



Whimsical Whiskers CatFae Volunteer & Employee Handbook

Welcome to Whimsical Whiskers CatFae!

We are delighted to have you join our team. At Whimsical Whiskers CatFae, we create an environment where humans and feline friends can relax, connect, and our furry friends can find furrever homes. Whether you are an employee or a volunteer, you play a vital role in our mission.

This handbook outlines our policies, expectations, and guidelines to ensure a safe, welcoming, and well-organized experience for everyone.

Mission & Values

At Whimsical Whiskers CatFae, our mission “Whimsical Whiskers CatFae and Rescue is dedicated to providing a loving sanctuary for cats in need while offering a whimsical and welcoming space for cat enthusiasts to connect. Our mission is to rescue, rehabilitate, and re-home cats, ensuring each feline receives the care and attention necessary for a happy and healthy life.”

Our core values:

- Compassion – We treat every cat and person with kindness and respect.
- Community – We create a supportive space where people and pets thrive.
- Responsibility – We prioritize the safety and well-being of our animals and guests.
- Integrity – We maintain honesty and professionalism in all we do.

Roles & Responsibilities

Volunteers/Employees:

- Socialize and care for the cats (playtime, brushing, social interaction).
- Assist in keeping the space clean and welcoming.
- Help educate guests about our adoption process.
- Support with events and fundraisers.
- Follow all safety and hygiene protocols.
- Handle customer service, reservations, and retail transactions.
- Ensure the well-being of cats by monitoring their health and needs.
 - Maintain cleanliness and orderliness of the café space. Keep counters clean, espresso machine wiped down, sink empty, trash from sugar/creamer picked up.
- Assist with adoptions, including paperwork and matchmaking.
- Train and supervise new volunteers/employees as needed.

- Enforce policies to create a safe, positive atmosphere

- **Entry**

1. **EVERYONE** who enters the cat lounge must sign a waiver
2. An ID must be held for those entering the lounge.
 - a. If there is a family or group, at least one ID must be held, usually the person paying.
3. If the family entering has smaller children who seem to be rowdy or rambunctious, explain to them that the quieter they are the more likely the kitties are to come to them. (This usually queues for the parents to calm them down)
4. DO NOT let anyone who is not volunteering or working behind the gate
5. DO NOT let kids stand on the stools.
6. Do not let anyone enter the lounge through the side door (door should be locked during business hours)

- **Birthday Parties**

If you are scheduled to be here during a birthday party:

1. Hang “Happy Birthday” sign up on greenery wall
2. Make sure the lounge will be clear of guests by the time the party arrives
 - a. This may mean putting a hold on entry until guests arrive
 - b. Make sure the cat lounge is clean and tidy, tables are wiped down and litter boxes are clean.
3. Make sure everyone who is with the party signs a waiver before entering.
4. Keep an eye on guests to ensure noise levels are appropriate and that resident kitties are being treated well.

- **CAPACITY OF CAT LOUNGE**

While fire code is 30 people in the lounge area, for the comfort of our guests and the kitties, we will no longer be adhering to that.

Cat lounge capacity is now **20 (TWENTY)** people in the lounge at a time.

- Should a family who would make 21 or 22 guests come in, we will allow this. Otherwise, a waitlist will need to be started.
- Waitlists can be found in the black filing box in the cabinet under the register.

- **Code of Conduct**

To maintain a professional and welcoming environment, all volunteers and employees must:

- Treat all guests, team members, and cats with kindness and respect.

- Follow hygiene practices (wash hands before and after handling cats and before and after handling food)
- Wear appropriate attire (clean, casual clothing; closed-toe shoes) T-Shirts will be provided soon!

- **Code of Conduct-Continued**

- Maintain confidentiality regarding business operations and adoption details.
- Avoid rough handling of cats or allowing guests to mistreat them. DO NOT BE AFRAID TO SPEAK UP. Call me if I am not here and you need me!
- Represent CatFae positively in-person and online.

- **Safety & Training**

Animal Safety:

- Never force a cat into interaction—let them approach at their own pace.
- Recognize signs of stress or illness and report concerns immediately.
- Ensure cats always have access to food, water, and clean litter boxes.

Human Safety:

- Be aware of allergies and inform guests about potential risks.
- If a guest or staff member is scratched or bitten, follow first-aid procedures and report the incident.
 - Have guest wash area thoroughly
 - Get first aid kit from office
 - Offer antiseptic and bandages

- **In case of emergencies (fire, medical, etc.), call 911 and follow posted evacuation procedures.**

5. Scheduling & Attendance

Volunteers/Employees:

- Shifts are scheduled in advance. If you cannot make your shift, notify me as soon as possible.
- A no-show without notice may lead to removal from the schedule indefinitely.
- Everyone is expected to adhere to their assigned schedules.
- Repeated tardiness or absences without valid reason may result in disciplinary action.

- **Communication**

- Important updates and shift scheduling will be communicated via email or group chats.
- Always check messages before your shift to stay informed.

- If you have concerns or suggestions, talk to a manager.

Benefits & Perks

- Volunteers and employees receive discounts on café items and merchandise.
- Exclusive training on feline care and behavior.
- Invitations to special events and team-building activities.
- The joy of helping cats find loving homes!

Conflict Resolution

We encourage open and respectful communication. If conflicts arise:

1. Try to resolve issues directly with the person involved.
2. If needed, speak with a supervisor for mediation.
3. Serious concerns should be documented and reported to management.

Legal & Liability Policies

- Volunteers and employees must sign a liability waiver before handling cats.
- Whimsical Whiskers CatFae is not responsible for personal injuries, though we strive to maintain a safe environment.
- Any suspected animal mistreatment, stealing, or policy violations should be reported immediately.

Extras

1. Opening and Closing lists are not optional, nor is anything on the lists.
2. These lists insure the cleanliness of our CatFae, as well as the health and safety of our residents. 😊

Copies of these lists are attached for you to keep

Acknowledgment of Receipt and Understanding

I, the undersigned, acknowledge that I have received, read, and fully understand the *Whimsical Whisker CatFae* Handbook. I recognize the importance of the policies, procedures, and guidelines outlined in this document and agree to follow them to the best of my ability.

I understand that this handbook is intended to provide me with essential information regarding my role as an employee or volunteer, the expectations for cleanliness and safety, and the procedures that contribute to the well-being of the cats in our care. I also acknowledge that it is my responsibility to ask questions or seek clarification if any of the content in the handbook is unclear.

By signing below, I confirm my commitment to upholding the standards and values set forth in the handbook, ensuring a positive and respectful environment for all staff, volunteers, and cats at *Whimsical Whisker CatFae*.

If at any time there are updates or changes to the handbook, I agree to review and acknowledge them in a timely manner.

Employee/Volunteer Name (Printed): _____

Signature: _____

E-Mail: _____

Phone #: _____

T-Shirt Size: _____

4 digit Register Code Preference: _____

Date: _____

Thank you for your dedication to the mission and values of *Whimsical Whisker CatFae*. Your commitment is vital to our success and the well-being of the cats in our care.

Respectfully,

Heidi R Wiegel

Heidi Wiegel, Owner
Whimsical Whiskers CatFae