

## Senior PetCare Program Helps Seniors and Their Closest Companions

- What is the Senior PetCare Program?

A program for current LifeCare Alliance clients to receive food and/or veterinary care for their pets. In keeping our clients best friend's healthy, we impact the health of our clients as well. Pet food is prepared for active clients of LifeCare Alliance, such as Meals on Wheels, Columbus Cancer Clinic, Help-At-Home and Project Open Hand.

- **In 2019, this program provided food and veterinary care services to over 837 clients and 1,068 pets.**
- Did you know?  
Individuals, corporate, civic and school groups volunteer for the Senior PetCare Program.
- Volunteers help to sort, package and deliver pet food. **In 2019, volunteers contributed over 2,102.**
- There are 20 AniMeal routes (Meals on Wheels, but for Pets) in Franklin County. At this time we provide petfood and supplies to 139 clients and 202 pets.



If you have not submitted a volunteer application previously, please complete an online application at: <https://www.lifecarealliance.org/volunteer/apply/>

Also, please submit copies of your drivers license and proof of insurance to Candice at [claframboise@lifecarealliance.org](mailto:claframboise@lifecarealliance.org).

## Volunteer from Home Projects

These volunteer opportunities can be great activities. Completed projects can be delivered any day of the week between the hours of 8 am – 4pm at our Harmon Rd. location (670 Harmon Ave., Columbus, 43223). Please call Candice at 614-437-2916 or send email [claframboise@lifecarealliance.org](mailto:claframboise@lifecarealliance.org) with the date and time you plan to deliver.

### **Donate and portion dog or cat treats**

Purchase cat or dog treats and zip closure sandwich size bags (approximately 6.5" x 5.87"). Please use sharpie or label and write DOG TREATS or CAT TREATS on each bag. Treat size varies, please bag 1/2 or 1/3 full if treats are small, if treats are large please fill bag. Example shows 5 large treats.

### **Make DIY Dog or Cat toys**

Make simple DIY toys that can be delivered to our clients.  
Simple sock or t-shirt toys for dogs or cats or cat nip pillows.  
These are only a couple examples that would be great gifts to our pet clients.



## DIY Pet Toy w/ Old T-Shirts

Step 1) Find two used t-shirts and a pair of scissors.

Step 2) Cut 2-3 inch wide slits at the base of your shirts. Once cut, rip along the slit of fabric to make strips.

Step 3) Gather all t-shirt strips and tie off one end. Divide your strips into thirds and braid them together.

Step 4) Once braided, tie up the bottom and cut any straggling t-shirt strips.

[https://www.youtube.com/watch?v=bm7ez7QJ\\_Fs](https://www.youtube.com/watch?v=bm7ez7QJ_Fs)



## PetCare Wish Lists & Supply Drives

Items purchased from our Amazon Wish List are delivered right to our facility for distribution to our clients.

Find our Senior PetCare Wish list at  
<https://www.amazon.com/hz/wishlist/ls/R579D0APF51Y/>

### DID YOU KNOW

that LifeCare Alliance accepts donations  
of pet food and supplies?

Now you can donate to  
LifeCare Alliance  
using our Amazon  
Wish List! Items are  
delivered directly to our  
facility and distributed  
to clients in need.



To donate to our Senior Petcare program, call  
614-444-MEAL or email Candice LaFramboise  
at [claframboise@lifecarealliance.org](mailto:claframboise@lifecarealliance.org).

## To make a donation to the PetCare Program

<https://www.lifecarealliance.org/donate/online-donation/>

Under “My donation is for” select Senior PetCare

If this donation is in honor or in memory of an individual or pet, please indicate in the comment section.

For more information, contact Candice Hines LaFramboise at (614) 437-2916 or  
[claframboise@lifecarealliance.org](mailto:claframboise@lifecarealliance.org).

## Social Media

**Download and share images about Senior PetCare on your social media accounts!**

This is a great way to spread the word to your online network.

Just use the links below to save them to your device.

<https://www.lifecarealliance.org/programs/senior-petcare/>

Be sure to tag us! @LifeCare Alliance #LifeCare Alliance

## DID YOU KNOW

that LifeCare Alliance accepts donations  
of pet food and supplies?

As many as 70 percent  
of our homebound  
clients have companion  
animals, and many  
have faced the choice  
of feeding their pets or  
feeding themselves.



## Senior PetCare Room Volunteering

### **Volunteer Information**

- Wear comfortable clothing.
- Closed toe shoes are highly recommended.
- Please bring personal water bottle or beverage.
- Volunteer activity in the room must be scheduled with Candice due to distancing during COVID. (Unless gathering supplies for route).

### **Organizing & Clean-up**

- Please sweep up any petfood and/or litter spills as needed.
- Please wipe down tables with antibacterial wipes or provided solution at the end of your volunteer shift.
- Please place any trash in the large rolling trash can.
- Please break down any small cardboard boxes that are not needed, and place near the large rolling trash can.
- Please remove any empty litter boxes and place around back into the provided dumpster for cardboard.
- Throw away any open wet/canned/moist containers of petfood as needed.

### **Important Information**

- Other items are stored in this room for the agency.
- Please do not open or disturb items marked for other departments other than Senior PetCare.
- Activity in this room is monitored by video.

If you have any questions, please contact Candice at 614-437-2916.

## Senior PetCare Room Volunteering

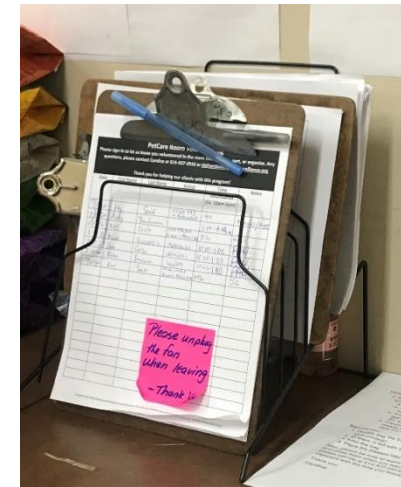
### Sign-In

- Volunteers are required to sign-in on the volunteer log, whenever you are volunteering in the room.
- The volunteer activity log is located on a clipboard, on the table directly in front of the gray doors to the room. The agency tracks all volunteer hours for our funders.
- It is not necessary to complete the log when you are entering the room to remove items for client delivery.



### Sorting supplies by product type

- We often receive pallets of donated products that combine all product types.
- To help organize products for efficient volunteer activity, help is needed to move, sort and categorize products by type.
  - Dog food
  - Cat food
  - Litter
  - Miscellaneous
- When these opportunities are available, an email will be sent to our Senior PetCare volunteers email list. This is a great opportunity for those who are capable of lifting large bags of pet food/litter for 1-2 hours. This is typically available M-F 8am to 4pm.





## Pet food Repackaging/Bagging Instructions

### Dry food repackaging/portioning

1. Clear bags will be on the row of tables along the right wall for your use.
2. It's helpful to make a stack of these in advance to bagging
  - **Please use sharpie and write in large letters DOG or CAT on each bag.**
  - **If the food is available, please use additional bags for PUPPY or KITTEN.**
3. Open a bag of dog or cat food that is 1 (one) brand/type.
4. Dump the food into the purple plastic bins marked for pet food.
5. Using the scooper, scoop pet food into clear plastic bag until half full, or 7 scoops. Then knot the top.
6. Place filled bags into the bin container that is indicated for filling. Bins on pallets containers are labeled by numbers.
7. Dog food and cat food bags, approximately 8 lbs or less do not need to be repackaged.
  - Use marker and cross out the barcode on the package.
  - If the bag is paper, please place into another plastic bag for protection and knot the top.

Markers, tape and scissors are located in this supply bin.



This box contains the bags to be used for petfood & litter.



Purple bins are used for petfood bagging.





8. Please place smaller kibble dog food in the smaller kibble bins.
9. Look for the following descriptions, small bites, food for small dogs, tiny bites, small breed, etc.
10. Portion accordingly, into provided bags if the original bags are large.



### Wet/Moist/Canned food

1. Clear bags will be on the row of tables along the right wall for your use.
2. Please use sharpie and write in large letters **DOG or CAT** on each bag.  
If the food is available, please use additional bags for **PUPPY or KITTEN**.
3. For small cans or pouches, place 6 in each bag. For large cans or pouches, place 5 in each bag. Then knot the top.
4. Place filled bags into the smaller containers that are near the appropriate section of pallets. Moist/wet/canned food are not to be stored in the large pallet containers. Too much weight on these product will cause breaks or leaks ruining the dry food in the container.  
Combining these products also creates sanitary issues.

### Dog or Cat Treats

1. Clear bags will be on the table for your use.
2. Please use sharpie and write **DOG or CAT** on each bag.  
If the food is available, please use additional bags for **PUPPY or KITTEN**.  
Place 1/3 to 1/4 of treats full in each bag; treat size varies, please bag accordingly. Then knot the top. There are small scoops available to scoop treats, scoops are located in the supply box.  
Place filled bags into the storage containers that are on the racks. Treats are not to be stored in the large pallet containers. Too much weight on the product will cause breaks or leaks ruining the dry food in the container.

This box contains the bags to be used for petfood & litter.



Bags in this box are used for treats only.



### **Cat Litter**

1. Clear bags will be on the row of tables along the right wall for your use.
2. Use the pink bin and scoop located near the corner of the Senior PetCare section.
3. Empty a box or container of cat litter into the pink bin
4. Double bag the TuffGards bags when filling for cat litter.
5. Scoop cat litter into the bag until  $\frac{1}{2}$  full. Then knot at the top.
6. Place gently into the bin that has portioned cat litter.

This box contains the bags to be used for petfood & litter.



Pink bins are for cat litter only.



### **Organizing & Clean-up**

- Please sweep up any petfood spills as needed.
- Please wipe down tables with antibacterial wipes or provided solution.
- Please place any trash in the large rolling trash can.
- Please break down any small cardboard boxes that are not needed, and place near the large rolling trash can.
- Please remove any empty litter boxes and place around back into the provided dumpster for cardboard.
- Throw away any open wet/canned/moist containers of petfood as needed.

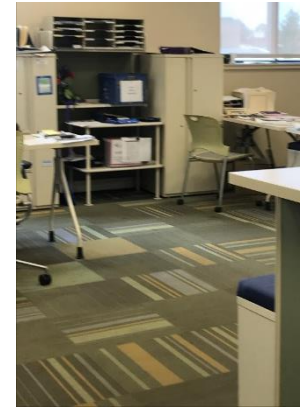
### **Important Information**

- Other items are stored in this room for the agency.
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- Activity in this room is monitored by video.

If you have any questions, please contact Candice at 614-437-2916.

## AniMeals Route Training Instructions

- Senior PetCare Program Room Access:
  - 8am-4pm daily (including weekends and holidays)
- Enter 670 Harmon Avenue through the VOLUNTEER entrance. Push buzzer to be let in.
- Turn left into Meals-on-Wheels department offices.
- Look for the pet food/storage room key that is attached to license plate, located immediately to the left of entrance on metal shelf.
- Unlock pet food/storage room and push the door open to keep it propped. If door is not propped open, it will automatically lock when it closes.
- Once door is propped, put key back in original location.
- Ask a LifeCare Alliance staff members for location of Animeals Route Bin.
- Next, select your Animeals route.
- Look through the Animeals Route Bin to select a route that is due for delivery. Each route should be delivered once per month. Once a route is selected, sign your name, organization (if applies), phone number/email address and date of delivery on the sheet inside. Include the mileage that is noted on the mapped route. (If you drive more than the estimated mileage, let Candice know).



- Take one stapled delivery packet from the folder and return the folder back to the box of routes.
- Review packet which holds the client information sheet, directions, and map. Feel free to use turn-by-turn directions in your delivery packet, or mapping system of your choosing. The client information sheet will have client name, address, zip code, phone number, number of bags of pet food, number/size of pets, and specific notes. When gathering pet food for delivery, adjust with size of pet food (small or large kibble) for small and large cats/dogs (if possible).
- Depending on specific client notes, there might be requests for cat litter, treats, and toys. If requests are made, please gather these additional items found in the pet food room.
- Use available shopping cart located in pet food room/storage room to assist with taking the pet food to your vehicle, then please return the cart to pet food room.





- We ask that you make calls to the client's on the selected route before you deliver to let them know of estimated delivery time. Please use your cell phone to make your outbound calls to the clients. If you prefer to use a LifeCare Alliance phone, ask our staff in the Meals-on-Wheels department. **NOTE: if you call from a personal line, please remember to use \*67 feature to conceal your personal phone number.**
- Script when calling clients: "Hi, my name is \_\_\_\_\_. I am calling from LifeCare Alliance/Senior PetCare Program to let you know that I will be delivering pet food in your area (today/tomorrow, morning/afternoon)." You can leave a voicemail if there is no answer.
- NOTE: Be sure to verify client address before your delivery. Also, never give your clients an exact time of delivery; always give an approximate time. If a phone number is not in service, note this on the delivery record or leave a message for Candice at 614-437-2916.
- **After you load the supplies into your vehicle and return the shopping cart to the PetCare room. Close door to pet food room when ready to deliver.**
- **Due to COVID19, we are asking for you to have as limited contact as possible. It is recommended that you do not enter a client's home unless you have a previously established relationship.**
- **If the client is not home you can leave food on the doorstep.**

- If there are corrections to the list, please contact Candice Hines LaFramboise within two or three business days with updates. Full client information cannot be sent via email due to HIPPA. If brief updates/notes are to be sent electronically, please provide only a route number and last name of client for reference. It is recommended that updates be called in by volunteer to 614-437-2916. A message can be left on voicemail, since it is a secure line. If there are no corrections, your copy can be placed back in the original folder in the Animeals Route bin located in the Meals-On Wheels office.
- If you do not return to LifeCare Alliance after your route, please shred or destroy your copy, as it is confidential information. The route and client information is confidential. **Do not leave the route information unattended.**
- If you have any questions while out on the route, please use the Meals-on-Wheels Hotline number (614.278.3152).



**THANK YOU** for supporting  
**LifeCare Alliance** and our  
**Senior PetCare Program!**