

Public Relations

The public only knows about the rescue if we promote it in as many media outlets as possible.

Duties of a Public Relations Volunteer include:

- Creating fliers and other publicity materials
- Updating the rescue website and partner websites to be current on all information
- Taking pictures of rescue cats for promotional materials and their files
- Contacting local newspapers and radio stations to advertise events and fundraisers
- Networking with local businesses to create mutually beneficial relationships
- Canvassing the businesses and neighborhoods with fliers and brochures
- Aiding in the creation, and mailing of the rescue newsletter

Fundraising Aids

In order to obtain much needed funding for the medical care of our cats and the management of day-to-day activities, the rescue plans and executes numerous fundraisers throughout the year.

Fundraising volunteers may participate in the following ways:

- Pre-event planning and preparation
- Set up and break down of event location
- Assisting with staffing of events
- Soliciting donations



St. Sophia's Forgotten Felines



Volunteer Handbook

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Outreach

One of the best ways to get the word out to the public is to go out into the public. Volunteers who help with Outreach aid in making the public aware of the rescue and help with getting cats adopted. There are many different events held throughout the year and each event requires different sets of skills, talents, and abilities.

Duties of a Representative include:

- Pre-event planning and preparation
- Setting up and breaking down of event location
- Assisting with staffing of events
- Contributing to the positive public image of the rescue
- Greeting the public and answering any questions
- Supervising and cleaning up after animals during event
- Educating the public as to the programs, services, and mission of the rescue
- Discussing the benefits of adopting with potential adopters
- Transporting animals and/or supplies as necessary

Office Workers

Paperwork and computing is important to ensuring the rescue runs efficiently. The rescue maintains files on each cat as well as provides fliers, brochures and other much needed information to the public.

Duties of an Office Worker include:

- Entering Data onto forms or into the rescue database
- Making copies of any forms and fliers as necessary
- Ensuring that all forms are available when needed, and refilling as forms and fliers run out
- Answering phone calls, taking messages, and returning calls



VOLUNTEER JOB DESCRIPTIONS

The following is a list of the different volunteer positions that need to be filled in order to keep the rescue operating.

Kennel Assistants

Kennel Assistants have a demanding but rewarding job. It is their responsibility to make sure that all cats are well cared for and that the kennels are in good order for the cats' comfort. Remember a clean kennel promotes a happy and healthy atmosphere!

Duties of rescue cleaners include:

- Feeding the cats dry food
- Thoroughly scooping ALL litter boxes
- Sweeping and wiping down kennel walls and floors
- Changing towels and other bedding
- Dumping and refilling ALL water dishes
- Putting items away in their designated areas

Adoption Counselors

Counselors are the first people that potential adopters meet when visiting the kennels. It is the responsibility of the counselors to be welcoming and helpful.

Duties of an Adoption Counselor include:

- Introducing potential adopters to the rescue cats
- Explaining the rescue's adoption policies;
- Introducing, explaining, and completing the application process
- Educating new adopters about pet care
- Taking submitted Adoption Applications and making sure they get to Petco Staff



ABOUT ST. SOPHIA'S

Our Purpose:

St. Sophia's Forgotten Felines is a non-profit foster-based cat rescue in Addison, IL. Established in late 2010, St. Sophia's strives to be the best in temporary care for cats in transition. What does this mean? It means that the cats in our care aren't intended to stay in our care. Our hope is a forever home for every adoptable cat — no more homeless cats!

Our Cats:

We work with local Trap-Neuter-Return organizations. Trap-Neuter-Return (also known as TNR) is a method of humanely trapping unaltered feral cats, neutering them, and releasing them back to the same environment where they were originally found. TNR is promoted by proponents as a humane and more effective alternative for managing and reducing feral cat populations (compared to euthanasia).

While most cats trapped are completely feral (wild, without any domestic socialization), some cats—often kittens, or even adults that have been well cared-for outdoors—can, and have, become socialized and adoptable. St. Sophia evaluates each cat in TNR programs individually in order to determine what the best forever home would be (whether their home is best outdoors in the wild, or whether they are best suited to an indoor family lifestyle). Each cat is different in many ways, and St. Sophia's prides itself on being able to determine what's best for each cat on a one-on-one basis.

Our People:

The Board Members of St. Sophia's Forgotten Felines have over 15 years of service in feline welfare combined. They come from various backgrounds including marketing, publishing, business, web-design, librarianship, and more.



PROGRAMS

RESCUE

St. Sophia's Forgotten Felines works to rescue feral, stray, abandoned, abused and neglected cats in DuPage County, IL. Rescue is broken down into three main parts: Intake, Foster Care, and Medical Care. The final goal is Adoption.

ADOPTION

Our primary goal is for cats and kittens in our care are to be adopted out into new homes cats and kittens are brought to and shown at outreach events and other venues so as to be visible to the public. St. Sophia's is a Petco Foundation Partner and shows cats and kittens in the local Elmhurst pet store for adoption.

PUBLIC RELATIONS

St. Sophia's Forgotten Felines coordinates press releases, publishes a print newsletter, and a monthly e-mail newsletter. The goal of our public relations efforts is to inform the public of our presence, make the community aware of the needs of the cats and kittens in our care, and build and maintain community partnerships to ensure that needed funding is obtained.

FUNDRAISING

St. Sophia's Forgotten Felines participates in many fundraising activities throughout the year in order to raise critical monies for the care of the animals in our charge and our general operations. Fundraising events include silent auctions, wine tastings, kitten showers, holiday "adopt-a-thons", membership, sponsorship programs and more.

Smoking Policy

Petco offers a smoke free environment for its cats and volunteers. If a volunteer chooses to smoke, s/he will be permitted to do so in outside areas 20 feet away from store's entrance.

Injury While Volunteering

Working with animals can be a risky business. A kennel environment can be stressful and frightening, especially to cats unfamiliar with being caged. This is why any volunteer who performs a service that involves contact with the rescue animals must complete additional "Hands-on" animal training.

However, no matter how careful or well trained one is, accidents and injuries can still occur. If you are ever injured while working the kennels, on a special project, or during a fund raising event, contact a rescue representative or board member immediately, and seek medical attention if necessary.

Medical items for volunteer use are in the Resource Cabinet. It is especially important to report any bite or scratch, even if the injury was accidental and is minor. Your reporting the injury will not endanger the animal—however, not reporting it could endanger you or other people.



VOLUNTEER CONDUCT

Volunteers are expected to act and behave in a professional manner. Remember, as a volunteer, you are not only a helper for the Rescue, but you are a representative to the public when shoppers visit the kennels. The following rules and guidelines on volunteer behavior have been made to protect you, other volunteers, the public, and most importantly, the cats.

Dress Code

Working with Animals requires not only special skills but special clothing. The following outline distinguishes what is and isn't appropriate dress for working in the rescue.

- All volunteers are expected to dress appropriately for the job they perform, bearing in mind the safety and professional needs of the job
- All volunteers must be clearly identified as a VOLUNTEER while performing their volunteer service
- Volunteers performing a service that involves handling animals should wear clothes that can get dirty or furry
- Wear closed toed shoes with soles that will not slide on concrete
- Dangling jewelry is likely to become snagged and can be a hazard
- Long hair should be pulled back to keep it away from curious kittens

Drug and Alcohol Policy

St. Sophia's has a significant interest in promoting a safe and productive atmosphere for all volunteers and employees. This means the influence of drugs and alcohol on Petco's premises while conducting St. Sophia's business is inconsistent with this policy and is prohibited. Consumption of alcohol while on Petco property is likewise prohibited. Behavior contrary to this policy may result in disciplinary action, including immediate dismissal.



SERVICES

HUMANE EDUCATION AND OUTREACH

We bring the message of caring and humane animal care to local schools and civic organizations. St. Sophia's Forgotten Felines participates in local and regional activities and events to bring awareness to the issues of feline welfare to the public. Most events held are free in which to participate.

RELINQUISHMENT AID

All cats adopted from St. Sophia's Forgotten Felines are always welcome back to the rescue under any circumstances if an owner is no longer able to keep their adopted cat. Cats and kittens from the general public that need placement are given equal amount of assessment and put on a waiting list. Five percent (5%) of the organization's time is spent on this service.

"KITTEN-GARTEN" CLASSES

St. Sophia's Forgotten Felines provides "Kitten-Garten" classes as a way to introduce both owners and cats into proper care and socialization. These classes teach pet owners important skills such as grooming, nail-trimming, nutritional guidance, social skills, carrier training, click-training, playtime and more. These classes are paid for by the participants and materials for teaching the classes are donated by community partners and developed by St. Sophia's Volunteers.



VOLUNTEER PROGRAM, POLICIES, and PROCEDURES

All volunteers are under the direction of the Volunteer Coordinator. If a volunteer expresses interest in assisting in a specialized program or area, they should express this interest to Volunteer Coordinator. She will make every effort to accommodate the volunteer request, providing it falls within the policies and procedures outlined in this manual. Any volunteer who chooses to resign their volunteer position at St. Sophia's Forgotten Felines must inform the Volunteer Coordinator as soon as possible.

The mission of the Volunteer Program is to help the animals and support St. Sophia's Forgotten Felines

- Supporting the daily activities
- Directly and positively serving and protecting the animals, and serving customers and the community
- Assisting the Board to meet service expectations
- Building strong, positive images of the rescue
- Providing valuable service to the organization
- Engaging pet lovers and compassionate individuals in a safe, caring, and respectful environment

At St. Sophia's, volunteers must:

- Be 18 years old or older (unless supervised by parent/guardian)
- Attend Volunteer Orientation held on the 2nd Tuesday of each month
- Sign a Volunteer Agreement

What are the benefits of volunteering?

- Spending time with cats and kittens who love attention
- Career experience
- Meeting friendly new people
- Volunteer recognition parties
- Free membership
- Teamwork



VOLUNTEER EXPECTATIONS

Sign In / Sign Out

Upon entering and leaving the kennels for volunteer duty, please remember to sign in and out using the volunteer sign-in book located in the Resource Cabinet. Volunteers must wear nametags while on duty.

Scheduling

Schedules shall be determined in a timely manner by the Volunteer Coordinator. Volunteers will work 2-hour shifts during Petco's normal business hours, Monday — Saturday, 9:00am – 9:00pm and Sundays 10:00am – 6:00pm.

Reporting Cancellation of Duties

If you are unable to attend a scheduled volunteer assignment, please notify the Volunteer Coordinator as soon as possible.

Termination and Resignation

As a volunteer, you are under no contractual obligation to continue services at St. Sophia's. Should you decide to resign, please notify the Volunteer Coordinator of your decision. When a volunteer separates from St. Sophia's, either by involuntary termination or resignation, the volunteer will be offered an exit interview.

Reasons for involuntary termination:

- Sexual Harassment of any kind
- Reporting for duty under the influence of drugs or alcohol
- Utilizing St. Sophia's property for any illegal purposes
- No Call/No Show 3 times per one-year period
- Abuse of any animal, volunteer, or visitor
- Misuse of any rescue funds or assets for personal gain
- Blatant and continued disregard of rescue policies and/or procedures hindering rescue activities or scandalizing rescue reputation.

