

Lobby Greeter Position

Top Priorities

- Be first point of contact for people coming in the door – answering basic questions and directing them to appropriate place.
 - USE caution around animals!
 - Adoption Rooms/Posting of Not in Adoption Animals
 - Donations (object, money, kids)
 - Front Desk
 - Receiving
 - Lost and found kiosk

Greeting Visitors

- When you greet someone, please say something along the lines of, “Hello. May I help you?”
 - When you just say, “Hi” it can confuse someone as they may not understand that you are there to offer assistance.
- It’s fine to sit when it’s slow, but please keep an eye on the front door and get up before they are in the building.

Engage the Visitors Leaving the Adoption Areas:

- Ask “Didn’t find the right pet for you?”
 - Let them know that the animals in adoption change all the time, so keep coming back.
 - Ask if they want to know about additional resources in the area.
 - Give them the “Looking for a New Pet” handout and briefly go over it with them.
- If they leave the adoption areas and are standing around in the lobby, go ask them if they have any questions.
 - If it’s a question you can’t answer, no problem! But, we do need to check.
 - If they are interested in adopting one of the animals, make sure they have the cage card from the kennel and then give them a clipboard with an application to fill out.

Lost and Found:

- If someone heads over to the lost and found kiosk, please ask if they’ve been here before.
 - If they haven’t, then walk them through the steps.
 - If they have, ask if they got the handout with the tips for finding a lost animal.
- If they need to make a copy of something, let me know and I can show you how to run the copier.
- When people leave the lost and found kiosk, wish them good luck.

Keep eye on Eli

- Show people how to properly interact with him
- Make sure he isn't being pestered

Donations

- Help bring in donations if people need assistance
 - Place in barrels
 - Medicine to front island
- When someone brings in a donation, please thank them and ask if they want a receipt. If they do, please get one from the lost and found kiosk, fill it out, and hand it to them.
- If there are kids bringing in donations, please check with their parents to see if we can get a picture of them with their donations.
 - If they say yes, you can take a picture with your own cell phone and then email me the picture, or you can use the front desk's red cell phone to take the picture.
 - We have a separate donation form for when we take a picture. This form is also in the lost and found kiosk. I've attached a sample of what it should look like to this email. There is also a sample with the blanks as a reminder of how to fill it out.

Keep an Eye on Doors and Floors

- Doors blow open or are accidentally propped open, so please make sure they are closed.
- Wipe up wet floors
 - Grab a towel from the cat room and make sure the floors stay dry. Don't forget the back door.

Hand out Free Food

- If someone comes in and asks if we have any food to give away, you can hand some out. You can give them some if we have it.
- On your next shift, please check with Shelley and she can explain how our food handout works.

Magnets and Business Cards

- Make sure there are business cards on the counter.
- We're still trying to find where we stashed the magnets. I will let you know when we have them back in stock.

Cat Traps

- We rent out cat traps for people who are trying to catch their lost cat or a feral cat on their property. A lot of times they are out back, so it would be great to have you grab one for staff when they are needed.

Animals' Ashes

- If someone says they are here to pick up their pet's ashes, you can get their blue bag from the back counter.

Training in Cat or Dog Rooms

- If you're interested in learning how to show animals/clean kennels when we have no volunteer in an adoption area, please let me know and we can set up a training.
 - This isn't a requirement, but can be helpful.

When It's Slow

- Organize the free stuff and the donation bins
 - Make sure donations are not blocking the lost and found
- Refill and straighten out flyers and brochures
- Sweep
 - Broom in cat room
- Clean entry door glass/windows
 - Paper towels and cleaner in cat room
- Wipe down counters when the public's not at the front desk
 - Hand towel/wash cloth in cat room and Chlohexidine spray under the cat room sink
- Organize the greeting cards by their themes. People look at them and don't put them back in the same spot they found them.
- I'm working with the staff to come up with other projects that can be done when it's slow. Please feel free to check with me when you come in to see if there are any projects for that day.

What Not To Do

- Do projects away from the front desk unless requested by staff
- Direct everyone who comes in the door by default to the front desk

Lost or Found Form

☐ **Lost** ☐ **Found** ☐ **Cat** ☐ **Dog** ☐ **Other:**_____

When _____

Where (include town, nearest main rd/store/landmark)_____

Breed _____ **Color/Pattern** _____

Coat length: Short Medium Long **Age** _____

Tail: Long Short Curly Docked **Ears:** Up Down Semi-Erect Cropped

Male **Female** **Unknown** **Spayed/Neutered** **Not Fixed** **Unknown**

Collar/Tags? Yes No **Color** _____ **Type** _____

Describe any unique features or markings:

Name _____ **e-mail** _____

Phone _____ **Phone** _____

Please note: Lost pet information is available 24 hours a day by calling (360)352-2510 option 5, and is updated each day. If a description sounds **REMOTELY** like your pet, come to the shelter to see the animal. More than 100 pets, including many purebreds, come through the shelter each week and many pets look alike. Owners are best at identifying their own pets, so you must identify your pet in person.

Completing a Lost report gives the public a description from which they can attempt to match a pet they have seen or taken in while they search for the owner. We offer the Lost and Found Pet books as a public service. Shelter staff do not regularly check the books against the current shelter population.

If your pet was lost in Yelm, Tenino, Rainier or Bucoda, or outside Thurston County, check with their shelters, as they have other kenneling arrangements.

When you fill out your Lost report, describe your pet as others see it. Unless your pet is a well-known breed, a description of the animal will be easier to understand. Pictures are very helpful and you may staple one to this form.

We keep the Lost and Found pet reports on file for 3 months.

If, after 3 months, your pet is still missing, please fill out a new form or re-date your old one.

I HAVE READ AND UNDERSTAND THE USE AND LIMITATIONS OF THE LOST AND FOUND PET BOOKS.

SIGNATURE _____ **DATE** _____

Tips for Finding a Lost Pet

WHAT TO DO AT THE SHELTER

1. Check the **Cats** or **Dogs** binder **#1** for animals in the **Shelter**.
2. Check the **Cats** or **Dogs** binder **#2** for animals found in the **community** but not brought to the Shelter.*
3. Check the **Cats** or **Dogs** binder **#3** for **deceased** animals.
4. Check the **Adoption Rooms** if your pet has been missing for more than 2 days.
5. Fill out a **Lost Report** and place it in the **Cats** or **Dogs** binder **#4**.* Clearly describe your pet as a stranger would see it and add a picture if you have one. (You can email a picture to shelter@jointanimalservices.org. Make sure to include the name of the person on the form and which section (breed/color) you filed the report under.)

*These forms are removed after 3 months.

Animal Services staff cannot identify an animal as owned unless it is wearing legible identification (ID). If you have lost your pet, with or without ID, you need to visit the Shelter at least every two days to monitor the animals that come through the Shelter and to check the reports in the Found books.

WHAT TO DO AT HOME

1. If your pet is licensed and/or microchipped, make sure your contact information is up to date.
2. Check other shelters/rescues. People who live in another jurisdiction may take a stray animal to their shelter instead of the local one. If your pet looks like a purebred animal, check with breed-specific rescues.
3. Go door-to-door around your neighborhood. (Kids are especially helpful as they tend to notice animals.) Consider offering a reward.
4. Put up posters with a large color photo of the pet and your phone number.
5. Put a sign in your yard and on your vehicle with a large color photo of the pet and your phone number.
6. Place a lost ad in your local newspaper and homeowners assoc. publications, as well as on Craigslist, Petfinder, Nextdoor, Facebook (Lost or Found Pets Thurston & Surrounding Counties) and other online sites.
7. **Call the Lost Pet Hotline at (360) 352-2510, option 5 every day.** The line is updated by 9:30 every morning. If the shelter is closed, we can still make arrangements to return your pet.
8. For more tips, check out online websites about missing pets such as www.missingpetpartnership.org/ and www.lostdogsofamerica.org.

3120 Martin Way, Olympia, WA 98506 (360) 352-2510



LOST PET!

Place picture of pet here.

DESCRIPTION: _____

IF FOUND, PLEASE CALL: _____

Please do not post on utility poles. Dispose of properly.



ANIMAL SERVICES

3120 Martin Way • Olympia, WA 98506-4950 • (360) 352-2510
Tue-Fri 9:30-5:30 and Sat 9:30-4:00 (adoptions stop 30 minutes before closing)

Looking for a New Pet

Congratulations on the decision to add a new friend to your family. If we didn't have the right match for you today, here are some tips on finding your new fur-ever friend...

Our Shelter

Keep checking-- we get new animals everyday! Check www.jointanimalservices.org/available-pets to see many of our adoptable pets. Not all of our adoptable pets make it online, so please stop by whenever you're in the area. If we have adoptable animals in our foster homes, their information is posted online as well as on our adoption room doors.

Wish List

If you're looking for a specific breed, you can be added to the wish list. This list is used by the public when they have an animal they need to rehome.

Email Notifications

www.adoptapet.com has a "Search Saver" feature that will email people when an adoptable pet is added to their website. (And yes, our pets are posted on their site!)

You select the type of pet you're looking for. You can search for pets by color, breed, sex, size, hair length or age. Then you type in your e-mail address and when a pet matching your search is added to the site, they send you an e-mail with a photo and all the info you need to go get your new friend. You can save up to 15 searches, and you can cancel or change them at any time.

Online Searches

Many shelters and rescues list their adoptable animals online. Popular pet search sites are www.adoptapet.com and www.petfinder.com. These sites will let you search by species, color, breed, sex, size, hair length and age.

Not all the available animals are posted online. Some groups may not post their available animals online, but rather they will match their available pets with adoption applications they keep on file.

If you're looking for a specific breed, type "rescue" "breed name" and "Washington" into your search engine. This should give you a list of the rescues in the area for the breed you're interested in. You can also check out Seattle Purebred Dog Rescue (SPDR) at 206-654-1117 www.spdrdogs.org.

Some regional dog rescues are Emmitt's Magic Animal Rescue (www.facebook.com/EmmitsMagicAnimalRescue), Harbor Rescue (www.harborrescue.net/), and Second Chance Dogs (www.secondchancedogs.net).

If you're looking for a cat, you can try Feline Friends (www.feline-friends.net), Concern for Animals (www.concernforanimals.org), or Kitten Rescue of Mason County (www.kittenresq.net).

Other Shelters and Rescues

There are many other great shelters and rescues! The back of this list has information on some of the other shelters. You can also search for shelters and rescues online at www.adoptapet.com and www.petfinder.com. Please note that all shelters and rescues have their own policies and prices, so please check out their information and practices.



ANIMAL SERVICES

3120 Martin Way • Olympia, WA 98506-4950 • (360) 352-2510
Tue-Fri 9:30-5:30 and Sat 9:30-4:00 (adoptions stop 30 minutes before closing)

Other Animal Shelters

Below is a list of a few other animal shelters in the Puget Sound area. This list does not include all shelters in the area, and the phone numbers and locations are subject to change. Please contact the appropriate shelter for hours and to verify directions.

Aberdeen Animal Shelter, 409 South Monroe Street, (360) 537-3382:

From the Olympia area take Hwy 8 Westbound, which turns into HWY 12 at Elma. Continue on until you reach Aberdeen. As you enter Aberdeen, you will be on East Wishkaw. This road will eventually turn into West Wishkaw. Continue through town to Monroe Street. Take a left on Monroe Street and go down 2 blocks.

Lewis County Animal Shelter, 560 Centralia-Alpha Rd, (360) 740-1290:

Take I-5 to exit 79, Chamber Way. Turn east off the freeway, then take a left at the last stoplight you come to, when the road ends. (It is a very short road) Get in the right hand lane, and turn right on Coal Creek Rd. just around the curve. There is a blue animal shelter sign at the turn. Follow Coal Creek for a little over 4 miles until you come to the stop sign. You then turn left on Centralia-Alpha Rd. We are about 2 miles down the road on the left.

King County Animal Control

21615-64th Ave. S.
Kent, WA 98032
Phone: 206-296-PETS or 206-296-3936

King County - Eastside Pet Adoption Center

821 - 164th Ave. N.E.
Bellevue, WA 98008
Phone: 206-296-3940

Humane Society for Seattle/King County, 13212 SE Eastgate Way, Bellevue, (425) 641-0080

The first driveway going East on Eastgate Way houses our Adoption Center and Veterinary Center. The second driveway going East on Eastgate Way comprises two buildings--the upper building is our Boarding Kennel and Admissions Center; the lower building is the George Whittell Resource Center, which includes our auditorium, library and pet food bank.

Shelton/Mason County Animal Shelter, 902 W. Pine Street, (360) 427-7503:

From the Seattle area, take I-5 south towards Olympia, take Exit 104, go 5 miles and take the exit marked Shelton/Port Angeles (Hwy 101). Go 14 miles to the SECOND Shelton exit marked City Center/Matlock. Go right off the exit, continue straight to 7th Street, turn left on 7th and follow it to Pine Street. Take a left on Pine Street and we are at 902 Pine Street.

Tacoma/Pierce County: 2608 Center Street, Tacoma, (253) 383-2733:

Take I-5 to the Gig Harbor/Bremerton/Hwy 16 Exit. Go past the 38th Street ramp, and move to the left lane. Follow Hwy 16 past the Sprague St. off-ramp, and take the next exit, Union Ave. Move again to the left lane, and take a left turn at the light. Once on Union, proceed to the second stop light, and turn left onto Center Street. In a half-mile you come to another stop light. Just beyond this intersection, take the first driveway on the right.

Bucoda Animal Control

(360) 278-3525

Tenino Animal Control

(360) 264-2368

Rainier Animal Control

(360) 446-2636

Yelm Animal Control

(360) 458-8438

Single Donor

Date:

1/16/19


DONATION

Your name

Tommy Miller

Phone

360-555-1212

Address

3120 North Ave

City

Olympia

Zip

98513



Please do not send me a thank you card. (You will receive a card if not checked.)



I would like a card sent to:

Name

Address

City/State/Zip



Donation in Memory of:

☐ Person ☐ Cat ☐ Dog ☐ Other:



Donation in Memory of:

Honor His 11th Birthday

☒ Person ☐ Cat ☐ Dog ☐ Other:

Special information

Tommy had people bring in donations of pet supplies & food instead of gifts.

(pic of boy by donation area)

(over for Model Release)

MODEL RELEASE

I hereby grant Animal Services permission to use and publish my photograph for editorial, marketing and promotional purposes in print and electronic media. No financial or other liability to me will be incurred by Animal Services or the photographer.

Please check one:

☒ Animal Services is allowed to use my photo. I understand my first name and/or group name may be listed in association with the picture. For groups involving kids (brownie troops, classrooms, etc.) only the group name will be used, i.e. Troop 1234.

() Animal Services is not allowed to use my name or otherwise identify me in association with any photo in which I appear.

Name of Person in Photo:

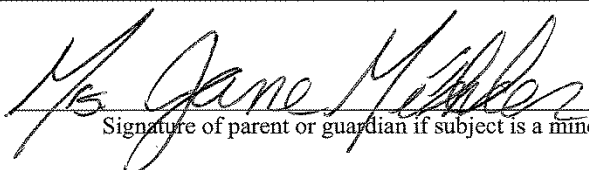
Tommy Miller

Date:

1/16/19

Name of Group (if applicable):

Signature


Signature of parent or guardian if subject is a minor

Group Donation

Date: 1/16/19


DONATION

Your name Mya Keems Phone 360-555-5555
Please print

Address 3120 4th Ave NE City Lacey Zip 98503

☒ Please do not send me a thank you card. (You will receive a card if not checked.)

☒ I would like a card sent to: Name Troop 12345

Address above address

City/State/Zip _____



☐ Donation in Memory of: _____ ☐ Person ☐ Cat ☐ Dog ☐ Other:

☐ Donation in ^{Honor} ~~Memory~~ of: _____ ☐ Person ☐ Cat ☐ Dog ☐ Other:

Special information Donated cat toys they made and
pet food, and money from cookie sales

(group of 6 girls on bench - 2 took home
photo forms)
(over for Model Release)

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Name of Person in Photo: Meg Keems Date: 1/16/19

Name of Group (if applicable): Troop 12345

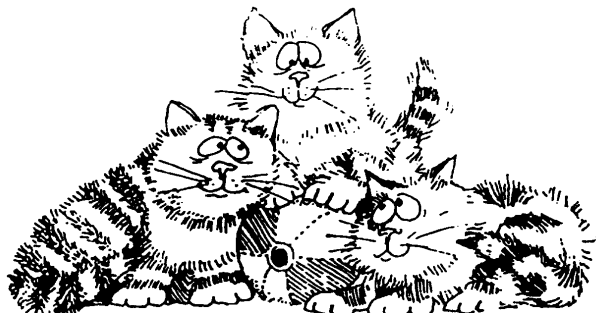
Signature

Mya Keems
Signature of parent or guardian if subject is a minor

If parents/guardians aren't here, then have the child take a "Model Release" form home to be signed then bring it back. Just put the group name and date on it so we know which picture the form goes to. You can staple a business card to the form so they have our contact information.

"HAPPILY EVER AFTER" HELP

At the point of adoption the pet becomes the sole responsibility of the owner...You. The Shelter has resource materials - book, videos, pamphlets - about pet health care, behavior and other pet-related problems. Please feel free to call if you need information or if we can be of help to you and your new friend, or just to let us know how you're doing. We post SUCCESS STORIES, and we always appreciate a picture and a note!



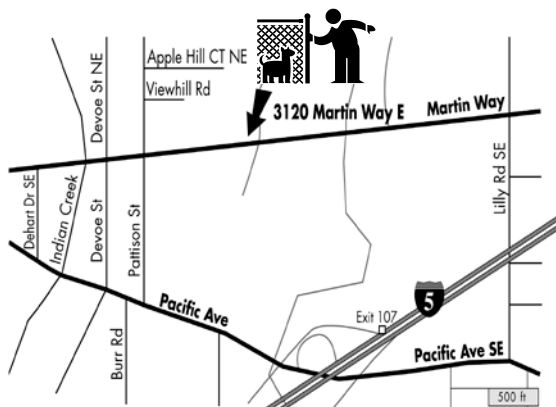
HOW TO REACH US

The Shelter is located at 3120 Martin Way, near Ensign Road (the emergency entrance to St. Peter's Hospital). Intercity Transit routes 60 and 62A & B stop in front of Animal Services.

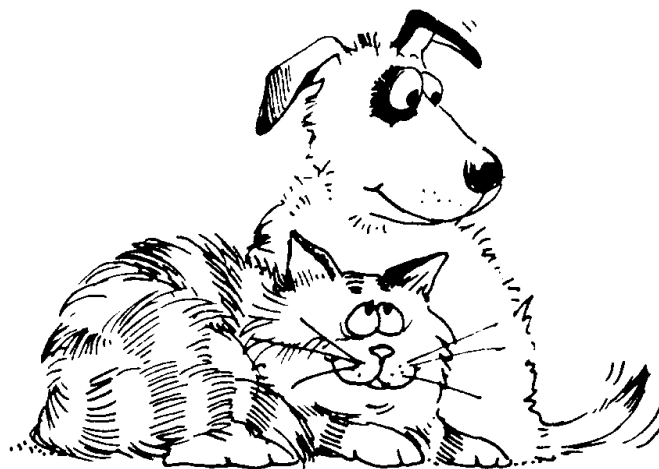
We are open Tuesday through Friday, 9:30-5:30 and Saturday, 9:30-4:00. The Shelter is closed on state holidays. **We stop processing adoptions 30 minutes prior to closing.**

You can reach us at 352-2510. The Adoption Line provides a list of some available animals and any information we have about them. The Lost Pet Hotline provides a list of stray animals that may become available for adoption if not reclaimed by their owners.

Visit us at our website at www.jointanimalservices.org or on Facebook at Joint Animal Services.



WHAT YOU NEED TO KNOW ABOUT PET ADOPTION



3120 Martin Way E.
Olympia, WA 98506
(360) 352-2510
www.jointanimalservices.org

Tue - Fri 9:30-5:30, Sat 9:30-4:00
Adoptions stop 1/2 hour prior to closing

MANDATORY SPAY/NEUTER

All cats and dogs must be spayed or neutered before going home from the Shelter. The only exceptions to this procedure are for kittens or puppies too small to be fixed, or those who may not be healthy enough (on the diagnosis of a veterinarian) to deal with surgery at the time of adoption. The adoption cost covers the surgery.

HOW IT WORKS

When you select your pet, you will be asked to complete an adoption application. The application will ask for information about how you plan to care for your new friend, where the pet will live, whether pets in your home are in compliance with local animal ordinances (licensed, etc.) and what your expectations of the pet's behavior may be. Staff will talk to you about the pet you have selected, and tell you if there is anything we know that may affect your pet or you. If the application is approved, you will complete an adoption contract. **If not spayed/neutered, the cat or dog you select will remain at the shelter for transporting to the veterinarian.**

BUT I ALREADY HAVE A VETERINARIAN...

If you have a veterinarian, we encourage that relationship. If you want the surgery to be done by your vet, that can be arranged if your vet is within Thurston County. Staff will still transport the pet to the appropriate clinic, but you, the adopter, will pay the vet any cost above the adoption contract amount (\$45 for dogs, \$35 for cats). The vet will be reimbursed by Animal Services for that amount only. The maximum allowable time for scheduling such an arrangement is two days. If your vet cannot schedule the surgery within that time frame, you can choose another veterinarian who is able to schedule within two days. The reason for this is the limited holding space at the Shelter. We have a list of vets who are able to take next-day surgeries and will observe our contract "allowance."

After surgery, you can pick up your pet at the veterinarian's office.



HOW MUCH WILL IT COST?

Cats, no matter what age, breed or size, cost \$70.
Dogs, no matter what age, breed or size, cost \$90.

The adoption cost covers the spay/neuter surgery, basic immunizations*, microchip, worming, in-jurisdiction license and feline leukemia screening for cats.

Adopting from our shelter is very affordable - if you were to find a free pet in the paper, your first visit to the vet could easily exceed \$100 for a cat, and \$150 for a dog, for services that are included in our single adoption fee. Recycling a little life through Animal Services is not only good for you and the animal, it's good for your pocketbook.

WHAT IF THE PET I CHOOSE IS ALREADY SPAYED/NEUTERED?

The cost is the same, but you can take your pet home right away.

WHAT IF MY PET GETS SICK?

The Shelter tries to place healthy pets. We provide immunizations, disinfect every day, and we screen cats for leukemia before allowing them to be placed. However, a pet can enter the Shelter carrying a disease and spread it to other animals in our care. We wish it couldn't happen, but it can, and occasionally does. So, if your adopted pet becomes seriously ill within 10 days after the adoption, you may return the pet and the Shelter will credit you for selection of another animal. We cannot pay for treatment of the sick animal, nor can we refund the cost of surgery if it has already been done. After 10 days, we cannot accept responsibility for the pet's illness, but we encourage you to call anyway.

POST-SURGICAL CARE

Remember that post-surgical care is very, very important, and can make the difference between a healthy pet and a sad experience. Please return to the veterinarian who performed the surgery if you think something is wrong with your pet as a result of the surgery.

***Dogs:** Canine Distemper-Adenovirus-Parainfluenza-Parvovirus Vaccine/Bordetella

Cats: Feline Rhinotracheitis-Calici-Panleukopenia Vaccine