



Fall 2025 Vaccine Clinic Volunteer Orientation





Agenda

- **Meet the Team**
- **Event Details**
- **Introduction to the Pet Partners Program**
- **A reminder regarding language**
- **Animal Behavior: Approaching a scared dog**
- **Flow of the event**
- **Your role for the event**
- **Set up, clean up, and Shift change**





Kitty



APA Community Programs Team



Robert

Rachel

Tim

When and Where:

- **Wild Care Park: 12385 Larimore Rd**
- **Volunteers are broken up into three shifts:**
- **Full Day Volunteers:**
 - **9:00 am – 3:00 pm**
- **Shift One Volunteers:**
 - **9:00 am- 12:30 pm**
- **Shift Two Volunteers:**
 - **12:00 pm -3:00 pm**
- **Parking**
 - When you arrive, please park at the auditorium. Security at the front gate will direct you. We will have a golf cart shuttle to bring you down to the parking lot where the event will take place. Please bring any food, layers, or water you may have brought down with you. Do not attempt to walk back to your vehicle, you must be shuttled due to construction.
- **What to bring: Snacks will be provided, but please feel free to bring a lunch**
 - **Note: there is not a microwave or refrigerator available**
- **What to wear:** Dress comfortably. This event will be outside, so please dress in layers. Closed-toe shoes are required
 - We do have APA Volunteer t-shirts for a suggested donation of \$10, you would like one please e-mail Rachel by 5:00 pm on Thursday with your size
- **This event will happen rain or shine! (within reason)**



Outreach Program Goal:
Keep people and pets together



Pet Partners

- Free Spay/Neuter
- Pet Food
- Vaccines
- Microchips
- Flea Preventative



For the following zip codes:
63033, 63121, 63135, 63136, 63137, 63138

Why do we serve this area?



Brentwood Resources:

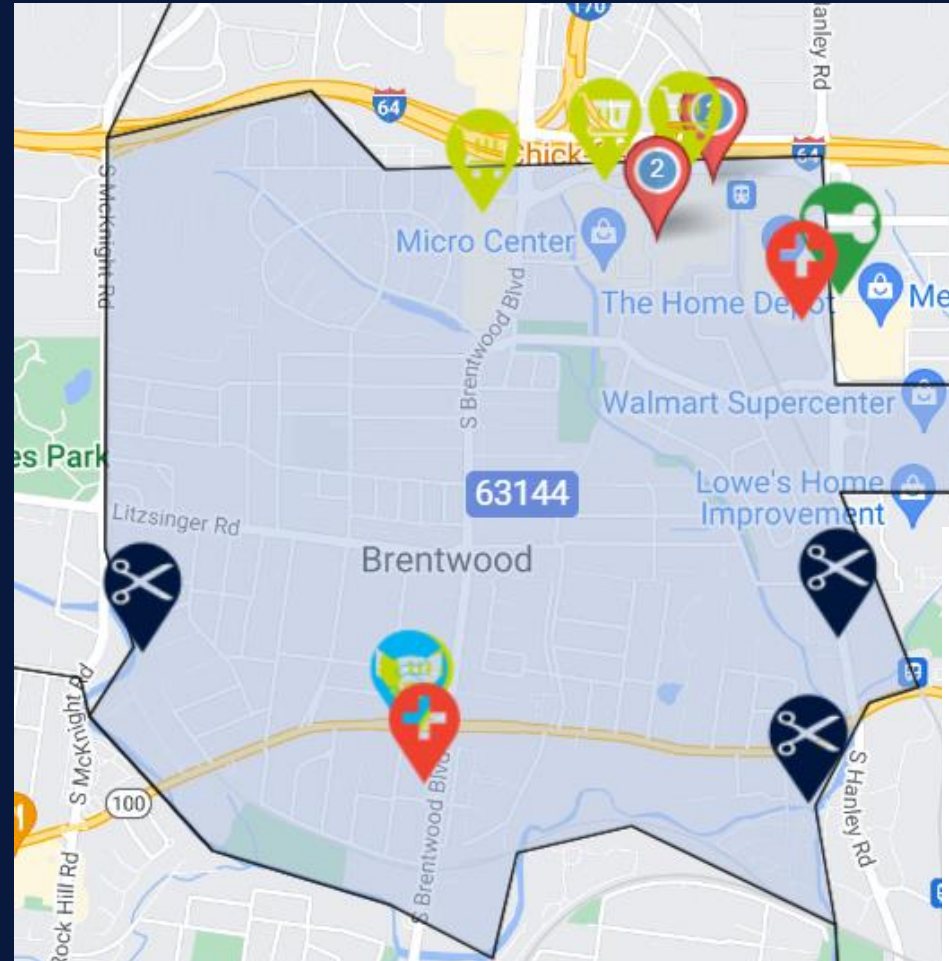
Population: 8,807 people

Estimated number of Pets: 4,805 pets

Number of Resources: 16 resources

Percentage of Population Living in Poverty: 4% of population

Resources/Citizen: 1.82 resources/1,000 residents



Local Resources



Grooming Center



Big-box/ grocery stores



Veterinary Resources



Community Outreach Event Location/
Non-Profit

Service Area Resource Map

Zip Codes: 63135, 63136, 63137, 63138, 63120, 63121

**** Note service area map shows 6 zip codes vs. 1 per map in previous slides**

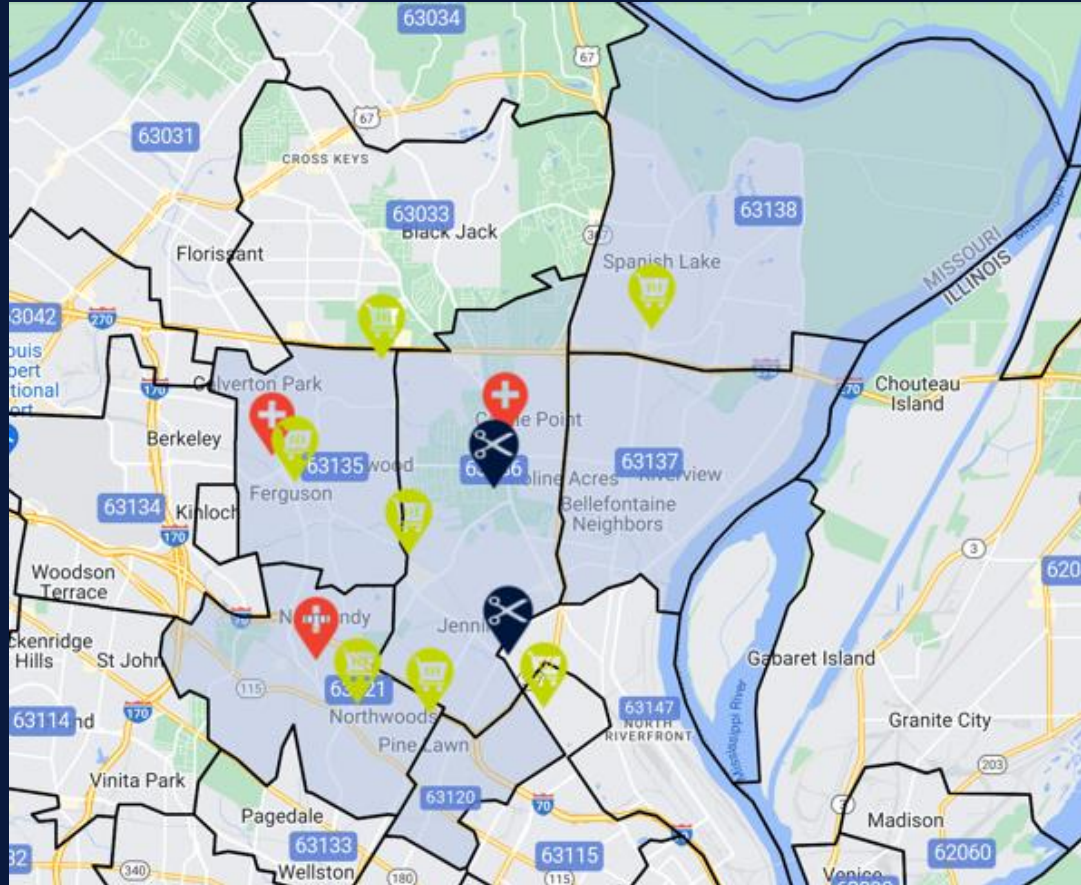
Population: 101,766 people

Estimated number of Pets: 61,768 pets

Number of Resources: 12

Percentage of Population Living in Poverty: 21.5% of population

Resources/Citizen: 0.12 resources/ 1,000 resident



Local Resources

-  Grooming Center
-  Big-box/ grocery stores
-  Veterinary Resources
-  Community Outreach Event Location/ Non-Profit

Reminders:



We are not providing this event to change how folks care for their pet, but to educate them on the resources that are available.

- **Examples:**

- **Instead of: We need to tell people how to be better pet owners.**

- Try: We are here to connect with pet owners in the community and share available resources.

- **Instead of: The benefit of spay/neuter is lost on them.**

- Try: Avoid personal pronouns to describe whole communities. This promotes an us vs. them mentality. If you were not familiar with spay/neuter, you might also find it scary for your pet to have surgery. We are there to share information and resources, so pet owners can make an informed decision based on the resources they have available.

Safety is the top priority

- If at anytime you feel uncomfortable in your role, please let us know and we will adjust.
- If at anytime you feel as though a dog is unsafe, please let us know. We can always decline seeing the pet on Saturday, and follow up with a new plan for care later.
- If a dog is acting reactively, please direct them to put the dog in the car and a vet team can come to them.
- We will have a bite kit underneath the Registration Table, in case of emergency. **Do not attempt to separate fighting dogs with your body**



Approaching Fearful Dogs

- Fearful dogs can be unpredictable.
- When approaching a strange dog, try to put yourself in their shoes.
 - Let them approach you
- Avoid petting if nervous or tense.
- Look at them sideways, to seem less like a looming threat.
- Keep your voice soft and low



The Four F's

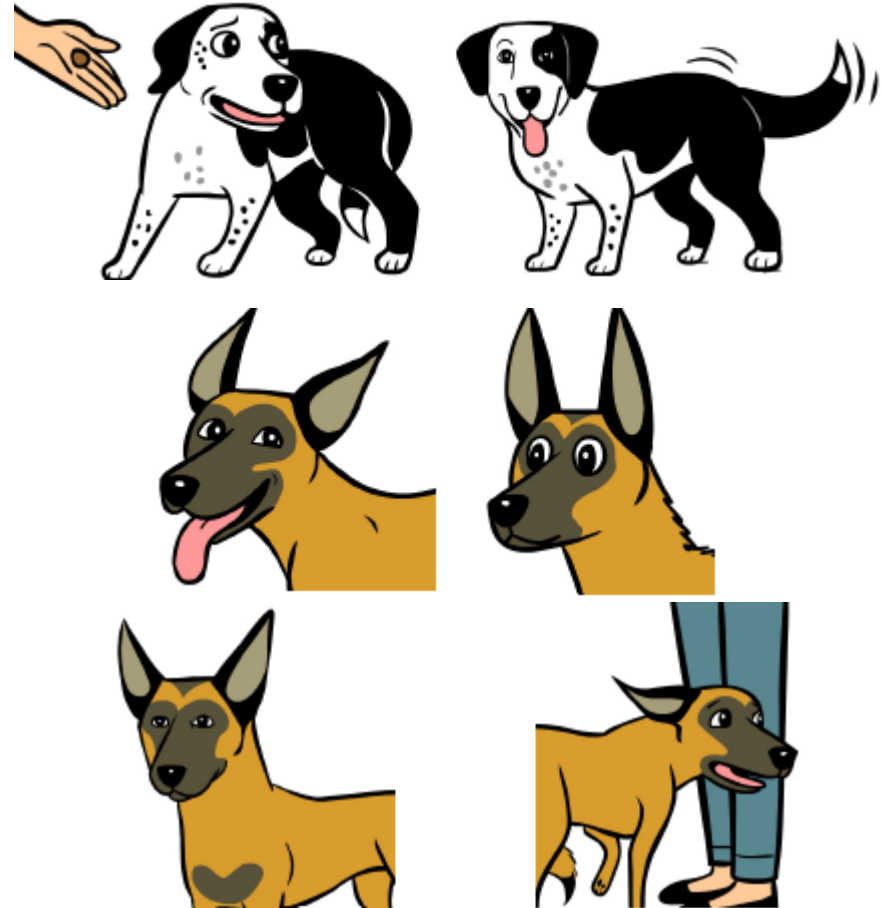
Many people are aware of the flight or fight response, additionally, there is Fret/Fidget and Freeze.

- **Fight:** body stiffens, eyes stare, might see a struggle.
- **Flight:** body stiffens, avoids eye contact, may try to escape
- **Fret/Fidget:** restless, lip licking, might pace or shake off repeatedly
- **Freeze:** Freezes in one place, stiff body posture, eyes wide

Source: Fear Free Shelter Program

Observe Body Language Before Approaching

- Overall, Body Posture: a dog that wants you to approach will be loose and wiggly, not stiff, leaning away or crouched.
- Mouth: A relaxed dog will usually have a slightly relaxed mouth. A stressed dog might hold its jaw tensely shut, lick its lips, pant excessively, or show their teeth.
- Ears: A relaxed dog will usually hold their ears at a normal posture. If a dog has its ears flattened or in a tense unnatural position, they may be fearful.
- **Source: Fear Free Shelter Program**





Event Flow



Giveaways

**Vet 1:
Cat Vet**

**Vet 2:
Dogs**

Registration

**Giveaways for
Vet 3**

**Vet 3:
Large/Reactive
Dogs**

**Drive Up for
Reactive Dogs**

Event Flow

**Parking for
Event
Participants
(no volunteer
parking
please)**



Registration



Vet Table 1

Cat Tent

- The Cat Tent helps keep cats confined if they get loose & also serves as a visual barrier to reduce fear.
- Vet Team 1 (Cat Team) will also see dog-only appointments to help prevent bottlenecks.





Vet Table 2



Vet Table 3

Logistics



Most important thing to remember is that dogs from different families should avoid interacting with each other and that all pets are secure.

- **All animals must have a slip lead**, in addition to their regular leash/collar. Cats must be in a carrier.
- Reactive animals will **wait in the car**, owners will come collect their clipboard, and they will drive through.
- Registration paperwork includes pre-filled out consent form for the to sign, pre-requested ID tags, and labels for pre-requested services
- **Clipboards will stay with clients** until the rabies table, where their paperwork will be processed and sent home with them.
- **We keep originals** of consent form, rabies certificates, and any medical notes.
- Pets, Volunteers, and Participants **cannot get close to animal enclosure fences** that line far side of parking lot.
- Giveaways will be available while supplies last.

Event Flow

1) Pet owners will park in the lower lot of the Admin building and start at Registration Table

- Greeters will place a slip load on all dogs entering clinic. All cats will be in carriers.
- Registration table will be at the top of the parking lot steps.
- **Vet Table 1** to the **far left** of Registration: Families with **cats only** -or- **cats & dogs**.
A tall tent that can be fully closed will be available to vaccinate cats!
- **Vet Table 2** in the **middle** is for **non-reactive dogs only**.
- **Vet Table 3** to the **right** of Registration is for **reactive dogs** (owners will drive up to tent) & **non-reactive dogs**.
- ****The clipboard owners get at registration needs to stay with them throughout the clinic!****

2) Pet owners will wait in line to see the appropriate Vet Team, staying safely spaced apart.

- Tim (staff) and Line control volunteers will assist with this.

3) Pet owners see DVMs for rabies and distemper vaccines, flea preventative, and microchips.

- Vet team will send clipboard with completed paperwork with owner to rabies registration table for processing.

4) Pet owners go to rabies registration table to get folder of resources and rabies certificate/tag.

- Owners must see the rabies table assigned to the vet they saw. This an bottleneck.

5) Owners can shop the Free Pet Supplies tables while they are waiting for Rabies certificates to be finished

Here's where you come in:

- We want everyone to feel comfortable with their role. If you feel as though you are not well suited for your assigned position, please e-mail Rachel at **Rachel@apamo.org** **after the orientation, and we can get you reassigned**
- We are implementing a shift change for all volunteers. Shift 1 and 2 will overlap for 30 minutes, to keep the clinic running efficiently.
- **Zoo Volunteers will check in with Ebony.**
- **APA Volunteers will check in with Rachel.**
- Once you are checked in, meet inside the lobby. APA Staff will onboard groups by their volunteer role.

Greeter



- Greeters will be in the parking lot, helping guide people into the clinic and to the registration desk when they arrive. They will also make sure pets are secure. We will be placing a slip lead on all dogs at the clinic for extra protective. You will also bring out cat carriers to those who do not have them. Identify reactive dogs before they enter the clinic.
- **Requirements: standing most of shift; some animal interaction**
- **Who:**
 - **Full Shift:**
 - **Shift One :**
 - **Shift Two:**

Registration Table

- You will help sign people in and get them their necessary paperwork and ID tags. We will aim to have all forms prefilled out. If you cannot find the form, we will have extra registration forms available. Please confirm all participants have an appointment. Then direct families to the shorter of the two dog lines or the cat line (if they have a cat). If a dog is reactive, we will vaccinate them in the car; notify a line control volunteer to help direct traffic.
- **Requirements: mostly seated; limited animal handling**
- **Who:**
 - **Full Shift:**
 - **Shift One:**
 - **Shift Two:**

Line Control



- There will be line control volunteers monitoring all three vet lines. The main job of this role is to make sure that pets stay safe while waiting to see the vet teams. This includes staying a safe distance away from other families, cleaning up pet messes, getting chairs for those who may need them, monitoring that cats are in carriers, directing traffic for Reactive Dog Line, and possibly helping hold dogs as you are comfortable. Tim Reeder, APA Staff, will also be assisting in this area.
- **Requirements: standing most of shift, some animal handling, comfortable speaking to strangers**
- **Who:**
 - **Full Shift:**
 - **Shift One:**
 - **Shift Two:**

Rabies Certificate Table



- These volunteers will be filling out the rabies certificates that are sent home with any pet that receives a rabies vaccine. These are what is submitted to the County and are important to have filled out correctly. We will have example certificates morning of. We have a couple of volunteers on the APA team that have been in this role before, so they will be a great asset to ask questions.
- **Please make sure owners get all information before leaving.**
- **If our volunteers shift, we may need to pull others into this role, to avoid a bottleneck.**
- **Requirements: Seated, limited animal handling**
- **Who:**
 - **Full Shift:**
 - **Shift One:**
 - **Shift Two:**

Floaters



- Help keep the flow of the clinic going well. Carry things to the car, help hold clipboards or dog leashes for those in line, make sure no one leaves without receiving their folder and rabies certificate. Step into other roles as needed during different demands of the day. We might need help securing ID Tags to pets collars.
- **Requirements: mostly standing, some animal handling required**
- **Who:**
 - **Full Shift: Staff**
 - **Shift One:**
 - **Shift Two:**

Giveaways



- Just as it sounds! We are very lucky to have such a generous donor base and corporate sponsors, so we have a lot of supplies to distribute to clients. This helps us build community trust and (bonus) it is a lot of fun!
- Requirements: mostly seated, limited animal handling, willingness to talk to new people, ability to assist carrying a 25-30 **lb crate or bag of food as needed (if you are not able, staff can assist).**
- **Who:**
 - **Full Shift:**
 - **Shift One:**
 - **Shift Two:**

Shift Changes/End of Clinic:

- **Shift One:**

- When you arrive, please check-in with Rachel (me). We will have name tags for you to fill out and coffee/bagels. I will begin to “on-board” volunteers by your role as people arrive.

- **Shift Change:**

- Shifts overlap by 30 minutes. When shift two volunteers arrive, please find me (Rachel), and I will introduce you to the volunteer you are replacing (or full shift person you are assisting). They will walk you through what they have been doing and get you comfortable before heading out. If you are not replacing anyone, I will walk you through the role.
- Shift 1 volunteers, once you run through your role, you are free to go. Security will escort you back to your car. If you have not been replaced, please notify a staff member, so we can shift someone into your position if needed.

- **Shift Two Volunteers:**

- Please stay until your work station is cleaned up.
- Bins will be available to group like items
- Security will take you back to your car

Thank you for volunteering!

- Have questions? Reach out to **Rachel**:
rachel@apamo.org or 314-645-4610
For day of concerns, please **text** me.

