

Cat Behavior Team Protocols

The Austin Pets Alive! Cat Behavior Team's main purpose is to provide lifelong behavior advice and support to Austin Pets Alive cat adopters and fosters as well as the general public. All advice and support given is positive reinforcement based. Our goal is to both educate as well as support those that are experiencing difficult behavior issues with the cats in their care.

Cat Behavior Team Protocols

Establish one volunteer for each day of the week.

- Volunteer is responsible for responding to each cat behavior inquiry within 24 hours

Establish one or more volunteers to respond to phone call inquiries.

- These will be responded to within 3 days.

Protocols for Answering a Behavior Inquiry

Cat Behavior Team receives email or phone call

- Volunteer for that day responds in the same fashion that message was received within the appropriate time.
 - 24 hours for an email
 - 3 days for a phone call
- All responses should be made with positive reinforcement solutions in mind

If the volunteer needs assistance with an inquiry:

- Volunteer may ask for assistance on an inquiry either via the email group or via the facebook group (established for private use by the cat behavior team volunteers)
- If further assistance is needed the email can be forwarded to the Team Lead

Volunteer that answers inquiry enters basic information about inquiry into Google Form

Volunteer that answers inquiry follows up with client in two weeks and enters follow up results in Google Form