



# SpoiltCats Cattery Company Policy

## Licensing and Legal Guidance

SPOILTCATS CATTERY is licenced by Walsall Council Authority in accordance with Guidelines for Cat Boarding Establishments as outlined by the Chartered Institute of Environmental Health. The Guidelines adhere to legal requirements set out under the Animal Welfare (Licensing of Activities Involving Animals, England) Regulations 2018.

## Training

SPOILTCATS CATTERY staff who handle and care for cats are trained in ensuring the cats' welfare (as per the Animal Welfare Regulations) as well as their safe handling. All staff are briefed on emergency procedures, general handling and care procedures along with any updates to operating procedures and policies made throughout the year.

## Supervision & Responsibility

The owners of SPOILTCATS CATTERY live on site and are present on a daily basis to exercise supervision and deal with any emergencies whenever cats are boarded at the premises. Emergency staff & additional keyholders also live within one mile of the cattery site.

An emergency contact number is provided to all clients on booking.

## Housing

- All cats are housed in our custom-built luxury cat enclosure on site. Separated into individual pens, the cattery is constructed in UPVC panels and is 4 x glazed to ensure a safe, disease free, draught free environment. Heated cabins in each pen are controlled with individual temperature monitors and each pen has an individual light to cause minimal disruption to neighbouring animals.
- The pens are well-equipped with bedding, feeding area and litter trays.
- Each pen also caters for the cat's stimulation and exercise needs through provision of shelving, climbing areas, scratch posts and toys.
- The construction allows for straightforward hygiene management by the owners.
- All cat units include sleeping accommodation (with solid sides) and an individual attached run.
- Full height, full width, sneeze barriers between units

- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food, a separate hand-washing facility for staff and a litter tray cleaning area.

## *Safety of Access*

The cattery is constructed with a safety corridor to prevent escape and with glass separations between pens to minimise disease spread and stress to cats.

## *Isolation Area*

An isolation pen is available on site for any cat needing isolation from other animals.

Protective clothing and footwear must be worn when handling cats in the isolation facility, and cleaning protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.

Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

Any cats in the isolation facility must be checked as frequently as other cats as a minimum and unless a separate person is caring for them, they must be visited after the other cats.

## *Sharing*

Cats from different households will never share cat units. Family pens are provided for cats from the same household where preferred by the owner. Cats are not allowed to share the corridor for exercise.

## *Access*

Access to the cat units are via a door leading to the safety corridor. The entrance door must be closed and locked on entry before any individual cat unit doors are unlocked or opened. It is the staff member's responsibility to ensure that this procedure is followed to avoid any escape from cats. Pens will only be opened individually, one at a time to prevent any cats from different households coming into contact.

Each unit is numbered, and these correspond to information boards in the ancillary buildings which details the relevant information on each cat.

## *Litter Trays*

All units are provided with one litter tray per cat. Litter trays are filled with appropriate wood or gravel-based cat litter and are situated at least 60cm distance from the resting and feeding areas. Litter trays are cleaned a minimum of twice a day and monitored for additional cleaning as appropriate.

## *Bedding and Sleeping Accommodation*

Each unit is equipped with an enclosed separate sleeping unit with adequate hiding space. These are separate to the exercise run areas in 'Walk In' style areas. Access is through two cat flaps, one via a ramp to the raised shelving, the other located in the door.

Each unit is equipped with a choice of open or enclosed luxury cat bed.

## Shelving / Raised Viewing Area

Each unit is equipped with a large, full-height exercise run and two viewing shelves accessed by a ramp. Shelving is adequate for cats to sit and lie on with views to the exterior garden site.

## Temperature in Sleeping Accommodation

Each unit is equipped with a thermometer detailing the temperature of the sleeping accommodation. Temperature of the cattery building is centrally monitored with automatic heating and cooling settings, keeping the overall temperature above 16°C.

Windows at the front of the building are fitted with a mesh panel to allow for fresh air to flow through the building. Each window has a clear pvc panel insert to be used in cold weather.

## Safety on Site: Fire and Other Emergencies

Appropriate steps will be taken for the protection of the animals in case of fire and other emergencies. The cattery is equipped with a smoke detector which is tested regularly.

The Cattery office building is equipped with a smoke detector and fire extinguisher which is easily accessible in the event of an emergency. In instances where the cattery pen building is affected by an emergency such as fire or flood, all animals will be removed in to a temporary location in their personal cat boxes. They will be housed either in the Ancillary Building or in extreme cases within the Proprietor's garage.

Instructions on evacuation procedures, including a visual drawing of the fire evacuation procedure are listed in the Cattery office building, along with all emergency contact numbers. Fire and electrical safety certificates are kept on site.

## Food and Drink: Water Provision

Fresh water is provided for each cat on a daily basis in separate water bowls. Water will be changed once daily or sooner if visibly soiled. Water bowls are positioned at a distance from cat litter trays. Water bowls are kept separate from food bowls.

## Food Provision

Each cat will be fed according to the owner's preference and the cat's own dietary needs.

SPOILTCATS CATTERY provide wet and dry cat food unless the cat is on a special diet specified by their vet or owner. We will work with the owner to ensure their cat's dietary requirements and eating habits are met.

All food is stored and prepared in the ancillary building next to the Cattery building. As a minimum all cats will be fed 2 meals per day, 8 hours apart.

Food intake will be monitored on a daily basis and veterinary advice sought if a cat has not eaten for 2 days.

## Monitoring Noise Levels

The cattery environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

## Long stay Cats

Cats staying in the cattery for longer than 3 weeks will be closely monitored and given regular health checks by staff.

## Preventative Healthcare

Treatment for worms, fleas, grooming and other medical requirements will be carried out by agreement with and under direction from the owner. Medication is administered only with prior discussion with the owner. Vaccinations must be in place before the cat is brought into the cattery.

## Feline company and interactions

Cats are provided with enclosed hiding spaces enabling them to remove themselves from view of other cats. Windows in the cat runs will make cats visible to each other.

Cats from different units will not share exercise runs or areas at the same time or in sequence after each other.

## Human company and interactions

On arrival the Cattery staff will find out from the owner and monitor each cat to ascertain how much human contact it wants and adapt to provide this to minimise stress.

Enclosed hiding places are provided for cats to remove themselves to should they wish to avoid human contact.

## Handling

Cats are always handled humanely and appropriately to suit the requirements of the individual cat – taking into account their age and any disability.

## Multi-cat Units

Cats in multi-cat units will be monitored to ensure that they continue to cohabit harmoniously. In the event that cats are becoming stressed in a shared situation, the proprietor will assess whether moving a cat to a separate pen would be beneficial. In these instances the owner will always be contacted.

All multi-cat units are equipped with multiple feeding bowls, litter trays and sleeping areas appropriate to the number of cats.

The maximum number of cats in one Family sized unit is 4.

## Monitoring Cats & Record-Keeping

All cats at the cattery are fully registered and checked in on arrival, with owners asked to provide details of all medical history and requirements.

All cats will be checked regularly throughout the day and checks made for any sign of illness, injury or unusual behaviour.

Regular checks will be made no more than 4 hours apart by the proprietor or a staff member.

Eating habits and presence/absence of faeces and urine in litter trays will be noted in a daily diary.

Any abnormalities will be acted on as appropriate.

A late-night check on heating and welfare will also be made.

All behaviour is monitored and recorded on paper on a daily basis. All owners receive regular update communications via whatsapp, messaging or email as requested.

## Keeping Records

(a) the dates of each cat's arrival and departure,

A register is kept of all the cats on the premises which include—

(b) each cat's name, age, sex, neuter status and a description of it or its breed,

- (c) each cat's microchip number, where applicable,
- (d) the number of any cats from the same household,
- (e) a record of which cats (if any) are from the same household,
- (f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details,
- (g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,
- (h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,
- (i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,
- (j) details of each cat's diet and related requirements,
- (k) any required consent forms,
- (l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and
- (m) details of any medical treatment each cat is receiving.

Consent forms must cover veterinary treatment, consent to share or separate cats if needed, consent regarding toys / interaction preferences, record of baskets/items left at the cattery.

A register will be kept of all cats boarded and made available to key members of staff and to local authority inspectors if requested. Records are kept for a minimum of 3 years. Owners are required to notify the Cattery of their insurance details and any medical history when booking their cat in to stay.

## Disease Control

- Full attention will be given to ensuring that the risk of transmitting disease between animals is minimised. The cattery procedure dictates that no cats will be allowed to mix with others.
- Movement of staff and visitors around the cattery will be minimal and where necessary will be supervised.
- If any rescue cats are boarded then they must be fed, changed, handled last.
- Where rescue cats or breeding cats are involved, extra precaution for sanitisation and cleaning must be taken to prevent the spread of disease.
- Where there is concern over the health of a cat, that cat must be handled last.
- An isolation pen is provided in the ancillary building. *(See notes on Isolation Pen on Page 2)*

## Hygiene

All pens will be thoroughly cleaned with animal-friendly detergents before each cat arrives. Regular monitoring of the cleanliness of each pen will be made during a cat's stay with any accidents, spillages or other dirt cleaned immediately.

Bedding, litter trays and feeding bowls will be kept clean and replaced as appropriate. All obvious food waste, soiled litter other soiled matter will be removed. Litter trays and feeding bowls are never washed together. Areas are disinfected between washing the two. Litter trays are cleaned and disinfected at least once a day or more frequently if necessary.

Each unit is equipped with a separate dustpan, brush and scoop which are all disinfected or disposed of prior to being used for another resident.

## Toys & Enrichment

All cats are provided with a selection of toys per visit, to encourage physical and psychological stimulation; including but not exclusive to a scratch post and chaser toys. Owners are also permitted to bring their own toys in for use. Scratch posts and toys are cleaned before each new resident arrives. Any toys provided by the owner must be returned with the cat.

## Handling Cats

Hands are washed thoroughly before handling cats. Gloves are provided for all staff when preparing food and cleaning areas. Kittens and young cats should be handled before adult cats.

## Vaccination, Fleas, Worms and Other Parasites

All cats must have up to date vaccinations prior to coming to the cattery. Any specific advice from vets on cats' individual health and vaccination history will be sourced on a case by case basis.

An up-to-date veterinary health record must be provided by the owner.

Vaccinations (including boosters) must have been completed, at the very least, 2 weeks before the cat's arrival/. Homoeopathic vaccination is not acceptable

## Veterinary Treatment and Health Care

If a cat requires veterinary treatment during their stay we will attempt to contact the owner and/or their emergency contact before making an appointment with the vet. It is the owner's responsibility to ensure that somebody who can advocate for their cat is able to respond to us immediately in case of an emergency. If we cannot contact the owner and we believe that the cat needs medical attention urgently, we will make an appointment with the vet and refer all decisions to him/her. We are not financially responsible for any medical bills that arise during your cat's stay at SpoiltCats Cattery. All veterinary fees are the responsibility of the client and will be payable at the time of departure.

If medication is necessary, it will be given according to the dosage and frequency details set out on the medical form completed by the owner on arrival. Medication will only be used for the cat for which it is prescribed and following a veterinary surgeon's instructions. Medications will be clearly labelled and stored safely at the correct temperature. All unused medicines will be returned to the owner on departure.

Where cats require wiping of eyes, grooming or other cleaning regimes, these will be carried out frequently enough to keep the cat clean and comfortable providing it is safe to do so.

## Death

In the event of the death of a cat during a stay at SPOILTCATS CATTERY, steps will be taken to notify the owner and/or their emergency contact immediately. The cat will be discreetly removed from the cattery pen and kept in a secure, private location on the premises, away from other animals, feeding preparation areas and client areas. Directions will be taken from the owner as to any follow-up activity relating to the death.

In the event that neither the owners or their emergency contact are able to be contacted within 48 hours of the death of the cat, SPOILTCATS CATTERY will arrange for cremation of the body via our

registered veterinary practice. All costs related to this action will be passed on to the owner of the cat. The ashes following the cremation will be held for passing on to the owner on their return.

## Transportation of Animals

In the event of SPOILTCATS CATTERY having to transport a cat to the vet for treatment, the vehicle used will be considered an extension of the cattery site and will be subject to the same regulations for cleanliness and safety as the cattery building.

No animal shall be transported without the use of a suitable, lockable carrier box. No animal will be left unattended in the vehicle or kept in the vehicle other than during the transportation