



# Volunteer Orientation

Presented by:



## About Us

The Friends of Burlington County Animal Shelter (aka “Friends of BCAS”) is a non-profit organization that works with our County Animal Shelter in efforts to care for and place homeless animals into adoptive homes. We are an all-volunteer group devoted to the shelter animals.



## Mission Statement

We enhance the lives of shelter animals and help them find homes. We also help reduce the number of homeless animals in our community by sponsoring a low-cost spay/neuter program.





Friends of BCAS is all volunteer, non-profit 501(C)(3), organization. Named Best Charity and Best Outdoor Event by Burlington County Times in 2015, 2016, 2017 & 2019.

Friends of BCAS was founded in 2010 and incorporated in 2012. The 2018 expenses of \$192,000 included \$137,000+ (71%) for medical expenses and spay-neuter clinics.



Friends of BCAS has 300 active volunteers. Volunteers provided more than 38,000 recorded hours of free labor in 2018. This is the equivalent of having 19 additional full-time employees, a value of over \$1,000,000.



## Shelter Information

- **Volunteering:** Volunteers may come to the shelter on all days when it is open to the public. BCAS is open every day of the week except when county facilities are closed for holidays or bad weather.
- **Volunteer Hours:** Volunteers may come at **8:00 AM** for housekeeping help and **11:30** to handle cats & dogs.
- **Closing Hours:** Shelter closes **7 PM on Thursday** and **4 PM on all other days**.
- **Parking:** Volunteers should park behind the shelter, along Academy Drive, leaving the front lot free for customers and the back lot for staff and animal control officers.





- The **Volunteer Station** in the business lobby has the volunteer sign-in tablet, clothespins, badges, pencils and poop bags.



- The **Volunteer Cabinet** in the conference/multipurpose room has necessities such as extra leashes and treats (*and more poop bags!*)

# Adoptions



- **Adoption Process:** Staff members take care of the application and adoption process.
- **Medical Exam:** All animals are given an initial health exam by a vet tech upon intake and treated for basic medical conditions. Cats and dogs are dewormed and given distemper and rabies vaccinations. Dogs are given Bordetella vaccinations. All pets are micro-chipped.
- **All Pets Are Fixed:** All cats and dogs are spayed or neutered before leaving the shelter.
- **Fees:** Burlington County Veterans and Seniors (over 60 yrs) may adopt free of charge. Barn cats are free. Senior pets 8+ years are sponsored by Friends of BCAS, so they are always free also. Fees for all others are listed on the Shelter website.



# Intake, Illness and Euthanasia

- **Intake:** BCAS is an **Open Admission** shelter, the only one of its kind in Burlington County. BCAS is required to take in ALL of the **thousands** of stray/unwanted pets in the county, including animals with unknown medical histories, actively sick animals, and animals with behavioral issues.
- **Sick Cats:** Cat Volunteer Program has been suspended periodically due to outbreaks of feline illnesses. During suspensions, cat handling is off-limits to volunteers.
- **Euthanasia:** The shelter may euthanize animals due to sickness, behavioral issues, or overcrowding but the shelter staff and volunteers do everything in their power to avoid this.





# Help Us Help Less-Adoptable Pets!



We want to make sure ALL pets have the best chance of adoption!

## Pets That Are NOT Adopted As Quickly:

- Large, strong dogs, especially Pits and Pit Mixes
- Cats who are scared or reserved
- Senior cats & dogs
- Dogs that are not dog-friendly
- Black cats!



## • ***Pets That ARE Adopted Quickly:***

- Small dogs and popular dog breeds
- Cats of identifiable breeds (like Maine Coons, Siamese, etc)
- Longhaired and/or declawed cats
- Kittens, puppies, and pets under 1 year old
- Dogs known to be good with children and other dogs & cats
- Cats that are especially outgoing/friendly



# Volunteer Protocol



- ◆ Must be **18 years or older** for most volunteer positions.
- ◆ Must have **medical insurance** or be able to pay for emergency care.
- ◆ Follow the regulations regarding safety and cat/dog handling protocol as outlined in the **Volunteer Handbook**. Available on the Friends of BCAS website:  
<http://www.friendsofbcas.org/>
- ◆ Commit to a **minimum of 4 hours** per month including 'off site' hours if you are working at home on a project.
- ◆ **Sign in and out** and wear a volunteer **t-shirt** and name badge.
- ◆ Report off-site volunteer hours.
- ◆ Attend **Quarterly meetings**.
- ◆ **Report signs of sickness** to the front desk.

# Volunteer Protocol



- ◆ **Do not show animals to the public.** Refer the customers to a shelter worker or a Volunteer Adoption Assistant. (Look for the purple pawprint on their name tag.)
- ◆ Ask for help from another volunteer or a shelter staff member if you have a problem with an animal.
- ◆ Volunteers are not employed by the shelter.
- ◆ Shelter workers are county union employees.
- ◆ **Mornings are busy** as cleaning/feeding routines must be completed before the shelter opens to the public.
- ◆ If you have staff issues or compliments, contact the Friends of BCAS President, Ryan Morgan, or Daisha Pierce, the Shelter Manager.

***We all work together for the  
welfare of the Cats and Dogs!***



# Cat Information



## Where Are the Cats?

- The Adoptable Cat Room is to the right of the Main Lobby desk.
- To the left of the Main Lobby desk are three rooms where guests and cats can interact together.

## Cat Cage Paperwork:

- **Shelter Paperwork:** All animals have cage paperwork provided by the shelter which displays their basic info (ID/name/age, etc.) and medical exam info.
- **Cage Card:** Each cat cage has a small, simplified "Cat Cage Card" on it, displaying basic info about the cat, including ID, name, age, gender, and personality traits.
- **Orange/Yellow Volunteer Activity Sheet:** Every animal (cat, dog and other) gets an Orange/Yellow Sheet on which volunteers log personality traits and the last date the animal was handled.

# Cat Handling Opportunities



- Socialize cats in Kitty Rooms or at cages
- Help **feed baby kittens** during times of need
- **Foster** a cat – especially during kitten season
  - Do you have a spare room for keeping kittens separate? Can you commit a minimum of 2 weeks?
  - Kittens are fostered until 10-weeks-old, 2 pounds
- Become a **Volunteer Veterinary Assistant**
  - Mondays and Thursday, 3-hour shifts, 9a - 5pm
  - Handle high volume of cats and some dogs.

***Training in Cat Handling will  
be given at subsequent classes!***

# Dog Information



## Where Are the Dogs?

Most kennels are in three consecutive hallways to the left of the business office windows.

- **Dog Ratings:** Each dog is assessed and given a 'handling difficulty' level.
  - **Green/Yellow** dogs are our easier dogs who don't require much training to handle.
  - **Blue** dogs are strong, reactive and often need special handling by our trainers.
  - **Red** dogs are quarantined for health or court reasons.

*Blue-rated dogs are **OFF LIMITS** until successful completion of Blue evaluation*  
*Red-rated dogs are off limits in all but very unusual exceptions.*

## • Dog Kennel Paperwork:

- **Shelter Paperwork:** All animals have cage paperwork provided by the shelter which displays their basic info (ID/name/age, etc.) and medical exam info.
- **Orange/Yellow Volunteer Sheet:** Every animal gets an Orange/Yellow Sheet on which volunteers log personality traits and the last date the animal was handled. Be sure to read this page before taking a dog out for a visit.



# Dog Handling Opportunities



- Walk dogs
- Foster a dog
- Pups to the Park

- Help **bathe** dogs on Thursday Spa Night
- Spend time in open play areas



***Training in Dog Handling will  
be given at subsequent classes!***



## Blue Dog Handling

Walking more rambunctious dogs that may have behavioral issues. Requires minimum of 30 hours / 3 months of walking Yellow-rated dogs. Prior experience with big dogs preferred.

## Dog Playgroups

Playgroups give shelter dogs the chance to be social. A 30-minute play group session for a dog is the equivalent to a 2-hour walk



# Handling Issues: It's Not As Easy As It Looks!

Not all shelter pets are perfectly well-behaved or understand how to be "polite" or know that we mean no harm. They are not always like your pets at home.

- **Body Language:** Exercise care when handling animals and do not force yourself on a reluctant animal.
- **Biting:** If an animal bites, it can be euthanized although this is **not** an automatic decision. Bites that draw blood **must** be reported.
- **Lack of Training (Dogs):**
  - **No Training:** Most dogs, including strong and/or big dogs, won't know how to walk properly on a leash and can pull hard. Many dogs will jump up on people.
  - **Strong:** Most of our dogs are Pit Bull mixes, and they are very strong for their compact size.
  - **Dog-Reactive:** Some shelter dogs react negatively to other dogs.

**HOWEVER... Most cats and dogs available to volunteers will be very friendly towards people!**





# If Volunteering with us is for you.....



- **Application:** Complete a volunteer application available on our website [FriendsOfBCAS.org](http://FriendsOfBCAS.org).
- **Register** for Orientation
- **T-Shirt and Name Badge:** You must purchase a Friends of BCAS tee shirt and name badge. Please bring \$15 with you to orientation. If you are interested in working with dogs, there is an additional \$10 for a slip lead when you take the dog class.





Fun for  
All Ages!

Smithville Park in Easthampton  
Oct 4, 2020 from 8am – 11am  
(Run/Walk begins at 9am)

*Participants are welcomed to run or walk  
with their well conditioned dogs.*

**All funds raised help homeless animals in our community!**

[www.friendsofbcas.org/5K](http://www.friendsofbcas.org/5K)

# There's Lots More to Do!



## Provide Fundraising Support

- Assist at public events and fundraisers
- Host your own event – garage sales, donation party
- Manage **coin box** locations. Largest fundraiser. Raised \$31,500 in 2018 - \$86 per day
- Register Friends of BCAS as your **Amazon Smile** beneficiary
- Sign up for **WoofTrax** – Walk for a Dog app

# There's Lots More to Do!



## • **Provide Shelter Support**

- Be a Lobby Greeter at the shelter
- Provide Front Desk assistance
- Help clean kennels & cages
- Wash & fold laundry
- Wash and fill food bowls
- Direct traffic on special events days (Clear the Shelter)

## • **Provide Kennel Enrichment**

- Wash and fill Kongs
- Wash Frisbees for peanut butter treats



# There's Lots More to Do!



## • Help Promote Animals

- Sponsor a pet through our Pets with Perks program!
- Photograph or video dogs and cats
- Be a pet handler for our photographers and videographers!
- Post pet info to websites and social media



Check our website  
and monthly  
newsletter for  
opportunities!

# TNR: Trap - Neuter - Return



Population control that is a humane alternative to the traditional model of trap and kill

- Humanely trapping stray and feral cats
- Spaying or neutering, vaccinating and eartipping
- Returning where they were trapped.
  
- For more information:
  - Email: [friends.say.snip.it@gmail.com](mailto:friends.say.snip.it@gmail.com)
  - <http://www.friendsofbcas.org/tnr>
  - <http://www.alleycat.org>

# Volunteering for Friends of BCAS not a match for you? You can **help homeless animals** in other ways!

- Follow us on Facebook and SHARE our posts.
- Follow us on Twitter and RETWEET our posts.
- Advocate to family, friends & co-workers to *Adopt, Don't Shop*.
- Help control the pet population, talk with people about *spaying or neutering* their pet.
- Support FOBCAS financially. FOBCAS does great work for the *homeless animals in Burlington County*. Our work is not possible without financial support.





Thank you for thinking of the animals!

**[www.FriendsofBCAS.org](http://www.FriendsofBCAS.org)**

