

Volunteer Orientation



Friends
of the
**Burlington County
Animal Shelter**



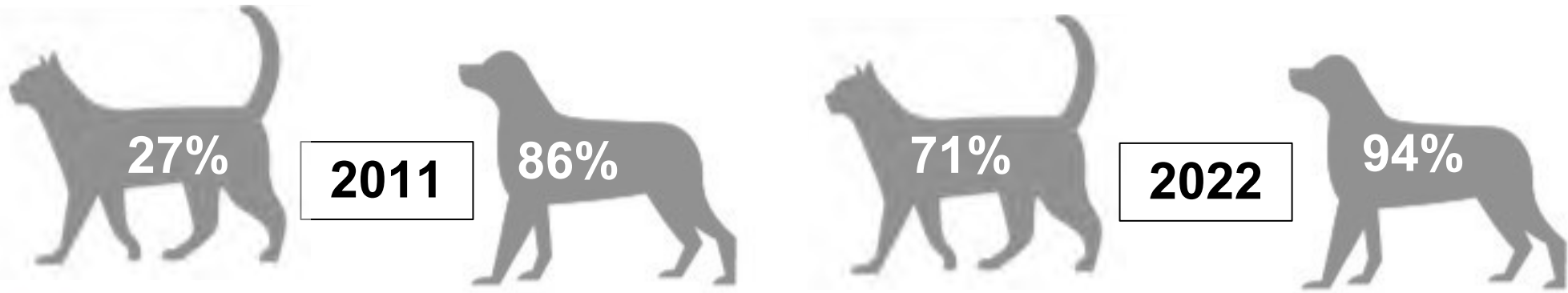
About Us

Founded in 2010, FOBCAS is a 501(C)(3) non-profit **all volunteer** organization that works with our county animal shelter and the community focusing on:

- **Quality of life** for shelter animals and increasing chance of adoption.
- **Reducing the number** of homeless animals
- **Advocating for legislation** to protect homeless animals within the county.
- **Build a community** where people treat animals with respect and kindness.
- **Expanding Trap-Neuter-Release** throughout the county.

NO-KILL MEANS A SAVE RATE OF 90% OR MORE

Since the founding of Friends of BCAS, the live release rate of shelter animals has dramatically increased.



Annual Budgets and Reports are posted each year under About Us





FOBCAS is not BCAS

BCAS

County Health Department

Shelter Manager

Supervising Veterinarian

Shelter Supervisors

Vet Techs

Intake, Adoption, Animal
Handlers

FOBCAS

FOBCAS Board of
Directors

FOBCAS Director

Coordinators

Volunteers

- Shelter employees (navy blue shirts) should be asked for help in **emergency** situations
 - Do not ask shelter employees questions about the volunteer program
 - Volunteers should report any issues to FOBCAS immediately
- Classes are taught by volunteers - **do not sign up if you can't commit** to the date





Shelter Information



Public Shelter Hours

Mon-Tue, Fri-Sun 12pm-4pm
Thur 12pm-7pm
Closed Wednesdays
Closed on county holidays or bad weather.

Volunteer At-Shelter Hours (must register - do not just show up)

BCAS is open every day to volunteers except when closed on county holidays and bad weather.

Morning Housekeeping 8:30 to 10:30 am
Animal Handling begins at 11:30 am until closing

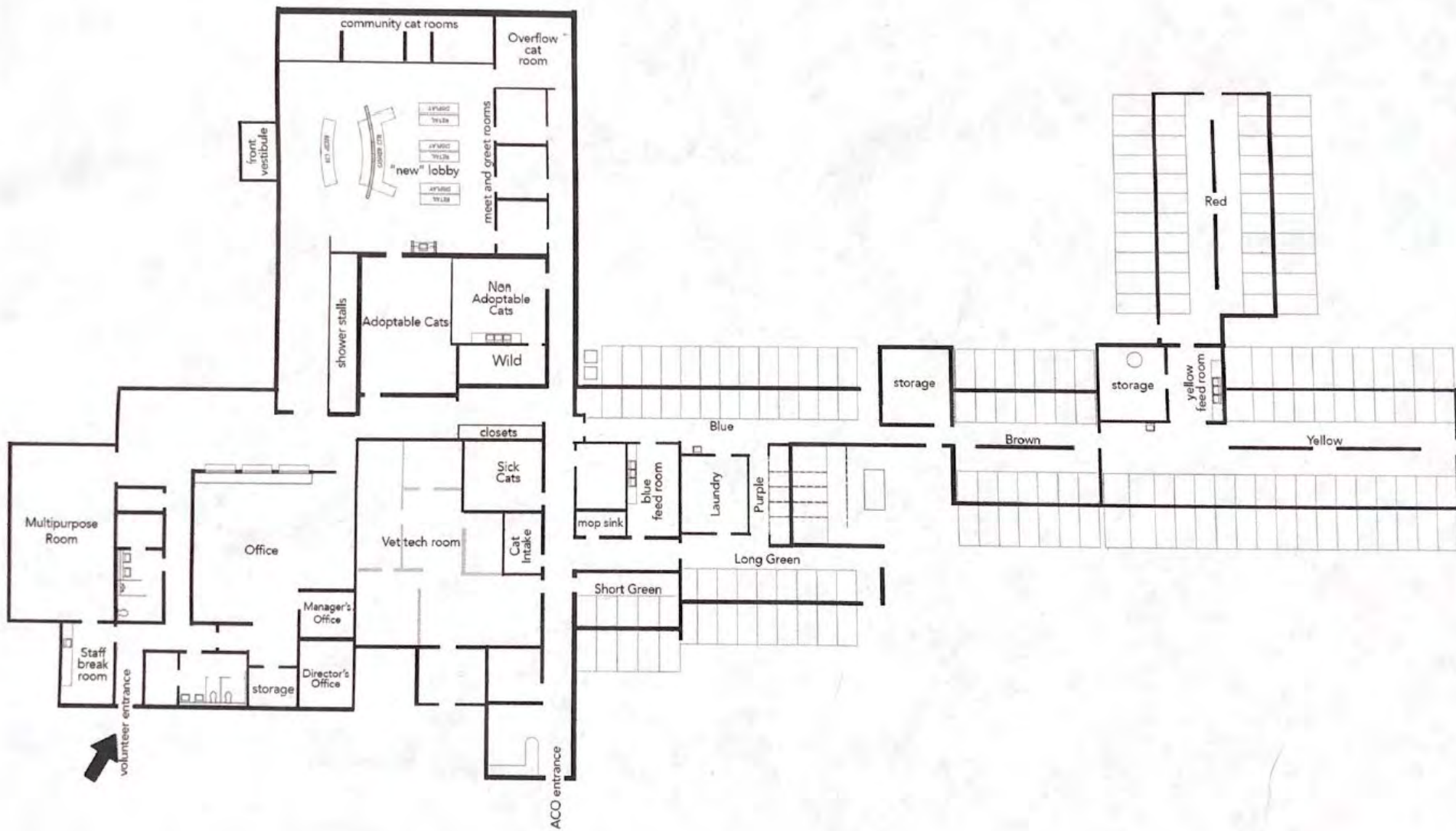
Parking:

Volunteers must park behind the shelter, along the grass
Leave the front lot for customers and the backlot for staff





The dog rooms with blue, purple, brown, and yellow clipboards are open to the public to browse and adoptable cats are in the free roaming and adoptable cat rooms





Intake, Illness, Euthanasia

- BCAS is an **Open Admission** shelter, the only one in Burlington County and it is required to take in ALL of the thousands of stray/unwanted pets in the county
 - Basic medical evaluation and vaccines
 - All are micro-chipped and spayed/neutered before adoption.
 - Strays are held for 7 days (or 10 days if microchipped)
- **Illness:** No known medical history, may be sick or injured, have or develop behavioral issues. Volunteers must be cautious to prevent the transmission of illnesses between animals such as practicing good hand hygiene and avoid contact with clothing.
- **Euthanasia:** FOBCAS and staff do their best but without suitable foster homes rescues cannot take shelter animals so animals are euthanized due to sickness, behavioral issues, or over-crowding.





Adoption Procedure

****Until further notice, the shelter is closed for public browsing during the week****

- **The public browse** the adoptable areas then fill out an application and give to staff at the desk. They receive an approved adopter card so staff or VAA (volunteer adoption assistant) let them meet. Then apply for that animal and have 48 hours to complete a dog meet.
- **24petconnect and Petfinder** are currently the only ways for the public to view adoptable animals, cat handlers and dog walkers should keep an eye on who is listed on these platforms and inquiry about any possible oversights such as animals on hold longer than 48 hours.
- <https://www.petango.com/Shelters/Burlington-County-Animal-Shelter-5405>
- **Fees**
 - (two free adoptions per year) county employees/veterans/60+
 - Barn cats and Senior pets always free
 - Frequent adoption promotions for cats or pit bulls





Less Adoptable Pets

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

Pets That Are **NOT** Adopted As Quickly:

- Senior animals (8+ years old)
- Black cats
- Large, strong dogs (especially Pits and Pit Mixes)
- Dogs that are not dog-friendly
- Cats who are scared or reserved



Pets That **ARE** Adopted Quickly:

- Pets under 1 year old
- Small dogs, long haired cats, declawed cats
- Identifiable breeds (like Maine Coons, Golden Retrievers, etc)
- Dogs known to be good with children, other dogs, and cats
- Cats that are especially outgoing/friendly





Volunteer Responsibilities

- Only schedule yourself for dates/times you can commit to
- Must be **14 years or older** to volunteer inside the shelter
- Must be **18 years or older** to handle animals
- Have **medical insurance** or ability to pay for emergency care.
- Volunteer an **average** of 4 hours per month
- **Sign in and out** on the volunteer tablet. Report off-site hours.
- Wear a volunteer **t-shirt** and name **badge**.
- Read all emails and reply if needed.
- Let us know if you need a break.
- No hours for 6 consecutive months is considered a resignation **unless** you let us know volunteers@friendsofbcas.org



This is not an exhaustive list, Abide by Volunteer Handbook!



Volunteer Responsibilities

- ◆ Do **NOT** handle animals until you've passed an animal handling class
- ◆ Once you pass a cat or dog class you still are **NOT** permitted to show animals to the public. Refer the customers to a shelter worker.
- ◆ New volunteers are encouraged to sign up for 1-2 shifts of non-animal handling opportunities before taking an animal handling class
- ◆ Email VOLUNTEERS@FRIENDSOFBCAS.ORG anytime
 - You have issues with or compliments about volunteers or staff
 - For general issues/concerns/inquiries

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



Volunteer Opportunities

Most require an
additional class
after orientation



Friends
of the
Burlington County
Animal Shelter



Animal Handling



It's not as easy as it looks!

You MUST pass a beginner cat or dog evaluation before handling any animal

- Read class handout before class
- Do not register for a class unless you will commit to helping on a regular basis
 - Must meet with a mentor if it's been 6 months without activity
- Understand that it will not be like “your pet at home” because:
 - Living in a kennel 24 hours a day is stressful
 - Most came to the shelter with no training
 - Well intentioned volunteers often reinforce bad behavior
 - They have no steady person in their life to look to for direction
- Volunteers are never permitted in sick rooms or intake areas.
- More than 90% of the dogs are physically challenging to handle:
 - they pull strongly on the leash
 - they are large, strong, and may jump
- Exercise care, never force yourself on a reluctant animal
- Classes may not teach you everything you need to know about body language

Biting

- Bites **must** be reported. It is **not** an automatic euthanization decision.

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





Cat Handling



- Once you pass a Beginner Cat Class and the Cat Evaluation:
 - Hold cats in front of their cages
 - Let them stretch their legs in one of the 3 Meet & Greet
 - Sit in one of the 3 Community Cat rooms of free roaming cats
- Shut down often during the year to stop the spread of disease
- Fostering is critical to saving lives
 - especially during kitten season
 - Kittens until 10 weeks old, 2 pounds
 - 2 week separation from your cats
 - crate in room with a door is sufficient



REQUIRES further training at subsequent classes!





Dog Handling



- **BEGINNER** dog class - goal is to take the next class after 10 hours
 - typically one to ten yellow dogs at any given time
- **ADVANCED** dog class are stronger, dog reactive, or fearful
 - Off limits until successful completion of Blue class
 - 90% of dogs are at this level
- Depending on how you do in class:
 - Your instructor may ask you to repeat the class
 - They may ask you not to walk “Top Blue” or “Top Yellow” until you get some experience or they may ask that you first follow up with them first.
- Anyone can request a mentor by contacting the dog walking coordinator.
- **Red** dogs are quarantined for health or court reasons. Staff only. A few volunteers have obtained special permission from the shelter management to work with specific dogs.
- **Lack of Training**
 - Most dogs don't walk properly on leash, they pull hard, and may jump on people
 - Many are **very strong** for their compact size.
 - **Dog-Reactive:** Some shelter dogs react negatively to other dogs.



REQUIRES further training at subsequent classes!





Beyond Walking



Dog Bathing Team

Making dogs more comfortable and get them ready to meet their match. If you are a yellow and blue dog walker help by walking to and from the bath, use outdoor pools or the indoor shower.



Kennel Enrichment

Making dogs happy by mentally stimulating them with enrichment activities and toys. Preparing peanut butter stuffed Kongs and Frisbees to give to dogs in their kennels.

Dog Tour Guide

Guiding customers through the kennel area and helping dogs find their match.





Fostering

- You don't need to be a FOBCAS volunteer
- Medical, Behavioral, Evaluations, Full Capacity
- Not everyone can foster – difficult dogs or cats will likely only be approved by the shelter to active volunteers they can trust
- Fostering provides priceless information to prospective adopters helping to improve the outcomes and reduce the return rate of animals who have been overlooked in the kennels or have had problems in former homes.
- “I could never give up a foster” – the first is hardest but we must always remember that adopting your foster means countless more won't have a chance for the same happiness.

**Fostering Cats (Kim Sked) kims@friendsofbcas.org and
Dogs (Debbie Hampton) debbiehampton66@hotmail.com**





Shelter Support & Housekeeping



Morning feeding and cleaning

- Faster cleaning is done, faster animals can be shown
- Wash and fill food bowls
- Wash and fill **Kongs** for kennel enrichment
- Help prepare for high traffic days

Lobby Greeter (Weekends ONLY)

- Greet public when they arrive
- Assist with laundry and organizing donations
- Explain application and adoption procedures
- Conduct tours of the shelter for school groups





Surgical Support

- Assists with recovering animals from anesthesia, cleaning surgical instruments and tubes, sorting surgical instruments and/or making surgical packs.

Email Kristina Madsen if interested:

zoeeebug@gmail.com



WASHER

How to operate the washer



DRYER

Dryer Instructions

This dryer is only capable of drying 50lbs of laundry at a time. Please do not fill the dryer past the fill tape line.

- ❖ Press "A" to run an auto cycle
- ❖ Press "D" to run a 40 min. timed cycle
- ❖ Press "F" to run an additional 10 min.

- Clear out the lint trap after every 3 uses

Dryer Error Codes

If you receive an error message please write it down here

Laundry

Sign up for a laundry shift or keep an eye on it as you do other things

- In between the blue and purple dog rooms, just past kitchen
- Dirty laundry to the left of washer (use gloves/wash hands)
- Clean laundry baskets are kept in between washer/dryer
- Follow all posted instructions or ask for help
- **SCRAPE LINT TRAP** (pull out drawer red arrow on the bottom of dryer)

Classes taught upon request by MaryPat Scordato (kandlmom@comcast.net)



Community Outreach

no additional class needed



Community Events

- These are high traffic events that require 2-3 volunteers
- Typically composed of two 3-hour shifts

Table Events

- Set up in front of local businesses
- Flexible hours with 1 or 2 volunteers

How can you help?

- Let us know about events in your town
- Ask a favorite store you frequent if you can set up a table outside.

Importance of Events

- Fundraising is as easy as offering 50/50 tickets or placing a donation jar on the table
 - \$113,000 total! Our net revenue was \$45,000!
- **VITAL** to ensuring the animals receive behavioral and medical support
- Get people thinking about adoption
- Reaching potential new volunteers





At Home Projects



Coin Box Locations

- Raised \$37,328 in 2022
- If you frequent a shop without one – Ask
- Custodians empty boxes into a bag then deposit at the bank
- On your own schedule - once per week/month
- Email Coin Box Coordinator for more information:

coinboxreporting@gmail.com

Fundraisers

- Host your own event – garage sales, donation party.
- Contact local businesses to coordinate mutually beneficial events
- Data Entry, making phone calls, writing letters





TNR: Trap - Neuter - Return



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

Sign up for a weekly email then choose when, where, and in what capacity they want to help

- Responding to requests for help from community.
- Humanely trapping stray and feral cats.
- Spaying or neutering, vaccinating and ear tipping.
- Drop off or pick up from the clinic.
- Care for animals as they recuperate before being released.
- Returning where they were trapped.

For more information:

friends.say.snip.it@gmail.com

<http://www.friendsofbcas.org/tnr>

<http://www.alleycat.org>





Photography

- **Help Promote Animals**

- Sponsor a pet through our Pets with Perks program!
- Coordinate with animal handlers
- Take **good quality** photos and videos
- Post pet info to websites and to **fobcas.socialmedia@gmail.com**



After you pass an animal handling class – contact the Cat or Dog photography coordinators for more information







Volunteering Committees

Fundraising Committee (Stephanie Rudewicz / Debbie Hampton)

Oversees the development and implementation of the Fundraising Plan and identifies external sources of support, e.g. sponsors, grants, employer match programs, major donor program

Volunteer Committee (Laura Leuter) lauraleuter@gmail.com

Oversees growth, retention, safety, and education of all volunteers







Volunteering Committees

Marketing and Communications Committee (Jessica Donohue / Julie Nickas)

Oversees branding, communication, marketing and social media strategy for the organization. Includes implementing an active communication plan for board members and volunteers that prepares them with core messages to further promote adoptable animals, our fundraising efforts and overall greater awareness of our organization

Events Committee (Kayla Taylor)

Oversees the scheduling and execution of yearly events, including festivals, farm markets, Big Dog tablins, general community outreach





Paw
Prints



Friends
of the
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**5K RUN/
WALK**

friendsofbcas.org/5kpetfest

2023: Sunday September 17th



You can **help homeless animals** in other ways!

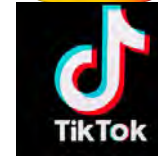
▫ Follow us on Facebook and **SHARE** our posts.



▫ Follow us on Instagram and **SHARE** our posts.



▫ Follow us on TikTok and **SHARE** our posts.



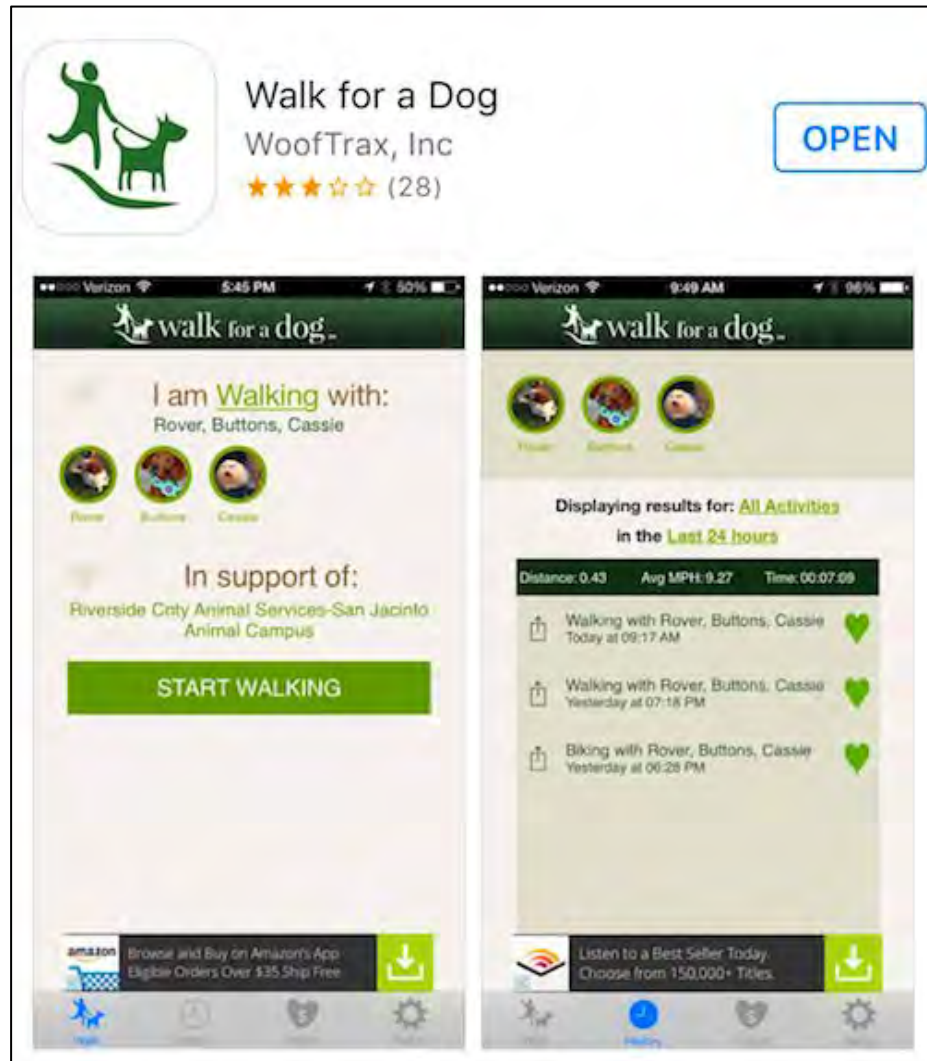
▫ Advocate to family, friends & co-workers to *Adopt, Don't Shop*.

▫ 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 Washington County*. Our work is not possible without financial support.



You can help homeless animals in other ways!





Questions or Problems, please
email us immediately at
Volunteers@friendsofbcas.org



Thank you for thinking of the animals!

www.FriendsofBCAS.org

