1. Cat Cuddlers work from 12:00 noon to 3:00 p.m. Monday through Saturday. First-time volunteers must sign the volunteer agreement and go through training ACW with Janice Dean and one of the CC trainers (Pam Galuska, Marcy Jordan, or Jill Jones).

2. When you know you are going to be the only cat cuddler with a full house of cats, you will need to either start early, stringently limit time spent with each cat so that you can get to all of them, and/or ask ACWs for help.

3. To leave room for visitors, park up the hill from the AC unless you have a problem walking up the hill. If it is raining hard, park next to the building and move your car later if the rain lets up. If the weather is going to be bad and the AC is going to be closed, Janice Dean will notify the CCs.

4. Hang your coat up in donation room and put your purse, lunch, etc. in bottom left drawer of the black cabinets in the same room. If you need to refrigerate your lunch, you may use the refrigerator in the utility/treatment room. Use the one on the right end of the counter. The one on the left end is for animal drugs and food.

5. Aprons are available in a laundry basket on top of the washer/dryer. Aprons are optional. At the end of the day, put in the laundry basket on floor with dirty towels, etc.

6. After cuddling a cat, update the “What You Need to Know” book. Only two weeks work of entries should be enough. After that, only changes, for better or worse, need to be entered. **Why is this important? The CCs know more about the cats than Nancy Jones, cat adoption coordinator. When Nancy is at the shelter adopting a cat and the potential adopter asks a question about the cat, she goes to the book and shows them what you all have said about it. That answers the question for her and the adopter.**
   a. New cats – check the book for a sheet. If there is no sheet in the book, start one.

7. Cage Cards:
   a. Read the cage cards (white sheets in plastic) on each cage to learn about the cat. Read it each time you go in as data may have changed since the last time you were there.
   b. At the bottom left of the cage card, each cat is coded as one of the following: Drop off, friendly stray, trapped or surrender. **ALWAYS GO SLOW WITH AND BE WARY OF ANY CAT THAT WAS TRAPPED.**
   c. Check for special instructions on the colored cards (biter, do not let out of cage, health problem, feed special food, diabetic, etc.).

8. The cats are the cuddlers’ responsibility in the **afternoon** which includes cleaning “smelly” poop from the litter box, changing their water, and feeding wet food along with cuddling.
   a. If it is necessary to do any cleaning, you can pull out the dividers and put the cat on one side or in the cubby hole while you clean. You should never have to do more than clean the litter boxes **ONLY IF THERE IS SMELLY POOP.**
      i. Cats get the **clumping** litter.
      ii. Kittens 6 months and under, get the **clay** litter.
      iii. Use the scoop in the blue box on top of the cage assigned to the cage number. If the scoop is dirty, remove and replace with a clean scoop from the clean scoop bucket in a
box on the bottom of the white shelf in the cat room. Put the dirty scoop in the dog bath sink to be washed.
iv. There is a large garbage can on wheels in the kennel area for used litter. Also, plastic bags which can be used for litter are stored in the bathroom behind the door.
v. The litter box should NOT be put under the shelf but placed on the back wall on the opposite side of the shelf away from food and water.
b. Do not put rugs and beds in the wash unless they are covered in poop or smell of urine. Clean off the poop as best as you can before putting in the laundry. Cats go by smell, so keeping the same rug and bed smell does not stress out the cats.
c. Do shake the litter off the rugs.
d. Brush the cat with its own brush. It will be in the box above the cages with the litter scoop. If a cat doesn’t already have a brush, they are found in the labeled lower cabinet on the far side of the utility room.

9. Feeding:
a. All food, wet and dry, is kept by the ACOs. If there is not enough wet food on hand, let the ACO know.
b. The Animal Control Officers take care of the morning feeding for all cats. Do NOT fill the bowls with dry food unless there are special instructions on the orange card to feed it in the afternoon. CCs are responsible for afternoon feedings of wet/canned food only.
c. If a cat consistently runs out of dry food by the afternoon, let Sue Luse know. She will determine whether or not the cat needs more food. We do not want the cats to get overweight.
d. Wet food is fed around 2:00 p.m.
i. Feed each cat 1 heaping teaspoon (1/5 of a can) of Fancy Feast. Only kittens 6 months or younger get the Fancy Feast kitten food. Wet food is not intended to be a meal, but a treat to help them digest their food. As they are enclosed in cages, they are not getting a lot of exercise to work off their food. One of Sue Luse’s priorities is to make sure they do not get fat which can cause health problems.
ii. Sprinkle 1 scoop Lysine on the food of ALL cats and ½ scoop for kittens 6 months or younger unless the orange card says not to.
iii. Some cats may get fish oil (instructions for this will be on the orange card). Poke a hole in the end of the capsule and squeeze on top of their food.
iv. Some cats may be on a special diet and need some dry food in the afternoon. This food will be on top of their cage. Again, refer to the orange card.
v. Other cats may be on a wet food diet and need more than the 1 teaspoon. This will be on the orange card.
vi. Put cans with leftover food in the refrigerator on the left side of the counter. Check for food in the refrigerator before opening a new can. If there is food in the refrigerator, take it out so I can warm up for the 2:00 p.m. feeding.

10. Do NOT feed cats any treats. Because we cannot control the kind of treats and the quantity, the cats get diarrhea and throw up which costs us money when they go to the vet. If you feel like you need to give a cat a treat, give them a few pieces of their cat food.

11. Fill out “What You Need to Know About Me‘ form as you cuddle a cat. Refer to the instruction sheet.

12. Any time you are handling a cat or cleaning its cage, observe the cat. If it is trying to get away from you, just talk to it. If it doesn't want you to pet or brush it, don't. Watch the demeanor of the cat and how dilated its eyes are.
13. If a cat escapes from its cage and goes under the cage, DO NOT USE A BROOM OR STICK TO RETRIEVE THE CAT. Either move the cage out or get one of the ACOs to help.

14. Wash your hands between cats so you don’t smell like another cat and you won’t transfer illnesses. If you would like to wear gloves while cleaning, there is a supply in the utility/treatment room.

15. Observe cats for signs of illness (i.e., runny eyes, sneezing, one eye not open as wide as the other, nasal discharge, etc.) or cats not getting along.
   a. Check the cage cards as the symptom may be normal for a cat.
   b. Notify guest relations volunteer if there are any issues.
   c. Check the communications notebook on the front desk to see if the issue has already been reported.
   d. If guest relations are not available, notify Sue Luse at 901-289-3830 of any observations or Nancy Jones at 501-922-6444 if you cannot get in touch with Sue.

16. At the end of the day:
   a. Make sure all empty wet food trays are picked up before 2:45 p.m. so the ACWs can take the trash out. If there is trash after that, take the new bag of trash out to the dumpster. DO NOT LEAVE TRASH INSIDE OVERNIGHT.
   b. Scoop smelly poop out of the litter box.
   c. Give the cats 2 years or younger another small scoop of dry food if their bowl is empty.
   d. Clean the water bowl if it is contaminated. Put the water bowl in the holder without water then use the water jug to refill the water dish through the bars.
   e. Make sure there are at 3-5 toys for each cat on the floor of the condo – not on the shelf. There is a box of cat toys located on the bottom of the white shelf in the cat room.
   f. Check cage doors to make sure they are latched properly. Certain cats and kittens are escape artists. If there is a tie or carabine on the door latch, be sure to replace it when done with that cage.

17. If you cannot work on your scheduled day, call or e-mail another volunteer (list of volunteers can be found at http://hsvawl.org/ac-volunteers.html) If you cannot get a sub, call or e-mail Mary O’Neill at cnmoneill@gmail.com or 501-922-6405 or 501-984-3530.

18. Contact Janice Dean at 501-209-9086 if you have not heard anything about closing the AC due to bad weather.