

Public Interactions

PURPOSE

This document defines the policy and procedures for offsite cat program public interactions.

SCOPE

This policy applies to all offsite cat program staff and volunteers that interact with the public.

POLICY

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

PROCEDURES

1. Guidelines for the public

- a. Hands must be sanitized before and after each enclosure in order to keep cats healthy.
- b. If someone wants to take out a cat, counselors should get the cat out for them to avoid injuries.
- c. Children must be supervised by an adult at all times.
- d. Dogs are not allowed inside of offsite catteries but can come up to windows. If the dog is distressing the cat, kindly ask the visitor to remove the dog from cats' view.

2. Representing APA!

- a. Offsite counselors must keep in mind at all times that they are representing APA! to the public and to APA! hosts (PetSmart, PetCo, etc.). All counselors are expected to behave with the utmost professionalism.
- b. Each person visiting the site should be greeted immediately by the counselor (both verbally and with a smile) and, when possible, engaged in conversation about the cats, the organization, APA! mission, etc. All visitor questions should be answered respectfully.
- c. Cell phone use should be restricted to work related activities such as contacting Lead Counselors, submitting bio information, or taking photos for the APA! website.
- d. Counselors are more than just caregivers for APA! cats they are brand ambassadors for APA!.
- e. Downtime is to be spent productively. Counselors will not engage in outside activities such as homework or reading.
- f. If the store manager has a concern, relay this to the Cat MOD as soon as possible.

3. Animal bites

- a. If an animal bite occurs offsite, follow the APA! Bite procedure and alert the store manager.

ADDITIONAL INFORMATION

For questions regarding this policy, contact document owner.