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**Purley Cattery**

**Standard Operating Procedures**

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2.1 2020 Update (minor changes to booking procedure)

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**1. Introduction**

**1.1 Purley Cattery will ensure the welfare of the animals in our care is paramount. This Operating Procedure has been produced to ensure good practice in everything we do, in line with licencing guidelines and recommendations from the licencing authority, vets or any other expert in the field..**

**All instructions and procedures within this document will be followed at all times by the owners and employees as well as work experience and any casual staff employed. Staff should not start any work in cattery until this document has been read and understood.**

**If any clarification required speak to Paul.**

**This document will be reviewed and updated where necessary every 6 months (December and June).**

**2. Cattery Boarding Terms and Conditions**

Staff should be aware of our terms and conditions.

Terms and conditions will be displayed on our website ([www.purleycattery.co.uk](http://www.purleycattery.co.uk)) and on booking confirmation emails. All customers must agree to the terms and conditions (either signing on delivery of cat or electronically authorise on our on-line booking tool). No cat will be accommodated unless terms and conditions are agreed to. Staff should be fully aware of T’s and C’s as they are there to protect both Purley cattery and our customers.

Cattery Terms and Conditions

1. All cats 6 months and over must be spayed/neutered.

2. All cats in our care MUST have a current vaccination certificate. If evidence of vaccinations is not provided before or on arrival, we reserve the right to refuse admission and cancel the booking.

3. Cats must be free of fleas before entering the cattery. We will administer flea treatment if fleas are evident. Flea treatments are chargeable to the owner at a cost of £10.00 inclusive of VAT (as of 16th January 2020).

4. We advise that all collars should be removed prior to the cat's stay. Any collar left on is entirely at owners’ risk.

5. Cat’s from the same household can be accommodated in one pen. However, if the welfare of any cats is affected (e.g. aggression shown between cats or cat eating the food of the other(s)) we reserve the right to separate them.

6. If a cat is not collected one month after the agreed collection day, we have the right to assume ownership and seek re-homing. All additional boarding charges and costs involved will be charged to the customer and will be pursued in court if necessary.

7. Owners must inform us at the time of booking (or as soon as condition known if after booking) of any medical condition or history that may affect your cats stay.

8. We will happily administer prescribed medication (e.g. tablets, food additives and injections), however if we believe your cat requires specialist veterinary care, we reserve the right to refuse admission and cancel the booking.

9. If a cat becomes unwell while under our care, we will attempt to contact your regular vet for advice. If a vet visit is required, we will use your regular vet if available and within 4 miles of our location (CR8 1DD). If your vet is unavailable or the distance is greater than 4 miles, we will visit a respected local veterinary practice.

10. We will charge £24 inclusive of VAT per hour (correct at 16th January 2020) to facilitate any veterinary visits required for preexisting medical conditions whilst in our care.

11. All veterinary costs are the responsibility of the cat owner.

12. Whilst every possible care and attention is given to each and every cat in our care, we cannot be held responsible for any illness or loss.

13. Our Opening Hours are as follows;

Monday to Saturday - 8am to 10am and 4pm to 6pm

Sunday - 4pm to 5pm

We are closed for arrival and collection on Christmas Day, Boxing Day, News Years Day, Good Friday and Easter Sunday.

We are only open in the mornings on Christmas and New Years’ Eves.

We cannot accept arrivals or collections outside of the hours stated above, unless the reason for the out of hours visit is an emergency.

14. Owners will be charged for all booked days, regardless if stay is foreshortened.

15. All days are chargeable, however if cat is collected before 10am we will not charge for the day of departure.

16. Minimum boarding charge is 3 days, unless booking includes any day during Easter Weekend (Good Friday to Easter Monday) and the period 24th December to 2nd January where the minimum charge is 5 days.

17. A 25% non-refundable deposit is payable at time of booking, with the remainder payable on collection of pet(s). For customers who have had cats stay with us previously, and without payment issues, no deposit will be payable.

18. If booking is cancelled >1 month before arrival, 25% of booking is payable. If cancelled between 1 month and 1 week of arrival 50% is payable, if cancelled less than 1 week before arrival 100% of the booking is payable.

19. Payment can be made by Debit/Credit Card (online and at Cattery), Bank Transfer (if in advance of collection) or Cash. Unfortunately, we do not accept American Express or any business/corporate cards.

20. Prices are reviewed annually and any changes are implemented on the 1st January. We do however, reserve the right to amend prices at other times.

21. If our prices are changed between the time of booking and arrival day, we will charge the new, current price. If our prices are changed during the cats stay with us, we will honour the lower price for all of the stay.

22. Booking confirmation emails show an indicative price that may be liable to change. Please check our website at www.purleycattery.co.uk/prices for our up to date price list.

Terms And Conditions Version 3.0

**3. Staff Procedures**

3.1 Morning routine:

1. Put heating on for cats coming in (in cold months) put fresh water into bowls for new arrivals. As walking around the cattery to do this make sure no cats have been too messy or spilled litter into corridor, if so sweep up.
2. Cat food list- Edit list from day before by adding new arrivals requirements remove cats that have gone home. Use three headings*: pen number, dry food and wet food*. For each pen put the number and specify which dry food they have and if they have wet food put a tick in the wet food column, if no wet food leave blank.
3. Check medication chart to see if any medication is administered in the food
4. Administer all medications – and update medication forms.
5. Set up Trolley-
* **Top Tier.** Water bucket, fresh filtered water bottle, hand disinfectant, food list.
* **Middle Tier-** Dry food**-**using the food list addall dry food containers that will be needed. Measuring cup.
* **Bottom Tier-** wet food-using food list start at the last pen and using all ticks for required wet food check using the board which wet food they need portion it up and put yellow number disc in the bowl to correlate to the pen, put it on the bottom of the trolley. Then dish up the next wet food until finally finishing at pen 1.
1. Tidy reception- before starting the feeding routine,
* Rinse out pouches for recycling,
* Wipe down all sides
* Wash up/dry cutlery used
* Dry sides with paper towel to leave streak free
1. Disinfect hands (using hand gel) and feet (using spray bottle and towel) ready to start.
2. Feeding routine-
* Enter pen without cat escaping
* Greet the cat make a fuss of them if they would like, check cat for any issues and give them as much fuss/grooming as time allows (and cat is receptive to it)
* Starting inside the pen shake out the bedding (unless occupied by cat) remove all bowls and litter tray put into outer run, sweep down both shelves and the floor
* Remove any food spills from the floor with tissue.
* Take out all bowls to trolley, change water- giving more to elderly cats, those on dry food only and those that the owners have said drink a lot of water (marked on board with a red ‘W’ ) check on food list using pen number which dry food to replenish, giving a clean bowl each time, and new wet food to give using yellow discs. Remove disks before serving food.
* Discard any leftover food even if not eaten- if very little eaten make a note on the toilet/feeding chart (create new if there isn’t one for that cat).
* Bring back all bowls to pen, put in inside part, with water bowl as close to the front corner as possible dry food next, then wet food. Shut the internal door and put wooden block down.
* Sweep the scratching post top and bottom to get rid of litter and fur
* Sweep all outer floor moving carrier out the way as needed.
* Clean the litter tray- remove poo with tissue and discard all, sieve the remaining contents of tray and replace the un-sieved litter into the litter tray removing any stains on tray as needed. If heavily soiled discard all litter.
* Spray the sieve with disinfectant and wipe round with tissue (discard all used tissue)
* Replace litter tray to run area.
* If the weather is mild (>16 c) pin the inner door open using hook on back of door
* On leaving pen make sure everything is in place and no new mess has appeared
* Leave the pen quickly so the cat can’t escape and put wooden bar down on the door
* Disinfect hands and spray feet ready for the next occupied pen.
* Fill out toilet/feeding chart as required
* Repeat process for each occupied pen.
1. Bowl cleaning:
* Fill green jug with hot water and disinfectant mix (1:100)
* Scrape all leftover food into discarded feed box
* Let bowls soak in hot water (left hand sink)
* Using brush scrub bowls to remove all food
* Dunk the bowls into the green jug of disinfectant, then stack into full sink of water (right hand sink)
* When all bowls are in the right hand sink empty LH sink and clean with hot water to get rid of any dirty residue
* Under running water rinse all the bowls again and stack into freezer basket allowing air to circulate round each bowl. (6 flat on the bottom then 3 down the middle and then 6 slanting down the sides, repeat.)
* On warm days place outside to dry, on colder days place on Aga in the house kitchen to dry completely
* Water bowls- same process but dry by hand
* Wash number disks in hot water, dry and replace on hooks
1. Tidy trolley & reception-
* Tip out water from bucket. (water plants in hot weather)
* Put all dry food away in cupboards
* Wipe down the trolley with disinfectant spray
* Wipe all sides in reception and dry
* Rinse foot flannel and hang up to dry

**3.2 Afternoon routine**

* Bring up bowls from house when dry
* Cook any fresh food if required
* Starting at the last pen in use put out wet food into bowls using yellow discs to identify which pen it is for and place into the freezer basket, then continue until completed. If cats have their own food which is outside pen put the yellow disc on the trolley to symbolise this and so the cat cannot be left out
* make sure hand gel is on the trolley.
* If any cat is solely on dry food place the labelled dry food container onto the trolley with the yellow disc number on top for topping up as necessary -do not portion any out as it may not be needed and keeps it fresh
* Put heating on for new cats that are due in that afternoon
* Disinfect hands using hand gel and spray shoes using disinfectant spray bottle
* Make sure reception is clean and tidy before commencing feeding
* Take in bowl of food and put on inner floor, only remove bowls if totally empty, top up dry food if ok to do so. (i.e. not restricted)
* Sweep any areas that need sweeping inside pen and in outer area
* Clean out litter tray if used at all using tissue and sieve
* Disinfect sieve after use and wipe clean with tissue
* Give the cats attention if they are looking for it
* If owners have provided grooming tools and the cat is willing, brush the cat, stop if the cat seems distressed
* Give treats if owners have left any
* Disinfect hands and feet after each pen
* At the end of the afternoon session sweep any mess in the corridor and take the used litter bin bag into the commercial waste bin at the bottom of the drive, make sure it is locked after use
* Shut all internal doors and put wooden catches down to help reduce flies
* Make sure all wooden catches are down on the outer door so no cats can escape into safety corridor
* Ensure that all forms have been filled out and all issues noted clearly for all members of staff to use and refer back to.
* Deep Cleans (see 3.6)

**3.3 Evening routines (around 7pm by Management)**

* Check heating on and temperature levels OK
* Administer medications and update medication forms
* Walk around all pens checking on cats – Feed any cats on 3+ feeds.
* Give cats treats (if allowed – check board)
* Clean any major mess
* Check perimeter
* Charge Card Machine
* \* Another walk around undertaken between 9 and 10 – with torch as not to disturb cats.

**3.4 Other Daily Tasks.**

Sweep all corridors using broom and dustpan and brushes

Clean mat in reception (use rubber mitt)

Fill up litter, tissue, spray bottles and food containers as needed

Report any maintenance requirements to Paul.

Medications

**3.5 General dos and don’ts**

* Keep voices to a minimum, no shouting or loud conversations so not to upset the cats and keep the cattery a peaceful place
* When new cats arrive always keep inner door shut to keep it dark, so they are more likely to feel safe and settle quicker.
* Leave new cats to settle in, don’t interfere too much with them in the first few hours- only to put food in, so not to cause unnecessary stress
* Close all doors behind yourself
* Never have both reception doors open at the same time
* Always disinfect hands and feet in between pens
* If a mess of any sort has been made anywhere in the cattery clean it up straight away (spilt food, dropped litter etc)
* If anyone is worried that a cat may escape, ask for assistance or extra pair of hands from another employee to keep any risk at a minimum
* Don’t block escape routes with any equipment

**3.6 Weekly Tasks**

* Sweep all ledges that are in the cattery starting at the top to get rid of cobwebs working way down to floor level
* Using a skewer go underneath the bottom most ledge of the corridor
* Check all lightbulbs are working
* Check Smoke Detectors (battery) – to be performed around feed time as not to wake up cats.
* Check CCTV cameras and clean lenses if necessary
* Clean reception floor (stream/bleach)
* Scrub bin areas (bins, Perspex, floor)
* Re-do with permanent pens the yellow number discs
* Clean the board (board cleaner to keep board fresh and legible)
* Clean out cupboards in reception
* Check best before dates of all food
* Tidy shed up, sweep clean the floor
* Stocktake- made a note of anything that we need to order or running low on and give to manager to procure.
* Sweep steps up to the cattery- remove any debris that may be a hazard
* Keep pond area/decking looking tidy
* Allocating pens for the week ahead (Management)

**3.7 Deep Clean**

When a pen is vacated, a deep clean is undertaken before it is re-occupied. Isolation pens should always be deep cleaned as a priority, so to be ready in an emergency.

* Equipment Required – Bucket, disinfectant, water, odour spray, disinfectant spray, rubber mitt and tissue roll
* Take bucket and add one squirt of disinfectant and fill to ¾’s with water (check instructions on disinfectant)
* Remove everything from inner pen, including shelving and place to side of run.
* Brush down shelves, door, all walls, ledges, window ledges and cat flap
* Take cat flap chain and leave to soak in bucket of disinfectant
* Starting at highest points, disinfectant spray all interior walls and door and wipe clean with tissue (dispose of used tissue)
* Starting from furthest point, disinfectant spray floor and wipe clean with tissue (dispose of used tissue)
* Top down - spray shelves with disinfectant spray and wipe clean with tissue (dispose of used tissue)
* Spray edges of floor with odour spray
* Replace shelving and shut door
* Clean scratching post with mitt and brush then spray with disinfectant and odour spray, then move post to corridor
* Put hard surface toys in disinfectant bucket
* Remove soft toys to be washed in washing machine
* Using pen brush - brush down pen run from top to bottom then sweep thoroughly, put everything swept up in litter tray
* Dunk brush and pan in disinfectant then scrub run floor and sides using the brush
* Dunk brush and pan again dry with tissue and re-hang in place. Dispose of tissue.
* Deep clean litter tray – empty all contents in cattery litter bin. Spray all over with disinfectant spray and wipe clean/dry with tissue, dispose of tissue. Add two scoops of litter then place back in pen.
* Deep clean water bowl – dunk water bowls in ‘green jug’ (disinfectant mix), rinse thoroughly, hand dry and put back in pen
* Get two clean hard toys and two soft toys and hang letter C showing pen is clean, put toys on scratch post
* Mark whiteboard with black C showing pen is ready for next guest.

**Under no circumstances should a pen be occupied without all the above procedures being completed.**

1. **H&S Risks**

General and Fire Risk Assessments are carried out in November every year. A copy of the last assessments is included as an appendix to this procedures document.

1. **Veterinary Details/Contacts**

Purley Cattery is registered with Anne Nelson Vets, Pampisford Road, Purley.

CONTACT **020 8686 6070** at these times:

Mon-Fri 8.00am-6.30pm

Saturday 8.00am-12.00pm

Sunday 09.30am-12.00pm

CONTACT Anne Nelson Directly **07711 700062** at these times:

Monday 6.30pm – 7pm

Tuesday to Friday 6.30pm – 9pm

Saturday 12pm – 5pm

Sunday 12pm – 4pm

All other times call Vets Now Caterham (located at The Village Animal Hospital)

**01883 348109**

Unless considered an emergency or if out of hours, in the 1st instance always call the cats own vet. If unable to make contact, call Anne Nelson as above.

If visit to vet required, use cats own vet unless;

1.Out of hours/vet closed

2.Vet is located greater than 4 miles away from cattery (see list of Vets within 4 miles)

Then always use Anne Nelson in 1st instance or Vets Now.

\*The above is to be displayed in reception at all times.

1. **Booking Procedures**

Bookings can be made in three ways, these are;

1. Via on-line booking tool – The staff should encourage the use of this tool.
2. Via email (paul@purleycattery.co.uk)
3. Via phone call 020 8763 1406

Booking Process;

1. On-Line Tool

The online tool should not allow customers to request dates where we are full, but due to different size pens this may happen.

1. When a customer books online a notification will be sent to our email.
2. Login to system and retrieve booking request, check system has allocated correct pen type
3. Check system allocated pen and re-allocate if necessary (old/young cat low pen number, shy cat garden pen)
4. If new customer check key details added correctly
5. If AM departure, add discount from drop down
6. If any date of stay falls in our peak season, change rate to Peak and add discount for all off peak days
7. Click the “Accept Booking.
8. Click Email To Customer – click request deposit payment if new customer (or red flagged) and request 25% of total bill. If repeat customer click Request Full Payment (customer is informed this is optional)
9. Booking form completed and added to file in date order.
10. If unavailable/full add to waiting list in software.

Note – waiting lists must to be entered in software, where system will notify if cancellation means booking becomes available for customer on waiting list.

1. Email or Phone
	1. Retrieve booking form on system enter cats name and select correct cat/customer ( If new customer in booking form click *+ add a new pet / customer* and enter all details)
	2. Enter required dates and times and allocate correct pen type.
	3. Repeat steps e to j above
2. **Procedures for arrival**
3. If in operation (temperature below 18c)– turn on heating in pen before cattery opening, allowing time for pen to warm (see daily routines)
4. Confirm names of owner and cat
5. Ensure customer is aware not to touch other cats in cattery
6. Check cat for any obvious signs of illness. Isolate if any signs shown.
7. Weigh Cat if stay greater than 2 weeks.
8. Confirm other details held, including collection date and time and if different person collecting.
9. Food requirements (brand(s) for wet and dry, quantity and timings)
10. Ask flea and worming treatment used and date administered – update system
11. Chip Number and Insurance provider – update system
12. Ask whether cat has eaten before arrival.
13. Confirm whether customer allows treats for their pet
14. Medication required (name of medication, reason for medication, dosage, times) – create medication form for cat.
15. Check inoculation card – write expiry on form (refer to ‘vaccinations decision check’ flow chart – Appendix 1) – Update system
16. Ensure vet details on form and confirm still correct.
17. Ask for worming and flea treatment dates and method/brand enter on form.
18. If cat’s stay is greater than 2 weeks (or 5 days if 1st visit), weigh cat in carry case.
19. Request customer signs form (if for any reason the customer refuses to sign form confirming T’s and C’s and the information we hold, we should not accept the cat.
20. Write on board cats name, owners name, cats age, cats sex, food and medication.
21. If customer requests payment by bank transfer, inform customer that transfer must be made before collection.
22. Take bedding (if required) customer and pet to pen, allow customer to remove pet from carrier and settle their pet (unless requested this is completed by staff). Allow customer as long as they wish with their pet (within opening hours)
23. If cat not eaten and am/pm feeds already started, make up feeds and take to pen.
24. If cat weighed - weigh empty carry case and deduct weight from measurement taken in step 9, enter on weighing form.
25. On 1st day special attention should be given to cat to ensure not overly stressed. Use Felway (or similar) spray if required.
26. File form in cattery file (in departure date order)
27. **Procedures for Departure**
28. Confirm collector is correct, if different person and we were not informed on arrival, contact owner before allowing cat to leave.
29. Take payment if not paid in advance (paperwork will show) card or cash
30. Discuss any issues with owner (sickness, stress etc.) logged on pen sheets. Show medication administration record if applicable.
31. Take owner to pen, assist owner putting cat in basket if required.
32. If cat weighed on arrival, weigh again and enter on weighing form. Discuss any variations with owner.
33. Ensure all medications, unused food etc. is given back to owner.
34. If in operation - Turn off heating in pen once cat vacated.
35. Assist owner with carrying cat to vehicle if required (multiple cats, elderly etc.)
36. Give Paperwork to Paul to log on accounting software and to update any details (vaccinations etc.).
37. **Infection Control Procedures**

Checking for infection and procedures to manage infection must be followed meticulously by all staff, without exception

* 1. **Checking/Evidence**

A physical check is undertaken on cat’s arrival.

Vaccination cards are checked for dates and logged on form (also cattery management software that will remind owners to vaccinate and also bring vaccination cards on arrival)

* 1. **Infection Procedures**

**If at any time cat appears unwell, the following steps must be taken.**

1. **Isolate Cat**
2. **Put cat in carrier, move to isolation pen.** Disposable gloves/overalls should be used – employee should not enter other pens after entering the pen of a possibly infected cat unless advised by vet it is ok to do so.
3. **Contact VET (see section 5) – From this point follow all advice given by vet if vet advice contradicts any stages below – Vets advice takes precedent**
4. **Contact Owner –** Explain illness and actions taken
5. **Deep clean vacated pen** (section 3.6) **Staff involved with moving cat and deep cleaning pens should have no further contact with other cats for the rest of the day** (unless authorised by Vet). Disinfect carrier used to transport cat to isolation pen.
6. **Closely monitor cat and all cats in the cattery, especially those that were in adjoining pens. Continue to follow vet’s advice to the letter.**

**Serious Infection** – If Vet advises, the block or whole cattery may need to be evacuated.

1. **Evacuate block/whole cattery if advised by Vet. Contact partner catteries (Woodside, Banstead, Farm Cottage) to seek accommodation for cats evacuated and inform all owners**
2. **If block/cattery evacuated, deep clean and disinfect whole block/whole cattery.**
3. **Inform owners, where possible owners should collect cats early.**
4. **Block/Cattery not to be re-opened until approved so by vet**
5. **Data Security and IT usage**
	1. **Information Security Policy**

Purley Cattery will ensure that all customer information held is done so in accordance with all laws and guidelines in place.

Purley Cattery is PCI compliant and must always ensure the security of information we hold on our customers.

Customer details (bar owner and cats name only) will never be stored outside of cattery management system. Data held on spreadsheets, soft and hard copy documents should be destroyed/deleted.

Passwords to cattery management system are a minimum of 8 characters and contain at least 1 upper case letter, 1 lower case letter and one numeric. Passwords will be changed quarterly.

If a customer requests details of the information we hold on them, Purley cattery will forward within 5 working days.

If customer requests removal of data, this must be completed immediately or as soon as practical and customer informed when done so.

All information held on customers must be treated confidentially at all times. Staff should never discuss with anyone bar work colleagues needing to know information.

* 1. **Software**

**Purley Cattery uses the following software**

1. Revelation Pets Cattery Management system (Staff need a good working knowledge)
	1. Online booking requests
	2. Booking confirmations
	3. Automatic reminders to customers (email and texts)
	4. Thank you for your stay emails
	5. Signing of terms and conditions by customers
	6. Pen management (\*\* not yet in operation, will replace diary from November 18 \*\*)
	7. Assist in budgeting and forecasts
2. Xero – Accounting and Payroll software
	1. Accounts – Sales, Purchases, P&L, Balance Sheet and Cash Flow, budgets and forecasts
	2. Management financial and payroll reporting
	3. Statutory Returns
	4. Payroll
	5. Pension Calculations
3. Excel – for logging all sales – for VAT returns, reconciliation to accounting software and for forecasting/modelling.
4. XMEye - CCTV software
5. Company Website (1&1 hosted/WIX Managed) – Information on cattery (prices, facilities etc.), link to online booking software.

Appendix 1 – Vaccination Check Decision

