



Employee Memo – October 23, 2024

IMPROVED CHARTS

1. Charts Times Updated for Clarity

- a. This should be easier to follow.
- b. Employees are saying they truly appreciate detailed comments on each cat.
- c. **Do not leave blanks on charts – we are seeing blanks on Amenities.**
 - i. If the cat is nervous or aggressive, leave a comment with a date explaining what you did to help that cat relax and feel safe.
- d. A ✓ for feeding means they ate all or nearly all.

2. Charts – please clearly note any feeding changes that were made for challenging cats.

- a. **For example:** Syringe Feeding, Sitting with the cat, Special Topper on Food, Whiskers Foods Used, etc...

| Date | Ate 6p-8a | Pee 6p-8a | Poo 6p-8a | Ate 8a-2p | Pee 8a-2p | Poo 8a-2p | Brush | Play | Talk | Pets | Comments |
|------------|-----------|-----------|-----------|-----------|-----------|-----------|-------|------|------|------|----------|
| 10/23/2024 | | | | | | | | | | | |
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MORNING PROCEDURES

1. First person to clock in:

- a. Set out Sign
- b. **Open Both Back Hallway Windows (The Store needs fresh air!)**
- c. Start Laundry
- 2. **THANK YOU** - Upper shelves and skyboxes much cleaner – keep up the good work!
- 3. **THANK YOU for not letting clients in before 10:00 am. This is a no exceptions rule.**
 - a. *Shout out to Caleb for holding the line with a pushy early arriving client!*
- 4. **Windex doors and windows every morning.**

SPECIAL NEEDS CATS

- 1. **Pee Pads – Mark on chart how many used daily. They are NOT free.**
- 2. **Freeze Dried Food – Keep a tally on chart every time a new bag is opened.**
- 3. **Charts – be sure to give comments on what is working for our Special Needs Cats (Scared, Aggressive, Litter Box Issues, Feeding, etc...)**
 - a. Comments may be written below the chart if more room is required.
 - b. Always Include the date.

CLUTTER

1. **THANK YOU** for not storing cat carriers outside of cat suites or anywhere outside of the storage room. *(Unless a cat is going home that day)*

CAT TREES

1. **Please tighten loose parts on the trees.**
 - a. Cats don't like to use wobbly trees.

ROOM CLEANING & STAGING

1. **Kitty Beds and Pads do NOT need blankets on top of them.**
 - a. Too much laundry.
 - b. We run out of blankets.
2. **THANK YOU** for taping beds in Jungle Gym Sky boxes with 2 pieces on each bed.
3. **THANK YOU** for Windexing Windows BEFORE staging a room after a deep clean.

LAUNDRY

1. **THANK YOU** for not putting pellets, hairy, poopy, or pukey items in laundry.
2. **THANK YOU** for De-shedding bedding BEFORE it is put in the laundry bin.

BEFORE LEAVING AT 2:00 PM:

1. **All water bowls should be dumped and filled to the top.**
2. **Make sure all deep cleaned rooms have been fully staged.**

CATS WITH EXTRA FOOD & OTHER ITEMS

1. **Store extra food, bowls, and other items in the carrier, if possible.**
 - a. **Please keep cubbies well supplied with food when they start to run low.**
2. If a large item won't fit in the carrier, label it with the owner's name AND cat's name, and leave behind the kitchen door.
 - a. Leave a sticky on their cubby saying where the items are.
3. **THANK YOU** for placing collars on the carrier handles!
4. **THANK YOU** for placing owner's lids in baggies and not using them. None Left Behind!

Thank you, always, for your input for the memo and the exceptional job you do at Whiskers.

- Jennifer & Twyla -