



## Cosy Kittys Policies and Procedures

### **1) ACCIDENT / INCIDENT**

#### **POLICY.**

It's our policy to ensure every effort is made to always ensure the safety and wellbeing of all the cats, cat owners and cattery staff.

#### **PROCEDURES.**

- Regularly check each Pen for equipment/toys that could cause an accident.
- First Aid Box to be always accessible.
- Document all accidents/injuries/ incidents including bites or scratches.

### **2) ADMINISTERING MEDICINE**

#### **POLICY.**

Our policy is to only administer prescribed medicines from a vet.

#### **PROCEDURES.**

- Medicine will only be administered as per instruction from a vet.
- Written record each time medicine is administered.
- Written consent by owner to administer medication.
- Training /Instruction must be given on how to administer medication by the owner or vet.

### **3) ANIMAL PROTECTION**

#### **POLICY.**

Provide a safe and secure environment for the cats in our care. To always remain vigilant for signs of abuse or neglect in order that the appropriate action may be taken.

#### **PROCEDURES.**

- To monitor and keep records of each cat.
- Continue to update records.
- Medicine administration kept up to date.
- We will only let a cat home from our care to those who we have been informed are

permitted to collect the cat. This includes emergency contacts.

- Monitor each cat's health and wellbeing.

## **4) EMERGENCY EVACUATION**

### **POLICY.**

It is our policy that we have a safe and efficient evacuation.

### **PROCEDURES.**

- In case of fire, evacuate to the evacuation point (front garden of 120, Stuart Road).
- Escape Route: Door of Cattery, Rear Door of 120, Stuart Road, Front Door of 120, Stuart Road.
- Ensure all cats are in carriers and owners have been evacuated.
- Reassure cats and owners.
- Call 999 immediately.
- Call the nominated Vet if necessary (01752 700600)
- In the event of an evacuation we may not be able to return to the Cattery. Owners, emergency contacts or vets will be contacted. Local catteries will also be contacted to see if they could accommodate.

## **5) FAILURE OF CLIENT TO COLLECT CAT**

### **POLICY.**

Our policy is to continue to care for cats that have not been collected, until we put our procedures in place.

### **PROCEDURES.**

- If your cat has not been collected before close of business we will contact the owner.
- If we are unsuccessful we will contact the emergency contact numbers.
- Ultimately there will be a daily extra charge.
- They will remain in the Cattery, if we have availability, if not, they will be placed in the Isolation Unit.
- We appreciate that there can be delays due to flights or traffic congestion, but where possible please keep us updated.

## **6) FIRE RISK ASSESSMENT**

### **POLICY.**

Any risks are considered and addressed. Everyone's and every cat's safety is paramount at Cosy Kittys

## **PROCEDURES.**

- Smoke alarms fitted and in good working order.
- Fire extinguisher available.
- Flammable cleaning products are suitable stored.
- In case of fire, call 999 immediately.

## **7) FOOD AND DRINK**

### **POLICY.**

A good balance of food and drink is vital for your cat's development, health, and well-being.

### **PROCEDURES.**

- We are happy to discuss with owners the choices of foods their cats would prefer.
- Fresh water is supplied in each Pen. Drinking regularly is important for your cat's health, as it helps ensure proper kidney function and prevents crystal formation that can lead to urinary diseases.
- Any special dietary requirements are discussed.

## **8) HEALTH AND SAFETY**

### **POLICY.**

At Cosy Kittys we are committed to providing a healthy and safe environment for all cats and owners using the facility.

### **PROCEDURES.**

- All Pens and outdoor spaces are fit for purpose.
- Equipment and toys are regularly checked and fit for purpose.
- Premises and equipment kept clean.
- Cleaning procedures in place.
- Ensure fire evacuation procedures are in place.
- Doors that you exit to the outside must be kept closed/locked.
- Exit doors must never be obstructed.
- Hands must be washed before handling food, before entering and handling each cat and after cleaning litter trays.
- Cleaning products to be kept in a suitable place.
- Accidents and injuries documented.
- Any sick cat will be isolated until an owner or emergency contact or their nominated vet has been contacted. If they are not available, then your cat will be taken to the Cosy Kittys

nominated vet.

**ADDRESS BELOW:**

Woodlands Veterinary Hospital  
Burnett Road,  
Manadon,  
Plymouth  
Devon  
PL6 5BH  
TEL: 01752 700600

- Sick cats must not attend the Cattery, unless advised by a vet that your cat is well enough to attend or are on regular medication. Only prescribed medication to be administered.
- Updated vet information.
- Updated insurance/microchip information.
- Emergency contact numbers.
- Monitor every cat's health and well-being at regular intervals.
- Temperature control when hot/cold i.e. ventilation, windows in corridor opened. Cooling mats and fans.
- Bedding to help regulate body temperature.
- Sleeping area for comfort and as a safe place.
- Shelving for climbing, hiding places, scratching post and toys.

## **9) HEALTH AND WELFARE.**

### **POLICY.**

Your cat's health and welfare are a priority to us.

### **PROCEDURES.**

- Regular visits are made to check on health and welfare.
- All cats must have up to date vaccinations.
- Your cat will be turned away if vaccinations have expired over 3 months and any payment received will be kept.
- You will be required to re-start the immunisation process from the beginning.
- Vaccinations must be given at least 2 weeks before attending Cosy Kittys, unless it is their first course of vaccinations, in which case the vaccinations must be given 4 weeks before attending Cosy Kittys

Vaccinations must include -

Feline Panleukopenia Virus

Feline Herpesvirus and Feline Calicivirus

Feline Parvovirus (Infectious Enteritis)

PLEASE CHECK WITH YOUR VET THAT YOUR CAT HAS HAD THESE VACCINATIONS.

- We are unable to accommodate a cat that has been diagnosed or suspected of having any of the above.
- All cats must have been treated with flea/tick and worm treatment 1 week prior to attending Cosy Kittys.
- Your cat is microchipped.
- Familiar things from home can be sent, i.e. bedding, toys etc to help with settling in.
- If your cat requires grooming, then please send brushes for hygiene reasons.
- Lots of TLC will be given to provide a pleasurable stay.
- Pens are at a comfortable temperature.
- Heat mats maintain a good source of heat on chilly days.
- Ventilation from fans and open windows (fitted with aperture locks) on the warmer days.

## **10) MISSING CAT**

### **POLICY.**

It is our policy to ensure that all cats are always kept safe and in sight. In this unlikely event, the following procedures will be followed.

### **PROCEDURES.**

- Search area thoroughly.
- Contact local Vets / RSPCA / Cats Protection and give a full description and photo.
- Contact the owner.
- If still not found, put up posters, leaflets, and house to house search.
- Use social media.

## **11) SAFEGUARDING**

### **POLICY.**

Provide a safe, secure, welcoming, and stimulating environment for the cats in our care. All necessary steps are taken to keep cats safe and well.

### **PROCEDURES.**

- To maintain records, policies and procedures.
- To promote good health and manage behaviour.
- To make the cats feel safe, secure and have an enjoyable stay.

- Consent must be given for vet treatment.
- Consent must be given by owner for the use of cameras, text, email, WhatsApp and using pictures on our website.
- Yearly update our public liability insurance and licence.
- We will notify the local RSPCA / Cats Protection if we feel that a cat has been mistreated or neglected.
- We continue to safeguard ourselves and seek advice and support from professionals.
- We will get some help if I'm too ill to continue to run the business for a short while.
- Paperwork to be completed if bitten or scratched.

## **12) SICKNESS**

### **POLICY.**

We are happy to care for a cat that a vet has advised is ok to attend the Cattery and has nothing infectious or contagious. We will not care for a cat that has an infectious or contagious illness. We need to consider the welfare of all the cats in our care to remain open. Should your cat become sick whilst in our care, the following procedures will be followed.

### **PROCEDURES.**

- We will make sure that your cat is kept comfortable and isolated from the other cats in our care.
- Protective clothing and shoes to be worn.
- Sanitising protocols will be adhered to, to avoid transmission of disease.
- We will telephone the owners first and advise them of the situation, if this is not possible the emergency contact number and vet or nominated vet will be contacted.
- We will continue to care for your cat until you or your emergency contact arrive or your cat is taken to the vet.

## **13) DEATH OF A CAT.**

### **POLICY.**

In the unlikely event of a death of a cat the following procedures will be followed.

### **PROCEDURES.**

- The cat will be removed from the Cattery and taken to their nominated Vet.
- The Vet will be asked to determine the cause of death.
- The owner or emergency contact will be contacted to inform them of the death.

- The cat's body will be stored at the Vets until the owner is able to collect the body or gives instructions for the cats' disposal.

## 14) SUITABLE PERSON.

### POLICY.

Our policy is to care for and provide a pleasurable stay for your cat.

### PROCEDURES.

- As a licensed cattery, Cosy Kittys have complied with all Registration, Regulations and Procedures. LICENCE NO – TBC by Plymouth City Council.
- We have fulfilled the vetting procedure from The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 and have been awarded ? stars. - TBC by Plymouth City Council.
- Will be completing the International Open Academy in Essential Cat & Kitten Care.
- I have previously fostered cats and kittens for Cats Protection and work for them as a Welfare Assistant.

## 15) DEPOSITS, PAYMENTS AND DAYS CHARGED

- 25% non-refundable deposit required to secure your booking.
- Full payment to be received prior to or on the day of check in.
- Day of arrival, day of departure and all full days are charged for.
- We are happy to accept payment in the form of direct bank transfer (BACS) or cash.

## 16) CANCELLATION

- Cancellation will result in loss of your deposit.
- Where cancellations are made on or within 1 week prior to arrival, 100% of the total balance outstanding will be charged.
- If you reduce the number of days booked on or within 1 week prior to arrival, you will be charged for the total number of days originally booked.

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| Cosy Kittys Policies and Procedures annually reviewed and signed off by the Proprietor. |                 |            |
| Reviewed By:  | Date of Review: | Signature: |
|   |                 |            |