

# Junior Volunteer Cat Comforting Training Day 2



# Schedule



Body language review



Common issues



Animal visitation time



What comes next?



Questions



# Body Language Review



- What is this cat feeling?
- How would you respond?





# Body Language Review



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# Body Language Review

- What is this cat feeling?
- How would you respond?



# Common Issues



Being mouthy



Becoming  
overstimulated



Trying to  
escape or  
getting loose



# Working with adult cats in cages



More  
challenging for  
several reasons

Fewer places  
for the cat to  
hide

More intrusive  
to cats

Easier for cats  
to escape





# Successful Visits in Uptown & Downtown



Remember our goal is to calm and relax the cats



Use slow, one handed petting



Keep the cats in their space, not in your arms or on the floor



Pay close attention to the cat's body language. Avoid the belly of cats!!



Clean towels & sanitize hands between visit



# Loose Animals

Prevention is key!

Do NOT try to catch the animal or get them back in their cage

Yell “loose cat!”

Try to watch where the animal goes  
(without chasing them)



# Documenting your visit

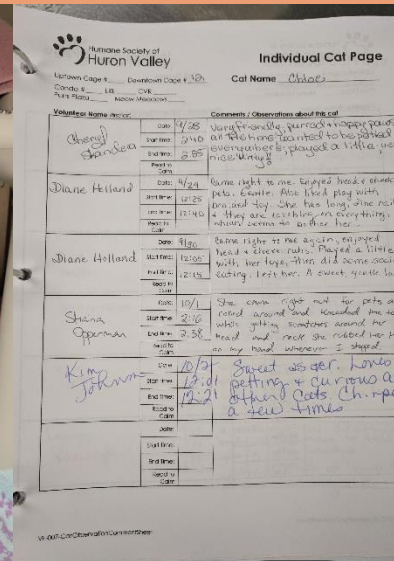
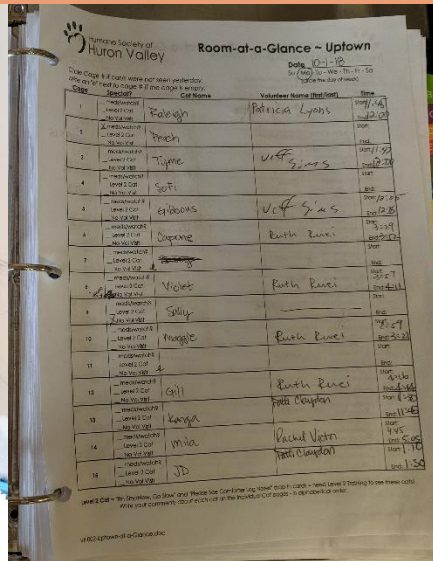
Every volunteer makes notes about a cat each time they visit



Read those notes before visiting to become aware of any potential challenges



Document what date/time you visited the cat, and make notes about the visit






# Room at a Glance vs. Individual Cat Pages

## Room at a Glance

- Provides an “overview” of who is in the room
- At the front of the binder
- Look for your cat's name and if there is no name in the “volunteer” spot, write your name, start and stop time there first. If a name is already filled in, you can just go to the Individual Cat Page.

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### Room-at-a-Glance ~ Uptown

Date \_\_\_\_\_  
Su - Mo - Tu - We - Th - Fr - Sa  
(circle the day of week)

Circle Cage # if cat/s were not seen yesterday.  
Write an "e" next to cage # if the cage is empty.


Cage	Special?	Cat Name	Volunteer Name (first/last)	Time
16	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
17	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
18	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
19	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
20	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
21	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
22	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
23	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
24	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
25	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
26	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
27	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
28	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
29	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:
30	__ watch/meds __ Blue Dot cat __ No Vol Visit			Start: End:

Write your comments about each cat on the individual Cat pages - in alphabetical order.

Name of Volunteer Filling Out this Page: \_\_\_\_\_

## Individual Cat Page

- Alphabetical by cat's first name
- Read notes before each visit, leave a note after each visit
- Extra pages can be found inside of the binder
- If there is not a page filled out for the day, please let a staff member from the volunteer department know.

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### Individual Cat Page

Uptown Cage # \_\_\_\_\_ Downtown Cage # \_\_\_\_\_ Cat Name \_\_\_\_\_  
Condo # \_\_\_\_\_ LRL \_\_\_\_\_ CVR \_\_\_\_\_  
Purrs Plaza \_\_\_\_\_ Meow Meadows \_\_\_\_\_

Volunteer Name (first/last)	Comments / Observations about this cat
Date: _____ Start time: _____ End time: _____ Read to Calm/Clicker: _____	
Date: _____ Start time: _____ End time: _____ Read to Calm/Clicker: _____	
Date: _____ Start time: _____ End time: _____ Read to Calm/Clicker: _____	
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VF-007-CatObservationCommentsheet



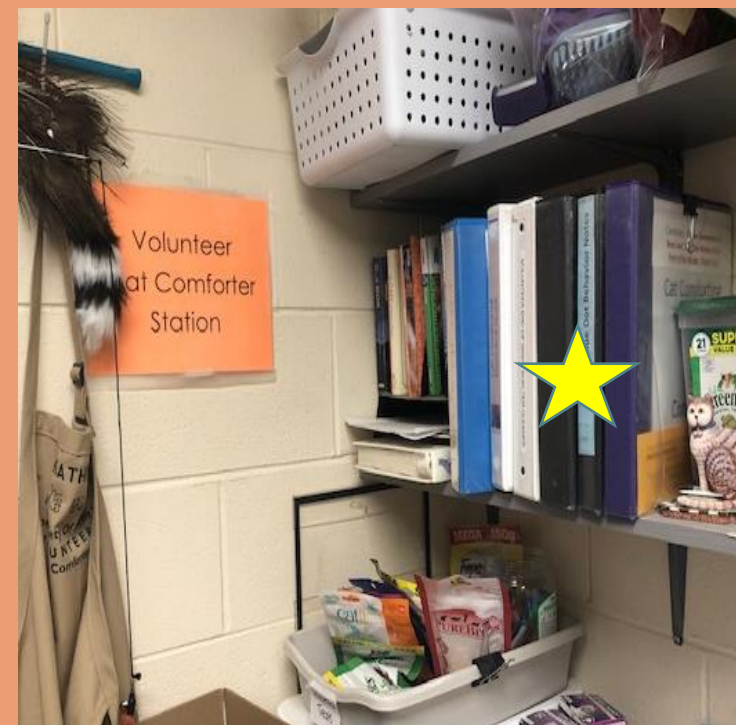
# Binder Locations



**Uptown Cats** (larger room)  
On top of the countertop in  
corner of room



**Downtown Cats** (smaller room)  
On top of the countertop or in  
top left drawer



**Condo Cats** (excludes Meow Meadows  
& Purrs Plaza)  
On top shelf at Cat Comforter  
Station in Cat Kitchen



# How to Visit with Adult Cats

Let's Watch a Video!

## Visiting with Cats in Uptown & Downtown





# Entering and Exiting Cages & Rooms

Use your body as a barrier

Use food or toys as a distraction

Don't be afraid to ask for help!



# Help our cats be the best!

Our goal is to help them stay calm and relaxed



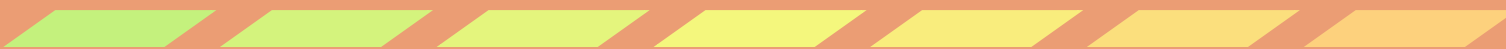
Discourage rough play



Use calm, gentle petting



Respond to their cues and body language



# Let's go visit the cats!





# Reminders



Kittens in kitten room or lobby



Adult cats in glass rooms, Uptown/Downtown with “JV Approved” card



Kittens first, then adult cats



No “I have a cold” card, no “I just had surgery or sedation” cards



# Reminders



You may only volunteer for what you sign up for



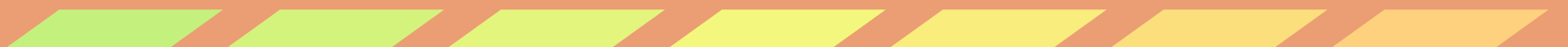
You may not assist with customer visitation



You may not bring friends or family members with you when you volunteer



You should only plan on staying for your assigned shift



# What's next?

You will have two new shifts in your  
VIC account

JV Cat Comforting  
and Kitten  
Socialization

JV Admin Cat  
Comforting





# Questions?

