

Daily Tasks

PURPOSE

This document defines the policy and procedures for offsite cat program daily tasks.

SCOPE

This policy applies to all offsite cat program staff and volunteers.

POLICY

APA! offsite cat program staff and volunteers will perform daily tasks in accordance with the documented procedures.

PROCEDURES

1. Daily tasks

- a. At the beginning of a shift, counselors should check each cat for signs of illness.
 - i. If any symptoms are noted, follow applicable procedures.
 - ii. If all are healthy, provide clean food and water for all cats.
- b. Clean each area if it hasn't already been cleaned by the store or volunteers.
- c. In each enclosure, litter boxes are scooped, litter is swept from the enclosure's floor, and bedding is shaken out or replaced.
- d. Medications are given during the shift if needed (most catteries do not have cats on meds).
- e. Full body checks for signs of ringworm (hair loss, crusty skin, etc.) should be done for each cat from nose to tail.
- f. Make a list of anything that needs to be restocked for the next day.
- g. During the course of a shift, counselors are expected to primarily stay in their catteries but are also permitted to walk adopters around the store in order to make purchase recommendations and introduce adopters to store managers.
- h. At the end of the shift, deposits are prepared, adoption log is completed, and the end of the day email is sent.

2. General cleaning guidelines

- a. All catteries must be clean, tidy, and sanitary at all times.
- b. When cleaning litter boxes, litter scoops must be sanitized between each enclosure/litter box to prevent the spread of illness. All litter boxes should be fully scooped and the sides of the boxes should not have streaks of feces.
- c. All enclosures must be swept out and wiped with Trifectant to ensure the cat's living space is safe and looks "grand opening quality." No litter or other debris should be present on the floor.
- d. Food and water must be full, fresh, and free of any items that the cat may have tracked in there (like litter).
- e. All glass is to be cleaned fully to remove any smudges.
- f. If the site has a table, it should have APA! business cards and handouts clearly displayed at all times.
- g. All linens should be shaken out and free of debris. Replace with clean linens when soiled.
- h. Hands must be sanitized before and after each enclosure. This applies to staff, volunteers, and the public.

- i. Counselors should treat every day as if they were getting a surprise inspection - they frequently do.

3. Downtime

- a. Counselors who have down time are encouraged to:
 - i. Socialize shy cats
- b. Groom cats: brushing, trimming nails, etc.
- c. Take videos and photos of cats that do not have them on the APA!'s website
- d. Write bios for those cats that do not have them on APA!'s website
- e. Read the cat's medical records in order to gain a better understanding of their history
- f. Clean and organize storage areas, paperwork, the area in which you work (desk, table, etc.) and the area in which potential adopters spend time
- g. Prepare the location for the following day (making or gathering materials, cleaning solutions, etc.)

4. Post-adoption

- a. After a shift in which an adoption has taken place:
- b. The same night as the adoption, a photo of each contract should be emailed to both outcome@austinpetsalive.org and the Cat Program Manager.
- c. Cash should be deposited in the drop safe in Davenport or at any Chase Bank branch.
- d. Completed paperwork should be dropped off at TLAC within 24 hours. A bin for cat contracts can be found next to the printer in Davenport.

ADDITIONAL INFORMATION

For questions regarding this policy, contact document owner.