

## Cat Advocate Responsibilities

Cat Advocates agree to make sure that all Cat Friendly Clinic criteria relevant to the level of accreditation awarded are met and maintained at all times including:

### Staff

- All staff meet the appropriate continued professional development requirements and suitable materials are easily accessible to enable this.
- New staff are informed of the Cat Friendly Clinic criteria and there is ongoing staff education on these.
- All staff adhere to International Cat Care's Cat Friendly Principles at all times.

### Cat interactions

- All staff adhere to the AAFP/ISFM Cat Friendly Interaction and Veterinary Environment Guidelines at all times.
- Staff avoid forceful restraint or 'scruffing' of cats, or inappropriate equipment such as gauntlets, cat bags, muzzles and cat nets.

### Feline health & wellbeing

- The clinic has a protocol for wellness checks for cats which all staff implement.
- Pain is assessed in all cats and appropriate analgesic therapy administered where required .
- Surgical operations for the purpose of modifying the appearance of a cat or for non-medical purposes are never carried out or recommend by the clinic.
- The clinic always has access to information on the management of poisoning.

### Clients and Caregivers

- Clients always have access to emergency care and information on how to access it is easily available.
- Caregivers are aware of who is caring for their cat(s) and who the Cat Advocate(s) are.
- Information on topics such as how to transport a cat to the clinic, medicating cats and the Cat Friendly Clinic programme are easily available to caregivers.
- Options for investigations/treatments and costs are always discussed with caregivers/owners and written estimates/itemised invoices provided on request.
- Informed consent is sought for all procedures.
- The clinic always records and acts on complaints.

# Cat Advocate Responsibilities

## Health, safety & hygiene

- A good standard of cleanliness and hygiene is maintained in the clinic at all times.
- All applicable health, safety and legal regulations that relate to veterinary clinics in your country are always adhered to.

## Waiting room

- Cat carriers are raised up off the floor and a cover placed over them.
- Cats and dogs are separated by a visual barrier unless the clinic is a mobile clinic or cat-only appointment times are in place for all routine appointments.

## Consultations

- Appropriate equipment, including a portable blood pressure machine is available for all consultations.
- All routine appointments are at least 10 minutes long (15 minutes for Gold accredited clinics).
- A thorough patient history and clinical examination is performed at every routine examination.

## Hospitalisation

- Where hospitalisation facilities exist, these meet the relevant criteria for every cat (i.e. cage dimensions, provision of hiding etc.) according to the level of accreditation awarded.

## Procedures

- Where facilities for general anaesthesia, surgery, dentistry and/or diagnostic imaging exist, these meet the relevant criteria for every procedure, according to the level of accreditation awarded.
- All laboratory procedures are carried out by trained staff.

## Medicines

- All medicinal products are handled, used and stored according to manufacturer's recommendations and statutory requirements.
- Adverse drug events are reported to the appropriate veterinary, drug and/or licensing authority(ies).

By becoming a Cat Advocate, you take responsibility for ensuring that all relevant criteria are met at all times and that ISFM is informed of any changes to the clinic and/or staff which may impact accreditation. For the full criteria, please visit [catfriendlyclinic.org](https://catfriendlyclinic.org)