

SHELTER MANAGER CHECKLIST

_____ **Arrange for vehicles & drivers** to get animals to & from event.

_____ **Begin/continue to socialize** dogs (walk, walk, walk) & cats.

_____ **Recruit volunteers** from your shelter or rescue group. Be sure to have them **call 314-517-0699 to confirm attendance.**

_____ **Line up staff & regular volunteers** to a) transport animals b) screen adopters, and c) Cover booths in both the dog & cat areas.

_____ **Arrange for spays & neuters** of all animals.

_____ Make sure you have an **ample supply of adoption applications.**

_____ **Obtain transport cages.** (1 for each dog & cat that will attend)

_____ **Groom all** of the dogs and cats.

_____ **Contact ~~Dara Hoffman (314) 426-5220~~** with the estimated **number of dogs & cats** to attend.

_____ **Make sure every dog & cat has a collar & tag** with your group phone number on it.

_____ **Bring chairs for your shelter areas.** Four chairs & one 6' table will be provided to each shelter & will be place in the adoption application area only.

_____ **Make an animal profile for each animal, using an index card.** The volunteer that is assigned to your dog or cat to promote will need this. Please include as much information as possible.

_____ Bring brochures that tell about your organization. These will be placed at the exit for people to take home with them.

“DOG WALKER COORDINATOR” INSTRUCTIONS

1. **Arrive at the park no later than 7:30 am**, so that you will be ready to give dog assignments when volunteers & dogs arrive at 8:00 am. You will be given a black & white referee shirt to wear.
 2. “Dog Walker” volunteers will be waiting in a specified area for you to get them, one at a time, to give them their specified shelter assignments & instructions.
- *Give instructions to groups of walkers on “dog handling” tips BEFORE YOU TAKE THEM TO THEIR ASSIGNED BOOTH.**
- *Continue to circulate to each shelter area seeing who needs dog walkers.**
3. Match a dog walker with a dog. Shelter managers (purple shirts) will help you match their dogs (personality & size) accordingly with a volunteer “Dog Walker”.
 4. “Dog Walkers” should be instructed to take dogs to the “*outdoor dog area*” often throughout the day & offer them frequent water breaks.
 5. Inform dog walkers to “promote” their dog to anyone that is at all interested in the dog they are walking. Give a dog personality profile index card to each volunteer .
 6. Inform dog walkers that they should be alert to the potential adopters giving any reason for not being a good home & to tell you & the shelter coordinator should there be any concern about any potential adopters.
 7. When someone wishes to adopt a dog, the volunteer, dog, and family should go to the “shelter application area”. *The volunteer must stay with the dog & potential adopter until the shelter application & adoption is complete.*
 8. When the adoption is complete, the dog leaves with the new family and the volunteer dog walker returns to the designated dog walker area, awaiting a new dog assignment.

“GROUNDS PATROL” COORDINATOR

1. Place water bowls around dog walker area outside, and 1 in the exit area. Keep these filled at all times.
2. Fill up a mop bucket with water & detergent so it will be ready for use.
3. Place 1 cup of dry dog food (provided) in each of about 40 plastic bowls (provided). These will be used by the am dog walkers.
4. Distribute dog treats throughout the day.
5. Assign a pooper-scooper to patrol the outside dog walk area.
6. Make sure dog walkers are given plastic baggies and latex gloves to pick-up after their own dog.
7. Be prepared to respond to messes and spills inside the arena, in all areas.
8. Make sure all trash cans have plastic bags in them, and when full or stinky, take to proper area, and place another trash bag on can. (bags will be under trash bag, in each can)
9. At the end of the day, clean up areas in arena and outside in the dog walk area. Empty all trash cans.
10. On Sunday morning, make sure all trash is picked up and cans are ready and have bags in them.

“ENTRANCE/EXIT” COORDINATOR

Designate a doorguard to stay at the following 3 ENTRANCES:

MAIN ENTRANCE INTO THE PRESCREENER/CHECK-IN AREA
ENTRANCE INTO DOG AREA
ENTRANCE INTO CAT AREA

1. Make sure these doors are ALWAYS guarded.
2. Make sure adopters entering the dog or cat area has a hand stamp & a mandatory receipt.

Make sure volunteers entering these areas have an apron on.

3. Make sure no one *exits* through an *entrance* unless it is someone turned down by prescreeners.

Designate a doorguard to stay at the following 2 EXITS:

CAT AREA EXIT
DOG AREA EXIT

1. Make sure NO ONE leaves WITH AN ANIMAL unless they show you their MANDATORY RECEIPT.
2. Take the MANDATORY RECEIPT from the new family and place in a specified area. Give these to Dara at the end of the day.
3. Make sure a volunteer does not leave with a red apron. These MUST be returned at the end of the day.
4. Make sure no one *enters* through an *exit*.

“PRESCREENER/CHECK IN AREA” COORDINATOR

1. Choose 10 – 15 volunteers to assist you with this area.

2. Make sure these volunteers know what situations warrant a NO-ENTRY decision.

3. Complete the prescreener questionnaire and **if approved**:
 - a) HAND STAMP THE POTENTIAL ADOPTER
 - b) GIVE THEM THE MANDATORY RECEIPT & INFORM THEM THEY MUST KEEP THIS THROUGHOUT THE ENTIRE PROCESS.
 - c) DIRECT THEM TO THE CAT AREA OR DOG AREA.

4. **If not approved** politely ask them to leave, exiting the same way they entered
 - a) RADIO A BOUNCER-CODE RED, IF A SITUATION BECOMES A PROBLEM.
 - b) Make sure they DO exit.
 - c) WRITE “NOT APPROVED” & THE REASON, on the prescreener form. Keep these in a specified area.

DOG PROMOTER

1. CIRCULATE AMONGST ALL OF THE SHELTER AREAS.
2. MAKE SURE THE DOG WALKER VOLUNTEERS ARE UTILIZING THE PERSONALITY PROFILE INDEX CARDS TO PROMOTE THEIR DOG TO THE PUBLIC.
3. MAKE SURE ALL OF THE DOGS HAVE BANDANAS ON.
4. MAKE SURE ALL OF THE DOGS HAVE COLLARS ON.
5. MAKE SURE NONE OF THE DOGS HAVE A FLEA PROBLEM. IF SO, SEE RICHARD CAMP FOR FRONTLINE.
6. MAKE SURE ALL OF THE DOGS ARE IN GOOD VISIBLE LOCATIONS TO BE SEEN BY THE PUBLIC.
7. MONITER ANY BAD MATCHES WITH DOGS TO VOLUNTEER DOG WALKERS.
8. MAKE SURE DOGS ARE GETTING ADEQUATE WATER BREAKS AND DOG TREATS.
9. TEACH THE VOLUNTEER DOG WALKERS HOW TO PROMOTE THEIR DOG TO THE PUBLIC.
10. WATCH FOR ANY SIGNS OF UNQUALIFIED POTENTIAL ADOPTERS.
11. ASSIST THE POTENTIAL ADOPTERS WITH FINDING A GOOD DOG MATCH FOR THEIR PARTICULAR SITUATION.
12. COMMUNICATE WITH THE DOG WALKER COORDINATOR IF IT IS NOTICED THAT A SHELTER NEEDS MORE DOG WALKERS.

“SHELTER APPLICATION AREA” COORDINATOR

1. Make sure each shelter table is staffed at all times by 1-2 persons provided by each shelter.
2. As the potential adopter, volunteer dog walker, and dog arrive in your area, ask to see the mandatory receipt. Quickly look over the receipt and notice if there is a number in the upper right hand corner.

This number is written by the prescreeners as an alert for the shelter to ask more questions regarding this particular prescreener question that matches up to this number.

*Make sure the shelter representatives understand this code.

3. Direct the potential adopter, dog-walker volunteer, and dog to the proper shelter table for screening.
4. The dog-walker volunteer should stay with the dog until the process is complete and the adoption is approved.

If the adoption is NOT APPROVED the adopter MUST EXIT and the dog-walker volunteer & dog return to the arena.

IF YOU SEE A SITUATION ESCALATING, RADIO THE BOUNCERS TO THE SHELTER APPLICATION AREA-CODE RED.

5. Upon approval, the new adopter and dog can exit your area through the exit area.

**CHECK THE MANDATORY RECEIPT FOR COMPLETION!
EVERYTHING MUST BE FILLED OUT INCLUDING
DIRECTIONS FROM QUEENY PARK TO THEIR HOME!**

“EXIT AREA” COORDINATOR

1. Make sure the new owners (with their dogs) understand the process of exiting.
2. Maintain order within the exit area.
3. Call the grounds patrol coordinator for any “clean-ups”.
4. Keep a water bowl in the area for thirsty dogs.

EXIT PROCESS:

- Give the mandatory receipt to Petsmart so that a pre-paid ID tag can be made.
- Place the new tag on the dogs collar.
- Meet with a behavior trainer.
- Meet with a veterinarian.
- Exit with the new dog. The mandatory receipt **MUST** be shown at the exit door in order to leave with an animal.