Job Descriptions
- WHS Wildlife Rehabilitation
- Choosing a Position
- Requirements
- Are your pets licensed?

### What is my next step?

- Application & Service Agreement
- In-shelter Training/Evaluation
- My Expectations

### Volunteer Insight

- Hear from current WHS volunteer(s)

### Wrap Up

- Questions?