

WHISKERS STAFF MEMORANDUM – APRIL 2, 2024

- **BIG SHOUT OUT** to everyone for having carriers set out and each cat's food and other items in Whiskers' bags hanging on the door. Clients don't have to wait for us to find the carrier and pack up the food. Just place kitty in carrier and go!
- **Blankets** – We are now using the same style of blanket in all rooms. They wash quickly and look nice in the rooms. This should also make it easy to know which blankets belong to us, and which belong to the client. *Make sure you aren't sending our new blankets home!*
- **GREAT JOB** Shaking out laundry to remove debris, pellets, food, fur, etc.!
- **GREAT JOB** Cleaning and Staging rooms the day of departure.
- **Laundry** – **GREAT JOB** staying on top of it! No more mountains of laundry!
- Three new Air Conditioners Installed – all seem to be working well!
- New Water Heater Installed – let us know if you see any more ceiling drips.

Important Updates

1. **Marking Charts at 8AM and 2PM – Accuracy is VERY important.**
 - a. Mark each chart when you first inspect the room – not after you've cleaned and fed.
 - b. Did the cat eat – how much? - which type of food?
 - c. Did the cat urinate? Defecate? Diarrhea? Vomit?
 - d. Each cat's health depends on you.
 - e. Cat not eating? Not using the litter box? Vomiting? Diarrhea?
Bring these issues to Twyla and Jennifer's attention right away.
2. **Feeding Cats**
 - a. Read feeding instructions very carefully.
 - b. If you have a question – always ask.
 - c. Accuracy is **VERY** important.
3. **Medicating Cats – Carefully Follow Instructions!**
 - a. Ask for help if you are unsure.
 - b. Ask for help if the cat is aggressive.
 - c. **NEVER** put meds in food **unless** the instructions tell you.
 - d. Some pills are harmful to the cat if crushed and put in food.
 - e. Some capsules are not safe to give opened and mixed in food.
 - f. Many cats will stop eating when meds are put in their food.
 - g. **Ask Alfred, Twyla, or Jennifer for assistance.**

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4. Amenities

- a. Every one of your cats receives a free amenity every day.
- b. In addition, they receive interaction from you, such as talking, petting, lap time.
- c. If you have a shy cat, sit in the room for 15-minute intervals at least twice a day, and more if possible. This goes a LONG way in helping them relax and have a happy stay.
- d. Stay off your phones – focus on the cat and the work at hand.
- e. Phones are only for photo taking or during your break.

5. No Loose Catnip in Rooms

- a. It's too messy.
- b. Kitty Gram pictures look like the room is dirty.
- c. Cats like it for 15 minutes – and then they need to get away from it.
- d. It makes some cats sick.
- e. Cats may only use catnip toys that contain catnip.

6. Probiotics

- a. We have two kinds.
- b. FERA is for kitties with upset stomachs, diarrhea, constipation.
- c. Forti Flora is for kitties who don't want to eat.
- d. **PERMISSION** from Twyla and Jennifer must be given before you use either.

7. Before leaving for the day, cattery techs must do the following:

- a. Refresh the water for each room.
- b. Scoop each litter box.
- c. Dump AM wet food bowls and clean them. (Do not dump dry food bowls)
- d. Sweep floor messes.
- e. Windex dirty windows.
- f. Wipe down dirty shelves or floor messes with Odoban and wet rag.
- g. Tidy each room.
- h. Mark charts carefully.

Thank you again for your feedback and contributions – both are helpful with these notices.

-- Jennifer and Twyla