

# atlanta hu♥ane society

## Neighborhood Ambassador Program Handbook

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## Welcome...

Welcome to Atlanta Humane Society and thank you for choosing to work with us to better support Metro Atlanta's communities and community cats!

Whether you are helping with trapping, transport, information sharing, project management, surgery assistance, or fostering, you can take great pride and pleasure in knowing that you are making a difference in animals' lives.

Ambassadors can expect to be treated fairly, with consideration and respect by our AHS staff, and be given appreciation and encouragement for their work and efforts. We value the thoughts, ideas, and suggestions of our Ambassadors and strive to create an open, honest, and safe environment where positive feedback is always welcome.

This handbook is designed to inform, educate, support, and guide you on how to work appropriately and effectively within the Neighborhood Ambassador Program. It outlines our policies, procedures, and expectations for being an Ambassador and it should be used as a reference guide as you begin and continue your journey with us.

AHS retains the right to make decisions regarding the Neighborhood Ambassador Program as needed to conduct our work in a manner that is beneficial to both Ambassadors and AHS. As changes to this handbook are made, you will be notified. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect your work as an Ambassador.

We hope your experience in this program will be as rewarding for you as it is to the people and animals for which you will help support.

Sincerely,

AHS' Community Initiatives Team

Mavis Wolf | [mwolf@atlantahumane.org](mailto:mwolf@atlantahumane.org) | Community Cat Program Manager

Raevin Green | Community Initiatives Coordinator

Emily Collins | Community Initiatives Specialist

Justin Pierce | Community Initiatives Warehouse Manager

Cole Thaler | Pets in Crisis Support Program Manager

Hannah Franklin | Associate Director of Community Initiatives

Camille Coakley | Director of Community Initiatives



## Collaboration

A key foundational aspect of the Neighborhood Ambassador Program is collaboration-between Ambassadors and AHS, local Metro communities, and other Ambassadors.

As part of the program, we want to foster an open and non-judgmental space where Ambassadors and AHS can discuss community cat issues and concerns, as well as collectively create programs and events to further community cat welfare and engage our communities.

## Trap-Neuter-Return (TNR) Surgery at AHS

### Requesting Appointments

TNR appointment requests can be submitted at any time using the [Volume Client TNR Request Form](#).

- This form shows appointment availability for the month and is updated manually to reflect new appointments, cancellations, special dates, etc.
- The dates listed are the primary dates dedicated to TNR appointments, but if you have a TNR request that is more time-sensitive, please submit the Volume Client TNR Request Form and then email Mavis with additional details.

11<sup>th</sup> Hour TNR opportunities on non-TNR days are occasionally available as AHS surgery capacity allows. These opportunities will be communicated and confirmed directly via email as they are available, typically the evening prior.

### **Cats for TNR should be a minimum of 3 pounds (approx. 3 months old) for surgery.**

Younger and smaller cats are much more vulnerable after surgery due to the nature of the procedure and the tendency for the immune system to be compromised after surgery.

- If kittens are too small/young/ill for surgery on the day of their appointment, AHS will recommend either placing kittens on a pathway to adoption or holding them until they are healthy and of-age for TNR.
- If kittens are at least 2 months of age, are under 3lb., and the Ambassador can affirm that they will hold kittens longer post-op to ensure the best chances of remaining safe and healthy, AHS may move forward with requests for TNR.
- AHS veterinarians reserve the right to decline any animal for surgery.



## ClinicHQ Volume Client Portal (VCP)

### Setup

You will receive an email from ClinicHQ with information on how to set up your VCP login. As your TNR appointment requests are approved, a member of the CCP team will add the spots to your VCP to be filled out prior to your appointment.

We recommend playing around in your VCP to get acquainted with the different features. For a general overview, please refer to ClinicHQ's [VCP Guide](#).

If you have any questions that are not answered by the VCP Guide, please email Mavis.

### Entering Cat Data

- Give each cat a unique identifier/name (anything other than the placeholder Cat 1, 2, etc.)
- Sexes and weights for TNR cats can be a rough estimate.
- Select the 'Basic TNR Package' – this will add all the services in one click!
  - This package should be accessible to all Ambassadors in their Portal. If it is not, please send a screenshot to Mavis ([mwolf@atlantahumane.org](mailto:mwolf@atlantahumane.org)) and the CCP team to address this issue.
- Helpful information to add to animal/appointment notes includes:
  - Location where cat was trapped (this info will not be shared)
  - If there are other medical concerns, please add the 'Exam-Feral' service and write notes/concerns in the 'Animal Notes' section of their profile.
- If there are any moderate/severe injuries or health concerns, add notes/service as listed above (HQ section) and email Mavis ([mwolf@atlantahumane.org](mailto:mwolf@atlantahumane.org)) as soon as possible to consult with vet staff.
- If there are cats with health concerns (or health concerns discovered at the time of surgery, i.e., URI, wounds, eye/skin infections, etc.), we will ask if the cat/s can safely be contained post-op for medication administration or for additional monitoring before release.
  - We want to be realistic about TNRs and what's most humane for them- when injectable medications are appropriate, we will prioritize those, but sometimes the most effective treatment is oral/in food, topical, or ophthalmic.
- As a whole, AHS does **not** recommend combo (FIV/FelV) testing for community cats unless there is a quality of life concern at play.

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- Don't be alarmed if ClinicHQ shows an outstanding cost/charge at this stage. TNR services for Ambassadors are free and cat records in HQ will be updated to reflect this on the day of surgery.

## Consent Forms

- Sign all consents before dropping off for surgery These **MUST** be completed and signed in their entirety before arriving at AHS.
  - If you are having trouble with consent forms or the bulk signing process, please let AHS know.

## Day-of Logistics

### Transport

- All TNR cats **must** arrive in a humane cat trap or transfer cage.
- Traps should be kept with a cover/towel/blanket on top to reduce stress.
- Label each trap with the cat and Ambassador name.
- Double check all trap doors are latched/locked or closed with zip ties/carabiners.
- Please let us know if there are traffic or other delays affecting drop off or pickup timing by emailing Mavis.
- Upon arrival, scan the Waitwhile QR code by the garage door and complete the form.
  - Waitwhile is our “virtual doorbell” as well as how we alert transporters that their cats are ready for pickup.
- Please plan accordingly if the person dropping animals off for service is not the same person who will be picking them up. This includes:
  1. Trap covers – due to the large number of TNR cats in-clinic each week, AHS is unable to lend out trap covers.
  2. Pickup Waitwhile alerts- please make sure the drop-off person either has the contact info of the person who will be picking up to enter in Waitwhile or is willing to put themselves on the list and communicate updates to the pickup person.

## Mass Trapping Project Days

We work to facilitate Mass Trapping Projects to help any Agencies or Ambassadors that want to tackle a substantial number of TNRs in one day (up to 30 cats). If you have a mass trapping project in mind, please submit the Volume Client TNR Request Form.



Helpful information to include in mass trapping requests:

- Colony cat estimate
- General colony location (city/county) and environment (apartment complex, business, etc.)
- Preferred surgery date (weekday or Saturday)
- Is urgent action needed (injuries/wounds, threats of harm, etc.)?
- Preferred TNR plan: 1 surgery day of X cats, 2 surgery days of Y cats, etc.
- Any additional needs (trappers, holding space, etc.)?

For these projects, AHS may be able to provide additional support by assisting with trapping or extended drop-off hours the day prior to surgery.



## Humane Cat Trap Bank

### Bank Overview

The purpose of the trap bank is to loan humane cat traps to assist with TNR projects that require more traps than are currently available to the trapper/s.

Once trap requests are received, the CCP team will arrange for trap transport to one of AHS' facility locations for Ambassador pickup.

The standard loan period is 2 weeks with the option of requesting an extension (as supplies allow).

### Requests

To submit a trap loan request, fill out the following Cat Trap Loan Request form:

<https://forms.office.com/r/X2UyeMrigz>

### Loan Period

The standard loan period for traps is 2 weeks, starting on the date traps are picked up from an AHS facility.

Ambassadors can request a loan extension as necessary by submitting a [Cat Trap Loan Request](#) form. Extension approvals are dependent on trap availability and other outstanding trap requests. We will make our best effort to accommodate extension requests, but they cannot be guaranteed.

### Trap Inventory

Ambassadors can view the current trap inventory and availability by viewing the Cat Trap Dashboard in AssetTiger.

### In Case of Trap Loss/Theft

In the event that a trap loaned to an Ambassador is lost or damaged beyond reasonable wear-and-tear, the Ambassador will be charged \$75 per trap as a replacement fee.

**Commented [MW1]:** Actual cost per trap ~\$100





## Kitten Kits

### Requests

For finders local to AHS' Atlanta Animal Center, these individuals can request Kitten Kits directly from AHS using the form on our website: [KKP Request Form](#)

We understand and respect that everyone operates and communicates with their audiences differently and through different means - however you promote Kitten Kits availability and communicate with finders, please keep it non-judgmental and respectful.

As you get direct requests for Kitten Kits, please make sure to thoroughly document distribution information through our reporting form (see [Reporting Requirements](#))

### Kit Eligibility

Kitten Kits are intended for:

- Kitten/s or litters with or without a mom cat
- Kittens aged 0 – 8 weeks old\*
- Finders willing to foster the found kitten/s (indoors) through to adoptable age

\*The upper age limit may be extended to 10-12 weeks in certain cases as deemed appropriate.

Kits should not be given for:

- Pre-existing/owned pets within a household
- Animals being fostered through an animal welfare organization
- Cats older than 3 months (excluding mom cats)
- Outdoor community cats

We often come across “frequent finders” that – through circumstance or word of mouth- find multiple kittens or litters each Kitten Season. We encourage these finders to continue to foster, spay/neuter, and privately rehome kittens! However, TNR and community cats are a crucial part of the conversation – understanding the “source” of the kittens is the best way to determine a long-term solution. If these finders are responding to unaltered community cat populations, please advise finders on TNR and connect them with an appropriate TNR resource.

If you are concerned about individuals that may be abusing the KKP, please contact Mavis to further discuss the situation.



## Kit Distribution

For finders that approach Ambassadors directly for assistance, Ambassadors will be given access to “bulk” supplies to have on hand and divide and distribute as needed. Such supplies can include (but are not limited to):

- Dry kitten food
- Wet kitten food
- Litterboxes
- Miracle nipples
- Kitten formula
- Cat carriers

Finders should be encouraged to return items that can safely be shared or reused with other finders (disinfected carriers, kitchen scales, opened formula that has been stored according to package directions).

*Note: These kits should be considered a supplemental source of food and should not be relied on as the sole source of food or supplies for the duration of the kittens’ foster period with the finder.*

## AHS Vouchers & Kitten Kit Surgery Package

Each kitten finder receives 1 Kitten Kit Surgery Voucher. This voucher is valid for all kittens and/or mom present at the time the kit was given (and reported to AHS) and must be “redeemed” at AHS within 6 months of its receipt. The voucher offer only applies to animals brought to AHS’ Atlanta Animal Center for surgery.

The Kitten Kit Surgery Package includes spay/neuter surgery, FVRCP vaccine, microchip implantation, rabies vaccine (if 3 months or older), tattoo, and nail trim. If the mom cat is a community cat that will be returning outdoors, an ear tip will be provided.

Once kittens are at least 2 months old and weigh at least 2 pounds, the finder can request a spay/neuter appointment by scanning the QR code on their voucher or by going to: [tinyurl.com/KKPAtlanta](https://tinyurl.com/KKPAtlanta).



## Reporting Requirements

Submit a reporting form for each instance of a finder (including Ambassadors) receiving Kitten Kit support: [KKP Ambassador Reporting Form](#)

Please review the form prior to distributing kits as it asks for specific finder and kitten details.

Because surgery appointment requests must be validated against the finder and kitten information provided through this Reporting Form, please aim to submit forms within 24-48 hours of providing a kit.

## AHS Voucher Codes

To confirm that the person and animal/s requesting surgery are part of the Kitten Kit Program, they will be asked to enter a Code listed on their voucher. To prevent misuse of this free service, vouchers and their codes will be validated against the finder's name and number of kittens (+/- mom) disclosed to AHS through the required reporting form.

Appointment requests that reuse voucher codes for additional kittens/litters will be denied.

Once a Reporting Form has been received, a Kitten Kit Surgery Voucher will be emailed to the finder/Ambassador by a member of the CCP team.

## KKP Supply Restocking

To request refills or restocks of KKP bulk supplies, please log in to your **PantrySoft** account to place an order.

Once PantrySoft orders are received, the Community Initiatives team will prepare for Ambassador pickup on the designated pickup date.



## AHS Ambassador Portal (SharePoint)

### The Basics

The AHS Ambassador Portal is part of AHS' intranet and is only accessible to individuals (Ambassadors) that are given permission to access, view, and add to it. This Portal will serve as central hub for Ambassadors and AHS to share information, updates, news, and events as well as a means to connect with one another.

### Confidentiality & Privacy

Parts of the Portal will include personal or proprietary information that should not be shared with anyone outside of AHS or the Ambassador Program.

Please do not share Ambassador or AHS staff contact information without their express permission.

### Features

Some of the current Portal features include:

- Shortcuts to all forms, links, and ClinicHQ
- Resource library with recorded webinars, etc.
- Ambassador Directory
- Kitten Kit Request Board to track ongoing finders and cases
- AHS events calendar
- Calendar of other events, clinics, and webinars
- Other AHS news & updates

If you have ideas for more useful tools or information to put in the Portal, please email the CCP team.

## Atlanta Humane Society Pickup Locations

- **Norcross Warehouse:** 2200 Norcross Pkwy Suite 260, Norcross 30071
- **Atlanta Animal Center ("Perry"):** 1551 Perry Blvd. NW, Atlanta 30318
- **Roswell Adoption Center ("Roswell"):** 1010 Mansell Rd, Roswell 30076

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- **Marietta Adoption Center** ("Marietta"): 553 Waterman St. SE, Building 200, Marietta 30060

## Use of AHS Facility Space

The AHS team will make their best effort to make AHS facility spaces (meeting/conference rooms, etc.) accessible for Ambassadors to use as work, meeting, or community event spaces.

To request use of the space, please email the CCP team to confirm availability and enter a formal reservation in AHS' system.

**Commented [MW2]:** @Camille Coakley Do we want to offer this? It was included in last year's guide but it was never asked about/used,

## Other AHS Services

### Adoptions

AHS has adoptable dogs and cats housed on-site at AHS' adoption facilities (Perry, Roswell, & Marietta) as well as in AHS foster homes. AHS follows the Open Adoptions philosophy of reducing barriers to pet adoptions within the community.

We also offer pet owners the opportunity to utilize AHS' website to post private rehoming requests directly through the Home-to-Home adoptions page.

### Owner Surrender/Intake

For pet owners that are unable to keep their pets or otherwise need to surrender them to the shelter.

To be considered for intake, an owner must submit an [Admissions Application](#). A member of the AHS team will reach out to the owner and attempt to connect them with additional resources to help keep the pet in the home. If that is not possible, AHS will schedule an assessment appointment at the shelter where the pet will receive a basic medical and behavioral assessment.

If admitted for adoption, AHS requires a non-refundable assessment and admissions fee at the time of the assessment appointment.

For more information on surrender, please see [AHS' Owner Surrender page](#).

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## Fostering

AHS has a robust network of foster homes to provide temporary housing and specialized care for cats, kittens, dogs, and puppies until they can be adopted. With the number of animals in need, AHS is always seeking new foster homes to expand our capacity for care.

Examples of animals in need of foster care include:

- Kittens and puppies under 8 weeks of age
- Nursing moms and litters
- Animals being treated for injuries or illnesses
- Animals who are overwhelmed by the shelter environment

As part of the Foster program, AHS fosters receive all vet care, medication, food, and supplies at no cost. Those interested in fostering should attend a virtual or in-person [Foster Orientation session](#) to get started.

## Pets In Crisis Support Program (PICS)

The Pets in Crisis Support Program works alongside other established organizations to help pet parents facing eviction, domestic violence, or hospitalization and need help with temporary housing (up to 90 days) for their pets.

For individuals interested in becoming a PICS Foster, please see the [PICS Foster Interest Form](#).

Commented [MW3]: @Raevin Green verify/new verbiage?

## Transport Partnerships

Animal welfare organizations that are interested in transferring animals to (or from) AHS for adoption can apply to become a Transport Partner. For program eligibility and information on applying please see our [Transport Partner page](#).

## Cruelty Investigation

AHS works with animal control agencies and law enforcement across Georgia to ensure animals are rescued from cruelty and neglect and that those responsible are held accountable for their actions.

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AHS does not have the legal authority to seize animals. For emergency situations requiring an immediate response, contact 911 and the local animal control authority.

To report suspected cruelty or neglect, a report can be submitted through AHS' website and will be brought to the appropriate agencies' attention: [Report Cruelty Online](#)

## Volunteer Opportunities

AHS has a variety of volunteer opportunities available in- and outside the shelter 7 days a week. Some of these volunteer opportunities include:

- Socializing, walking, and caring for shelter animals
- Creating bios and photos of adoptable animals
- Representing AHS at community engagement events
- Administrative support
- Fostering
- Shelter medicine assistance (including community cats/TNR)
- Donation sorting and distribution with AHS' Pet Food & Supply Bank

To apply to become a volunteer, please see our [Volunteer Application](#).

## Remedy

Remedy: Your Community Vet (formerly AHS' Veterinary Center) provides affordable and compassionate veterinary care to pets in the East Lake (Georgia) and Gainesville, FL areas. Remedy offers affordable services including spay/neuter, sick pet care (including heartworm treatment), wellness appointments, and humane euthanasia.

To learn more about Remedy and their appointment availability, please see their website: <https://www.remedyvet.com/>

## Humane Euthanasia

For pet owners seeking humane euthanasia for their pet, AHS can offer that end-of-life service for a more affordable fee (\$85). To discuss humane euthanasia at AHS, contact our Resource Center at 404-875-5331.



## AHS Contact Information

### Program Contacts:

Mavis Wolf, Community Cat Program Manager

[mwolf@atlantahumane.org](mailto:mwolf@atlantahumane.org), 404-974-2861

Work week: Tuesday – Saturday

Raevin Green, Community Initiatives Coordinator

[rgreen@atlantahumane.org](mailto:rgreen@atlantahumane.org)

Work week: Tuesday – Saturday

Emily Collins, Community Initiatives Specialist

[ecollins@atlantahumane.org](mailto:ecollins@atlantahumane.org)

Work week: Monday - Friday