



RACHEL



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Developed and Presented by:
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NEW PERSPECTIVE

- Reduce intake



- Keep cats in their homes

PRE SURRENDER PREVENTION

- 🤔 Radar up!
- 🤔 Litter Box Problems!
- 🤔 Unadoptable!





NEW WAY OF DOING THINGS

- !! New approach
- !! New program

NON-JUDGMENTAL & EMPATHETIC

- Open-minded
- Be their ally

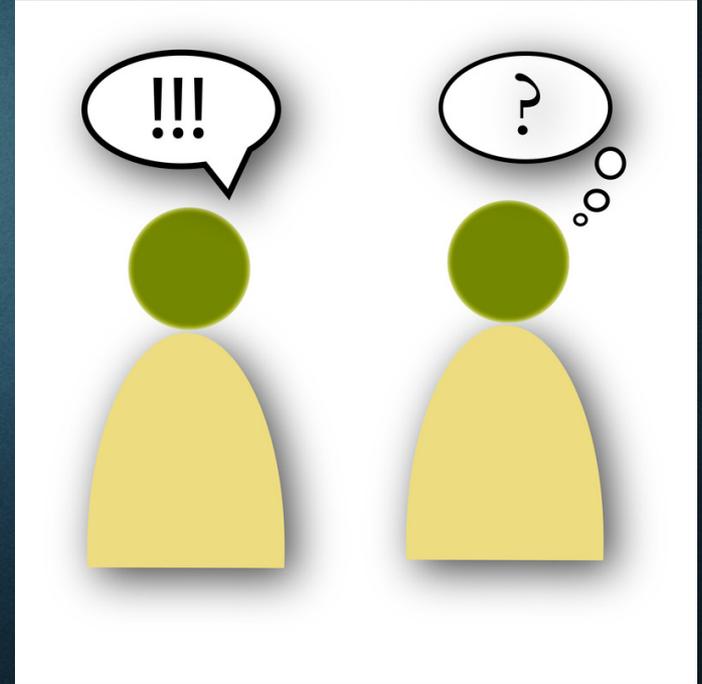


SURRENDERERS DO CARE



- 💔 Look at the caller in a different way
- 💔 She does care
- 💔 She is concerned

WORDS MATTER

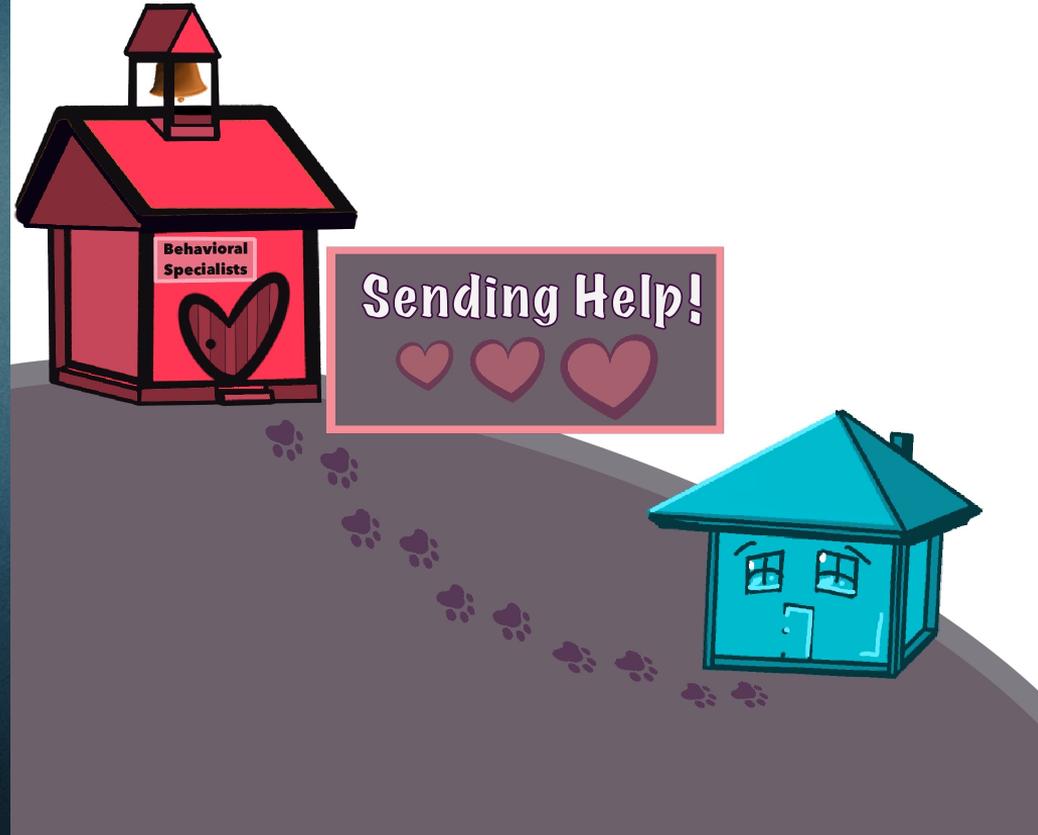


-  Inaccurate descriptions
-  Labels are incorrect
-  Cats are misunderstood

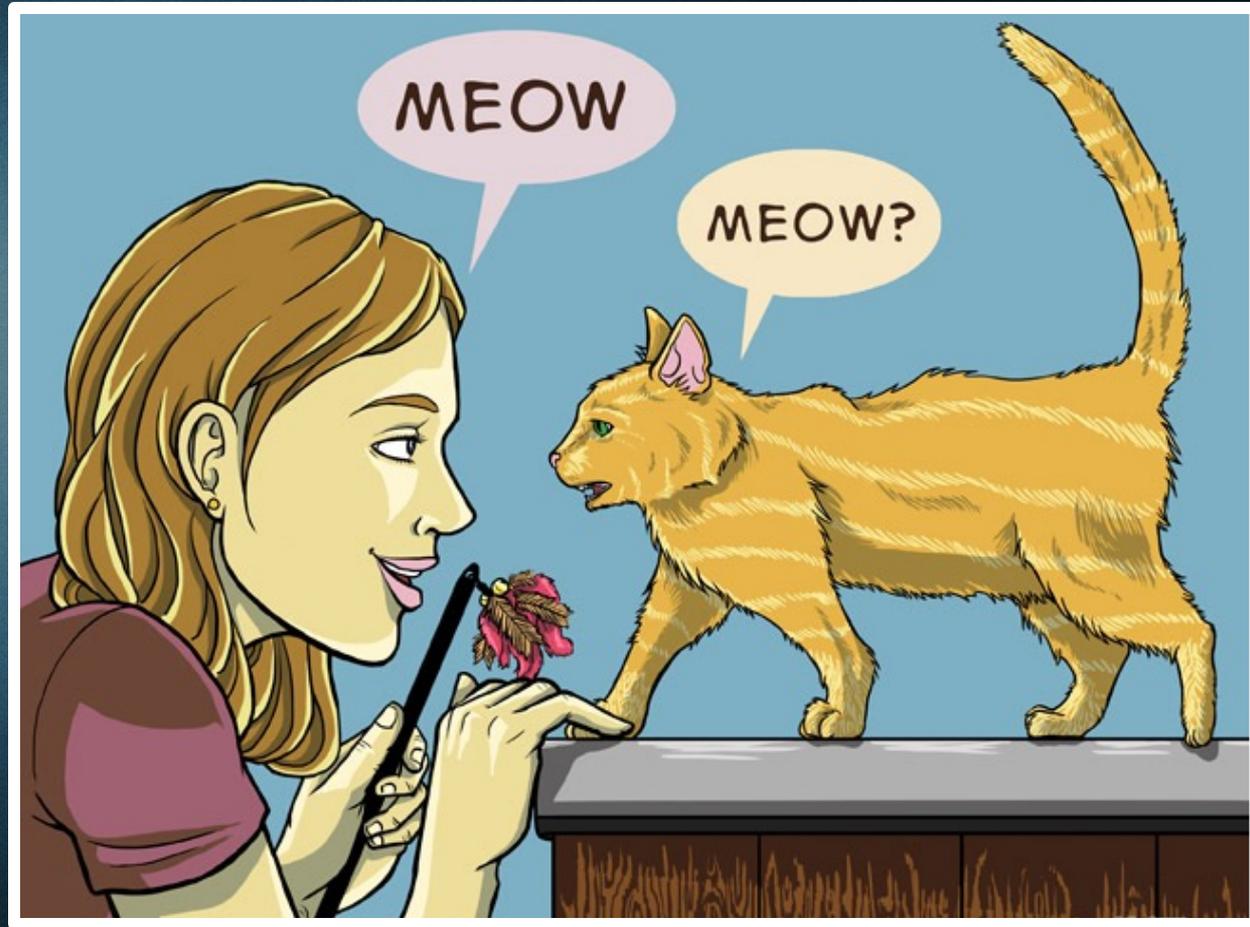
PROVIDE HOPE

- ☀ Give hope
- ☀ Be optimistic
- ☀ Project positivity

Traniello, E.M. (2022)
Commission Donation to Dr. Geller



SURRENDER PREVENTION



THE IMPORTANCE OF LISTENING

👂 Listen!

👂 Listen!

👂 Listen!

👂 Listen!

👂 Acknowledge

👂 Pay attention

👂 Relate

👂 Repeat back



MIND SET OF CAT OWNERS



- Given up
- Frustrated
- Hopeless
- Tired

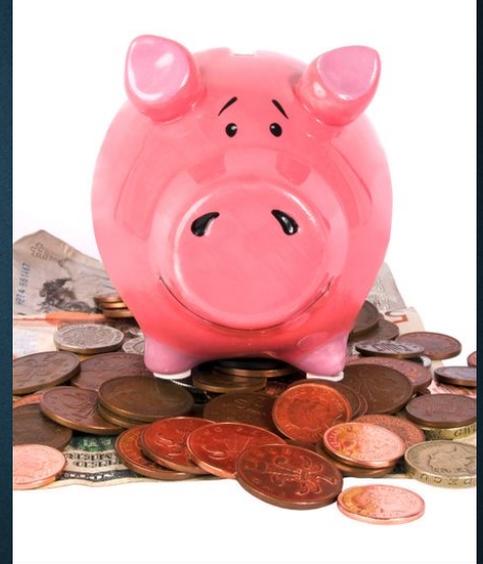
GET ON THE OWNER'S SIDE

- ♥ Love between person-cat
- ♥ We will work together
- ♥ We can solve this problem



REALISTIC CONSTRAINTS

- Money
- Time
- Gather information
- Patience



IMPORTANCE OF FOLLOW UP CALLS

- 📞 About a week after the original conversation
- 📞 Opportunity to support



NEEDY CAT OWNERS

- 🤝 Hand holding
- 🤝 Frequent check-ins
- 🤝 Emotional support



NEW ADOPTER CONCERNS

- Early intervention and support
- Lack of a bond



SUGGESTED STEPS

1. Consultation
2. History
3. Questions
4. Videos/face time/Skype
5. Information to analyze behavior patterns
6. Develop plan of action
7. Follow-up



PROVIDE WRITTEN INSTRUCTIONS



-  Can be read repeatedly
-  Have for future reference
-  Avoids miscommunication

USE THE DOWNLOADABLE CHECKLIST TO GATHER INFO

- Efficiency
- Standardization
- Provide quick response



LITTER BOX CHECKLIST – HANDOUT TO BE PROVIDED

- 💡 How to help with set up
- 💡 How to help with location
- 💡 Looking at the box itself
- 💡 Looking at type of litter



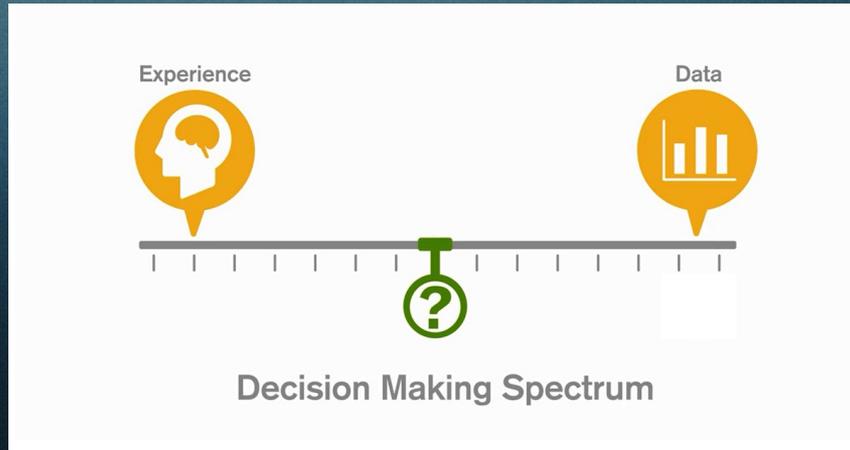
LITTER BOX ASSESSMENT

- Covered
- Dirty
- Location
- Number



USE YOUR BEST JUDGMENT RE VET VISIT

- Rule out medical – it depends
- Look at symptoms
- Evaluate possible behavioral causes



SCRATCHING POST CHECKLIST – HANDOUT TO BE PROVIDED

Texture

Location

Height and Weight

Deter / Redirect



SCRATCHING POST ASSESSEMENT

- ✧ Emotional component
- ✧ Release tension
- ✧ Stability is important



MULTI-CAT HOUSEHOLD/AGGRESSION CHECKLIST – HANDOUT TO BE PROVIDED

Resources

Introductions

Play Sessions

Vertical Space



MULTI-CAT HOUSEHOLD/AGGRESSION ASSESSMENT

- 💡 Develop trust
- 💡 Feel safe
- 💡 Add resources



INTRO VS RE-INTRO

- * Newcomer?
- * Tolerance?
- * Injuries?



OBSERVE THE SITUATION

🐱 Cats react differently

🐱 Length of time is important



ENVIRONMENTAL CHANGES

- 🐱 Each cat has his own resources
- 🐱 Reduce competition
- 🐱 The more territory the better



FOOD AS MOTIVATION

- 🍏 Use when near each other
- 🍏 Use when coexisting peacefully



POSITIVE ASSOCIATIONS WITH FOOD

- 🍗 Start with separation
- 🍗 Gradually move bowls closer
- 🍗 Gradually increase duration
- 🍗 Go at the cat's pace



TIME AND PATIENCE LIMITATIONS

🕒 Be respectful

🕒 Don't overwhelm

🕒 Responsive





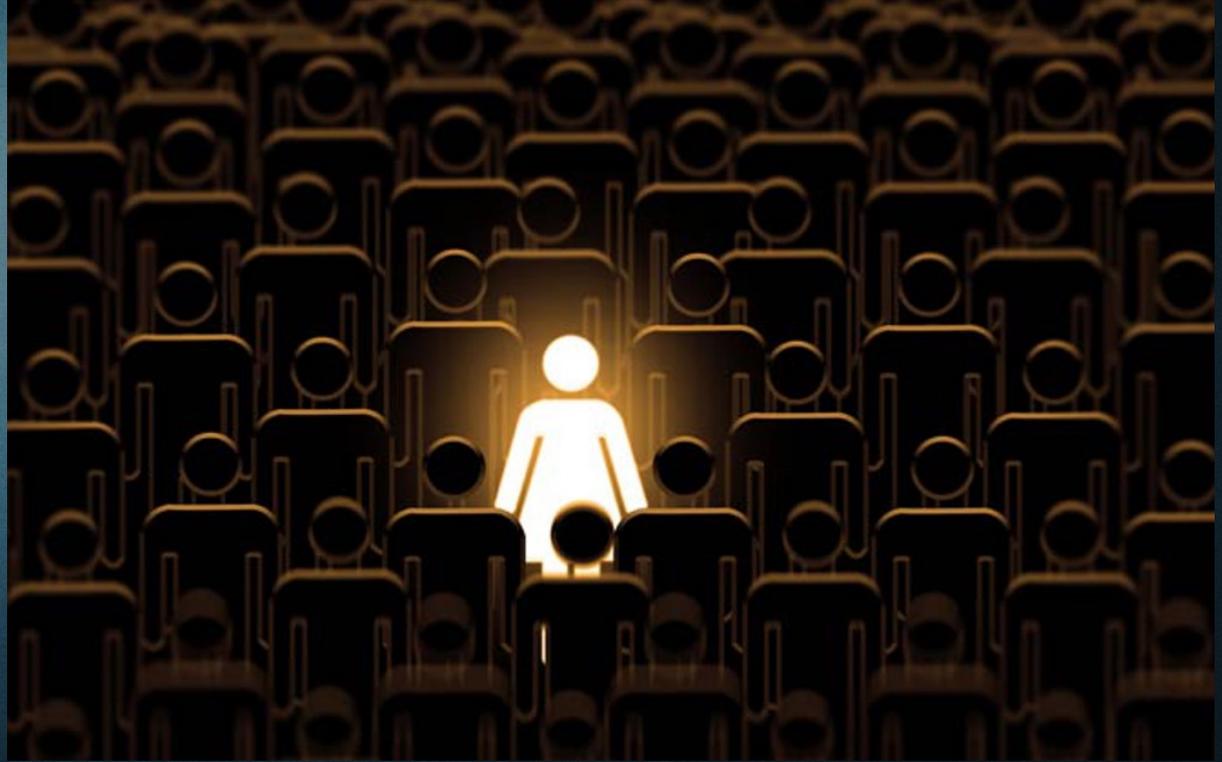
BITING/AGGRESSION CHECKLIST – HANDOUT TO BE PROVIDED

BITING AGGRESSION ASSESSMENT

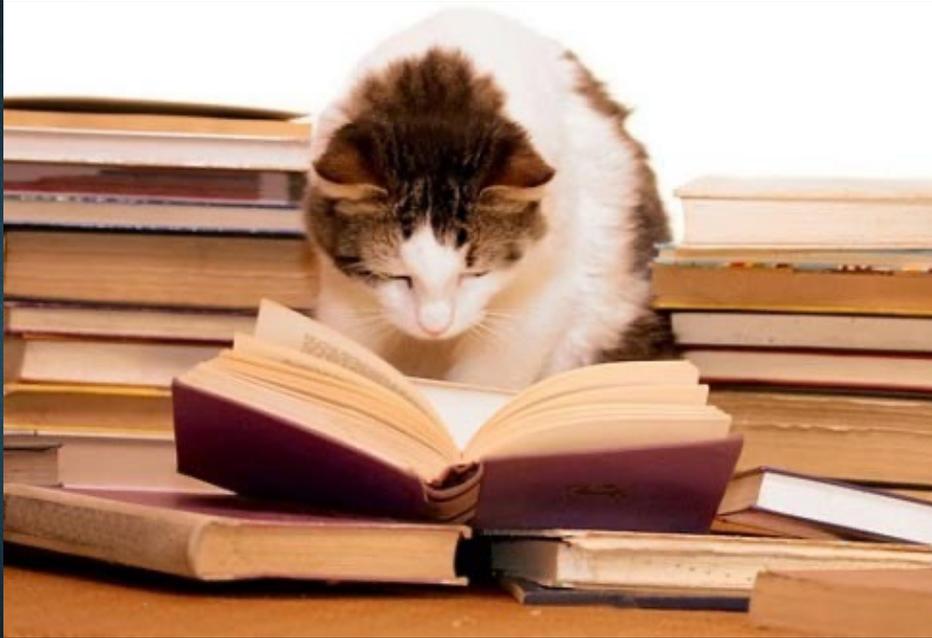


CUSTOMIZE!

- 💡 Establish personal relationship
- 💡 Bond and connect
- 💡 Place value on the cat



WHAT I LEARNED



-  Most people want to keep their cats, they don't think these behaviors can be fixed
-  Empathy is important
-  Call when you say you will, email when you say you will



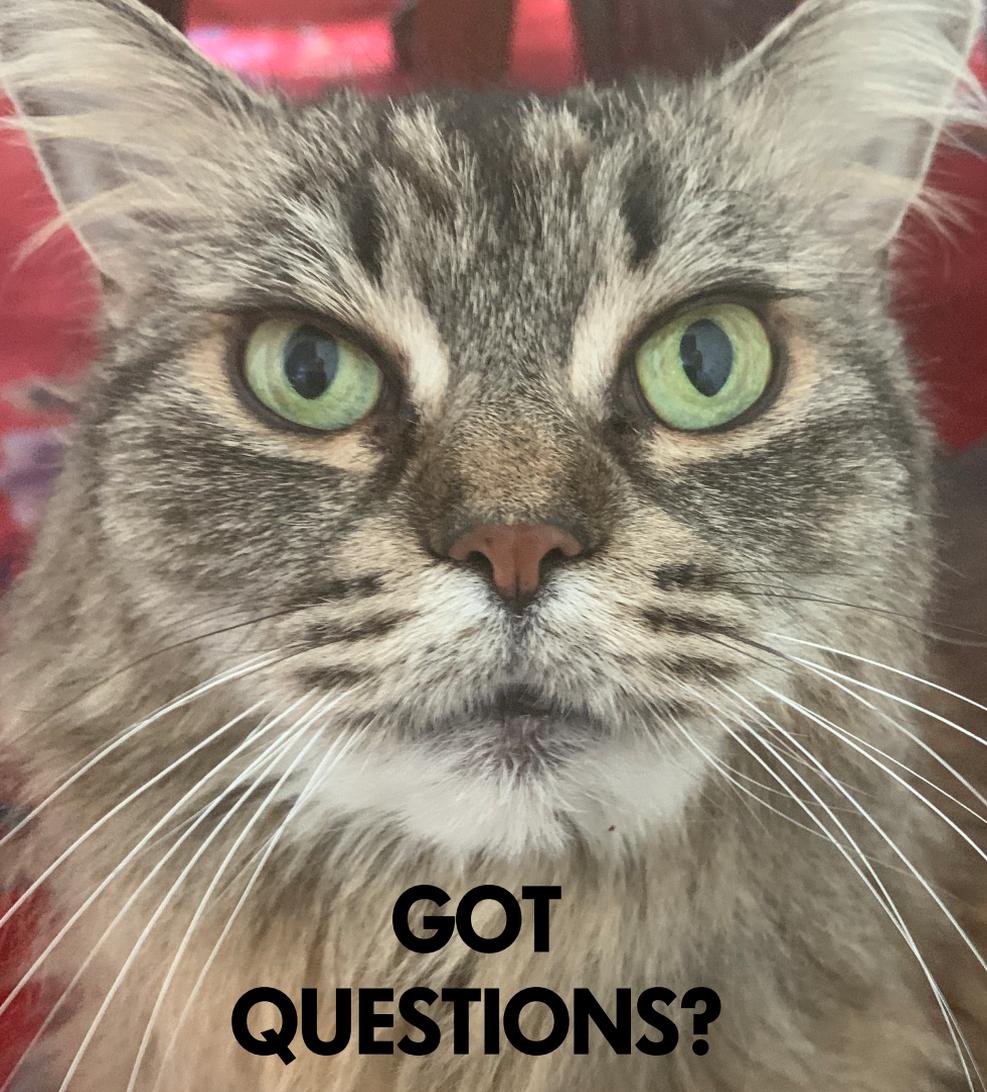
THINGS TO REMEMBER

- Almost half of surrenders are due to behavior
- Solve behavior problems to keep cats in their homes

Wrap-up

- 👍 Empathy & compassion
- 👍 Address potential barriers
- 👍 Understanding





**GOT
QUESTIONS?**



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A Very
Special
Thank You

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