



4. Competences of the involved actors

- Permanent cat caregiver in the care facility:
 - This person is expected to have participated in a recognised training program that includes the following subjects:
 - zoonoses (Lefebvre et al., 2008);
 - visual inspection for ectoparasites (Lefebvre et al., 2008);
 - recognising cat body language, in particular in the case of discomfort, fear or stress (both acute and chronic) and responding correctly (Mariti, 2012; Fureix, Menguy, & Hausberger, 2010, Delta Society Evaluation Procedure);
 - cats' needs and how to provide a stress-free environment for cats;
 - patient privacy (Lefebvre et al., 2008);
 - learning principles, in particular the use of positive reinforcement as a training method to facilitate a positive relationship with the cat.
 - This person must communicate with the cats in a clear manner.
 - This person should always have access to support from a cat behaviour specialist (Mariti, 2012) and a veterinarian.

- Therapist or patient counsellor:
 - The therapist or patient counsellor should also have a basic knowledge of cat behaviour, welfare and training (Van Fleet, 2006, 2014b).
 - The therapist or patient counsellor should be able to recognise both acute and chronic stress-signals in cats (Mariti, 2012; Fureix, Menguy, & Hausberger, 2010, Delta Society Evaluation Procedure).

- Caregivers:
 - Ideally, the caregivers should also have a basic knowledge of cat behaviour, welfare and training (Van Fleet, 2006, 2014b).