

# Offsite Communications

## PURPOSE

This document defines the policy and procedures for communication within the offsite cat program.

## SCOPE

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

## POLICY

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

All communications must be professional in nature and should not contain any personal contact information. Phone numbers for APA! staff members, volunteers, and fosters should never be given to a member of the public. When potential adopters ask how to contact APA!, counselors should direct them to call (512) 961-6519 or email [adopt@austinpetsalive.org](mailto:adopt@austinpetsalive.org). All offsites should have APA! business cards with this general contact information listed.

## PROCEDURES

### 1. Nightly EOD

Immediately after each shift, offsite counselors must send out an End Of Day (EOD) report to [cat-edo@austinpetsalive.org](mailto:cat-edo@austinpetsalive.org).

In addition to the APA! Cat Team, this is read by all APA! executive management, APA! board members, and numerous other individuals. As such, EODs need to remain extremely professional and should be limited to information in the Offsite EOD template. EODs should not include any personal information

#### a. Offsite EOD template

- i. Email Subject:
- ii. Store Name/Location EDO + current date
- iii. Email Body:
  1. **Adoptions:**
  2. [cat's name, A#, adopter's name]
  3. [method of payment + amount of adoption fee plus any donation plus carrier (if purchased)]
  4. **Census:** [list current cats at site]
  5. **Space:** [list number of open enclosures as of the end of shift]
  6. **Supplies Needed:**
  7. **Medical Notes:** [mention any signs of illness noted plus any communication with med techs]

#### b. Example 1

- i. Email Subject:
  1. Lakeline Petco EOD 4/15/16
- ii. Email Body:
  1. **Adoptions:**
  2. Bill Dacat A21467583 adopted by Julie Foster
    - a. Adoption fee \$130
    - b. Donation \$15
    - c. Carrier \$5

- d. Paid on square
- iii. Cute Thang A28700016 adopted by Ed Turner
  - 1. Adoption fee \$75
  - 2. Donation \$5
  - 3. Carrier \$5
  - 4. Adoption fee paid on square
  - 5. Donation and carrier paid in cash
- iv. Paperwork faxed from Lakeline Petco
- v. Original paperwork turned in at TLAC
- vi. Cash deposit in safe at TLAC
- vii. **Medical Notes:** Prince has URI symptoms, emailed med techs. Will have meds ready tomorrow.
- viii. **Census:** Jo Jo, Daisy, Elton, Prince, Cali, Stormy
- ix. **Space:** 2 adults, 1 teen, and 1 kitten
- x. **Needs:** Carriers, dry food, litter

**c. Example 2**

- i. Email Subject:
  - 1. 51<sup>st</sup> Petmart EOD 4/15/16
- ii. Email Body:
  - 1. No adoptions, no donations, no paperwork to turn in.
- iii. **Census:** Madonna, Cali, Loverbear, Pumpkin, Rambo
- iv. **Space:** full
- v. **Supplies needed:** None

**2. Communication Logs**

- a. Each site has a communication log for counselors to take notes in.
- b. Communication logs are read by host stores so counselors should keep all written communication professional and relevant to information about the cats that the next counselor may need to know.
- c. Lead Counselors will sometimes write in the log books to inform all staff at that store.

**3. Chain of command**

If a counselor has any questions or concerns of any kind, the chain of command is as follows:

- a. Lead Counselor
- b. Manager On Duty

All adoption counselors should have access to the Cat Staff Contact Info spreadsheet shared on Google Drive. Since leads are often working their own offsite shifts or transporting animals, counselors should give them time to respond before contacting the next person in the chain of command.

**ADDITIONAL INFORMATION**

For questions regarding this policy, contact document owner.