



TLAC Training Manual

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SHIFTS AND SCHEDULING

Clocking In and Out

Counselors are expected to clock in and out at the beginning and end of each shift worked. If a counselor is concerned that they are approaching overtime hours, the Manager on Duty should be notified so that overtime can be approved or so that another staff member can be assigned to the remaining duties.

Hours can be logged and tracked via Paycom. It is the counselor's responsibility to notify the Manager on Duty of any time card discrepancies. If the employee does not submit the hours worked for the pay period on time, the employee may have to wait until the following pay period to receive their pay.

Scheduling & Attendance

Shifts have varying hours beginning at 10:00AM and ending when all tasks are complete. Schedules are updated frequently and can be checked on a shared Google Drive spreadsheet accessible to all cat staff. Counselors may swap shifts only if doing so will not put them into overtime and if they have the Cat Manager on Duty's approval.

Regular attendance is an essential function of employment. As an employee of Austin Pets Alive!, you are expected to be reliable and punctual by reporting to work on time and as scheduled. When you are absent or late, it places a burden on other employees and can impact productivity. In the rare instances when a counselor cannot avoid being late or are unable to work as scheduled, they must notify the Cat Manager on Duty as soon as possible prior to the start of the shift so that appropriate arrangements can be made. In most instances, it will be your responsibility to find a co-worker to cover the shift.

Time Off Requests

All time off requests must be made at least two weeks in advance. All time off requests must be made through Paycom AND the counselor must also email the Assistant Cat Program Manager and Cat Program Manager with time off requests. Time off requests are granted as the schedule allows, and there may be situations in which counselors cannot be granted their requested time off.

All employees are entitled to 80 hours of unpaid time off. Additionally, regular, full time staff accrues 3.08 hours of paid time off each pay period with a maximum of 80 accrual hours each year. See Office Manager for more information on Paid Time Off.

TYPICAL SHIFTS

Opening Cattery

Unlock both the cattery and the cat storage area in back. Clock in using Paycom.

Check if any cats are scheduled for surgery today. If they are, take them to the clinic in carriers labeled with the cat's name and color/pattern.

Refill food and water bowls for all cats in Main Cattery. Make note of any important food and water changes -- for example, which foods a hunger striking cat ate overnight, who did NOT eat overnight, who drank all of their water overnight, etc. These notes will be useful in writing medical forms and in determining food preferences for picky eaters. They're also incredibly helpful to have in the log book because so many different people are caring for the cats and need to be kept up to date on potential health issues/preferences. REMINDER: Volunteers should never feed cats! They can provide fresh water but never food!

Administer morning meds found in the "twice daily" binder.

Check that necessary supplies for the morning are present in the cattery. Be sure to grab anything needed from the storage room before opening to the public at 11:30! There should be at least 3 bottles of trifectant, Simple Green, and fresh 1:32 bleach solution in the cattery as well as one of each in the storage room.

Assist the kennel tech with cleaning enclosures, saving cats who are ill for last. During kitten season, clean up after kittens in single enclosures first since they tend to make the most mess. It is very important the public can play and interact with the cats in a clean and fresh smelling atmosphere! We do not want to potential adopters put off by a stinky enclosure; this is why we recommend doing this as soon as you arrive. Throw the garbage away outside of the cattery immediately after cleaning.

Closing Cattery

Ensure all adoption paperwork is in order (pre-adopt memos and locations have been updated in SL, Count Sheets are completed, and End Of Day emails are sent).

Ensure all cats have been given wet food at least once throughout the day and that medications in the once daily binder have been given. Nightly medications from the twice daily binder should be given before closing, as well. Refrigerated medications need to be stored in the refrigerator overnight.

Any animal on the surgery schedule for the following day has been weighed and recorded on the surgery log. A labeled carrier has been made for the following morning.

A full health check of each cat has been completed. (This includes weight trackers for cats that require them, checking for ulcers, vomiting, etc.)

All CVT checks have been submitted for the day.

Ensure all cats have adequate food and water to last overnight and enclosures are tidy.

Kennel cards are updated and correct; including the back of cards indicating whether or not a cat may leave for offsite.

Litter pans and dishes have been brought inside. Carriers are clean and ready for use the following morning.

The meet and greet room has been cleaned, disinfected, and is ready for use the following day.

Downtime

Downtime should be used to prioritize the completion of deep clean tasks. If excess time remains, plenty of tasks remain!

- Socialize shy cats
- Grooming: brushing, trimming nails
- Take videos and photos for cats that do not have them on the APA!'s website
- [Write bios](#) for those cats missing them on APA!'s website
- Read the cat's medical records in order to gain a better understanding of their history
- Clean and organize and storage areas, paperwork, the area in which you work (desk, table, etc.) and the area in which potential adopters spend time

Deep Clean Tasks

Deep clean tasks MUST be completed on a daily basis. If, for any reason, the daily deep clean tasks cannot be completed, the counselor(s) must notify the Manager on Duty with a valid reason as to why the tasks were not done. Deep clean tasks should be given priority and must be worked on in any spare time the counselor(s) have between adoptions and morning/evening tasks. Volunteers may assist in the deep clean tasks, but it is ultimately the counselor's responsibility to ensure the tasks have been completed properly.

Monday

Deep clean enclosure 1:

Remove all cats and place in clean carriers. Remove all litter boxes, bedding, food bowls, and toys. Wash all enclosure surfaces with hot, soapy water including window sill, shelves, and floors. Using a nylon scrub brush and hot, soapy water, scrub all wire on enclosure doors and ceiling. Spray all surfaces with disinfectant, including wire doors and ceiling, and allow ten minutes of contact time. Rotate disinfectants week to week from bleach to Trifectant. Clean and disinfect all litter boxes and dishes. Replace boxes, dishes, and bedding with clean items. When enclosure is dry, return cats to the habitat then clean and disinfect the carriers the cats were in.

Reception Area:

Remove all clutter and place it where it belongs or throw it out. With hot, soapy water, wipe down all non-electronic surfaces in the reception area including filing cabinet, shelf, microwave, refrigerator, and table. Disinfect these surfaces by spraying with disinfectant and allow to air dry. With a damp cloth, dust off all electronic surfaces including printer and laptop. Make sure floor is clean and free of all debris.

Tuesday

Deep clean enclosure 2:

Follow the above enclosure cleaning instructions.

Condos:

Wash the tops of the **STAINLESS** cage enclosures. Use hot, soapy water and ensure no dust, dirt, or debris remains. Disinfect by spraying the areas with disinfectant and allowing to air dry.

Wednesday

Deep clean enclosure 3:

Follow the above enclosure cleaning instructions.

Condos:

Wash the tops of the **BLUE BOX** cage enclosures. Use hot, soapy water and ensure no dust, dirt, or debris remains. Disinfect by spraying the areas with disinfectant and allowing to air dry.

Thursday

Deep clean enclosure 4:

Follow the above enclosure cleaning instructions.

Storage cabinet by sink:

Remove everything from storage rack. Wash all shelves with hot, soapy water. Disinfect by spraying rack all over with disinfectant and allow to air dry. When dry, restock and organize items on the shelf into a neat and orderly fashion.

Friday

Deep clean enclosure 5:

Follow the above enclosure cleaning instructions.

Storage Room:

Clean and organize storage room by throwing out any unneeded items, put items in their designated storage areas or on shelves, clear the floor. Sweep the storage room floor. Wash the storage room floor with clean mop and bleach solution.

INTERACTING WITH THE PUBLIC

A few basic rules must be followed when allowing the public to interact with the cats:

- Hands must be sanitized before and after each enclosure in order to keep our cats healthy.
- If someone wants to take out a cat, counselors should assist to avoid injuries.
- Children must be supervised by an adult at all times.

Representing APA!

Counselors must keep in mind at all times that they are representing APA! to the public. All counselors are expected to behave with the utmost professionalism. 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, our mission, etc. All questions should be answered respectfully. Cell phone use should be restricted to work-related activities. Counselors must remember that they are more than just caregivers for our cats -- they are brand ambassadors for APA!.

Matchmaking

The APA Cat Program is very lucky to have a volunteer run matchmaker program; adopters can and should be directed to the matchmaker for assistance in finding a good match. Additionally, the on-site staff should be working as a matchmaker for the cats at their location and any cats they think may be a good fit at an offsite location. Counselors should be extremely helpful in guiding visitors to a good match and answering any questions potential adopters may have. We always want to be respectful to our guests, and make sure they have a positive experience while adopting from APA! While you may adopt out several hundred cats, always remember this is an experience this adopter may only get to have one or two times, and we want it to be a remarkable one.

If visitors/adopters have questions about medical or behavioral cats, always make sure to use positive language when describing the cats. We can explain to adopters that cats in shelters are stressed, naughty, not feeling well, etc., but we want to refrain from making the cat sound unappealing or unmanageable. If you have questions about how to answer an adopters inquiry on a certain cat please seek assistance from the Manager on Duty.

How to “Contact your Manager”

If an MOD is not available on site, (whether in meetings, working from home, or on-call) adopters can be directed to email cat-adoption-manager@austinpetsalive.org. Members of the public can anticipate a response within 48 hours.

Complaints

As with all large organizations, APA does sometimes receive negative feedback from adopters and visitors. If we remain polite and calm, we can often manage situations before they get out of hand. Should an adopter request to speak to your manager please step away from the desk and come to the office to explain the situation to the manager before asking the manager to come over. If the adopter becomes hostile or threatening please ask the individual(s) to leave the premises, dial 9-1-1, and alert the manager on duty.

Sharing APA! 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 email adopt@austinpetsalive.org.

ADOPTIONS

Time Guidelines

We want all of our adoptions to be pleasant for adopters, informative, and completed in an appropriate amount of time. As a general rule of thumb, a cat experienced adopter that adopts a relatively easy to care for cat, should not require more than 15-20 minutes to complete an adoption. First time cat owners/adopters with many questions and adopters taking home medical and behavior cats may require more time due to the nature of the adoption. Adopters should never spend more than 45 minutes at the adoption desk completing paperwork, and that time allowance is given as a maximum for inexperienced cat owners looking at adopting complicated medical or behavior cases.

Our adoption packet serves as a written guide for our adopters, and it is not necessary to read through the entire packet with the adopter. Give a basic summary of the key points and ask the adopters to inform you if they have questions along the way.

2017 APA! Cat Adoption Fee Structure

Exotic: (Bengal, Egyptian Mau, Sphinx, Rex, etc) - \$150 and up
exact fee to be set by Manager on Duty and reflected in SL
Fancy KITTENS: (Siamese, Himalayan, Manx, Ragdoll, etc) - \$175
fee may be changed by Manager on Duty and will be reflected in SL
Cats under 1yo = \$130
1-6yo = \$75
7+yo = \$0
Catzilla = \$0
FeLV+ = \$0
Barn Cat = \$0
Incontinent = \$0
Diabetic = \$0
Renal Failure (will have the Renal Attribute attribute in SL) = \$0
Longstay Cat (1 year of age or more, with APA! For 100+ days) = \$25

Discounts Available:

Pair discount = Deduct \$30. (If more than 2 cats adopted, deduct \$15 from each cat's fee.)

Additional discounts, choose the largest ONE discount that applies:

Foster Adoption = 25% off
Ringworm Positive = 50% off
Medical Consult Cats = 50% off

Denials

Denials are rare at Austin Pets Alive. When going over the questionnaire, please always try to come from a place of education and matchmaking rather than interrogating. Remember to re-educate and steer potential adopters toward a more appropriate cat when possible (ex: already declawed cats, barn cats, older cats, etc). *If someone is visiting us wanting to adopt a shelter pet, it's a reasonable assumption that they are coming from a good place. They may need education on how to care for the pet properly, or which pet is a good match, but our position should always be to educate them, assist them, and help them find a pet who is a good fit. Most people really are good. Assume that they are until they prove otherwise.* The application is intended to be a starting point for conversation; not the end-all-be-all of documents. Concerns that you see on an application should be discussed, with an attempt to educate on the issue. The entirety of your conversation is what your decision should be based upon.

Start with coming from a place of "yes" - the adopter is going home with this cat today unless they prove otherwise. It is not our place to be private investigators or judges. We are matchmakers, we are educators, we are guardians of our cats and escort them into the right homes.

That said, not everyone is a suitable adopter. No one wants you to send cats home with folks who are truly awful or a risk to the pet! When denying an adopter becomes necessary for one or more of the reasons below, make sure to stay as polite and professional as possible even if you feel uncomfortable. Potential adopters who are denied should not walk away feeling that they have been judged, discriminated against, condescended to, etc.

Special Note: Any denial of an adoption to a foster, volunteer, or donor must be approved by the Cat Program Manager! Please ask assistance from the Manager on Duty.

Reasons to Deny an Adopter:

- Plans to allow kitten under the age of 9 months outdoor access without necessary precautions (supervision and/or leash and harness), and will not be dissuaded from this through education.
- Plans to declaw or will not abandon declawing as a possible option in the future. Will not be dissuaded.
- Plans to give outdoor access to declawed cat or cat missing a limb/eye/etc. Will not be dissuaded.
- Plans to let current cat outdoors despite history of previous cats disappearing/being eaten/getting run over at that location and will not be dissuaded.
- Refuses to provide reasonable medical care for cat (this does not necessarily include vaccinations).
- Wants to adopt an FeLV positive cat but has cats who test FeLV negative at home.
- Intends to give FeLV+ cat loose outdoor access.
- Has unspayed/unneutered cats at home and refuses to alter them before adopting from APA.
- Verbally abusive to counselors/staff/volunteers.
- Under the influence of alcohol or drugs.
- Lives 100 or more miles from Austin, lives out of state or country.
- To adopt a cat that is currently waiting for spay/neuter, the adopter must live in either Travis or Williamson County

Unacceptable Reasons for Denial:

- Counselor disagrees with or dislikes potential adopter
- Adopting a single kitten - People are welcome to adopt single kittens. Just because they work 8 hours a day, have small kids, or only want one - this is not a reason to deny. We want to educate adopters that single kittens require lots of additional work, they may experience the behavior issues we list in our handouts, etc. We want to politely explain single kitten behavior (as well as how to prevent those issues) so that the adopter can make an educated decision for themselves.
- Newly adopted cat is a poor match for current cat(s) at home -- Adoption counselors may suggest appropriate cats and explain why certain cats may be mismatched, but they cannot outright deny adopters for choosing to bring home a new cat who may not get along with their resident cat. Provide special counseling for these adopters relevant to whatever issues may come up -- like how to help a kitten coexist peacefully with a senior.
- Indoor/Outdoor Access - APA! allows indoor/outdoor cats. Kittens should be at least 9 months of age before unsupervised free outdoor access is granted. It is important to EDUCATE on why kittens younger than that are at risk. If the family wants to allow supervised, contained, or leash/harness access prior to 9 months, that's ok. If a family is interested in a 100% outdoor cat, then you should refer them to the barn cat program. History of losing cats who have been let outside ("a coyote ate my last cat so I need another") would be a red flag, obviously, but a normal home in which

- the family grants outdoor time is not a reason to deny. (Note: FeLV+ cats are not to be outside. FIV+ cats can be outside.)
- An adopter must simply have CONSENT of everyone in the home to adopt. Other residents do not need to come meet the cat, and we will accept their word that they have consent if they appear to be quality adopters.- If you have an adopter who appears to be good and there are no other concerns, you do not need to call the spouse/partner/roommate. If you have some mild concerns about the applicant, you can call the other resident/s and get consent. The website lists the requirement that "all members of the family must meet the pet" so that counselors may use this as a way to "talk folks out of the door," so to speak.
 - Financial Constraints - Lots of folks put on their app that they might only spend \$500-\$1000 (or less) for a sick pet. Many people honestly don't understand that a UTI will run them \$500 so they just picked a random figure and put that down on their app. For people who put down small financial abilities, talk to them about average vet care costs because they probably don't know, tell them to consider pet insurance, and also make sure they know about the resources in Austin who help in these cases - Emancipet, etc. Also, APA! will always take back our cats in case of medical emergency if owner cannot provide. How many of us do not have \$5,000 sitting around just in case our cat gets sick? That doesn't mean you're a bad adopter.
 - Has over 5 animals in the home. - Have 5 or more animals at home does not necessarily make someone a hoarder! Ask a Cat Manager on Duty for approval if this comes up.
 - Housing/Apartment Restrictions - If an adopter says they are allowed to have the cat where they live and have paid their pet deposit, we believe them unless we coincidentally know they are lying or there are other red flags on the application. The adopter is the one taking all the risk in this situation, not APA. It is the adopter's responsibility to ensure they may have a pet and any deposits are reasonable for them to meet. We do not call landlords for approval or need documentation.
 - Other Pets Not Current on Vaccinations - Other pets in the home are not required to be current on vaccinations or tested for FIV/FelV. This is a decision made privately between a pet owner and his or her veterinarian. There are many valid reasons a pet may not be current on vaccines, including holistic veterinary care or medical issues which prevent vaccines. As long as you believe an adopted pet would receive adequate medical attention, vaccine status of other pets in the home is not our concern.
 - Has outdoor or in-tact dogs - The Cat Program does not deny applications just because an adopter has an outdoor and/or in-tact dog. This is species specific (Dog Team does consider this information. Cat Team only considers whether you have in-tact cats.)

FeLV Adoptions

Special Note: cats enrolled in the FeLV study have a separate adoption protocol listed below

Adoptions for FeLV cats are generally similar to adoptions for cats without FeLV. The following are the primary differences:

- Make sure that the adopter has no healthy, FeLV negative cats in the home. APA! does not adopt out FeLV cats to homes where FeLV negative cats are present but vaccinated against FeLV.
- There is no adoption fee for FeLV cats.
- In addition to covering a FeLV cat's medical history in detail, adoption counselors should go over common signs of illness to watch out for. These should be highlighted in the APA! FeLV handout. Remind adopters that FeLV cats need to be seen by a vet at the very first sign of illness as they get sick much faster than cats without FeLV.
- Make sure adopters understand that any illnesses related to FeLV can be taken care of free of charge by the APA! Medical Clinic. Vaccines, broken bones, skin issues, dental cleanings/extractions, diarrhea, and other routine care should be handled at

- an adopter's regular vet while APA! veterinarians should be contacted in the case of URI, inappetence, weight loss, lethargy, etc.
- Adopters should be warned that some vets outside of APA! will not be familiar with treating FeLV cats. Advise adopters to call around and inquire about each clinic's experience dealing with FeLV cats before choosing a regular vet. The FeLV info sheet lists a handful of Austin area vets who have experience treating cats with FeLV.
 - Go over how to get in contact with the APA! medical staff (medtechs@austinpetsalive.org), as well as the clinic receptionist (medicalreception@austinpetsalive.org) to set up appointments.
 - After finishing an adoption, send a manager or other staff member to check the cat's microchip as well as put newly adopted cats in carriers. Do not ask volunteers to perform these tasks.
 - Make sure that the FeLV handout goes home with the adopter in their adoption folder.

FeLV Study Adoptions

All FeLV Study participant cats will have a pop-up in Shelterluv indicating that the cat is a participant in the FeLV Study. The pop-up will include the date that the cat exits the study, and the due dates of each of the cat's required FeLV study appointments.

When counseling adopters, let them know that all appointment due dates have a 7 day window +/-, so that they understand when scheduling that the appointment may not fall ON the listed due date, but within a week before or after the listed due date.

Cats who are part of the study won't necessarily all be FeLV+ cats. Cats you might come across who are flagged as FeLV study cats are:

- FeLV+ cats in the FeLV sanctuary, Tarrytown cattery, or in foster (including neonates)
- Cats who had a positive combo test on intake but tested negative on serum
- Cats who initially tested positive on a combo test and on serum, but who eventually re-tested negative at some point during their six-month participation in the study

Every cat with a pop-up will be a FeLV Study Pre-Adopt (please make sure to select the correct pre-adopt status). When you do the adoption, you'll need to complete the following:

1. Standard adoption paperwork (questionnaire, checklist, contract)
2. Medical treatment addendum
3. FeLV study adoption addendum

When filling out the Medical Treatment Addendum, be sure to include the following on the line at the top:

1. Cat name
2. Cat A#
3. What the cat is medical pre-adopt for (in this case, you can just write "FeLV Study")

The form has a whole list of things for the adopter to initial. Please have them **skip the very first one**, and begin initialing on the second line item. They will initial all the way down, and sign at the bottom. Be sure they understand that the adoption will not be finalized until their cat finishes with the study, and they will receive their post-adoption emails at that time (microchip info, updated medical records, etc.) For medical pre-adopts, adopters **DO NOT** leave a surgery deposit. The cat goes home with them, just like any other adoption. For FeLV study cats, we will be providing all medical care for the cats until they finish their participation in the study. Once their cat has had its final FeLV study appointment, we finalize the adoption and the adopter assumes responsibility for all medical care going forward. (Nothing is changing in regards to FeLV+ cats. We will still provide FeLV-related medical care for the life of the cat once the adoption is finalized, while the adopter assumes responsibility for non-FeLV-related care.)

When filling out the FeLV Study Adoption Addendum, please make sure to complete the following:

1. Cat name
2. Cat A#
3. Dates of remaining FeLV study appointments (these will be listed in the pop-up in PP and ShelterLuv; anyone at an off-site that does not have a tablet will either have to look it up using their phone, or call a Lead who can look it up for them)

Go over this form with them to be sure they understand what they're committing to. Be sure they understand that because of the small size of our study, it is imperative that every cat in the study attend all of its appointments. Even one cat missing appointments or dropping out of the study can jeopardize our study results! Have them initial all line items at the bottom of the page, and have them sign and date. Let them know they'll be hearing from the research team soon to help them arrange appointments.

Please make a copy of the FeLV Study Adoption Addendum so that the adopter has all of the appointment information handy. If you do not have a copier at your location, keep the signed copy of the FeLV Study Adoption Addendum, and give another copy to the adopter with all of the dates filled in, for their reference.

Medical Consult (MC) Adoptions

If a cat has a "Medical Consult" attribute in SL, a medical consultation with a veterinarian will be necessary before a potential adopter can continue the adoption process. A list of current TLAC cats requiring a medical consult before adoption can be found on the bulletin board in main cattery.

Procedure:

1. Go over the adopter's questionnaire. Time is precious for our vets so please only bring over adopters who have passed the questionnaire phase of the adoption process and are serious about adopting the cat in question.
2. Print out the cat's medical records.
3. Walk the adopter over to the clinic with the medical records.
4. Have the adopter take a seat in the clinic waiting area and inform the receptionist you need a medical consult from a veterinarian.
5. On your way out of the clinic, let the adopter know that the vet will be out shortly to speak with them and that they should return to the cattery when they are finished with their consult.
6. If the adoption proceeds, be sure to apply the MC discount to the adoption fee, if applicable.

Don't forget to make a note of the cat's pre-existing medical condition on the appropriate section of the adoption contract!

Medical Pre-Adopts

Some cats who are MCs will also be considered **Medical Pre-Adopts**. A medical pre-adopt is done if APA! already has plans to provide a cat with additional medical care for a special condition (an amputation, eye removal, dental surgery, specialist service, etc.) at the time of adoption. Cats who qualify for a medical pre-adopt will be identified by the clinic and listed on the bulletin board in the main cattery. If a counselor believes a cat is missing from the list, they should contact a manager.

A medical pre-adopt addendum must be completed along with regular adoption paperwork. Counselors should go over each item on the addendum, making sure the adopter initials each relevant item. A copy of this completed form should be sent home with the adopter while the original should be submitted with nightly adoption paperwork.

Please note that the medical pre-adopt addendum explicitly states that **APA! will only be treating the animal in question for the specific agreed upon issue and will not provide any other medical care.**

A medical pre-adopt differs from a regular pre-adopt in multiple ways:

- No surgery deposit required
- Unrelated to cat's neuter status
- APA! clinic will NOT provide free medical care for anything that may come up before animal is considered "released"
- Cat will not have a pre-adopt sign affixed to their name tag in cattery

Ringworm Adoptions

The following steps should be followed when adopting out a cat that is currently undergoing treatment for ringworm. These procedures should be followed *in addition to standard adoption protocol*:

Potential adopters should be immediately notified that the cats they are interested in adopting are undergoing treatment for ringworm. Be sure they are aware that it is contagious to both animals and humans, and welcome to interact with the cats, but remind visitors they should not visit non-ringworm animals after doing so.

The Ringworm Adoption Packet should be given to any potential adopters of ringworm cats prior to the adoption. They should be aware of what is involved in treating ringworm in their home prior to signing the adoption contract. They should also be made aware that ringworm treatment can last anywhere from 4-10 weeks (some cats can clear up faster in the low-stress environment of a home, but others may last longer than 10 weeks if the infection is severe or other medical complications slow the progress of treatment). APA will provide enough medication to last the adopter 3 weeks of treatment. After this course of treatment, adopters are advised to continue treatment and rechecks with their private veterinarian. Should the animal have a negative reaction to any treatments, the adopter should take the cat to their own veterinarian.

Once the adopters have undergone the standard adoption interview and counseling, information specific to ringworm should be discussed making sure to cover important topics found in the FAQ sheet including quarantine in the household (especially if adopter has other pets in the home), lyme dipping and how to give oral medication, as well as post-clearance clean up. Adopter needs to then sign the Ringworm Waiver, which should be filed with End of Day paperwork (adopters should be sent home with a copy of the signed waiver). If completing the electronic disclaimer, please give adopters a copy to keep for their records.

Adoption counselors should instruct the adopters to email the ringworm manager should they have any questions about the progress of their adopted cat's ringworm treatment by using ringworm@austinpetsalive.org.

Pre-Spay/Neuter Adoptions

*Pre-adoptions only apply to cats who are **NOT** spayed/neutered yet. (The only exception would be medical pre-adopts -- see Medical Pre-Adopt Protocol). Kittens must be over the age of 6 weeks to qualify for pre-adoption (1 month 12 days).*

*For all pre-adoptions, completed in Shelterluv please make sure to update the status and location of the animal. A memo **MUST** be completed with the adopters information so the cat can be easily outcomed at a later date. Memos should include: adopter's name, animal name, how the adopter heard about the animal, address, email address, phone number, surgery date, and how deposit was paid.*

3 main types of pre-adopts

Pre-adopt @ adopter:

- Adopters may take home their unfixed cat on the same day they fill out the adoption paperwork if they leave a refundable \$100 surgery deposit and if the cat resides at an APA location (NOT in foster.)
 - *IMPORTANT NOTE:* This deposit is \$100 PER cat. If the adopter is adopting two cats, they will need to leave \$200 as a surgery deposit.
- Inform the adopter that their deposit will be returned to them when they pick up their cat from surgery. If they paid credit/debit for their surgery deposit, they will need to bring the same card on surgery day to enable the refund process. The adopter can also opt to donate their deposit.
- Surgery deposits may be made with cash, credit, or check. *This is the only instance when we are able to accept checks aside from for donations.*
- Surgery deposits should be placed in a sealed envelope labeled like this:

Cat's Name Adopter's Name	A#
	Cat Surgery Deposit
Surgery Date digits of CC#	Method of Payment + Last 4

- Make sure to deposit this envelope in the Davenport safe at night when you turn in your cattery deposit!
- Go over a copy of the "pre-adoption info sheet" (found in the second drawer of the filing cabinet). Explain that until the cat is fixed it will technically remain property of APA and as such should come to APA for any sort of medical care required. Explain that if the cat experiences any signs of illness the clinic needs to be contacted, an appointment made, and perhaps the surgery postponed. Make sure the adopter understands when to come in for the surgery appointment as well as the drop off and pick up procedures.
- If the surgery date has not been set yet, weigh the cat to determine when you can set one. Cats must be healthy and weigh at least 2 lbs to undergo spay/neuter surgery. If the cat is too small or on medication, set a date far enough in advance that the adopter can contact the clinic to reschedule if necessary.

Pre-adopt @ Foster

- Cats must stay with their foster family until the time of surgery if they are pre-adopted out of foster.
- Surgery deposits are NOT required for @foster pre-adoptions.
- Explain to the adopter the procedure for picking up a newly adopted foster cat from surgery (between five and six pm, make sure to bring a carrier).

Pre-adopt @ TLAC

- This is only used under VERY RARE circumstances due to space constraints.
- Can only be used with the permission of the MOD.
- If a TLAC cat is already on the surgery schedule for the next day, the cat can stay overnight and be picked up by the adopter after surgery. Make sure to explain this on the EOD sent out the night of the adoption

Incoming Cats

Protocol

1. Determine the cat's origin.
 - a. If cat is coming from FOSTER, perform a cattery clearance exam (CCE). If cat is coming from OFFSITE, find out why the cat is being transferred to TLAC. Usually this has to do with having illnesses that require medication. Factor this into your decision for where to place the cat.
 - b. If the cat is coming from our PASS program, they are being surrendered directly to APA! from someone's home. As a result, they are often healthier than cats from other shelters but are more likely to be stressed, frightened, and prone to hunger striking upon arrival.
 - c. Make sure to collect surrender paperwork and check with Cat Manager on Duty to ensure this cat was approved to enter APA!.
 - d. If the cat is coming from ANOTHER SHELTER, the Cat Manager on Duty will provide you with any paperwork or details on the cat. This will help you fill out the name card for the animal.
2. Write the cat's name and origin under "Incoming Cats" on the bulletin board.
3. Make a cage card.
 - a. Laminated name cards can be found in the second drawer of the filing cabinet.
 - b. Only write on name cards with china pens/grease pencils.
 - c. Do not include any number or letter after the cat's name on the name card. The numbers and letters we use to identify bottle baby litters and their mothers generally confuse the public.
 - d. Put a * after the cat's name if it has FIV.
 - e. For cats transported from other shelters, use the paperwork they arrived with to fill out the name card as much as possible. Look in ShelterLuv for information including age.
 - f. If the cat has not been spayed/neutered yet, make sure to affix a blue "pre-adopt" sign to the bottom of the cat's name card.
 - g. If the cat has been around dogs, affix a "dog experienced" sign to the bottom of the cat's name card.
 - h. If the cat's adoption fee has been sponsored, affix a "somebody loves me" sign to the name card.
4. Make an adoption folder for each cat. Be aware that some offsite cats will arrive with folders already made.
 - a. Write the cat's full name on the top right corner of the folder.
 - b. If the cat arrives with a rabies certificate, make sure to include that inside of their folder.
 - c. If the cat arrives with a small manila envelope containing the rabies tag and/or microchip tag, staple that to the inside flap of the folder.
 - d. File the folder alphabetically in the second drawer of the filing cabinet.
5. Decide where to put the kitty (single vs. group enclosure).
 - a. Cats exhibiting great stress and/or with previous history of hunger striking should be housed initially in single enclosures so that their intake/output can be monitored.
 - b. Take into account age, activity level, behavior, health, spay/neuter status.
 - c. FIV+ cats can go in group rooms as long as they are friendly with other cats.

- d. Try to match cats for group rooms by age and activity level as much as possible.
- e. Do not house together unfixed males and females 3 months or older.

Cattery Clearance Exams

MUST BE COMPLETED BEFORE FOSTER CAN LEAVE

Initial Exam

1. Ask fosters if cat has experience other cats, dogs or kids. If possible, have fosters fill in the description section on kennel cards.
2. Check for fur loss and read medical history for any history of ringworm. *Thoroughly wood's lamp the cat.* If anything appears questionable please seek clarification from the ringworm adoption staff or the Manager on Duty. ****If a cat is positive for ringworm, we must ask the foster to take their fosters back home and have the ringworm staff explain the diagnosis to the foster. The ringworm adoption staff or the clinic needs to be notified so the diagnosis can be entered and meds can be prescribed.****
3. Check eyes, ears, nose, mouth, and coat condition. **ALL CATS MUST BE CHECKED FOR ORAL ULCERS.** If there are any obvious health issues or signs of calici we may ask the foster to take the cat back home; please seek clarification with the Manager on Duty.

Remaining Physical Exam (can be done after foster leaves)

1. Determine if cat is up to date on flea preventative and check for live fleas. Administer flea prev if needed; submit CVT for live flea infestation.
2. Confirm rabies and FVRCP vaccines are up to date. If in need of an FVRCP administer immediately. If in need of a rabies vaccine schedule a CVT.
3. Confirm the cat has a combo test. If the cat was a bottle baby, confirm a retest was completed.
4. Confirm if the cat is spayed/neutered. If unaltered, immediately schedule cat for surgery.
5. Check for a microchip in Shelterluv and confirm a matching microchip is in the cat. If the cat does not have a microchip, please give one.
6. Confirm if cat has any chronic conditions.
7. If cat is currently on medication to be given in cattery, make a medication tracker and place in the appropriate binder.

Returns

Have the owner complete the Owner Surrender Form. File Owner Surrender Forms into the proper binder in the event we need to re-Gather as much information as possible from the previous owner about the cat's health and temperament.

Complete the return using the Shelterluv protocol for a returned adoption. Adoption fees are NEVER refunded unless explicitly done by the Cat Program Manager or Assistant Cat Program Manager.

After updating the cat's location in Shelterluv, create a CVT to have the cat receive an intake exam (note any medical issues the adopter may have mentioned). Then, follow the incoming cat protocol to determine where the cat should be housed.

A photo of the OSF must be emailed to cat-adoption-manager@austinpetsalive.org. Do not set adopters to DNA in Shelterluv; please explain the situation to the MOD if you believe an adopter should be set to DNA.

MEDICAL

Conduct in the Medical Clinic

The medical clinic is a very busy program at APA, and they are routinely working to triage a variety of illnesses. Standard protocols must be followed in order to ensure the animals of APA are all well cared for. A few basic rules are listed below:

- Counselors should not pass the reception desk unless a cat is actively having a life threatening emergency.
- The receptionist is able to retrieve supplies should the cattery be in need of syringes, vaccines, fluids, etc.
- The counselors should never be looking for a tech in the clinic to ask medical questions. Basic questions can come to the manager on duty. If the MOD is unable to answer, they will seek guidance from the medical team.
- The counselors should never enter through the surgery door; especially when animals are being treated/operated on.
- Please be aware of your surroundings in the clinic. If you are there to request oral syringes and a dog is coming in with parvo, or a cat is having an emergency, you will need to return to the cattery and try at a less busy time.

Emergencies

If a cat is having a medical emergency, counselors should immediately take the cat, in a carrier, to the clinic and notify the med manager/vet. The counselor should answer any questions the medical team has and then exit the clinic to give the medical team space to work. The manager on duty must be notified a cat is having a medical emergency. The following are the list of emergency medical issues that warrant a cat going directly to the clinic:

- Spontaneously unable to move, unable to stand up
- Profuse bleeding
- Not breathing
- Tremors or convulsions (seizures)
- Severe traumatic injury

Routine Medical (submitting a CVT)

The following medical issues should have a CVT check submitted and med techs will address them throughout the day:

- Sneezing
- Eye discharge (clear, yellow, green)
- Dehydration (skin tenting)
- Coughing/hacking
- Persistent Vomiting
- Lethargy
- Difficulty urinating or defecating
- Urinating outside of the litter box
- Excessive licking or scratching
- Swollen abdomen
- Limping
- Lumps
- Marked weight gain or loss
- Sudden change in behavior
- Sudden change in appetite
- Inflammation or swelling
- Itchy ears
- Hair loss (especially if it is round and skin is crusty, scaly, etc.)
- Bleeding
- Pale gums
- Difficulty walking/moving
- Rapid breathing/open mouth breathing
- Bad breath
- Difficulty eating
- Soreness / unusual physical sensitivity
- Pawing at ears, eyes, or mouth
- Drooling
- Tremors / uncontrolled shaking
- Appears drunk or unstable when walking, or loses balance when walking
- Diarrhea

Hunger Strike Protocol

Within a few days of not eating, or not eating enough, a cat can acquire hepatic lipidosis, a life-threatening liver disease. Any cat at any age is at risk for this disease, but it is most commonly seen in middle-aged, overweight cats that drop weight too quickly.

Signs include anorexia, dehydration, drooling, vomiting, and jaundice (skin turning yellow). By the time skin yellows, this is a medical emergency requiring immediate veterinary care. Prevention is the best way to avoid hepatic lipidosis!

12 Hours of Not Eating, or Eating Less than 50% Normal Ration:

At 12 hours of not eating significantly, the counselor should offer the cat a variety of special foods to encourage eating and record the current weight. These foods are Baby Cat kibble, Purina Healthy Weight kibble, smelly wet foods (both a fish based and chicken based), chicken baby food, Purina Party Mix treats. Set out several bowls of foods and offer a buffet.

24 Hours of Not Eating, or Eating Less than 50% Normal Ration:

If a cat has not eaten at least 50% of its normal ration in 24 hours, an illness form will be submitted to the clinic. The form must indicate how long it's been since the cat has eaten, how much the cat has eaten, and today's updated weight. Staff will continue to offer a food buffet and take measures to reduce the cat's stress in cattery.

48 Hours of Not Eating, or Eating Less than 50% Normal Ration:

If the cat is not eating appropriately the following day, you must take the cat and another illness form to the clinic. The form must indicate how long it's been since the cat has eaten, how much the cat has eaten, and today's updated weight. The counselor must also report this, in person, to a veterinarian or the clinic manager, and deliver the cat to them directly.

72 Hours of Not Eating, or Eating Less than 50% Normal Ration:

If the cat is not eating appropriately by the third day and is in cattery, another illness form must be submitted to the clinic and you must take the cat to the clinic. The form must indicate how long it's been since the cat has eaten, how much the cat has eaten, and today's updated weight. The counselor must again report this, in person, to BOTH a veterinarian AND the clinic manager, and deliver the cat to them directly.

VOLUNTEERS

Tasks

- Wash dishes (scrub, bleach bath, rinse, dry)
- Scoop litter boxes
- Scrub dirty litter boxes and scoopers
- Deep clean single enclosures
- Deep clean group rooms
- Deep clean meet 'n greet room
- Sweep & mop floors (inside and outside of enclosures)
- Laundry (located in dog laundry) -- washing, drying, folding, sorting
- Sort and put away donations
- Clean & sanitize carriers
- Refill hand sanitizer bottles
- Break down enclosures for cats leaving cattery
- Set up enclosures for incoming cats
- Brush cats
- Trim kitty nails
- Clean windows (both sides) on blue boxes, meet 'n greet room, and front door
- Organize storage room & storage closet
- Organize and straighten up shelving in cattery
- Write bios for new cats
- Wash and bleach oral syringes
- Restock storage room with litter
- Deep clean kurundas
- Check dog laundry for clean cat beds
- Erase old kennel cards
- Deep clean blue boxes in storage
- Take photos and/or videos of cats for APA website
- Socialize shy cats

Conduct and Appreciation

Volunteers are a vital part of what make APA such a successful and amazing organization. It is important that we treat our volunteers as valued team members and that we regularly voice our appreciations for all they do. Under no circumstances, should an APA employee discuss anything negative related to APA with or in front of volunteers. Should volunteers have concerns they can be directed to the Volunteer Coordinator. If staff is having an issue with a volunteer not following protocol or being rude to the public, the counselor should take that concern to the manager on duty.

COMMUNICATION

Nightly EOD

Immediately after each shift, offsite counselors must send out an End Of Day (EOD) report to cat-eod@austinpetsalive.org. This is read by all of our executive management, our board members, and numerous other individuals in addition to the APA! Cat Team. As such, EODs sent by counselors need to remain *extremely professional* and should be limited to information in the TLAC EOD template. EODs should not include personal information, whether it's an adopter's phone number or a counselor's opinion of an adopter.

EOD Template

TLAC EOD

Date:

TLAC Cat Adoptions:

Pre-adopt @ adopter:

Foster Cat Adoptions:

Pre-adopt @ foster:

Extra Revenue: (cat sponsorships, carriers after surgery, donations independent of adoptions, etc)

Amount Deposited Into Safe (excluding sx deposits):

Total Revenue (all sources excluding sx deposits):

Cats Into cattery:

Cats Out Of Cattery:

Surgery:

Cats Weighed For Tomorrow's SX:

Cats Added to SX Schedule Today:

Location Changed from @Foster to @TLAC on SX Schedule:

Preventatives given:

Supplies needed:

Space:

Singleton:

Group:

Total Headcount (excluding storage):

Supplies

All supply levels should be monitored per the nightly EOD. It is important to note when the cattery becomes low on an item as ordering can take 7-10 days.

Nightly Notes

Accurate notes must be sent out each night so that the team working the following day is adequately prepared for their shift. Making notes in a journal/spiral will not suffice for communication between staff. Notes should be sent out to the TLAC cat staff email group shortly after the nightly EOD is sent.

Sharing APA! 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 email adopt@austinpetsalive.org.

SENDING CATS OFFSITE

Kennel Cards

Kennel cards need to be updated every day to reflect which cats are eligible to go offsite. Updating the back of kennel cards is vital to the process of moving cats offsite quickly and effectively.

General Procedure

1. Find out how many cats are needed at each site.
2. Use the following rules to determine which cats to send to our different offsite locations.
3. Print out medical records for each cat and place them inside of each cat's folder.
4. Print out/locate rabies certificate (if required) for each cat and place inside of cat's folder.

General Rules:

- ALL cats going offsite should be spayed/neutered. **Tarrytown is the only exception!!**
- ALL cats going offsite should be healthy or at least not contagious.
- Cats going offsite should have vaccines that are as up to date as possible given the age of the cats in question.
- Only Tarrytown, Brodie, Hancock, and Lakeline Petco will accept a FIV+ cat.

PETSMART RULES: (applies to ALL PM locations - 51st, Lakeline)

- Cats MUST be healthy, not on any medications or special diets
- Rabies & FVRCP vaccines must be up to date.
- ALL cats must have a current, signed rabies certificate in their folder.
- Cats should ideally not be missing any limbs, eyes, etc or be "imperfect" in any way
- Adult cats must be okay going into single enclosures.

PETCO RULES: (Hancock, Brodie, Lakeline)

- Rabies & FVRCP vaccines must be up to date.
- Rabies certificate should be transported with cat. This is a requirement of Hancock Petco.
- Cats must be group-room ready and cat-friendly.
- Cats cannot be on special diets.
- Kittens may be younger than 4 months but must have had at least 2 FVRCP boosters.
- Can administer once daily medications.

TARRYTOWN:

- Rabies & FVRCP vaccines must be up to date.
- Rabies certificate should be transported with cat but is not a requirement.
- Can take cat-friendly FIV+ cats.
- Can take *some* cats on special diets -- **ask first though!**
- Can take cats deemed "imperfect"
- Cats can be on refrigerated meds.
- Must be cat friendly
- Can administer once and twice daily medications.

SHELTERLUV

All counselors are required to complete Shelterluv training during the first week of employment. Counselors are responsible for logging in and out of their Shelterluv accounts at the beginning and end of their shifts. A separate training packet can be found in Google Drive and Glasscubes to assist in Shelterluv processes.

Employee Medical

Bite Protocol

1. Wash bite wounds with soap and water immediately.
2. Stop bleeding with pressure. If severe, call 911.
 - a. If no break in skin no further action is required.
 - b. If a break in skin occurred:
 - i. If scratched, watching for redness or infection should be sufficient.
 - ii. If punctured, person will need oral antibiotics. See personal physician as soon as possible to prevent sepsis, loss of function, or even death.
3. Reporting Incident
 - a. Report bite to APA! management the same day as incident. It is mandatory that details of the animal bite are documented and obtained by APA! Management.
 - b. Items to include in report:
 - i. Animal Name & A#
 - ii. Bit or scratch Victim Name
 - iii. Location of incident
 - iv. Activity taking place at time of incident
 - v. Witness name(s)
 - c. Department Program Manager must enter bite report into shelter software
 - i. Dog Program Manager will enter dog bite into into Dog Bite Tracking Google Doc

Important: Texas State Law mandates immediate 10 day quarantine of any animal that has bitten or scratched a human. The incident must also be reported to the local rabies authority in this case, the City of Austin Animal Control office.

Employee Care

Employee can seek medical care from in-network provider as needed, either immediately or within 30 days of injury. By law an employee has 30 days to report injury.

Employee will report injury to the Office Manager as soon as possible after injury and within a week. Employee's manager must report injury to the Office Manager within the week timeframe if the employee is unable to do so. An incident form must be completed. The Office Manager will be the liaison between employee and Texas Mutual, but may require the employee to answer specific questions upon request. The Office Manager resolves eligible medical expenses for employee's injury either through a Workers Comp claim or out of pocket, depending on total expenses and counsel with APA! Controller and/or Executive Director.

IN-NETWORK DOCTORS

Texas Med Clinic
9900 South IH 35
Austin, TX 78748
Phone (512)
291-5577
Hours
Monday-Sunday
8:00am-11:00pm

Texas Med Clinic
12319 N Mo-Pac Expy
Austin, TX 78758
Phone (512) 835-5577
Hours Monday-Sunday
8:00am-11:00pm

US Healthworks
3801 S. Lamar Blvd.
Austin, TX 78704
Phone (512) 447-9661
Hours: M-F 8am - 6pm
Saturday 9am - 4pm
Sunday 10am - 2pm

Training Checklist

Training Goal	Date	Trainee Initials	Trainer Initials
I can successfully clock in and out of Paycom.			
I know how to check the schedule and request time off.			
I can successfully open the cattery.			
I can successfully close the cattery.			
I know what tasks are to be completed during down time.			
I know how to complete the weekday deep clean tasks and understand that these are <i>mandatory</i> .			
I know how to greet the public, answer basic adoption inquiries, act as a matchmaker, and deal with visitor complaints.			
I know how to complete adoption paperwork and counsel adopters in a timely manner.			
I know the basic adoption fee structure and common fee discounts.			
I understand when I am allowed to deny adopter and know how to deny an adoption politely.			
I know how to complete a FeLV adoption.			
I know how to complete a Medical consult (MC) adoption.			
I know how to process medical and spay/neuter pre-adoptions.			
I know how to complete a ringworm adoption.			
I know the protocol and processes for incoming cats and how to determine where to house them.			
I know how to perform a cattery clearance exam.			
I know how to process a returned adoption.			
I know how to conduct myself in the medical clinic and how to deal with feline medical emergencies.			
I know how to recognize routine signs of illness and report them to the medical team.			

Training Goal	Date	Trainee Initials	Trainer Initials
I know the hunger strike protocol and the necessary steps to deal with a cat that is hunger striking.			
I know what tasks volunteers are able to assist with and feel comfortable giving directions to volunteers.			
I know how to send the nightly End of Day report (EOD) using the EOD template.			
I know that nightly notes must be completed at the end of each shift and are mandatory.			
I know how to select cats to send to offsites and understand that each store has varying policies as to what cats may reside at that site.			
I understand that all Petsmart locations <i>require</i> a signed rabies certificate for the cat to reside at that location.			
I feel comfortable processing adoptions and returns, submitting CVT checks, and completing other basic tasks in Shelterluv. I know how to seek further training in Shelterluv should I require it at any time.			
I have read, understand, and know how to use the APA Bite Protocol.			
I know how to spot ringworm and how to clean after a cat has been diagnosed with ringworm in the cattery.			
I know how to properly disinfect the cattery and how often to re-make cleaning solutions.			
I know how to administer oral and topical medications.			
I know how to administer subcutaneous medication, subcutaneous fluids, and vaccines.			

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