

Whiskers

Employee Memo – June 10, 2024

Last week Whiskers employees offered excellent suggestions to ensure:

- Whiskers is being maintained at the highest level.
- Employees can work effectively and efficiently.
- Cats are cared for exceptionally well.
- Clients go home happy and confident with our services and care.

MORNING PROCEDURES:

1. Make sure ALL shelves are wiped down and very clean.
 - a. No hair
 - b. No food particles
 - c. No sneezes or any other stains
2. Check inside sky boxes and top shelf for vomit, poop, etc...
 - a. Get a ladder and check from the outside of the room.
 - b. Only go inside with ladder if cleaning is required.
3. Sweep floors well.
 - a. Shake rugs,
 - b. Clean under beds, rugs, behind and under cat trees, litter box.
4. FINCHES – Dump their seed every morning and give fresh.
 - a. They will get sick or die if they go too many hours without food.
 - b. Their metabolisms are very high.



AFTERNOON PROCEDURES (Before Leaving):

1. Thank you for picking up wet food bowls and cleaning them.
 - a. **HOWEVER** - IF you have a wet food eater you feel needs to have its wet food bowl left in the room after 2:00 pm – please leave a sticky note on the door.
2. WATER BOWLS – Make sure they are FULL and very clean.
 - a. Not half full.
 - b. Check frequently, especially just before 2:00 pm.
3. DRY FOOD BOWLS
 - a. Do not throw out dry food at 2:00 pm.
 - b. Throw out at 8:00 am only, unless directed differently on their instructions.

LAUNDRY:

1. If a bed, blanket, or rug has vomit or poop on it, do not place in laundry room until you:
 - a. Remove poop or vomit with paper towels.
 - b. Clean off residue in litter box sink.
 - c. Spray with stain remover.

CATS GOING HOME:

1. Triple Check that their personal items are in a White Whiskers Bag.
2. IF they have an item that looks like one of ours – place a sticky note on the door with a reminder.
3. Always place their cubby items in a Whiskers bag and hang on their door before we open.
4. Place CLEAN carrier near their room, too, before 10:00 am.

CATNIP – DO NOT USE LOOSE CATNIP IN ROOMS!

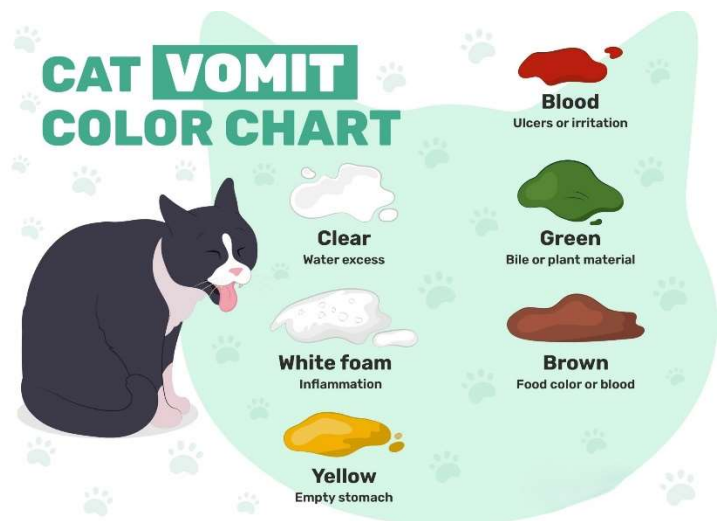
1. It's too messy.
2. It makes some cats vomit.
3. It's overwhelming to cats.

OWNER'S CAT FOOD LIDS:

1. Do not use client lids on canned food – the lids always get left behind.
2. Place them in the cat's cubby – and leave them there.
3. Only use OUR lids.

CAT DIETARY CHANGES:

1. Do NOT change a cat's diet without permission.
2. Do NOT give them more food than instructed by their owner.
3. If a cat is not eating – you MUST get permission from Jennifer or Twyla.
 - a. If they are not at the store – message both together.
 - b. Jennifer & Twyla must notify the client.
4. MARK ALL CHANGES ON CAT'S CHART.



5. If a cat runs out of food – mark clearly on their chart.
 - a. Let Jennifer and Twyla know and get instructions on what to feed.
6. Mark clearly on their chart what food is given in place of their food.
 - a. Cubby instructions must also be updated with every change.

ROOM DEEP CLEANS:

1. Break down rooms as quickly as possible.
 - a. This helps greatly with laundry.
2. Deep Clean rooms as soon as possible.
 - a. This ensures rooms are clean before the next day.
3. Stage rooms completely.
 - a. Don't forget to add:
 - i. Litter Box
 - ii. Bowl
 - iii. Toys
 - b. If bedding, pads, rugs are not clean / being washed, leave a STICKY NOTE on the door for the next day's employees letting them know the room is clean and needs partial staging.



PLACING CAT FOOD BOWLS:

1. Do not place bowls on the highest shelf, unless necessary. (Shy cat)
 - a. Leave a sticky on door to let employees know bowl is on top shelf.
 - b. Many employees must use the ladder to see if a bowl is on the top shelf.
 - i. This can be scary to nervous cats
 - ii. It's also time consuming
2. Do not place bowls on floor unless necessary (Shy or elderly cat).
 - a. The floor is dirty
 - b. It's close to the litter box
 - c. Food and water get contaminated easily.
3. Bowls should be on the mid-level shelves 95% of the time.
 - a. Easy for most cats to reach.
 - b. All employees can see them.
 - c. All employees can reach them.

Thank you, everyone, for the wonderful contributions.

Thank you, always, for the exceptional job you do at Whiskers.