

San Diego  
**Humane**  
SOCIETY  
INSPIRE COMPASSION



# Nursery Volunteer Handbook

2018 Season

# Welcome to the Nursery!

We are excited to have you join our Nursery Team as we help care for the kittens at San Diego Humane Society! This is such a rewarding volunteer program since we help kittens who may not have mothers and need help as they grow into strong, healthy, adoptable kittens. This program gives these animals a chance they would not have otherwise received!

This handbook is designed as your first step in training and an ongoing resource. During your mentor shift in the Nursery, we will review the volunteer duties, provide hands on training in each area and answer your questions. Many Nursery policies are designed to prevent cross contamination between litters and prevent potential spread of disease, so training is a critical part of the Nursery program. If you have any questions after reading this handbook and after completing your mentor training, just ask, we are here to help you!

- Jackie

## Staff Contact Information

### Jackie Noble

San Diego Nursery Manager

Typical Schedule: Tues-Sat 10am-6:30pm



### Jesse King

Director of Volunteer Program Development

Typical Schedule: M-F 8am-5pm



**Mentor Email:** If after training you have general nursery questions, you can email the Volunteer Mentor Team at *[email address]*! Volunteer mentors will answer your questions as soon as possible.



# 7 Steps to Get Started

1. [Attend Nursery Step Up Info Session and apply for a position on the team](#) – Done!
2. [Prior to your Foundation Mentored shift, complete these training steps at home:](#)
  - a. Read this entire handbook! Read all sections and watch all video links in this book. This is your first training step and must be completed prior to your hands-on Foundation Mentored shift in the Nursery.
  - b. Familiarize yourself with the [Nursery blog page](#).
  - c. Watch our introductory Kitten Nursery training videos.
    - i. Click this [link](#) to watch our 20 minute intro video. In this training, Jackie references additional videos, please watch these as well:
    - ii. [Go Pro Video](#).
    - iii. [What is Kitten Season](#).
    - iv. Watch *all* additional training videos included in the *Foundation task section* of this handbook.
3. [Schedule your Foundation Mentored Shift](#): Log into VicNet and sign up for a “Foundation Mentor Shift” on the Nursery Foundation Training Calendar. This will be your initial hands-on training in the Nursery with a mentor volunteer.
4. [At your Foundation Mentor Shift](#): Learn! There is so much to learn during this training, so be sure to ask questions and not get distracted by all the cute kittens!
5. [Schedule your Skills Verification Shift within one week of your mentored shift](#): At your skills verification shift, a mentor volunteer or staff will review the tasks and duties and ensure new volunteers understand the disease protocol for each task. After this shift, we will update your VicNet record to grant you access to the Kitten Nursery-Foundation Calendar where you can sign up for solo Foundation Shifts and award you the Kitten Nursery ribbon to adhere to your name badge!
6. [Sign up for your next regular shift at the Nursery within one week of your skills verification shift](#): If you wait longer than one week, there is a good chance you will forget much of what you learned, so we ask you sign up for your first solo shift within one week of passing your assessment. If you wait longer than a week, we may ask you to do a second mentor shift to review the policies and protocols to prevent any risk of spreading disease and harming the kittens in the Nursery.

## Optional Steps:

7. [Set up an automatic reoccurring shift](#): Let us know and we can set you up on a reoccurring schedule!
8. [Opportunity to Step Up](#): After a minimum of five Foundation shifts and at least one month in the Nursery program, and once you have mastered all duties and protocol, you are eligible to apply to Step Up to Core or Specialty Nursery roles! Please refer to the Step Up section (page 16) for details about these roles offered at the Nursery.

# What to Expect

## Nursery Volunteer Program Overview

The goal of the Nursery Volunteer Program is to assist Nursery staff as we provide the necessary care and support for underage and orphaned kittens. These are some of the most vulnerable animals that enter the shelter. Volunteers assist with specific duties in the Nursery, including but not limited to: laundry, condo cleaning, litter box folding, bathing, feeding, etc. as well as help socialize kittens to prepare them for their new families. The volunteer assignment is limited to the times the Nursery is open for kitten season, usually between April and November each year, but may vary depending on the number of kittens we receive.

**Uniform:** It is required to always be in full volunteer uniform: blue volunteer t-shirt or apron, volunteer name badge, long pants and closed toed shoes. If you come to help but are not in uniform, we unfortunately cannot let you volunteer since these requirements are in place to protect you and our kittens.

**Nursery Location:** Your shifts will be at the Kitten Nursery located at 5433 Gaines St. The entrance to the Nursery is on the east side of the building. When you arrive for your first training shift, please let the staff know you are a new volunteer and looking for Jackie or a Mentor Volunteer.

**Logging in for your shift with VicTouch:** You will clock in and out at the start and end of every shift using VicTouch, our touch screen monitor. This will track all of your volunteer service. Your unique pin number is located on your name badge.

**Communication:** Communication with staff and other volunteers is extremely important in the Nursery. Please ask the staff or mentor volunteer questions at any time and communicate with your fellow volunteers as you complete Nursery duties. Always read signage as some areas of the Nursery may be quarantined, which means only select staff can enter the area. The kittens are very fragile when they are this young so we must follow all protocol and signage at all times.

**Physical Requirements:** Volunteers will sit, stand, walk, talk, hear, stoop, bend, squat, kneel, grasp, grip, put fingers together firmly and reach above and below shoulder level, lift and/or carry up to 50 pounds and push and pull up to 50 pounds; flex the neck upward and downward; twist the neck and the waist. Reasonable accommodations may be made to enable individuals to perform the essential functions.

## Nursery Volunteer Schedule

**Step Up Recruitment Schedule:** At the start of each kitten season (March/April) our sole focus is training our returning Nursery volunteers and staff. Then, from May-September, we conduct Step Up recruitment for internal active volunteers interested in joining the Nursery team.

**Minimum Commitment:** Our minimum commitment is one 2-hour shift, every other week, but we hope you come more often! The maximum number of hours a volunteer can perform per day is four hours. You can sign up for two 2-hour shifts back-to-back. We ask that you only volunteer a few times a week since coming in to volunteer too often quickly leads to burn out and we want you to last all season long.

## Nursery Volunteer Schedule:

- **Nursery Foundation Team:** 2-hour shifts available 24-hours a day. Shifts are closed from 1-2 p.m. and 12-1 a.m. due to the kitten feeding schedule. One opening is available per shift, and is open to all Nursery volunteers.
- **Nursery Feeding Team:** Core Step Up Role in the Nursery. Two-hour shifts available 24-hours a day. Shifts are closed from 1-2 p.m. and 12-1 a.m. due to the kitten feeding schedule. The 2 p.m. shift has the greatest need for volunteer support since there is only one caregiver in each section. Two openings per shift.
- **Nursery Queens and Kits Team:** Core Step Up Role in the Nursery. Two shifts per day, 10 a.m. – 1 p.m. and 4-7 p.m.
- **Nursery Treatment Team:** Specialty Step Up Role in the Nursery. Several shifts available throughout the week.

**Sticking to the Schedule:** To prevent the Nursery from getting over crowded, we require each volunteer only stay for the hours they have signed up for and not come in early.

**Off-Season Plans:** During the Nursery off-season (November-March), you can participate in other volunteer opportunities or take a break from volunteering to relax before the next kitten season starts. We will share the off-season opportunities in October of each year.



# Kittens in the Nursery



## Neonates

Kittens ages 1-14 days; housed in the Nursery in a bedding unit; bottle fed every 3-5 hours.

## Transitionals



Kittens ages 2-4 weeks; housed in the Nursery in a condo; bottle fed every 3-5 hours; moving to solid wet foods.



## Socialization

Kittens ages 5-8 weeks; graduated from the Nursery and housed in the Foster area while they wait for their foster home or spay/neuter surgery; eating dry and solid wet foods; weaning from the bottle; learning to be a cat; being monitored for weight gain and overall health.

## Queens and Kits

Mom does the hard work of nursing and stimulating the kittens. Caregivers provide daily weights, cleaning, fresh food, water and litter boxes. Some Queens may be shy/fearful so caution is always used during cleaning and weighing to prevent any additional stress or escapes.



# Nursery Foundation Role

As you have learned in the Kitten Nursery Info Session, disease management is most important while working in the Nursery and should be considered at all times. This is why we have all new Nursery volunteers complete a Foundation Mentor Shift and quiz prior to volunteering solo. Once approved, you will get access to the regular foundation calendar and receive a Kitten Nursery ribbon to add to your name badge (ask for this at your first solo shift!).

When you arrive for a Foundation Shift, always start by checking in with the staff or reviewing the communication board to see which section of the Nursery you are most needed in, or if there are any sections that are closed to volunteers. During the two-hour shift, you will help with cleaning, folding litter boxes, laundry, etc. for one specific area of the Nursery (Qa or Qb). These duties are essential to the daily care and well-being of the kittens. The foundation duties described below are all tasks that will be completed during every shift.

## Litter Boxes

We go through hundreds of disposable litter boxes in the Nursery and need a lot of help folding and prepping so they are easily accessible throughout the day. Litter box steps:

1. Find the supply of unfolded litter boxes that are labeled for the Nursery; start assembly – please be careful to fold them correctly since they cannot be refolded.
2. Stack folded boxes in your assigned area only.



*We welcome your donation of cardboard trays from your local grocery store! We can use these as litter boxes, which will help us save money! Each disposable litter box costs 25 cents. Please make sure the boxes have no holes or gaps.*

## Cleaning Bottles and Making Formula

Dirty bottles are washed after each feeding is complete. These must be cleaned thoroughly before the kitten's next feeding is due. Steps to clean bottles:

1. After feeding is complete, take the dirty bottle to the laundry room sink. Always wear gloves and always keep the nipple with the bottle.
2. Clean the bottle with hot water and soap. Remember to disinfect the sink areas you touched with your dirty gloves.
3. Once "clean," bottle should be taken back to assigned area and placed in the sanitizer, while still wearing gloves. Use microwave and bottle sanitizer to sanitize bottles.
4. Clean, empty bottles will be stored in the refrigerator until the next feeding. Sanitized bottles are truly clean and can be handled without gloves.
5. If there is an empty shaker bottle in the dirty basket please clean it thoroughly in the laundry room sink using soap and water. If more formula is needed, you will also make more formula at this time. You will be shown the steps to make formula at your first mentor shift.

**Training Video: [Formula Mixing](#)**

## Laundry

With hundreds of kittens in our care each day, laundry quickly adds up in the Nursery! To keep the laundry room as clean as possible and to prevent contamination of this communal area, follow these laundry steps:

**Dirty Laundry/Washing Machine:**

1. When collecting laundry, please only enter your assigned area.
2. While wearing gloves, take laundry (in the basket) from your assigned area to the laundry room for wash. Your gloves are now contaminated or "dirty."
  - Laundry may include toys and combs – These items are placed into a small mesh bag. Try and place all soft/cloth items in one mesh bag and plastic toys in another. Mesh bags can be found on the shelves of the section you are assigned to.
3. The outside of the washer is considered "dirty." While still wearing "dirty" gloves, start the hot water.
4. Use an ungloved "clean" hand to add one scoop of laundry detergent and ½ cup of bleach to the hot water. Your "dirty" gloved hand should be used to lift the lid of the washer.
  - The laundry soap container and scoop has to stay "clean" because it is used by other departments and we have to make sure we keep their animals free of disease.

5. Grab a new glove for your bare hand and use both gloved hands to unfold and shake out laundry before adding it to the washer.
6. Only fill washer  $\frac{3}{4}$  full with laundry so machine does not get overloaded. Close the lid with your gloved “dirty” hands.
7. With a “clean” ungloved hand, place magnetic label onto the washer indicating the “area” the laundry came from.
  - Magnets are considered clean because they are sometimes placed on clean laundry to annotate which section they came from.
8. With a gloved hand, carry the empty, but still dirty laundry basket back to the section. If there is organic debris on the basket (poop), please shake out over trash and wipe down the laundry basket.

### Clean Laundry/Dryer

1. The dryer is considered clean. Prior to placing clean laundry into dryer, wear clean gloves to pull out lint screen and discard debris into trash can in the laundry room. Put in a dryer sheet. Place magnetic label onto the dryer indicating the area the laundry came from.
  - a. Since dryer is considered clean you can place the clean items in the mesh bags on top.
2. Use clean gloves to transfer the laundry from the washer to dryer.
  - a. HINT: You can use a paper towel to lift the top of the “dirty” washer to prevent wasting gloves.
3. Place any items that do not fit or should not be dried along the “clean wall” to finish drying.
4. Once all laundry is dry, fold and place into a clean basket (each area has their own) and return to the area you took it from. You may only put away clean laundry in the section you are assigned. You can fold clean laundry with washed, clean hands or wear clean gloves for this step.
5. If you find laundry from somewhere you are not familiar with, such as “Mobile Adoptions” or “Foster,” please fold the laundry and leave it on the laundry table with a label to indicate where it is from. The appropriate staff will pick it up on their next shift.

### Training Video: [Laundry](#)

## Condo Cleaning:

### Basic Condo Cleaning:

1. To prevent the spread of disease, please use new gloves in between each condo and remember to follow all disease protocols when handling communal items.
2. Clean condo with soap, water and paper towels:
  - Block kittens in cubby to prevent them trying to climb out of the condo or onto you.
  - Sweep out any litter with a paper towel or wash cloth.
  - If the condo has been soiled, spray soap and water mixture. Use paper towels to clean any feces, urine or that messy wet





food. Paper towels are on the cart or attached to the side of the trash can.

- Wipe dry with paper towels or wash cloth, close condo door.
  - Let kittens out into the condo and block off cubby.
  - Repeat cleaning process in cubby while kittens explore their clean condo.
3. Put all dirty bedding and toys in appropriate laundry basket.
  4. *Additional Task for New Litters:* If the litter has graduated to foster and left the condo, disinfect after cleaning with soap and water. Spray from the bottle labeled for that Nursery area onto clean condo, wipe with paper towels or wash cloth.
  5. If condos have already been fully cleaned, check in with the caregivers as they may need your help spot cleaning (including changing out litter boxes).



Training Video: [Condo Cleaning for Disease Control](#)

Bonus Training Video: [Deep Cleaning Condos](#)

Post Cleaning, Condo Set Up:

*Be sure to look at the condo set up prior to cleaning it so you can set it back up the same way. This sets the kittens up for success when learning to eat and use the litter box!*

1. Change into a new set of gloves before touching new clean items for the condo.
2. Only use items from the same area you are cleaning.
  - Litter box, dry food / water.
  - Heating pad, bed.
  - Toys and climbing items: You will find many types of items for this, such as boxes with holes and sides cut out.
  - Space for activity!!

Training Video: [Condo Set Up](#)

## Bathing Kittens

If kittens are available, you will be trained to bathe during your first mentored shift. *If you do not get a chance to bathe a kitten on your first shift, please let a mentor volunteer know that you need to be trained during a later shift.*

- Bathe kittens in the sink in the laundry room.
- Always wear gloves during the bathing process.
- Dawn soap, baby shampoo or pure oxygen shampoo should be used.
- Hold the kitten upright and avoid wetting the head (kitten should remain dry from ears to nose).
  - The face can be cleaned using a moistened tissue or baby wipe.

- Wet the kitten using warm water; add soap, lather and then rinse under warm water.
- Using a hand towel, dry the kitten while still at the sink.
- Burrito wrap the kitten in preparation of taking him back to the feeding station.
- Remove one glove and disinfect the sink area, including faucet handles, shampoo bottles and sink basin.
- Put a new glove on your bare hand and carry the burritoed kitten back to the section with both hands.
- Blow dry kittens:
  - Use the low, warm setting on the hair dryer. Never use the high setting as this is too much, especially for the younger kittens.
  - Ensure kitten is **completely dry** before placing back in the condo.



Training Video: [Bathing Kittens](#)

## Daily Duties Checklist

This list is located within each section of the Nursery. Tasks include, but are not limited to:

- Sweeping the floor in your assigned section.
- Taking out the trash.
- Wiping down and disinfecting the top of the condos.
- Restocking the cart (food boats, paper towel, potty pads, tongue depressors, food, water, etc.).
- Cutting food boats or tongue depressors in half.

Training Video: [Taking out the Trash](#)

## Weekly Duties Checklist

This list of general cleaning tasks can be found on the Nursery notice board. These tasks need to be done on a weekly basis or more frequently if time allows, and are extremely important since even little things that are forgotten can lead to disease. Tasks include but are not limited to:

- Sweeping the common areas in Nursery.
  - Taking out communal trash.
  - Putting away or organizing supplies.
  - Cleaning and disinfecting phones and desks.
  - Cleaning scratching posts and carry containers.
  - Pulling condos out from the wall to clean behind.
1. When completing these tasks, always pick the first job on the list.
  2. After task is completed, write your initials and the date on the laminated list, then go to the second job on the list.

3. Don't forget to check the project board for additional tasks. They may include:
  - Making laundry detergent.
  - Unpacking supplies.
  - Organizing donations.
  - Weighing kittens.

## Foster Care Center

The Foster department is located in the same building as the Nursery and many of the cleaning tasks for the Foster area are identical to those in the Nursery. If you have extra time during your shift, please check in at the Foster Center to see if they need help with any tasks. Duties checklists will also be provided on the notice board.

# Body Language and Handling

Most kittens will be friendly and happy, but you will at times have a shy kitten in the litter. Shy kittens will hide in boxes and beds, will avoid being picked up and will not be as playful as the others. Shy kittens will be sent to Foster as soon as possible for extra socialization.

Shy moms in the Queens and Kittens area should not be handled and need time to adjust. It is important to move slowly and give them space to keep their stress levels down while they are raising their kittens. Shy Queens may be candidates for barn homes through the Wild at Heart program.

# CAT LANGUAGE



INTERESTED



FRIENDLY



ATTENTIVE



RELAXED



TRUSTING



FRIENDLY, RELAXED



CONTENT



CONFLICTED, CAUTIOUS



PLAYFUL



EXCITED



"THIS IS MINE"



ANXIOUS



PREDATORY



WORRIED



FRIGHTENED



THREATENED



TERRIFIED



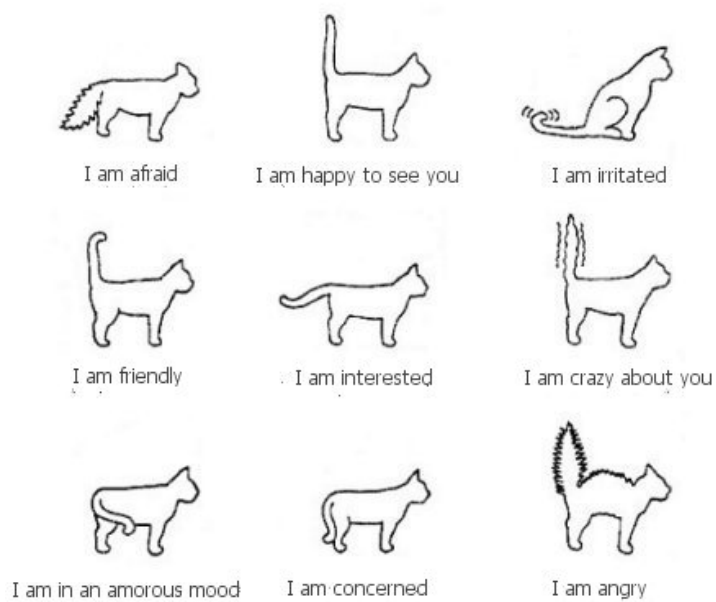
SUPER TERRIFIED



IRRITATED



DISGUSTED



		MORE AGGRESSIVE →		
↓ MORE SUBMISSIVE OR MORE FEARFUL ↓	EARS PRICKED FORWARDS			
	EARS OUT SIDWAYS, FLATTENED			
	PUPILS DILATED, EARS RIGHT BACK		PUPILS DILATED, EARS HALF BACK	EARS TURNED BACK

**Handling Kittens:** When playing with kittens **do not use your fingers or clothing**, instead use toys. This prevents future bad behavior and risk of biting. If you notice a kitten is shy or scared, let him hide in one of the beds or boxes for some quiet time. Never pull a shy kitten out of a hiding space or force him to play.

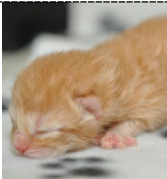

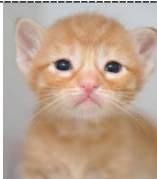
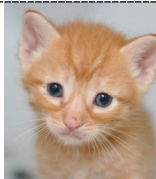

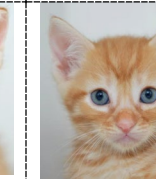
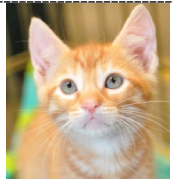
**Positive Reinforcement:** Kittens are very sensitive and punishing a kitten may result in long-term trust issues with people. Never yell or hit a kitten. If they are scratching or biting, distract them with a cat toy.

Training Video: [Kitten Handling](#)



# Kitten Aging

## Kitten Age and Weight Chart

WEIGHT (grams)	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
<b>Day 1</b>	100	156	228	344	446	556	668	794
<b>Day 2</b>	108	164	248	358	462	572	686	813
<b>Day 3</b>	116	172	268	372	478	588	704	832
<b>Day 4</b>	124	190	288	386	494	604	722	851
<b>Day 5</b>	132	198	308	400	510	620	740	870
<b>Day 6</b>	140	206	328	414	526	636	758	889
<b>Day 7</b>	148	212	330	430	540	650	775	910
<b>TEETH</b>	None	None	Incisors	Canines	Premolars	Molars	All kitten teeth	
<b>EYES</b>	Closed	Opening	Open, blue coloration	Open, blue coloration	Changing color	Changing color	Adult coloration	
								

Training Video: [Aging a Kitten](#)

# Step Up – Additional Roles

In addition to the Foundation role in the Nursery, volunteers may apply to Step Up into the following nursery roles:

- Core Role: Bottle Feeder
- Core Role: Queens and Kits
- Specialty Role: Treatment Team



- **Specialty Role: Mentor**

Each role requires additional responsibility, a greater time commitment and a mastered understanding of the Foundation tasks, Nursery policies and disease prevention procedures.

If interested in Stepping Up, you can apply for a specific role once you meet the eligibility requirements. More information and application links are included in the next three pages. Internal applications are reviewed by the Nursery Supervisor and Volunteer Engagement team, and those who meet the requirements will be offered a Step Up position.

## STEP UP: Feeding Team

**Eligibility and Application Process:** Once you have completed at least five shifts and one month in the Nursery and have a good understanding of the Nursery policies, procedures and disease prevention, we encourage you to apply to Step Up to the Feeding Team. The Nursery leadership team will review all applications and select qualified volunteers to Step Up to the role. Selections are based on length of service in the Nursery, reliability, understanding of protocol and demonstrated teamwork. If a volunteer is not selected for the role, they can reapply later in the season.

**Application Process and Required Training:** The process is thorough because bottle feeding is tricky and if done incorrectly, kittens can aspirate which can cause long-term respiratory damage. With the proper training, coaching and patience, you will master this skill!

1. **Submit application** – Volunteers can apply by [clicking this link](#).
2. **Feeding Class** – After applications are reviewed, you will be granted access to the Feeding Training Calendar and can sign up for our feeding class on VicNet.
3. **Feeding Mentor Shift** – After class you will sign up for an in person, hands-on Feeding Mentor Training with a Mentor Volunteer or staff member. You will learn all the duties of the feeding team and get initial training on each duty including wet food feeding, bottle feeding, weighing kittens, documenting data in kitten records and socializing kittens (if time permits). Don't forget the dirty work! You will learn that at feeding times, young kittens need to be stimulated for urine and feces. When they are young, they cannot go to the bathroom without the Queen stimulating (licking) them. When they are in our care, it is our job to stimulate them using a tissue. This is part of every feeding process, but don't worry, you will be wearing gloves!
4. **Practice Makes Purrfect Shifts** – After your initial feeding mentored shift, you will continue learning wet food and bottle feeding techniques and [practice](#) your skills during the Practice Makes Purrfect shifts, scheduled on the Feeding Training Calendar. Working under the supervision and guidance of a volunteer mentor you will practice all the skills and duties of this shift.



Once your trainer determines you are ready to feed transitional age kittens on your own (typically 2-4 shifts) you will be awarded a new Kitten Nursery ribbon, with a kitten icon, to attach to your name badge and indicate that you are approved to wet food feed transitional age kittens. You will then have access to the Kitten Feeding Calendar and can sign up for solo feeding shifts to feed transitional age kittens.

If you wish to continue bottle training to learn how to feed the neonate kittens, you can sign up for additional PMP shifts until approved for the neonate age group (this is not required, but very helpful to the program)! Once approved, you will be awarded a light purple Kitten Bottle Feeder ribbon with a bottle icon, indicating you are approved to feed the youngest age group, neonatal kittens, with bottled formula.

If it is determined there are still skills to gain, volunteers will continue doing practice shifts and learning feeding skills for as long as necessary. If you decide bottle feeding is not a skill you wish to perfect, you can elect to only feed transitional age kittens the wet food or instead, focus solely on foundation tasks.

## Nursery Volunteer Ribbons

### Approved to assist with nursery foundation tasks



### Approved to feed transitionals & foundation tasks



### Approved to feed neos, transitionals & foundation tasks



### Feeder Duties:

- All foundation tasks plus feeding/stimulating transitional and neonatal kittens, without the supervision of a mentor. If you are a master bottle feeder who enjoys teaching, consider stepping up to the Mentor Team and host mentor bottle feeding shifts!

**Minimum Commitment:** One 2-hour shift each week; shifts available 24-hours a day, 7 days a week.

**APPLICATION LINK:** Volunteers can apply by [clicking this link](#).

Keep in mind that even though you will be trained to feed, other Foundation tasks may be a priority during your shift. Feeding kittens at every shift is not a guarantee even after you are trained.

It's all about what the kittens need at that time!



## STEP UP: Queens and Kits Team

**Eligibility and Application Process:** Once you have completed at least five shifts and one month in the Nursery and have a good understanding of the policies, procedures and disease prevention, you will be eligible to apply to Step Up to assist in the Queens and Kittens area. The Nursery leadership team will review all applications and select qualified volunteers to Step Up to the role, based on the current number of openings on this team. Selections are based on length of service in the Nursery, reliability, understanding of protocols and demonstrated teamwork. If a volunteer is not selected for the role, they can reapply later in the season.

### Required Training:

- [Cat body language video.](#)
- A one-on-one training session with Jackie, or a Nursery staff member, in the Queens and Kits section. To be schedule by Jackie.
- Must pass online quiz with 100% after one-on-one training.

**Duties:** The same disease protocols and skills you learn in your Foundation role will remain the same in this area. We will still need help with laundry, litter boxes, cleaning condos and the daily task checklist. Since we cannot see what each kitten is ingesting from the Queen, weighing kittens is a crucial task in this area to determine if a kitten is eating enough. Socialization is also very important in this area so the kittens experience the same level of handling that the orphans receive. Volunteers follow the same condo cleaning steps in this section as the other sections. Remember that not all Queens will be social, so they must be locked out of the area being cleaned to minimize stress levels, prevent them from escaping and to keep you safe from injury. Please note that there is signage on the outside of each kennel indicating if the Queen is social, shy/fearful or if you need to use extreme caution.



**Minimum Commitment:** One 3-hour shift each week. Shifts available from 10 a.m. – 1 p.m. or 4-7 p.m., seven days a week.

**APPLICATION LINK:** Volunteers can apply by [clicking this link.](#)

## STEP UP: Treatment Team

**Eligibility and Application Process:** Once you have completed at least five shifts and one month in the Nursery, have a good understanding of the policies, procedures and disease prevention, and an understanding of and/or experience in animal medicine, you will be eligible to apply to Step Up to join the Treatment Team. Great attention to detail and some math is required in this role. This position is ideal for anyone who is in school for Vet Assistant, Registered Veterinary Technician or similar certification. The Nursery leadership team will review all applications and select qualified volunteers to Step Up, based on the current number of openings on the team. Selections are based on experience in veterinary medicine, length of service in the Nursery, reliability, understanding of protocol and demonstrated teamwork.

Check out the training videos to see if the treatment team is for you!

- [FeLV Snap, Microchipping & Flea Treatment](#)
- [Vaccinations](#)

**Required Training:** One-on-one training shifts with Jackie.

**Duties:** Routine treatments are required to keep our population of kittens healthy. This role requires measuring and administering oral medications, handling needles to draw up vaccines, giving microchips as well as measuring and giving topical flea medication.

**Minimum Commitment:** One 2-hour shift each week, on a set schedule. Shift day/time will be determined based on each volunteer’s availability and the needs of the Nursery.

**APPLICATION:** Volunteers can apply by emailing Jackie.

<b>Vaccination and Parasite Control for Nursery Kittens</b>				
<b>Age</b>	<b>Vaccines &amp; Parasite control</b>	<b>Route</b>	<b>Frequency</b>	<b>Notes</b>
2-5 weeks	Ponazuril	Oral	every 2 weeks	until 16 weeks of age
	Strongid	Oral	every 2 weeks	until 16 weeks of age
5-20 weeks	FVRCP	SubQue	every 2 weeks	Every kitten should get a minimum of 2 FVRCP vaccines
	Microchip		Once only	Scan first
	Ponazuril	Oral	every 2 weeks	until 16 weeks of age
	Strongid	Oral	every 2 weeks	until 16 weeks of age
	Topical flea control	Topical	every 4 weeks	Approved products per management.
5 weeks - 6 months	FeLV only	Alert medical if positive and place pop-up alert in GAN		
>12 weeks	Rabies	SubQue		Given in right rear leg. Booster in 1 year.

## STEP UP: Mentor Team

**Eligibility and Application Process:** With a growing volunteer team we are always looking to expand our mentor team. Once you have completed at least one full Kitten Season in the Nursery, have a solid understanding of the policies, procedures and disease prevention, and demonstrated team work and leadership, you will be eligible to apply to Step Up to join the Mentor Team. The Nursery leadership team will review all applications and select volunteers to Step Up based on experience, length of service in the Nursery, reliability, understanding of and consistent practice of all protocols, demonstrated teamwork, leadership and ability to teach others.

### Required Training:

- One-on-one interview and training with Jackie.
- Shadow current Mentors during a training session.

**Duties:** Mentors assist with training new volunteers. If you feel confident teaching new people all the skills you have acquired, we will provide the tools you need to pass on your knowledge! Mentor roles are available for:

- Foundation Training
- Bottle Feeding Training
- Treatment Team Training

**Minimum Commitment:** One 2-hour training shift per week, on a set schedule.

**APPLICATION:** Volunteers can apply by emailing Jackie.

## Foster Team

Becoming a foster and bringing a litter of kittens home temporarily is a great way to get more hands-on time with kittens, including bottle-feeding if you take a young litter. This is another volunteer opportunity where you can immerse yourself with kittens! We provide all the supplies. The responsibilities and time commitment vary based on age, ranging from bottle-feeding every three hours to leaving them home for 10 hours in their ex-pen. The best part is...foster's don't have to wear gloves!



# Frequently Asked Questions

One of our main goals as a volunteer program is to educate our community. Since the Nursery is closed to the public, it is rare you will see anyone other than staff or volunteers during your shift. However, if a tour passes through or you interact with a guest in the main shelter or in your neighborhood, here are some frequently asked questions you may receive:

1. **Do you euthanize animals?** We consider euthanasia for an animal only when they do not meet our health and/or behavior requirements. We do not euthanize animals for space or time.
2. **Are your animals spayed/neutered? Microchipped? Do they get any shots?** All animals are spayed/neutered, microchipped and have had age appropriate vaccines prior to adoption.
3. **Why are your adoption fees so high?** Our adoption fees are standard shelter adoption amounts. The fee covers a portion of the cost of the spay/neuter surgery, microchip, vaccinations and additional medical services and care provided during animal's stay at our shelter.
4. **Are you associated with the ASPCA, HSUS or other Humane Societies?** All of these associations are individual entities and we are not affiliated. Each Humane Society is a separate nonprofit organization. We do have locations in three cities of San Diego County, San Diego, Oceanside and Escondido.

5. [How can I become a volunteer?](#) We recruit for new volunteers as needed, typically on a bimonthly basis. To read more and apply, visit [sdhumane.org/volunteer](http://sdhumane.org/volunteer).
6. [Why do cats scratch furniture?](#) Cats scratch to remove the shedding sheaths on their claws. Until a sheath comes off, it can irritate a cat's paw around the base of the claw. They may also scratch as a way to scent mark, play and because it feels good. The more scratching posts you have available, of different textures, sizes and heights, the better chance that the cat will not scratch furniture.
7. [Do you declaw your kittens?](#) We do not declaw the cats in our shelter; however some cats may come to our shelter already declawed. (Many people do not know the severity of declawing. The surgery removes the first knuckle of the cat's paw. It is our job to educate the guests on humane alternatives, including scratching posts and trimming nails).
8. [What do I do if I find a kitten?](#) Check out this [link to our website](#) with tips on what to do if you find a kitten!

## Additional Information

**Risk of Disease:** Disease prevention is our priority in the Nursery since the kittens in our care are very young and fragile and any new kittens that come into our care may have diseases that could spread to others. You will follow a lot of protocols to help keep our kittens in the Nursery healthy, but there are also steps that you can take to ensure your animals at home are healthy as well.

We recommend:

- “Shelter shoes” that stay in your car or garage.
- Changing clothing prior to interacting with your animals at home.
- Washing your clothing in the washer with a tiny amount of bleach, then drying them on high to kill any disease.

Training Video: [Disease Control](#)

**Risk of Injuries:** If you are ever injured while volunteering in the Nursery, let a staff member know immediately so we can provide first aid. If you are ever bitten by a kitten, tell Jackie or a staff member immediately. Paperwork is required for all bites and notes will be entered in the kitten's record. Most bites at the Nursery occur when kittens become frantic at bottle-feeding times when a kitten mistakes a gloved finger for the artificial nipples on the bottles. Please do not be scared to tell a staff member if something goes wrong; it is in the best interest of the kitten for staff to know any behaviors that may be developing so we can modify that behavior while they are young.

**Loss:** One thing we can guarantee is that you will fall in love with the kittens at the Nursery. They will steal your hearts. However, with such a young population there will be times when these kittens are not strong enough to make it. We do a great job with 80-90 percent of our kittens becoming available for adoption, but we do experience some loss.

While working so closely with the caregivers you may see a kitten “crash.” There are tools the caregivers use to try to stabilize the kitten, however if it does not work we may perform euthanasia to limit the time the kitten is suffering. Euthanasia is not performed on-site at the Nursery; the kitten will be taken to our Medical department or an emergency clinic. From time to time kittens pass away without warning. If this occurs on your shift and you have any questions, or

need to talk about it, please do not hesitate to reach out to Jackie or the VE team. We are always here to listen and offer support.

**Adoption:** If you fall in love and are interested in adopting a kitten prior to going to the adoption floor, please follow these “Interested Party Hold” steps to place a hold on him/her:

5. Notify Jackie that you are interested in adopting the kitten, please provide the name and animal ID number.
6. After Jackie discusses the animal with you, she will then ask the Adoptions team to place the hold on the kitten.
7. An adoption counselor will contact you 24-hours prior to the spay/neuter surgery to schedule your adoption appointment. You will meet with the counselor at the shelter during your designated appointment time and pick up the kitten immediately after surgery so he/she can recuperate in your home.
8. If you do place a hold on the kitten, we highly encourage you to foster the kitten (and a buddy) in your home during the period prior to the spay/neuter surgery. This allows you time to socialize your kitten and opens a spot in the Nursery for another kitten in need! You would then bring the kitten back to the shelter for surgery, meet with the adoption counselor that day and then pick them up after surgery so he/she can recuperate in your home. You can discuss this opportunity with Jackie when you initially discuss the hold.

**Social Media:** You will see the Kitten Nursery sharing stories on Facebook and Instagram. We will often use these social media posts to solicit donations of kitten formula, food trays, nursery bottles and disinfectant wipes throughout kitten season. Volunteers are highly encouraged to share these links and help us obtain donations!

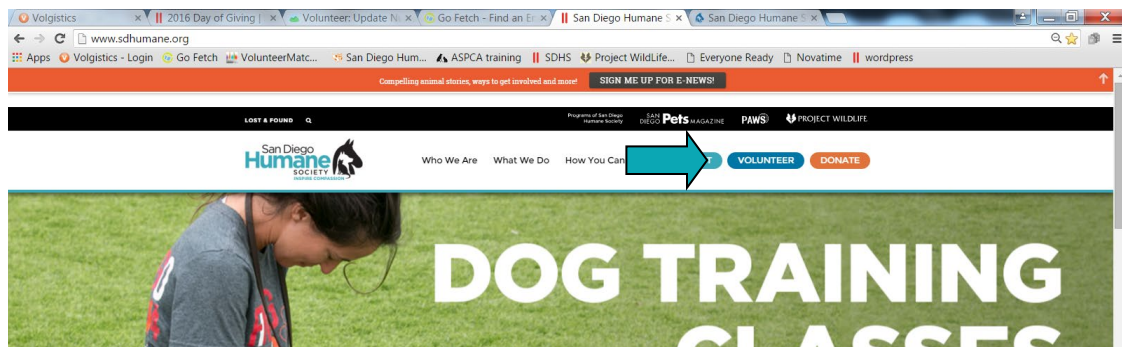
**Photos:** You are allowed to take photos of kittens during your shift, as long you follow disease prevention protocol and keep the kittens safety in mind as you take photos. You are also allowed to post these photos on your social media accounts, as long as you do not post the Animal ID for the kitten. Please keep in mind, if you post a photo of a kitten and someone on your social network is interested in adopting, we cannot place an interested party hold. We can only place these holds for staff, active volunteers or if you chose to foster that litter and take on the role of Adoption Ambassador for that litter.



# Using VicNet

## Scheduling Shifts

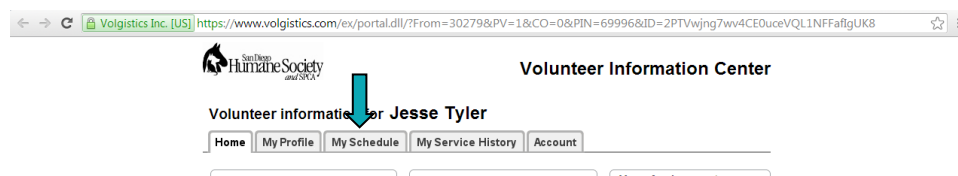
1. Access the VicNet login button by visiting [sdhumane.org](http://sdhumane.org) and clicking the volunteer button.



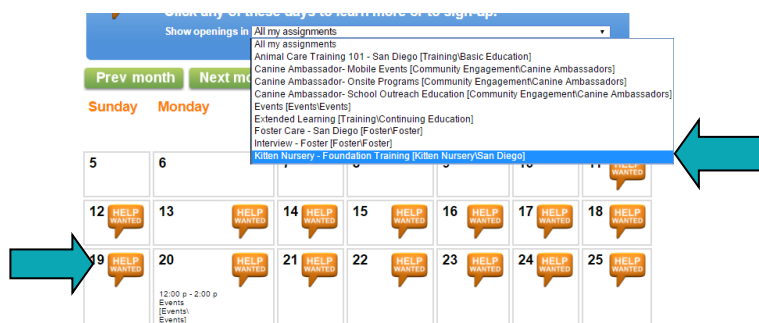
2. Log in by clicking the Volunteer Log In Link on the left side of the page. Your login is your email address and the password is the one that you created.



3. Sign up for shifts under the "My Schedule" tab.



4. In the "My Schedule" section of VicNet, you will see all the shifts that still need a volunteer labeled with "Help Wanted," as well as any shifts you have signed up for. When you first start in the Nursery, you will have access to the calendar "Kitten Nursery - Foundation Training." This calendar will have all the Mentor Training shifts.



- To sign up for a shift, simply click on a “Help Wanted” bubble in the calendar and the “Schedule Me” button for that shift. If you are in multiple programs, you will see a long list of every shift you are eligible to sign up for. Find the Nursery list, and click on the shift you want!

Schedule for **Thursday, March 16, 2017**

**Schedule**

**Canine Ambassador, Onsite Programs** [Community Engagement/Canine Ambassadors]  
 3:00 p to 5:00 p Fawkes, Regina Note: Fur Fix at Gaines Street, San Diego  
 3:00 p to 5:00 p Figueroa, Jolene Note: Fur Fix at Gaines Street, San Diego

**Events** [Events/Events]  
 10:00 a to 12:00 p Open  
 1 volunteer still needed  
 Note: SAN DIEGO - Assist Community Engagement with Washing the SDHS Vehicle! (must be 21+)  
 Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here **Schedule me**

**Foster Care - San Diego** [Foster/Foster]  
 2:00 p to 2:30 p Open  
 1 volunteer still needed  
 Note: Foster Treatment Clinic Appointment  
 Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here **Schedule me**

**Foster Care - San Diego** [Foster/Foster]  
 2:30 p to 3:00 p Open  
 1 volunteer still needed  
 Note: Foster Treatment Clinic Appointment  
 Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here **Schedule me**

**Foster Care - San Diego** [Foster/Foster]  
 3:00 p to 3:30 p Open  
 1 volunteer still needed  
 Note: Foster Treatment Clinic Appointment  
 Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here **Schedule me**

**Foster Care - San Diego** [Foster/Foster]  
 3:30 p to 4:00 p Open  
 1 volunteer still needed  
 Note: Foster Treatment Clinic Appointment  
 Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here **Schedule me**

**Kitten Nursery - Foundation** [Kitten Nursery/San Diego]  
 11:00 a to 1:00 p Open  
 2 volunteers still needed  
 Note: Foster Treatment Clinic Appointment  
 Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here **Schedule me**

- You are now signed up for your shift! Your coordinator and the caregivers have access to the Nursery calendar and can see which volunteers are scheduled and which shifts still have openings. This helps them plan their day based on the amount of volunteer help they will receive.
- If you ever need to cancel a shift, click on the specific shift on the calendar and click the “Remove Me” button. We ask that you cancel with at least 24-hour notice so another volunteer can sign up for that shift.

San Diego **Humane** SOCIETY

**Volunteer Information Center**

Volunteer information for **Jesse King**

Home My Profile **My Schedule** My Service History Account

Schedule for **Wednesday, March 15, 2017**

**You are scheduled**

**11:00 a to 1:00 p**  
**Kitten Nursery - Foundation** [Kitten Nursery/San Diego]  
 Foundation Shift - Foster Center  
 Can't serve on this date? Click the **Remove me** button to remove yourself from these times **Remove me**

Thank you for volunteering!

