

POTSDAM HUMANE SOCIETY, INC.

Manual of Standard Operating Procedures

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A

LETTER TO STAFF

This is your personal copy of the Standard Operating Procedures (SOP) Manual. SOPs are a key tool for the operation and management of the Potsdam Humane Society Shelter. They establish a baseline for how all staff and volunteers perform routine shelter tasks. The consistency and predictability that SOPs can provide helps make life less stressful for the animals — and for people, too.

The Standard Operating Procedures were written with input from the staff and Board of Directors, and all staff are accountable for following them. This SOP enables us to be consistent about expectations for every employee and to determine whether performance meets, exceeds, or falls short of expectations. Be sure to read the entire document and then review the sections that relate to your job. Discuss any questions that you have with your supervisor.

The SOP manual is a 'living' document that will be updated as we identify better ways of doing our jobs and responding to the needs of the animals in our care and of the human community we serve. The formal procedure for suggesting and making changes to SOP is outlined below. The Executive Director will maintain the master and hard copy of the SOP and an electronic version will be stored on the Potsdam Humane Society website.

Process for changes, updates or clarifications to the SOP:

To avoid confusion and inconsistency, only the Executive Director can make the actual written changes to the SOP. Substantive changes will require Board approval. However, all staff can suggest changes as described below:

If you have suggestions for change, deletions, or additions, you may ask to include your proposal on the agenda of the next staff meeting.

The Executive Director will review proposed changes and present to the Board of Directors for approval, if necessary.

Upon approval, that section of the master SOP manual (both electronic and physical copy) will be updated with the new wording and instruction.

The entire staff will be provided with a summary of the update, and the page and section number that was updated. Each staff person also receives a printed copy of the new revised section for the staff member to update their own manual.

This manual is the foundation for the continued excellent performance of our staff and the organization. The manual will be used as a training document throughout the agency. We strongly encourage you to review SOPs on a regular basis.

Thank you for all the hard work you do each day for the animals in our care.

Sincerely,

Potsdam Humane Society
Board of Directors

B

Mission Statement

PHS aspires to find homes for all adoptable animals that find their way to our doorstep, and to ensure that none of them will ever lose their lives due to lack of space or the resources to care for them.

C

Municipalities Contracting with the Potsdam Humane Society

Brasher
Clifton
Colton
Hermon
Hopkinton
Lawrence
Lisbon
Norfolk
Parishville
Potsdam/Norwood
Stockholm

Regional Animal Control (ACO) & Dog Control (DCO) including non-contracted areas

For issues with Wildlife call: North Country Wild Care Hotline - 518-964-6740

Potsdam/Norwood: Animal Control:

Jim McConkey 315-323-4550 or Tom Farley 315-261-3100

Massena Dog Control: Bob Summerfield 315-842-1981

Hermon/Lawrence*/Lisbon/Stockholm : Sue Siedlecki 322-4067 / pager 747-0915

Parishville/Hopkinton* and Nuisance Control Officer: Robert Phillips 265-2922

Norfolk: Matt Kroeger 315-384-0440

Colton: Harold Bush 315-212-8874

Madrid/Waddington/Oswegatchie/Hammond/Dekalb/Canton: Jim Pihper, Sr. 388-4328

Stockholm/Winthrop/Lawrence/Lisbon/Hermon: Sue Siedlecki 322-4067 / pager 747-0915

Louisville: Rosanne Bender 315-250-6492

Bangor/Brandon/Bombay/Dickinson/Duane/Ft.Covington and Waverly:

Kevin Messenger 483-8147 / pager 404-8147

Fine/Clifton: Dan Findlay 848-2838

Gouverneur/Depeyster/Edwards/Macomb/Morristown/Pitcairn/Rossie: Dan Moyer (315)
535-4180 or (315) 771-8103

Fowler: Neil & Tammy Hooley 528-7988

Russell: Jack White 347-2346

Brasher: Hughy Blaine 3215-389-5709 or 315-250-6538

Pierrepont: John Graham 262-4722(cell) or 386-3973(home) or 386-8961(days)

**Nicholville: If Potsdam side of bridge call Hopkinton , if other side of bridge call Lawrence

Shelter Operations 000-01
[Effective Date]

HOURS OF OPERATION

General

The hours of operation are designed to ensure that all domestic and wild animals are properly and humanely cared for and that the public has adequate and ample opportunity to conduct business at the Potsdam Humane Society.

Adoption Hours

1-5 pm Monday-Friday

12 noon-4pm Saturday

Business Hours

The Shelter is open for all other animal-related services (and adoptions by appointment only) during the following hours: 9am-5pm Monday-Friday and 9am-4pm Saturday

The shelter will be closed to the public on the following Holidays: New Years, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

Emergency Service Hours

The Shelter promptly responds to animal emergencies 24 hours a day, every day of the year. Any situation is considered an emergency in which a domestic or wild animal is in danger or is creating a danger to the community.

Contact information for Dog Control, Animal Control and emergency services are available on the shelter's phone line voice mail , on the Potsdam Humane Society website as well as in section 5 of this document..

Shelter Operations- 000-2 **[Enter effective date]**

In-Shelter Animal Housing Areas

There are five different areas in the shelter for housing animals.

Temporary housing for dogs/cats -crates or carriers available in the assessment room for dogs or cats when these animals first arrive at the shelter. These are temporary runs/cages for the animal to wait until he/she is taken to the prep room and/or given an exam and preventive healthcare treatments. Animals placed in these areas should not be handled by anyone except the staff.

Adoption area (dogs and cats) – these are the areas where the animals that have been deemed adoptable by the organization are housed. The public can visit these areas without being escorted by the shelter staff.

Intake Housing – these runs/cages house healthy dogs or cats that are either strays in their hold period or owner-relinquished animals who need time to calm down and time for a behavior evaluation or are awaiting spay/neuter. The public is not allowed in this area unless escorted by a staff member.

Quarantine– these runs house bite case animals, healthy stray and confiscated animals as well as animals undergoing rehabilitation or review for adopt-ability. Animals in this area should not be handled by anyone except experienced staff or volunteers who have completed all orientation and training and are acting under instructions of shelter management. The public is not allowed in this area unless escorted by a staff member.

Isolation Area- these runs house sick or injured animals away from the general population to help prevent the spread of disease. It is very important to strictly follow our protocols for preventing the spread of disease because the animals housed here are identified as sick by the vet staff. The public is not allowed in this area unless escorted by a staff member.

Decision Process

After a physical exam and preventive healthcare is administered by the Veterinary Technicians, all animals are housed in Isolation, Quarantine or Intake Areas. After the animal is placed in the appropriate cage, the staff person who housed the animal updates the computer record with the location of the animal if needed. The Vet Tech team and/or the Executive Director decide during the daily walk through whether animals are to be moved to another area.

Immediately notify the Vet Tech staff of any animal who shows any signs of illness so that the animal can be moved to the isolation area. We cannot house sick animals in the healthy sections because this puts healthy animals at risk of disease. Signs of illness include but are not limited to: vomiting, diarrhea, lethargy, sneezing, runny eyes, blood in stool or urine.

Shelter Operations- 000-03

[Enter effective date]

ANIMAL INTAKE:

The Potsdam Humane Society strives to serve as a low-kill shelter. As such, intake is prioritized as follows (# 1 being top priority)

1) A minimum of one cage in each cat intake area and one kennel run in the dog intake area will be reserved at all times to allow for intake from animal/dog control officers serving contracted townships. If space is limited, emergency accommodations in the assessment room will be made with no exceptions.

2) Residents of contracted municipalities who request assistance for strays will first be referred to the animal/dog control officers for their jurisdiction. This allows the officer to return the animal to their owner if possible without admitting the animal(s) to the shelter. If an officer is unavailable, accommodations will be made to admit the animal to the shelter.

3) Owner surrenders from contracted towns will be admitted to the shelter or signed over to the care of the Potsdam Humane Society and placed in Foster Care with no fee as space allows.

4) Intake requests from animal/dog control officers from non-contracted towns or coalition partners will be honored as space allows. Agriculture and Markets secondary sheltering arrangements and dog control paperwork must be met and provided as per Agriculture and Markets regulations. This information can be found on the Ag&Market website: <http://www.agriculture.ny.gov/AllLaws/article7.pdf>. A current hard copy of these Ag & Market regulations is also maintained on file at the shelter.

5) Owner surrenders from non-contracted municipalities will be admitted only as space allows and with a request for an admission donation.

If people ask if the shelter is 'Full' they can be informed whether or not the shelter is at capacity so they can determine if they still wish to leave the animal there or make other arrangements.

Animal Intake Process

NOTE:

If the animal is a **feral cat, bite quarantine, court ordered seizure or animal in need of medical attention** refer to chapter on Special Admissions before proceeding.

All animals should remain secured in the vehicle they arrive in until the intake processing is completed.

Intakes are processed as follows:

1) Complete stray or owner surrender forms and enter into computer database. Complete an intake card for the admission. This card must include intake date, animal number from computer record, breed, sex, color and whether the animal is an owner surrender, stray or seized by animal control. If a person bringing in a stray refuses to sign intake paperwork– just write in the signature area “refused to sign” and your name. The animal will be reflected as a stray and held for the stray period.

2) Place the intake card on the kennel or cage that is to house the animal and set up the kennel or cage space with bedding, food and water suitable for the animal that is to be admitted.

3) Staff or trained volunteers are to assist the person relinquishing the animal when removing the animal from the car to ensure they are handled safely and with the minimum amount of stress. Members of the public may escort the animal to the intake door but for sanitary and safety precautions are not be allowed in the intake area without approval from the Executive Director or the Vet Tech Staff.

4) If possible, an Intake photo(s) of the animal should be taken in the assessment room before placing the animal in the kennel or cage. This should be uploaded to the animal's computer record as soon as possible. See chapter on photographing animals for more information.

5) Scan the animal for a microchip. If found, record information in animal computer/intake records and call chip company for last known owner information.

6) Make note of information on strays arriving with license or rabies tags so the animal's owners can be traced. This information is to be logged into the animals computer record and recorded on in their intake paperwork.

7) If Vet Techs are available, take the animal to the prep room before placing them in designated holding kennel or cage for the complete physical exam and preventive treatments, such as parasite treatments and vaccinations. See medical protocols chapter for more information. If an animal is admitted at a time when no technicians are available, the animal may be placed in the intake cage or kennel run and medical evaluations are to take place within 24 hours of admission.

Counseling Owner Relinquished Intakes

When someone is bringing in another person's animal:

We must call the owner at the time of relinquishment to get a verbal release – we read the release statement to them from the intake paperwork and then indicate the date and time of the verbal release. We also must write on the intake slip the name and driver's license number of the person who did bring in the animal.

If the animal is obviously not adoptable (animal is sick, cat that has a long history of not using the litter box, animal has bitten people, etc.) the person handling the intake must inform the owner that the animal is unlikely to be placed for adoption and could be euthanized. We do not want to give people a false sense of what we can do. This will give them an opportunity to take the animal somewhere else.

When a person who relinquished their animal calls wanting the animal back:

This is a situation that must be handled by the Front Office Supervisor, the Vet Tech Team, or if they are not available, the Executive Director.

- Check to see if the animal is still here, and if so, put an immediate hold on that animal's computer record and cage card.
- If the animal has an adoption application, list the previous owner as a backup pending approval of the first adoption application.
- Ask why the person wants the animal back, what has changed, what is the reason?
- If the situation appears ok for the animal, place a hold in the animal's computer record. The previous owner follows the adoption process as all potential adopters do.
- If the situation is acceptable and there is a first hold on the animal, inform the owner that they will be placed as a back-up pending the outcome with the first hold. Documentation of such is to be recorded in the animal's records both in paper file and in database.
- The animal must be spayed or castrated before release.

When someone brings in a stray and wants it back after the stray period:

- Explain the stray hold state law. Ask them to fill out an adoption application on the animal and inform them of the next steps.

Shelter Operations- 000-04

[Enter effective date]

Special Admissions

Intake Procedures for Feral Cats and Animals on Bite Quarantine

Feral cats: Felines brought in by members of the public or from an animal control that are alleged to be feral should be transported in a wire cage or trap covered with a towel or sheet to minimize stress. Place a hiding box in the cage in which the animal will be held and hang a blanket over the outside of the cage to reduce reactivity. Hang a FERAL CAT sign on the cage. Indicate on the intake forms and in the database that the animals are being held for observation. Complete the animal information section a MYM data card for each feral admitted.

The cat will then be brought to the prep area for an exam. Cats with no obvious illness or injury will be held for observation period of no less than 3 days to determine if they are truly feral or merely strays. At the end of the 3 day observation period cats deemed to benefit from further socialization will be held in the shelter for rehab or placed in a foster home if one is available. Cats with a poor prognosis for socialization will be held for S/N surgery and released to the finder, a farm if one is available or euthanized.

Trap/Neuter/Release (TNR): Spay/Neuter assistance will be provided through S.N.I.P. to members of the public who have feral cats and wish to have them returned to their property.

Bite Quarantine: Place a BITE QUARANTINE sign on the animal's cage. All cats and dogs who's bite results in breaking skin on their victim must be held in quarantine for 10 days. Owned animals with current rabies vaccines may be quarantined in their homes. Owned animals without current rabies vaccine must be quarantined in the shelter. All strays that have bitten and broken skin must be held in the shelter. At the end of the quarantine, owned animals, without court holds, may be released to the owner after they have been given a rabies vaccine. Those with court holds are considered evidence and may be released only by orders from the presiding judge. Stray dogs held in quarantine will be observed during the quarantine period and if they can be handled safely, will be SAFER tested at the end of the 10 day period. Those that cannot be SAFER tested and those that fail the SAFER test will be euthanized.

Shelter operations 000-5 [March 2012]

LOST ANIMALS

It is the goal of the Potsdam Humane Society to return all strays entering the Shelter to their owners and to provide assistance to those who have lost pets or to individuals who have found animals. The Potsdam Humane Society defines reasonable attempts to contact the owner as:

- Checking lost reports;
- Checking found reports;
- Checking newspaper and radio ads;
- Listing the animal on the website and on the daily radio report.

If the owner is known, reasonable attempts include phone calls, internet messages, and a certified return receipt letter to the last known address.

Holding Animals for Law Enforcement

The Potsdam Humane Society is occasionally asked to hold animals while their owners are being detained by law enforcement or if they were with their owners in a car accident. It is critical that we get the following information from the Police or person delivering the animal:

- Name and badge number of police officer,
- Name of owner,
- Contact phone numbers of the owner,
- Location of owner, any known relatives, etc.

Stray Hold Periods:

5 business days for all animals with the exception of fractious feral cats. See Special Admissions SOP on page 10 for more information on feral cats.

Sick or Injured Stray Animals

The veterinarian will determine the correct treatment for the pet.

- If the pet is severely injured or ill, the veterinarian will determine if euthanasia is appropriate.
- Pets that, in the opinion of the veterinarian, are experiencing extreme pain or suffering, may be euthanized after the staff has exhausted reasonable efforts to contact the owner.
- If the pet is wearing identification, the veterinarian will determine appropriate treatment to make the pet comfortable while reasonable attempts are made to contact the owner.

Injured pets MUST BE HELD FOR AT LEAST 24 HOURS, as we attempt to track the owner. All attempts must be documented on the animal's computer record. If the animal cannot be kept calm or free of pain during this period or the animal is dying, a veterinarian must decide whether to euthanize the animal.

Matching Animals

The description of the animal, date lost or found, location where animal was lost or found, and any forms of identification are important factors used for matching animals. Our goal is to assist the person who is looking for their lost pet!

Taking a Lost Pet Report

- Ask the person if they have previously filled out a lost report.
 - If they have, ask them when (we keep reports for 30 days from the date of the report).
 - If they filled out a report within the last month, check to be sure the report is on file.
 - If the report is still active for that animal, escort the person through the shelter.
 - If their report has expired, they need to fill out a new report before they can be escorted through the shelter.
- Members of the public will be allowed to view the animals in the intake area only if PHS staff feels there is evidence for a match .

- All reports must be reviewed by PHS staff or volunteer to ensure the information is clear, the description is clear and the contact information is complete.
Explain to the owners of lost pets they should visit the shelter every 3-4 days to check. We do check daily but there are many animals and sometimes descriptions do not match.
- Explain the stray hold period.
- Explain that their lost report will be held in our system for 30 days from the day it was filed.
- Encourage them to post fliers around their neighborhood and to ask their mail person or paper delivery person to look for the lost pet.
- The staff or volunteer who took the report will check the found animal list to see if there are any matches.
- When there is time, PHS staff or trained volunteers should call people who have filed lost and found reports to see if they have found their animal or found the owner. Many times they forget to call us back.

Checking Lost Reports Daily

The following daily checks need to be made:

- Lost reports against found reports
- Lost reports against Shelter on hand animals
- On-hand animals against the Lost Pets section of the newspapers, radio reports and Craigslist

Shelter Operations 000- 6
[enter effective date]

FOUND ANIMALS

Animals with Traceable Identification

- The staff person who intakes the animal will enter all the information in the animal's record, and create a memo and HOLD in the record that you have started tracing the identification.
- That same person will start tracing the identification information to locate the owner (call the vet hospital to trace the tag even if it is long distance, call the owner listed on the ID tag, call the microchip company and find out the owner's information if it is available).
- Make notes in the animal's record that the attempts have been made and the result. i.e. contacted owner – current contact information, what the status is of being picked up, your name and date.
- If able to contact the owner, explain the fees, what our hours are, that the animal must leave the shelter in a carrier or on a collar and leash.
- If there is no response from the phone call or from an agreement by the owner to come in to reclaim the animals within 3 days of the initial contact, then a certified, return receipt letter must be sent mailed to the owner.
- A copy of the letter is kept in the front office in the animal's records
- A note is made in the animals' record when the letter was mailed and when the return receipt is received.
- Only after the return of the receipt of letter has occurred or the stray hold period is up can the animal be adopted, transferred, or euthanized.

Stray Animals

The person handling the intake of a stray animal brought to the Shelter by a citizen or Shelter personnel will promptly check:

- lost reports on file,
- lost reports from 99 Hits radio
- Craigslist.com; and
- lost pets on Petfinder

The animal computer record should reflect the date and time the animal was found, the initials of the employee, and the date lost reports were first checked.

Matching

The description of stray animals that have been brought to the shelter by citizens or through the animal control should be immediately cross-checked with lost animal reports.

If a match is made, owners should be **promptly** called and notified of the process involved for the release of the animal. Should the owner be unreachable by telephone, Animal Control/Dog Control will post a notice at the door of the residence.

- A Hold is put on the animal's record of a possible match and return to owner.
- A note is put on the animal records with the date and name of the staff person writing the information.

- The possible owner is provided the information or steps he/she must take to finalize the return to owner.

PHS staff should educate citizens reporting lost animals about the benefits of spaying or neutering, the hazards of leaving animals outside unattended or unsecured and the importance of identification.

Calls from Citizens Reporting Found Animals.

When individuals call or visit the shelter to report a found animal, PHS staff will complete the appropriate intake form, obtain as much detailed information as possible and direct the finder to ACO/DCO if necessary.

Lost animal reports should be promptly checked.

- If a match is made, the person should be referred to the owner of the animal.
- If no match is made, office staff should encourage the person to Contact ACO/DCO for their jurisdiction or if space allows bring the animal to the shelter if he or she is unable to keep it. They should also be advised to report the found animal to other local shelters, to post signs in the area the animal was found and to advertise in a local newspaper and radio.

Processing Reports

Lost/found reports are kept in a current file until a match is made or 30 days after the report was filed. Staff and volunteers should call owners of lost animals and citizens reporting found animals on a frequent basis to see if they found their pet or found the owner as way to clear out reports and/or update the lost/found reports.

Shelter Operations- 000-7
[Enter effective date]

USING MEMOS IN THE ANIMAL RECORD

The way to communicate anything about an animal is to place a memo on that animal in the comment field of the computer record or intake form. It is imperative that you use this format to communicate. Before any decision is made about an animal, the Executive Director, Vet Tech team or designee will review the computer record or intake form for that animal to be sure there are no holds for that particular animal.

If the finder is interested in adopting a stray, or the animal has an adoption application, or a rescue group has been contacted for this animal, these communications must be in the memo field or on the intake form. A sign on the cage is not a guarantee as that paper could get lost or destroyed in the daily activity in the kennel.

All memos must be dated & have the name of person entering the memo in the animal record.

Shelter Operations- 000-8
[Enter effective date]

PHOTOGRAPHS FOR ANIMAL RECORDS

TWO TYPES OF PHOTOS ARE TAKEN OF EACH ANIMAL DURING THEIR STAY AT THE SHELTER.

Intake Photos: A good photograph of each animal is necessary for matching animals in the shelter with owners looking for their lost pets. Intake photos are to be included in the animals computer record.

If an animal comes in on a control pole or you must leash muzzle the animal, or if it is fractious at the time of intake, do not attempt to take the picture at intake. Enter intake information for the animal in the computer and print out a cage card with a note to take pictures of the animal after he/she calms down or is safely in the cage.

To help ensure that the animal is readily identifiable in the photo, check to be sure that:

- Animal is sideways and picture includes the feet and tail
- Person holding animal does not block body of animal
- Picture is properly lit and animal can easily be seen

Photographic Documentation for Cruelty and Abuse Cases:

Photographing animals suspected of suffering from abuse or cruelty is important in forming a case against the perpetrators. These photos will be used as evidence should the situation be referred to the courts and as such it is imperative they be taken immediately on intake.

Make sure to work in a well lit area and include all angles of the animal's body and close up shots of emaciation, matted or missing fur, injuries and wounds. Add the photos along with written documentation of the animals condition to the computer files.

Adoption Photos/ Videos:

These photos are to be taken after the animal has been cleared for adoption. They should reflect the animals personality.

Look at the photo CRITICALLY, as though you are an outside critic of the agency reviewing the animals on our site. These photos will be placed in the animal's computer record on all available animal sites, including but not limited to Petango, Petfinder, and news articles or advertisements.

Shelter Operations- 000-9
[Effective Date]

ANIMAL HANDLING SAFETY

This information is a general overview of safe animal handling practices. **It is not intended to replace actual safe animal handling training conducted by the behavior department.** When handling animals, be sure to:

- Take your time,
- Don't over stimulate the animal, and
- Remember that the animal may *perceive* a threat, even though you do not intend to threaten.

If you do not feel comfortable handling an animal, DON'T!! Get a someone to help you--don't risk getting dragged, scratched, or bitten!

CATS

- When removing a cat from a cage, be sure to get the cat's attention before opening the gate.
- Allow the cat to check out your fingers before you pick it up. The cat should come to you, not the other way around. Talk to the cat calmly and softly to avoid over-stimulating the cat.
- When handling a cat, control the head and neck at all times. Hold the cat firmly—left hand controlling the head and neck, right elbow supporting/gripping the hindquarters, right hand controlling the front paws. Take a moment to readjust your grip if you need to. Keep the cat's face away from other cats. (You can reverse this procedure if you are left-handed.)
- Always use a carrier to transport the cat more than a few feet.
- Watch for signs of stress/fear--enlarged pupils, thrashing tail, growling, hissing, and attempting to hide or escape. If these signs appear, carefully remove the cat from the source of stress--out of the visiting room or into a less stressful kennel.
- If a cat is fearful, do not make direct eye contact. Approach the cat at his or her level. Do not reach over the cat's head. Move slowly because rushing the cat only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.

DOGS

- When removing a dog from a kennel, distract the dog, and enter the kennel with your leash ready.
- Attempting to "noose" a dog through the gap in the gate can lead to an escape by the dog.
- Approach the dog from the side. Do not attempt to "noose" it over the top of its head, as this will only intimidate the dog. If the dog has a kennel mate, remove the kennel mate from the kennel if he or she is making it difficult to get the dog you need. Talk calmly to the dog to avoid over-stimulating him or her.
- When moving the dog, keep the dog away from other kennels, and break his or her line of vision. Use proper leash techniques, looping the handle of the leash over your thumb and across your palm (like a joystick). Keep the leash short, bend your arms and knees and use both hands for better control.
- Only small dogs and puppies should be carried, and then only as you carry a cat. Carrying a dog like a baby is not permitted. If the dog won't move on the leash, coax the dog by moving in front and down low. Dragging a dog is never permitted.
- Watch for signs of stress/fear:
 - o ears back,
 - o hackles raised, tail down,
 - o dilated pupils,
 - o lifted lip,
 - o submissive posture,
 - o growling, snarling, barking, or lunging.

If these signs appear, remove the dog from the source of the stress- away from other animals, or into a less stressful kennel.

- If a dog is fearful, do not make direct eye contact. Approach the dog at his or her level. Do not reach over the dog's head. Move slowly because rushing the dog only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.

WITH ANY ANIMAL

- Inform a supervisor immediately if an animal is displaying signs of aggression and/or may be a threat to other animals or people.
- Wear protective gloves, long-sleeved shirts, and shoes with closed toes (no sandals) to reduce the degree of injury from bites and scratches.
- **If you have questions, ask a supervisor. If you feel uncomfortable handling an animal, then DON'T handle them and ask for help!**

Shelter Operations 000- 10
[Enter effective dates]

RESTRAINT OF ANIMALS

It is the goal of the Potsdam Humane Society is to treat all animals as humanely as possible. We expect everyone to use the least amount of restraint necessary to both secure the animal and protect the staff and volunteers. The following policies for restraint, from least to most restraint, are the only ones that are appropriate to use:

Pick up and carry or place the animal in an appropriate sized carrier. No dragging, ever.

If necessary, use a leash muzzle wrap when picking up an animal.

Frightened dogs or cats that try to bite or are fearful can be safely and humanely moved by wrapping the animal in a heavy blanket or towel and carrying the animal to the run or cage.

When lifting animals, work in teams of two. Both people lift the animal : one supports the animal's weight and the other controls the animal's head.

Use control poles only when absolutely necessary and only by staff who are properly trained on their use.

Do not use control poles on cats.

Use cat nets or cat tongs only when handling fractious cats.

Transport all cats in transfer cages covered by a towel to minimize stress. Never hold cats in your arms to transport from room to room.

Use a squeeze cage to transport feral cats for surgery or euthanasia . While the cat is in the squeeze cage it will be covered with a towel to minimize the stress for the cat.

APPROACHING FEARFUL KENNELED ANIMALS

When approaching a fearful animal, you should make every effort to be as non-threatening as possible. Remember that a caged animal may not show you signs of fear until it feels cornered (i.e. when you close off the only visible exit path).

Consider your purpose: Are you evaluating the animal, attempting socialization, or trying to catch the animal to move and/or treat it? Only approach as close as is absolutely necessary.

- Remember that the animal may PERCEIVE a threat**, even though you do not intend to threaten.
- Move slowly and deliberately.** Quick, sudden, or tentative movements may produce more fearful reactions. Be sure that the animal sees you.
- Do not make direct eye contact.** While you obviously need to watch where you are going and what you are doing, direct eye contact is very intimidating and threatening to the animal. Look to the side, above the head, or toward the floor.
- Approach at the animal's level.** Even if you are not a very large person, you are taller than the animal and may seem to loom over it. Crouch down (bending at the knees) or kneel or sit on the floor; you should be stable in whatever position you choose. (When working with higher cages, try to bring your hand in from the bottom, rather than the top, of the cage.
- Do not reach over the animal's head.** Reach out and touch under the chest or chin, or behind and under the ears, rather than over the head. Allow the animal to sniff your fingers first if he wants to investigate you. (Cats will generally "tell" you where they prefer your finger to touch them; the jawbone is often selected!)

Rushing an animal increases stress for the animal and the situation. Increased stress means more unpredictable circumstances, which lead to dangerous situations.

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[Enter effective date]

MEDICAL PROTOCOL FOR INCOMING ANIMALS : To be done by Licensed Veterinary Technicians Only

Enter all medical treatments, including injections, topical treatments, and oral treatments into the animal's computer record when they are administered .

Healthy and Potentially Adoptable Dogs

Take the dog into the prep room area.

Perform a visual and hands-on physical examination, nose to tail and record directly into the computer system or the intake form.

Check for spay scar or for neuter. If observed, note in computer or intake form.

Scan for microchip, and check for tattoo or other ID,if records show this has not been done on intake

Apply external parasite treatments.

Administer vaccines.

Administer internal parasite treatments.

Based on examination, place the animal in the appropriate facility area (intake area, isolation, or quarantine).

Healthy and Potentially Adoptable Cats

Take the cat into the prep room area.

Perform a visual and hands-on physical examination, nose to tail and record directly into the computer system or the intake form.

Note if ear is notched, which indicates that the cat belongs to a feral cat colony (Flag this animal so we can call caregivers in the area to see if this is their cat.)

Note if declawed or polydactyl.

Check for spay scar or for neuter. If observed, note in computer or intake form.

Scan for microchip, and check for tattoo or other ID if records indicate this has not been done on intake

Apply external parasite treatments.

Administer vaccines.

Administer internal parasite treatments.

Based on examination, place the animal in the appropriate facility area (intake area, isolation, quarantine)

Fractious Animals/ Feral Cats Medical Protocol

The veterinary staff perform a visual health scan, with a hands-on examination if possible.

If possible animals will be vaccinated.

Scan for microchip if possible.

Fractious & Feral cats will be held for a period of no less than 3 days before euthanizing to determine their adoptability.

Fractious dogs will be held for 5 days, SAFER Tested and examined medically only after the SAFER test is administered and they are determined to be rehabilitatable/adoptable. Dogs failing the SAFER test and designated as unrehabilitatable will be euthanized immediately after the safer test and stray hold period.

Finalizing the Exam

Record your examination findings. In addition, record vaccination and parasite treatments in the computer record and/or intake form. Record any abnormalities observed and action taken.

Animal ID # _____ **PHYSICAL EXAM SHEET** Date _____

Evaluator _____

Species _____ Breed _____ Color _____

Sex _____ S/N _____ Age _____

Previous History _____

Weight _____ lbs Pulse _____ bpm MM/CRT _____ / _____

Temp _____ F RR _____ bpm Hydration _____

Body Condition Score **1 (emaciated) 2 3 4 5 (obese)**

Behavior : Gentle/Social Fearful/Possible Caution Aggressive/Fearful
Musculoskeletal System _____

Ears _____

Eyes _____

Nose _____

Mouth _____

Teeth _____

Trachea _____

Heart _____

Lungs _____

Abdomen _____

Skin _____

External Parasites: NONE Fleas/Flea Dirt Ear Mites Ticks 1-10/ > 10

Mange : Sarcoptic/Demodex Dx based on: Clinical Signs Microscopic ID

NOTES: _____

Flea Tx _____ DA2PP _____

Pyrantel _____ Influenza _____

FRCPP _____ **Killed** _____ **Bordatella** _____

Kenneling Cats after Exam

Find a clean disinfected cage. Such cages have a clean litter pan in the back and empty food and water bowls upside down in the center of the cage.

Fill the food dish with appropriate (kitten or adult) food, and fill the water bowl.

Place the cat in the cage.

Place the cage card in the plastic sleeve on the front of the cage.

Ensure that the cage is properly closed but do not slam the door.

Place special needs notes on kennels of cats with special needs. Special needs include but are not limited to feeding, medical treatment, or calm down needs.

Remove all newspaper from cat carrier(s) and disinfect crate

Kenneling Dogs after Exam

Find a clean disinfected run

Place the dog in the run.

Fill up the water bucket.

Give dog an appropriate amount of food.

Give an appropriate toy.

If the dog is a small dog or frightened, place ½ of a carrier with a towel inside so the dog can curl up and gain some confidence.

If the dog is fractious or very fearful, take a blanket and use clamps to hang the blanket in front of the run to create a quiet, calmer environment. This helps the dog to relax.

Shelter Operations- 000-13
[Enter effective date]

TREATMENT PROTOCOL FOR SICK/INJURED ANIMALS OR ANIMALS BREAKING WITH VIRUS/DISEASE

It is critical that we evaluate the animals in our care daily. This is done primarily by the Vet tech team in their daily walk through, but also by the other staff who bring problems to the attention of the Vet Tech team for their follow up.

Sarcoptic Mange

Perform a skin scrape, which could be negative, so look at clinical signs.

Bathe with benzyol peroxide shampoo. Dip with Amitraz/Mitaban or Lyme Dip.

Dip once a week, every two months, for a minimum of one month.

Or Treat with Revolution or Frontline Plus.

Treatment takes a minimum of 4 weeks.

Must keep dog isolated.

Demodetic Mange

Perform a skin scrape.

Localized: Usually not treated, mostly seen in puppies and resolves as the puppy ages.

Generalized: Bathe with benzyol peroxide shampoo.

Amitraz/Mitaban dip every 2 weeks. Dip at least 6-14 dips.

Ringworm

Diagnose with clinical signs, Woods Lamp fluoresces.

Depending on severity and available solitary isolation space, cat/dog would be treated.

Each case will be looked at separately.

If small isolated areas, would be treated with application of an antifungal cream (containing miconazole). If large areas, lyme sulfur dip.

Explore the combination of dips and oral drugs (Itraconazole)

Upper Respiratory

Diagnose with clinical signs.

Depending on severity of infection, choose appropriate medication and supportive care.

Keep Cat Isolated, or place into foster care.

Kennel Cough

Diagnose with clinical signs.

Treat with Doxycycline and supportive care.

Keep Dog Isolated.

Parvo

Immediately isolate the dog. Run an idexx snap test.

If the test is positive, depending on severity of disease and the availability of isolation space, the dog will be treated.

Treat with supportive care.

Keep dog isolated.

Hookworm, Giardia, Tapeworm, Coccidia

Diagnose with a fecal exam.

Treat accordingly.

Distemper

Canine/Feline- If believed to have distemper, discuss next route of action depending on animal condition if euthanasia or getting confirmed by a Veterinarian.

Broken Bones

Determine if bone is broken to best of ability. Bring to Veterinarian for exam/ radiographs. Depending on expense and Veterinarian's recommendations, treat animal.

Heartworm

Diagnosed with an Idexx Snap test while under sedation for spay/neuter surgery. Dogs testing positive for heartworm are referred to a Veterinarian for a Physical Exam and x-ray and treatment plan(Currently using Dr. Kingsley at Town & Country in Potsdam) Dogs undergoing heartworm treatment may be kept in Dog iSO at the shelter, in Foster care or in the Foster to Adopt Program.

Lyme Disease

Due to the high cost lyme diagnostic testing is not done at this time. Dogs entering the shelter with a high tic count(10 or more) are treated with doxycycline once they are off stray/court hold or officially released to PHS by the owner. Dogs showing symptoms of Lyme Disease are referred to a Veterinarian for diagnosis and treatment.

Feline Leukemia

Testing is done for feline leukemia on all cats 6 months of age or older. This test is performed when the cat is under anesthesia for spay/neuter surgery. The outcome for cats testing positive will be determined on a case by case basis by the Veterinary Technicians with approval from the Executive Director. In most cases, cats that test positive will be euthanized. However, some may be placed in an approved home or rescue with other cats that carry feline leukemia or in an approved home with no other cats. Such cats are to be held in isolation while a determination of outcome is pending.

Cherry Eye & Entropion Repair

These conditions are generally corrected by the veterinarian during spay/neuter surgery. If the animal has been altered prior to admission to the shelter the animal may be sent to SUNY Canton for corrective surgery or released to an approved adopter, whichever will result in most expedient placement of the animal.

Amputations

Amputations of limbs or tails will be prescribed and performed by licensed veterinarians only.

Shelter Operations- 000-14
Effective June 2012

SPAY/NEUTER SURGERY

All felines and canines off stray hold and deemed medically and behaviorally sound are altered either at the shelter facility by licensed Veterinarians or at SUNY Canton before adoptions are finalized.

Animals may be taken to a local veterinarian for altering with the approval of the Executive Director in the following cases:

The animal is at risk for medical reasons

In house or SUNY Canton surgery is not available

An approved adopter offers to donate the cost of surgery and has a confirmed appointment. In this case the animal will be delivered to the surgical appointment by shelter staff before the adoption is finalized.

General S/N Protocols:

Adult animals scheduled for surgery are fasted from the night before. Food is to be removed before leaving the shelter at 5 p.m.

Pediatric patients (those between 6 and 16 weeks of age) should not be fasted. They should be fed a small meal 2 to 4 hours before spay/neuter surgery. Water should not be withheld.

After recovering from surgery, animals are returned to their cage/run.

The person returning the animal to the cage/run must circle on the cage card that the animal is spayed or neutered.

The animal's computer record and/or intake form is updated to indicate the animal is now spayed or neutered.

Exceptions to S/N Policy

Rabbits and other small animals other than cats and dogs are not neutered prior to adoption.

Canines and Felines that have been diagnosed as unable to survive surgery due to age or medical conditions by a Licensed Veterinarian may be placed in an approved home or rescue with approval of the Executive Director and a signed medical waiver added to the adoption contract.

EUTHANASIA DECISIONS

Humane euthanasia of animals - a practice acknowledged by most animal protection organizations as an acceptable means for alleviating or preventing medical or behavioral suffering. Euthanasia is not a decision we take lightly, but one we must make nonetheless.

We sincerely wish that every animal that comes to us could be adopted to a caring, responsible home. We evaluate the health and temperament of each animal on an individual basis. We use our experience and protocol to evaluate an animal's needs and balance those needs with the greater good of the animal population in our care. Since euthanasia is the final act of kindness that can be shown to an animal, it is the policy of the Potsdam Humane Society that animals be handled with respect and sensitivity and protected from stress, fear, discomfort, and pain.

Each animal who comes to us is evaluated in entirety; taking into account both behavior and medical conditions. Euthanasia must be considered:

- When an animal is felt to be suffering mentally, emotionally or physically with a poor prognosis, protracted painful recovery, or incurable illness
- When an animal is deemed to pose an unacceptable danger to other animals, itself, or the public

We also recognize the adoptability of animals in shelters may be impacted by:

- Temperament
- Previous history, age, breed, health
- Ability to cope with kennel stress
- Foster care resources, human resources, budget
- Personal attachments by staff and volunteers
- Requirements ordered by the courts or Animal Control

Our evaluation process assesses an animal's behavior, temperament and health. The evaluation process is a tool to help the staff assess an animal's behavior and health. This information is used to determine if an animal is healthy, treatable, or unhealthy/untreatable:

- Animals that rate high in the evaluation are healthy and adoptable.
- Treatable animals may be borderline but could respond with treatment.
- Unhealthy animals are clearly sick or are unsafe for the community.

Animals may display behavior patterns or have physical conditions that would make them difficult to care for at the shelter or in a home environment. Some animals may be dangerous to people or other animals and it would be not be in the best interest of The Potsdam Humane Society or the community to place such animals.

Information from the behavior and health evaluations is included in the decision making process. Management reviews euthanasia decisions daily. When there are conflicts about a euthanasia decision, the management team will review the case and make a final decision. Staff members must bring questions about euthanasia decisions directly to the Executive Director

Evaluators clearly document the specific reasons for euthanasia decisions based on the language used in the guideline. All animals slated for euthanasia will be scanned for a microchip and checked for a tattoo. If the animal is a stray, a final search will be conducted in lost animal reports.

THE DECISION MAKERS

Daily Walk-Through Process

The Executive Director and or Vet Tech staff in consultation with a veterinarian as needed, walk through the shelter daily to select animals for possible euthanasia, taking into account the animal's health, behavior assessment, "holds", and adoptability.

During this walk through of the shelter each afternoon animals are evaluated.

- If an animal is sick or it is showing signs of an oncoming illness, the animal is moved to the isolation area for that species, notations are made on an animal's kennel card and in the computer record as to the type of illness and its severity.
- If the animal is treatable with medication, therapy will be offered and documented by the vet tech staff
- If an animal's illness is contagious (i.e. it may infect the entire kennel or human health) or if the animal is suffering, the vet tech staff may authorize euthanasia and note accordingly.
- Animals with clinical signs and a positive Parvo snap test are immediately euthanized if therapy is not practical.

NOTE: Although an animal may be considered for euthanasia, if euthanasia is not immediate and the animal can be kept comfortable, the animal is still given medications to increase his or her comfort and reduce pain.

Alternatives

Alternative options will always be reasonably explored for animals initially accepted for adoption but that fail to continue to meet the criteria for adoptability. Some examples of options to pursue include cooperating with other placement facilities and assisting with appropriate foster care. The shelter works with many reputable breed placement partners who may also be able to assist.

Pre-euthanasia Checklist.

- The list of animals to be euthanized is to be checked against lost reports on file.
- Pull files for any animals in the adoption area who are on the checklist, and clip these files to the checklist.
- The checklist with any file attachments is given to the Executive Director or, in their absence, the Veterinary Technician for final approval.
 - The ED/LVT pulls up the computer record and ensures that the checks the animal against lost reports, adoption applications, special holds, etc., to ensure then animal can be euthanized and no mistakes are being made.
 - The ED/LVT then changes the animal's status in the database to scheduled for E and D"
 - Any animals on the list currently in the adoption area must be immediately moved to the intake wing to ensure no mistake is made.

CRITERIA FOR EVALUATING ANIMALS FOR EUTHANASIA

It is critical for staff and volunteers who do not make euthanasia decisions to understand the pain, emotion, and guilt associated with this role. The decision-makers face a difficult task, and their selections must be respected, even if they are different from your own.

We strive to be compassionate, fair, and professional as we accept the responsibility for managing the thousands of homeless animals that enter our shelter each year. Making euthanasia decisions is difficult and emotional.

Determinations regarding some animals are clearer than others. To assist the staff who must perform that role, criteria are listed below

Stray Animals

Strays are kept for 5 days before we can make the decision to place the animal up for adoption, or consider euthanasia. However, if the animal is suffering due to severe injury or illness, the animal may be euthanized

before hold period ends with a veterinarian's approval. Records must be clearly noted with the medical reasons for euthanasia. (See next page for the full policy.)

If the animal is neither ill nor claimed, he or she can be considered for adoption, transfer to partner shelter, remain at the shelter, or euthanized on the sixth day.

Owner-surrendered Animals

The Shelter may euthanize animals of citizens requesting this service only if the animal has Veterinary records that can be confirmed indicating the animal is suffering from an untreatable medical condition, the owner is unable to afford treatment and with approval of the Executive Director and Vet Tech team

Purebred Animals

Because many breeds have rescue groups, purebreds are not to be euthanized without first attempting to place the animal in rescue. All efforts must be exhausted before euthanizing these animals. However, if the animal is aggressive or ill, he or she may be euthanized without consulting rescue.

Illness or Injury

Animals can be considered for euthanasia if:

- Their injuries or illness is untreatable
- Treatment is cost prohibitive for the average person (i.e. severely broken bones, broken backs, and extensive burns)
- Keeping the animal alive would result in pain or a poor quality-of-life

Other circumstances may also affect euthanasia decisions:

- If a veterinarian has noted that an animal has a serious illness, that animal is to be selected for euthanasia over a healthy animal.
- If an animal is suffering, euthanasia is to be performed on the same day. The kennel staff must seek advise from veterinarians immediately of any sick, injured, or suffering animal.
- If the animal has an injury or condition that is painful but not life-threatening, he or she is to be medicated to relieve the pain. However, if evaluating for space reasons, injury or illness may be considered a reason for euthanasia.

Stray Animals Euthanized before Stray Period or Brought in Dead on Arrival (DOA).

When an animal is euthanized before the stray period expires, communicate this information to the front office in case any owner comes in looking for that animal.

In addition:

- Update the euthanized animal's computer record.
- Copy the intake form with the reason the euthanasia was performed, and obtain a Polaroid picture of the animal. Place all in animal record file.
- It is the responsibility of the person actually performing the euthanasia to take the picture and make the copy of the intake and bring it to the front desk. Since only a licensed Veterinarian can authorize the euthanasia of a stray animal still in the stray period, the veterinarian or those directed by that person are responsible for following through the process.
- If the animal is taken to an emergency clinic and euthanized at the clinic, it is the responsibility of the animal control officer to take the picture and make the copy of the form and bring it to the front office for filing
- Bag the animal and place the bag in the Freezer with a HOLD sign filled out and taped to the bag. This will prevent the animal from being picked up until the stray period is over.

Any DOA's picked up are handled in the same manner.

The files should be reviewed daily by staff against any lost reports filed in addition to the shelter inventory. After the stray hold has expired, the intake form and photo should be filed with outtake records

Animals in Adoption Area

Euthanasia decisions maybe made when there are animals in the healthy hold area of the shelter who are exhibiting signs of depression and or weight loss despite enrichment or signs of stress induced aggression.

Aggressive Animals

Any animal regardless of its size, sex, or breed who is known to be aggressive or exhibits signs of aggression towards people or other animals may be euthanized. Determination of aggression can be made from past history, day-to-day interaction with the staff and volunteers, and through a behavior evaluation using Meet Your Match® SAFER™.

Aggression includes:

- defensive and threatening behaviors
- actual attacks
- lunging at humans
- baring teeth
- exhibiting other characteristics that may make it a poor family companion for the average adopter

Generally, cats need more time to adjust to the surroundings and noises. They should be placed in a quiet cage, with the front covered with a towel, and then re-evaluated after they have been given time to relax.

Wildlife

Generally, most wildlife comes to us injured, and rehabilitation is not possible or extremely difficult or stressful for the animal. The must be taken to a licensed Veterinarian. If the veterinarian feels the animal can be rehabilitated, a licensed wildlife rehabilitation facility or rehabilitator is located.

Shelter Operations- 000-16

(Effective Date)

EUTHANASIA TECHNICAL PROCEDURES:

WARNING: This is a general overview of the process and NOT intended as step by step instructions
TO BE PERFORMED BY A LICENSED VETERINARY TECHNICIAN WITH EUTHANASIA CERTIFICATION

Proper restraint is to be used to ensure the safety of the staff and the animal. This may include the use of catch poles or squeeze cages.

Dogs are to be sedated in the morning using Acepromazine tablets. Both dogs and cats are to be per-anesthetized with an ace/ketamine mix.

When fully unconscious, the animal is injected with an euthanasia solution IV or IC. The animal is monitored for a heartbeat, respiration and papillary reflex.

When the animal has expired it is wrapped in a black plastic bag and immediately placed in the freezer.

The dosages of controlled substances used for each animal are recorded on the controlled substance sheet (see SOP section 17) and in the animal's database medical records.

SECURITY OF CONTROLLED SUBSTANCES

Controlled substances

All controlled substances, needles and syringes are to be kept securely locked and should never be accessible to the public or any unauthorized persons.

Only staff members who have been adequately trained to use such supplies will have access to them.

Drugs are kept under lock and key in the Safe and only trained employees should have access to the combination

No controlled substance is to be removed from the Shelter.

Record keeping

Each time any amount of a controlled substance is used it must be completely and accurately documented in a bound book with numbered pages kept in the prep room.

The following information must be documented according to the Drug Enforcement Agency: date, animal's intake number, and description of animal, weight, amount used, balance remaining, technician, assistant and reason for euthanasia (e.g., health, age, behavior). The animal's record should be updated to record the date of and reason for euthanasia, weight of animal, the type and amount of controlled substance used, and the technician's initials.

Immediately report any discrepancy in the drug balance to the Executive Director.

The Vet techs will conduct daily checks of this book to ensure proper accounting of the substance is being followed.

Inventory.

All controlled drugs must be carefully inventoried By the Veterinary Technicians and the designated Drug Enforcement Agent.

The general supply of drugs are locked in the safe

Each time a shipment of a controlled drug is received, it should be immediately placed in the safe and the appropriate paperwork completed, to include matching the invoice with the order slip.

Each bottle shall be numbered in sequential order to allow for extra accounting oversight.

A bound book is kept in the safe listing the type and amount of each controlled drug within.

Each time a drug is removed from the safe, the person taking the drug is to mark it in the book and then re-count the bottles and provide that tally in the log book. This helps keep the inventory accurate.

Under no circumstances should a page be removed from the book. If a mistake is made, a thin line should be drawn through the error with the necessary correction being made and initialed.

Any time the safe is opened, either to add drugs from a shipment or to remove a bottle, the process must be witnessed by another staff person. The witness should sign the inventory book along with the person removing the drugs.

All entries should be made in ink, and no entry should be erased or completely obliterated. Any discrepancy should be immediately reported.

A complete inventory should be conducted twice annually and kept in the file, to be provided to any inspecting agent.

To comply with NYS law, the Potsdam Humane Society must assign and maintain certification for a Drug Enforcement Agent (DEA) who's duty it is to oversee and sign off on all mandated controlled substance reporting to NYS. The individual chosen to serve as the DEA should be a member of the Board of Directors or the Executive Director.

Shelter Operations- 000-18

[Enter effective date]

BEHAVIORAL ASSESSMENTS

MYM SAFER™ is a tool that requires strong animal handling skills, body awareness, and a keen understanding for objectively observing canine behavior. Training is necessary to ensure each person conducting SAFER™ is doing it properly

The Meet Your Match® SAFER™ evaluation determines predictability for aggression; it does not indicate an animal's ability to "handle" a shelter environment.

Process:

Owner relinquish survey given at intake – when possible a one-on-one interview between staff and relinquisher.

MYM SAFER™ must be administered by a trained assessor with a trained observer/scribe.

All assessments are videotaped.

Assessment should be conducted after 36-72 hours.

Assessment should be reviewed by assessor and observer.

Dogs that score 1's and 2's with no history of aggression at intake can be tracked to adoption as soon as possible. If the assessment was conducted at intake, re-asses food/toy assessment.

Dogs that score 3's, 4's, and 5's, no decision should be made until the recorded assessment is reviewed for verification that the correct identification of behavior and correct handling took place in the assessment. If there was incorrect handling during the assessment, the dog should be re-assessed 24 hours later using proper technique. Enrichment should be provided during the 24 hour period.

When 3, 4, and 5 behavior is correctly identified, all other information (from relinquisher report, medical report, foster, identified behavior, staff and volunteers report) should be considered prior to making decision about adoption, foster, release to rescue partner, behavior modification, or euthanasia.

Decisions regarding euthanasia, adoption etc of dogs that score 4 and 5 should be made based on past history, if known, and available resources. High risk dogs are to be euthanized.

Dogs that pose a dangerous threat (display dangerous aggression, have a history of dangerous aggression or are a danger to themselves) and cannot be safely handled by staff and volunteers in the shelter will not be placed up for adoption, but may be considered candidates for transfer to a rescue or another shelter with the resources to care for and/or rehabilitate the dog. Dogs that meet this category include:

Resource Guarding 5, or 4 with additional concerns

Bite History (bite that involved broken skin, bite to face or torso)

Aggression toward other animals that falls outside the scope of the behavior program

History of killing companion animals

Behavior problems that involve severe self-inflicted injuries, severe mental anguish, and/or repeated and extensive property damage

A behavior program may be started in order to prevent kennel stress related behaviors in some dogs (such as high energy, active dogs). Any dog assessed to have treatable behavior issues will have a behavior program put into place with recommendations for staff and volunteers to follow. Any dog that is deemed to be too dangerous to assess at the time of impound will be given time to adjust and assessments will be attempted at a later date (3-6 days). Individuals adopting dogs with behavior issues may be required to discuss the problem(s) with the Executive Director prior to finalizing the adoption and sign a Behavior Waiver. The Executive

Director or Veterinary Technicians will follow-up with these adopters to check up on the progress of the dog. No follow-ups are done for dogs that are transferred or rescued.

MYM Feline-ality, Canine-ality & Puppy-ality Assessment

Feline-ality assessments are conducted on all cats 9 months and older.

Data collection times are the morning after intake, late in the afternoon of the first full day and first thing in the morning of the second day. The final phase of the assessment is undertaken no sooner than 72 hours of the cat's intake. Cleaning staff are responsible for the morning data collection. Volunteers and or Work Study students are to collect afternoon data and conduct the final phase of the assessment.

Canine-ality assessments for dogs 6 months and older are to be conducted no sooner than 4 hours after the SAFER Assessment and preferably within 3-4 days of the dog's arrival at the shelter. This assessment is to be done by staff, volunteers or Work-Study Students who have completed MYM training.

Puppy-ality assessments are to be conducted on pups up to 6 months old as time and human resources allow.

All test results are to be recorded in the animal's computer record and test papers are to be filed with the animal's paper work.

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[Enter effective date]

DOG WALKING

When removing a dog from the cage or run, always use properly fitting collars and a leash. Frightened Animals may pull back when being walked, and they can easily slip out of the clip collar and run away.

As you walk outside, keep the dog on a short leash and do not allow the dog to interact, sniff, touch noses, etc. with any other dog or person.

Only staff are allowed to walk animals from the quarantine area and the isolation area.

Volunteers who have attended orientation and Dog 101 can walk dogs from the adoption area only. K-9 Trained volunteers can walk dogs from Intake Areas only by assignment and only if the dogs have been SAFER tested.

Any dog in the Intake Area area with a red ribbon on the kennel is to be walked only by staff.
Dogs on BITE QUARANTINE ARE NOT TO BE REMOVED FROM KENNEL.

If a dog gets away from a staff person or volunteer, never chase the dog. Instead, alert the staff and encourage the dog to come back to you with soft voices and treats.

When a dog has been walked, please indicate the time in DOG BOOK

Clean up and deposit the feces in the dumpster

CANINE ENVIRONMENTAL ENRICHMENT:

Benefits of Canine Enrichment:

Enrichment helps dogs and puppies maintain their mental, physical, and emotional health so that they remain good adoption candidates and don't become behaviorally at risk.

Examples of Enrichment for Dogs and Puppies:

Very hard rubber chewable toys. Kong toys, if the appropriate size is given to each dog, are too rigid to be chewed into pieces.

In addition, volunteers should be encouraged to use "dog walk/playground time" to its greatest advantage and as much more than simply the chance to eliminate.

Individual exercise opportunities should be no less than 30 min, including leash time, talking, petting, and interactive play. Active "people time" allows an outlet for mental AND physical energy through focused, interactive play.

By focusing on a specific task (repeatedly returning a ball, Kong, or Frisbee; playing "hide-and-seek" with treats or toys, etc.), dogs are able to expel much more pent-up mental and physical energy in a limited amount of time and space. Therefore, they greatly reduce stress due to confinement, isolation, and boredom.

Here are some basic health and safety requirements for dog and puppy toys:

- Toys must be easily and thoroughly able to be disinfected, or be disposable after single use. Disinfect toys before giving to another animal using the procedure used to disinfect dishes.
- Toys must be of sturdy construction and appropriate materials so that they pose no danger if ingested or damaged.

**Shelter Operations- 000-21
[July 2012]**

FELINE ENVIRONMENTAL ENRICHMENT:

Benefits of Enrichment for Cats and Kittens:

While kenneled in Admissions, Isolation, or Quarantine, cats and kittens have limited handling contact, although they also have some interaction with people as staff and patrons walk through the area-- usually responding to the animals by talking to them. Many of these animals are high-energy and need outlets for mental and physical energy. Cats and kittens are usually more inclined than dogs and puppies to invent play with "found toys," even without a playmate.

Examples of Active Toys:

Hard, round plastic shower curtain rings, linked in pairs and attached to gate bars (high enough to encourage jumping and reaching)

Small rolling balls (with or without bells inside) to move around the cage floor and to hide under a towel -- a single shower curtain ring can also serve this purpose

Here are some basic health and safety requirements for cat toys:

Toys must be easily and thoroughly able to be disinfected, or be disposable after single use. Disinfect toys before giving to another animal using the procedure used to disinfect dishes.

Rolling toys must be too large to fit between cage bars.

Any toys for kittens or cats must be safe; that is, of sturdy construction and appropriate materials so that cats cannot ingest toy parts or injure themselves with the toy or its components.

Providing a Secure Area:

Provide as needed a hiding area for cats, specifically for cats or kittens who appear frightened. Consider hanging a towel over the front of the cage to allow the cat to relax.

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SAFETY RULES

PERSONAL SAFETY

Following these common sense rules will help prevent many accidents.

- **Report all injuries**, no matter how slight, to your supervisor.
- All PHS Staff and Volunteers are required to purchase and wear closed toed, **skid-** or **slip- resistant shoes**.
- Do not attempt to lift/push objects or animals that are too heavy--ask for help. Bend at the knees and hips and lift with your legs. Adjustable tables should be lowered to the floor for animals weighing over 75 lbs., or for any employee unable to lift an animal onto a table.
- Identify and remember the location of fire extinguishers, fire alarm pull boxes, and emergency exits. NEVER block these areas with materials or equipment. Keep floors and aisles free of debris at all times.
- Use personal protective equipment as described below:
- Goggles, safety glasses, gloves must be worn when working with chemicals (quaternary ammonia, degreaser, etc.) or while performing or holding for euthanasia.
- Maintenance staff will wear customary safety equipment when performing applicable tasks.
- Ear protection is provided and should be worn when working in Dog Holding, Kennels, or any other high noise area.
- Horseplay is prohibited.
- Seat belts are to be worn at all times when driving on business, whether in agency vehicles or personal automobiles.
- When restraining animals over 60 lbs. seek assistance if necessary. (See the Animal Handling SOP on page 17 for more info)
- Any person known or observed to be under the apparent influence of drugs or alcohol will not be allowed to work, and will be subject to discipline, up to and including termination.
- Any person willfully violating safety procedures and/or endangering the safety of other employees will be subject to discipline, up to and including termination.

HOUSEKEEPING AND CLEANING

All employees are responsible for maintaining the general orderliness and cleanliness of their work areas. Keep floors and aisles free of debris at all times. Housekeeping is an important part of maintaining a safe work environment. It reduces the spread of disease harbored by clutter and waste and eliminates tripping and falling hazards.

Do not eat, drink, smoke, apply cosmetics, or store food in areas where animals are handled. These practices encourage the spread of disease.

ALWAYS wash your hands in between handling animals to minimize the transmission of disease, and after handling chemicals to avoid potential allergic reactions.

Non-hazardous spills are to be cleaned up promptly, and a **“Wet Floor/Caution”** sign placed in the area until the floor is dry. Aisles should be kept clear at all times.

HAZARDS AND HAZARDOUS SUBSTANCES

Report all hazards to a supervisor immediately.

Only properly trained employees are to undertake any repair work involving electrical equipment.

Do not overload outlets.

Know the safety precautions for each chemical BEFORE you use it. The Material Safety Data Sheets (MSDS) sheets can be found at the desk by the time clock

Refer to the Hazard Communication Program SOP on page 45 for more specific policies for dealing with workplace hazards.

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[enter effective date]

HAZARD COMMUNICATION PROGRAM

Material Safety Data Sheets (MSDS)

The Potsdam Humane Society does not expect its employees to use a hazardous chemical prior to reviewing the MSDS and being trained on the hazards and safety precautions that should be used with the chemical.

The Executive Director will be responsible for obtaining MSDSs for each new chemical used at the facility. If a MSDS is not delivered with the first shipment of a new chemical, the Executive Director will call the company providing the chemical and request an MSDS to be faxed over immediately, or obtain via the Internet.

The Executive director will also maintain hard copies of each MSDS in a folder at the desk by the time clock.

Container Labeling

Each staff member is responsible for checking arriving containers in their department to verify that they are appropriately labeled. If chemicals are transferred from the original container to a smaller container, that container must be labeled immediately prior to filling.

Employee Training and Information

Hazard Communication Training for employees will be given at the time of initial assignment and whenever a new hazard is introduced. Training will include the following:

- The nature of hazards posed by chemicals in the workplace.

- OSHA regulations regarding the Hazard Communication Standard (sometimes referred to as the employee's "Right to Know Rule" 29 CFR 1910.1200

- Measures that employees can take to protect themselves from these hazards.

- Instructions on work practices, personal protection equipment, and any special procedures to be followed in an emergency.

- Review of the hazard communication program requirements, including information on labeling and MSDS.

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LIMITING TRANSMISSION OF DISEASE

Animals come to the shelter from many different levels of care; some known and some unknown, but mostly unknown. Most shelter animals have not received prior benefit of routine preventive health care. The stress of entering a shelter, the shelter environment itself, and several other factors contribute to an increased risk for developing illness.

When animals arrive at the shelter, they are evaluated medically with a physical examination, vaccinated, treated for internal and external parasites, and may be treated for injury and illness.

We vaccinate upon entry to limit widespread disease in the population and protect each individual animal as much as possible, but vaccines are not a guarantee against infection.

Disease can be transmitted in several ways, and we must work diligently to prevent transmission as much as possible. The 5 main modes of disease transmission are:

- 1) Direct contact (one animal to another, such as nose to nose)
- 2) Fomite (indirect) transmission (germ transmission on an inanimate object, such as a mop, hand, shirt)
- 3) Aerosol (in the air, such as via a fan)
- 4) Droplet (sneezing, coughing, less than 1 meter distance transmission)
- 5) Vector (via a flea, mouse, tick)

Common diseases seen in shelter environments include: feline upper respiratory infection and canine infectious upper respiratory disease (kennel cough). These are spread mainly through aerosol, droplet transmission and through fomite transmission, such as via the hands, feet, and even on clothing of staff and volunteers.

For this reason, please wash your hands (use hand sanitizer) between handling each animal and/or wear disposable gloves. Sanitizer bottles and dispensers are located throughout the kennel area. You do not have to sanitize your hands between the mother and puppies or kittens in a litter, but you must do so before you interact with another dog or cat. Foot baths placed on the floor throughout the intake area are to be used and maintained at all times. See instructions for Trifectant foot baths at the end of this chapter.

Other diseases, such as parvovirus in dogs and panleukopenia (the cat form of parvo virus), are spread mainly through fomite transmission of bodily secretions, such as vomit and feces. These viruses are very environmentally hardy and can be difficult to eradicate from the shelter environment if proper sanitation procedures are not in place.

Every-day Practices that Help Prevent Spread of Disease

- Report any animal that appears sick to the kennel supervisor or the vet clinic immediately.
- Wash your hands between animals.
- Do not let animals housed apart interact or touch noses.
- Immediately pick up all feces once a dog has defecated on the grounds.
- After picking up feces, wash and then disinfect any cement or solid surface.
- Any time you disinfect, rinse or wipe the area thoroughly.
- Wash the laundry and dishes according to the posted written protocol.
- Don't keep dirty dishes lying around – take them to the dirty dish bin promptly.
- Change trash liners on a regular basis; don't let the trash receptacles overflow.
- Sanitize equipment such as coaxing sticks between cats; disinfect control poles and pooper scoopers between uses.

If we all follow the same procedures the risk of having a disease problem will be greatly minimized.

Trifectant Foot Bath Protocol

The correct mixture of trifectant to be used for foot baths: for every ½ gallon of water add 4 trifectant tablets to the water (it is **very important** that you wear rubber gloves when handling the tablets)
Wait until tablets are completely dissolved

For each foot bath you will need:
a large clean litter pan
a clean towel folded so that it fits the entire bottom of the litter pan
add a ½ gallon of the trifectant/water mixture to each foot bath

The trifectant remains stable for 7 days, foot baths will need changed once a week.

PRECAUTIONARY STATEMENTS

HAZARDS TO HUMANS AND DOMESTIC ANIMALS

DANGER. Powder is Corrosive. Causes irreversible eye damage and skin burns. Harmful if swallowed or absorbed through the skin. Do not get in eyes, on skin or on clothing. Wear goggles (or face shield). Wear protective clothing (long sleeve shirt and long pants, socks plus shoes and chemical resistant gloves such as water proof gloves). Wash hands before eating, drinking, chewing gum, using tobacco or using the toilet. Remove contaminated clothing and wash clothing before reuse.

General Cleaning Solution Ratios

Bleach ½ cup/gallon of water

DMQ 2 oz/gallon of water

Window Cleaning Solution ¼ cup vinegar, 1/2tsp dish soap, 2cups water-shake well

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Cleaning Areas Housing Animals – General Instructions

Begin morning cleaning by:

- 1) **Feeding the Puppies and Dogs**
- 2) **Setting up kitchen for dishes**
- 3) **Removing all food and water dishes from adult cats**

To cut down on cross contamination clean areas where animals are housed in the following order and disinfect cleaning tools between each area.

ADOPTION SIDE

Cats:

Cat Rooms

Display Cats

Dogs:

Outside Kennels

Inside Kennels

Display Dogs/Cats

INTAKE SIDE

Cats:

Nursery

Admission

Transition

ISO

Dogs:

Nursery

Outside Kennels

Inside Kennels

ISO

Please be fair to your co-workers! If you are cleaning the cat areas, you are responsible for cleaning the litter pans, dishes, toys etc. If you are cleaning the inside dog runs, you are responsible for cleaning the outside runs!

Initial the cleaning check chart immediately after completing a task.

Make sure all tools are properly cleaned/disinfected and stored in the proper place at the end of your shift. Do not leave scrapers, brooms or other cleaning supplies in the sink!

Check Dog, Cat food and litter bins before end of your shift. If needed, refill .

Please remember to inspect , remove all solid matter and clean all strainers in the floor drains to prevent blockages.

Make sure there are several litter pans pre-set in the feed room so they are ready for admissions if needed.

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[Enter effective date]

WORKING IN THE ANIMALFOOD PREP AREA

GENERAL : All animal food prep and dish washing is to be done in the intake kitchen, NOT in the Community Room kitchen. This is an Ag & Market regulation.

WASHING THE DISHES

- Fill the first sink with warm water and detergent.
- Fill the second sink with water to the fill line and add 6 cups bleach
- Fill the third sink with plain warm water for rinsing
- When finished with the dishes, drain and clean debris from all the tubs.

Disinfecting Dishes:

- Clean any food particles from the dishes by wiping them out into the trash. Do not allow solid matter to enter the sink.
- Place dishes in the detergent solution and scrub completely with a green scrubbie (no sponges) inside and place the bowl in a clear water rinse:
- Place dishes in the bleach solution and leave for a minimum of 10 minutes.
- Place dishes in the rinse water and thoroughly rinsed under running water until there is no bleach residue.
- Stack dishes upside down so they can drain on the racks next to the dish area.
- When dishes are dry, take them back to the proper area: clean dish area for dogs and cats or the food prep area. Do this by the end of the day so there are clean dishes for the next day.

The Potsdam Humane Society participates in the Hill's Science Diet Feeding Program. Ordering food is the responsibility of the Vet Techs.

Puppies and Dogs

Morning Feeding

Start with Adoption wing, move to the other animal areas, and end with the animals in Isolation areas.

IF THERE IS A "DO NOT FEED" SIGN ON AN ANIMAL'S CAGE, DO NOT FEED THAT ANIMAL!! ANIMALS THAT ARE FED BEFORE SURGERY CANNOT BE SPAYED OR NEUTERED.

Amounts per serving are as follows and are for the general population. Specific feeding instructions for animals with special diets will be noted on their kennel tags: Puppies 6 months and younger are fed at 6am and again at 3pm along with any animal who needs to gain weight.

X-Large dogs (90 lbs and over) = 5 cups of adult dog food

Large dogs (60 - 90 lbs) = 4 cups (not heaping) adult dog food

Medium dogs (35 - 50 lbs) = 2 cups of adult dog food

Small dogs (5 - 30 lbs) = ½ to 1 cup of adult dog food

Puppies & Pregnant or nursing dogs = ½ cup of each of puppy food. Check for specific notes as some pups may require a mixture of canned food or dry kibble mixed with water to create a slurry.

Staff assigned to clean puppies are responsible for feeding the puppies and the nursing mothers. Use puppy chow and wet food as indicated in daily notes. If there is a mother nursing she gets puppy chow also. Puppies must be fed in a large flat bowl that allows all the puppies to eat easily. If necessary, use several bowls or the feeding trough.

The food dishes are collected during clean up and taken to the animal food prep area for cleaning and disinfection.

Kittens & Cats

Start with Adoption wing, move to the other animal areas, and end with the animals in Isolation.

Feed felines as outlined in cat cleaning protocols.

Amounts per serving are as follows:

Adult Cats (15 lbs and over) ¾ cup

Adult Cats (5-10 lbs) 1/2/ cup

Pregnant & Nursing cats 1 cup

Kittens (4-6 months old) ½ cup

Kittens (less than 4months) ¼ cup

Exotic Pets & Animals with Special Needs: The Vet Techs will provide instructions for animals with special dietary needs. Staff are responsible for checking the assessment desk for daily updates.

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[Enter effective date]

DAILY ANIMAL HOUSING CLEANING

**Adoption Cat Rooms
Clean One Room at a time.**

Put all blankets from the adoption cats in the adoption dirty laundry bin.

Empty and scrape out the litter pans, take these and all toys and dishes to the kitchen for cleaning.

Sweep floor completely.

Clean glass with Windex or Vinegar and water solution.

Wipe down walls from ceiling to floor and any non-porous items with the bleach solution. { ½ cup bleach to 1 gallon water }

Wipe down vents in ceilings.

Mop floor

Re-set with blankets, litter, food/ water dishes and toys.

Place at least 3 litter pans per room well away from food and water dishes.

Outside Cat Runs:

Sweep daily and scrub with bleach and water solution. Weather permitting.

ADOPTION DOG RUNS

Feed Dogs first thing in the morning when you get in.

Do outside runs first.

Outside:

Scrape up and remove all feces.

Spray walls, floor and chain link with soap hose, let set 10 minutes, scrub, rinse, sweep out any excess water and towel dry.

Make sure there are no clumps of feces, hair or food left in the outside gutter areas. Check outside drain areas for blockages.

Inside:

Take food dishes, toys, water dishes and blankets to kitchen or laundry for cleaning. This includes all water buckets DAILY!

Scrape and remove all feces.

Sweep out all excess hair and food. Make sure there is nothing to clog the drains!

Spray runs with soap hose and let soak 10 minutes, scrub walls. Floors and cage doors. Rinse.

Spray and wash Kuranda beds, let soak 10 minutes, rinse and let dry.

Squeegee or sweep out runs. Dry with towel. DO NOT LEAVE PUDDLES!

Wipe down kennel windows, leaving no streaks!

Reset kennel runs with fresh water. Use blankets and beds.

In mild weather, dogs will be left outside until we open.

Sweep, spray with soap hose, let set 10 min. scrub, rinse and dry.

Tie off all bags of debris and feces {Including those in Play Area} and take to the dumpster.

Soak all brooms, squeegees, scrapers, dust pans etc. in bleach solution for 10 minutes and rinse. Place sanitized tools back in appropriate storage areas.

SMALL ANIMAL DISPLAY

Remove animal and place in clean carrier.

Remove food/water dishes, take to kitchen to be cleaned.

Empty and scrape any litter into garbage and take dirty pan to kitchen.

Take any bedding to laundry.

If there are newspapers and shredding in display, put in garbage.

With properly mixed bleach/water solution and clean cloth completely wash walls window and bottom and top of area.

Let set 10 min. and dry with clean towel.

With Windex or Vinegar solution spray window inside and out leaving no streaks!

Replace with clean bedding/ paper.

Put in clean litter pan if needed.

Put in clean Water/Food dish and toy with appropriate animal.

Place animal back in proper area they came out of.

Tie up garbage and take to dumpster.

If a carrier has been used spray carrier completely inside and out with a bleach spray bottle {1oz. Bleach to 32 oz. Water} let set 10 minutes and rinse with clean water and dry with towel.

OFFICE/RECEPTION AREA

The receptionist on duty is responsible for daily cleaning, sweeping and mopping reception desk and ED Office. Cleaning staff will be responsible for the public sections of the reception area and the hall leading to the adoption wing.

If there are animals in cages they are cleaned according to the type of cage they are in.

Empty any garbage if any.

With Windex or Vinegar solution clean all windows and doors. Leaving no streaks!

With properly mixed bleach/water mixture {½ cup bleach to 1 gallon water} and clean cloth wipe down furniture, and window casings.

Wipe down vents and heaters with cloth and bleach mixture.

Sweep or vacuum rugs or shake out.

Sweep floors.

Mop floors.

NURSERY

Fill buckets with a bleach solution {½ cup bleach to 1 gallon of water} Dump out when done!

Kittens:

Empty food dishes and scrape out litter pans in the trash

Take dishes, litter pans to the kitchen for cleaning

Take blankets to laundry

Sweep debris from cages.

Sweep the floor.

Tie off all trash bags and take to the dumpster.

Wipe down all cage surfaces{ With Kittens still in cage} using a wash cloth and bucket with a bleach solution of ½ cup bleach to 1 gallon of water.

Use a new cloth for each cage.

Use a dry hand towel to dry all surfaces of the cage. {Use a new towel for each cage.}

Mop the floor with the bleach water solution. Make sure you get under and behind the cages.

Clean the strainer in the floor drains.

Wipe down the heater, vents and any other fixtures including the inside and outside of the door with the bleach solution. Clean the glass with Windex or Vinegar solution.

Set cages back up: Put a clean blanket in bottom, clean litter pan, fresh food and water and a toy in each cage.

If you cannot clean with the animal in the cage you need to speak to Vet Tech before placing animal in carrier.

If tech is not in yet move on and come back to that area.

If a carrier has to be used spray carrier completely inside and out with a bleach spray bottle {1oz. Bleach to 32 oz. Water} let set 10 minutes and rinse with clean water and dry with towel.

Puppies:

Place puppies in carriers, keeping litters together. Never mix litters.

Roll up newspaper and place in trash.

Sweep all remaining debris from the runs.

Place debris in trash with rolled newspaper from runs. Tie bag off and take it to the dumpster.

Use the soap hose and spray all the walls and floors. Don't forget the inside of the glass door. Scrub all walls and floor. Let soak for 10 minutes.

Rinse with plain water from the hose, squeegee the floor, and dry with towels.

Re-set with 8-10 layers of flat newspaper and a generous amount of shredded paper, a blanket, toys, and food

and water dishes.

Move pups back into runs.

Scoop feces and sweep up shredded paper from outside run. Making sure to get all shredded paper from around Chain link fencing! Repeat steps 4-6.

If a carrier has been used spray carrier completely inside and out with a bleach spray bottle {1oz. Bleach to 32 oz. Water} let set 10 minutes and rinse with clean water and dry with towel.

In event drains are not working:

Fill 5 gallon pail $\frac{1}{2}$ full of water to $\frac{1}{2}$ cup bleach ratio.

Scrub all surfaces with the brush and wipe down with clean towels.

Completely dry floors!

Feline Admissions & Transition

Check the MYM clipboard and perform cage assessments on all newly admitted cats.

Take all food/water dishes to the kitchen for cleaning.

Take blankets to laundry

Remove litter pans and scrape used litter into the trash. Take litter pans to the kitchen for cleaning.

Remove debris from cage surface { with cat still in the cage}

Using a different cloth for each cage, wipe down all cage surfaces { with cat still in the cage}

Using a wash cloth and a bucket with a bleach solution of ½ cup bleach to 1 gallon of water.

Dry each cage with clean cloth for each cage.

Sweep floor, moving cages to get in behind and under.

Tie off all trash bags and take to the dumpster.

Mop the floor with the bleach solution. Make sure to get behind and under all cages.

Clean the strainer in the floor drain.

Wipe down the sink, and any fixtures including inside and outside of door. Clean window with Windex or Vinegar solution.

Clean ceiling vent.

Set cages back up: Put clean blanket in each cage, litter box, food/water dish and a toy in each cage.

If you cannot clean with the animal in the cage you need to speak to Vet Tech before placing animal in carrier.

If tech is not in yet move on and come back to that area. Only do this with Feral, frightened or fractured cats!

If a carrier has to be used spray carrier completely inside and out with a bleach spray bottle {1oz. Bleach to 32 oz. Water} let set 10 minutes and rinse with clean water and dry with towel.

INTAKE DOG RUNS

**Feed Dogs first thing in the morning when you get in
Do outside runs first.**

Outside:

Scrape up and remove all feces.

Spray walls, floor and chain link with soap hose, let set 10 minutes, scrub, rinse, sweep out any excess water and towel dry.

Make sure there are no clumps of feces, hair or food left in the outside gutter areas. Check outside drain areas for blockages.

Inside:

Take food dishes, toys, water dishes and blankets to kitchen or laundry for cleaning. This includes all water buckets DAILY!

Scrape and remove all feces.

Sweep out all excess hair and food. Make sure there is nothing to clog the drains!

Spray runs with soap hose and let soak 10 minutes, scrub walls. Floors and cage doors. Rinse.

Spray and wash Kuranda beds, let soak 10 minutes, rinse and let dry.

Squeegee or sweep out runs. Dry with towel. DO NOT LEAVE PUDDLES!

Wipe down kennel windows, leaving no streaks!

Reset kennel runs with fresh water. Use blankets and beds.

Dogs will be left outside until we open. " Weather permitting"

Sweep, spray with soap hose, let set 10 min. scrub, rinse and dry.

Tie off all bags of debris and feces. {Including those in Play Area} and take to the dumpster.

Soak all brooms, squeegees, scrapers, dust pans etc. in bleach solution for 10 minutes and rinse. Place sanitized tools back in the storage area opposite the employee restroom.

TRANSITION CAGES/HALLWAY

With Cat still in cage.

Place divider in between cages.

Remove food/water dish.

Remove litter pan, scrape out into garbage.

Remove any bedding in cage.

Take dirty dishes and litter pans to kitchen.

Take dirty laundry to wash.

With a bucket of bleach/water solution{½ cup bleach to 1 gallon water} and clean cloth wash down empty cage area.

Be sure to get in and around all the corners, sides, top and bottoms of cage.

Let set for 10 minutes and completely dry with clean towel.

Move Cat to other side and repeat.

Place clean litter pan, food/water dish, toy and blanket.

Take divider out making sure the divider is also properly cleaned.

Pull cages out from wall and wash walls and ceiling area down around cages with a bucket of bleach/water solution.

Completely sweep transition area including the hallway starting at door from kitchen to intake kennel door.

Remove cob webs, dust, dirt from walls and ceiling.

Mop all area and let dry.

CAT ISOLATION

You must wear a gown and booties at all times in this room.

This Room is to be Cleaned Last!

Transfer cats from the cage to the pet carrier labeled with the same red cage number.

Place all food/water dishes {Once they have been emptied}, blankets and toys in a clear garbage bag. Tie off and set outside door.

Remove all newspaper and debris from the cages and place in trash.

Sweep out cages and sweep the floor. Check and clean the strainers in the floor, clean out debris.

Pull all cages out away from the walls.

Wash down walls with properly ratio mixed Bleach/Water solution.

Remove filter from heater/air-conditioning unit and wipe down with clean bleach/water cloth.

Spray with properly ratio mixed Bleach/Water solution. Spray inside, outside, tops, in between and doors of cages. Let set for 10 minutes. Scrub door and all of interior and exterior of each cage with a new cleaning cloth. Make sure to get between the cages all the way.

Dry the inside and outside areas with a new clean cloth. Make sure they are completely dry inside and outside!

Set cages back up: Cover cage bottoms with blanket, clean litter pan and clean food/water dish refilled. Place cat back in properly marked cage according to cage tag on carrier.

Completely spray the pet carriers inside and outside with properly

Mixed Bleach/Water solution. Let set 10 min. Wipe out with dry cloth, making sure they are dry and cover with a clean sheet or blanket daily!

Make sure any un-used cages are clean, dry, and completely empty.

Mop with properly ratio mixed Bleach/Water solution.

Tie up bagged feces and garbage, removing booties, and gown.

Put gown in laundry every day! Do not hang or leave gown !

Bring garbage immediately to dumpster. Bring bagged dishes, litter pans in closed bag to sink area and wash accordingly.

DOG ISO

Check with Vet Techs daily regarding animals in this area and how it should be cleaned.

**It there are no animals in the dog ISO room on Medical Quarantine
Follow general cleaning protocols for type of animal and type of cage they are in.**

When cleaning with ISO protocols in place follow the following instructions.

Have all cleaning equipment, food/water dishes, litter pans, blankets etc. all ready at the door to enter.

Put booties, gown and gloves on and enter the area.

Work on one cage at a time, changing gloves after each cage is done, to further transfer any infectious disease that may be present.

Dogs: Remove dog from cage and place in clean crate, marked for that animal.

Never place animals in same crate before completely disinfecting.

Remove paper and shredding if in cage and place in garbage bag.

Remove any bedding and toys and put in garbage bag.

Remove Food/Water dish, place in separate bag.

Tie up bags to be taken out later.

Sweep area of any debris and place in garbage container.

With a bucket of bleach water solution {½ cup bleach to 1 gallon water} wash down all kennel walls, including the metal rails on top of cages and doors inside and out.

Scrub with brush and let soak for 10 min.

Dry with clean towel. Never using same towel or cloth for more than one cage at a time.

Mop floor with bleach water solution properly diluted.

Dry with towel.

Place 8-10 layers flat paper down in back of cage.

Place a blanket in front and bed when needed.

Put in fresh clean water dish, food and toy.

Put animal back in kennel.

With new crate and new gloves and cleaning cloths repeat until all kennels are done.

Make sure also that you have cleaned windows with Windex or Vinegar solution properly mixed.

Cat cages (for cats housed in the dog ISO room): If cat is sick and on quarantine follow proper Cat ISO protocols as listed on Cat ISO cleaning protocol sheet.

If cat is not sick clean and treat as you would an Admission cat.

Once Dog and Cat areas are done:

Sweep the entire floor, getting in corners and under and behind everything.

Clean out vents on Heater/AC Unit with Damp cloth with Bleach/Water solution.

Clean ceiling vent.

Wash down inside and outside of entrance door, and window with Vinegar solution.

Completely spray the pet carriers inside and outside with properly Mixed Bleach/Water solution. Let set 10 min. Wipe out with dry cloth, making sure they are dry and cover with a clean sheet or blanket daily!

When leaving Dog ISO area:

Take off booties and gloves and place in garbage. Tie garbage up and set outside door.

Remove gown and place in dirty laundry bag.

Take bags of laundry and dishes and set outside door.

Do not leave any newspaper or supplies inside the area.

Take bags of laundry, dishes and garbage to proper areas.

Dump mop water and change mop head and place in laundry before moving on to new area.

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[Enter effective date]

Cleaning Areas Not Housing Animals

ASSESSMENT ROOM (Daily)

Sweep area daily, mop with proper cleaning mixture of bleach/water.

If there are any cages with animals in them use proper cleaning protocols according to type of cage and animal.

Wash all windows and doors weekly with proper cleaning solutions.

BATHROOMS (Daily)

Empty garbage and replace with clean bag.

With a bucket of properly mixed bleach/water solution and cloth, wipe down all walls. Clean of ceiling vent.

With properly mixed bleach/water solution wash toilet inside and out.

Clean inside of toilet with mixture and scrub brush or cloth

With clean cloth wipe down cabinets.

With properly mixed bleach/water solution clean sink and faucets.

With properly mixed vinegar solution or Windex, clean mirror and stainless steel garbage/towel dispenser.

Refill towel dispenser.

Refill toilet paper.

Sweep and mop floor.

FEED ROOM (Daily)

All Cat food, Dog food or other animal food needs to be kept on shelving units or on pallets off the floor.

Cleaning supplies will not be kept near any food.

All food bins/ pellet bins will be marked accordingly.

Covers will be left on all containers at all times.

No food left open in bags.

Floor area should be swept of any debris and mopped daily with proper bleach/water solution.

All vents and heating units need to be washed off daily.

BOILER ROOM (Daily)

Area near furnace and any electrical equipment will be kept free of any debris.

Area should be swept and mopped daily.

Keep any cleaning equipment properly hung up or put in safe place.

Any food or treats will be kept in closed container away from furnace/electrical area.

Any dog collars/leashes will be hung on hooks available on wall.

Any air vents will be cleaned daily

Furnace filters will be checked and changed if needed the 1st of every month.

No garbage or recyclables will be left in the boiler room.

Bag up all garbage/recyclables and take to dumpster.

LAUNDRY ROOM(Daily)

Do Not overload Washers and Dryers!!!

All wash is set on Cold/Cold! Washer set to Large Load!

Remove all feces, paper and litter from blankets and towels before placing them in the laundry bin.

For each load of laundry:

Add ¼ cup bleach and ¾ of a cup of laundry soap. Close lid and let fill with a small amount of water.

Add laundry. Suggested load sizes: 6-8 towels per load or 4 light weight blankets per load, or 10-15 small cat blankets per load. Cloth toys are to be washed with laundry.

Remove lint from dryer lint trap between each load. Shake out each item and place in dryer. **Do Not Overload!**

Neatly fold all laundry and place on appropriate shelving units.

Clean the interior of the washers, wipe down the exterior of washers and dryers. Do Not forget to clean the COIN SLOTS!

Sweep Floor daily

Do not pour bleach and soap directly on laundry!

KITCHEN :End of cleaning shift everyday

Make sure all dishes, litter pans, tools and equipment are properly washed, dried and put away in areas marked.

Put wet and dirty towels and cleaning clothes in laundry

Wash off counter tops and sterilize with proper bleach/ water solution.

Clean sinks out and do not leave any dirt, food, litter remains.

Straighten shelves with canned food, dish area, etc.

Do not leave any soda cans, coffee cups or silverware out.

Sweep floor

Tie off garbage and take out to dumpster

Put new garbage bags in containers.

Take out any recyclables.

Mop floor.

MULTI-PURPOSE ROOM (Daily)

Empty all garbage cans, and take to dumpster.

Replace with new bag.

Sweep floor, this includes hallway near Cat adoption areas down to door entering to ramp.

Wipe down counter tops and cabinets.

Wash any dishes you have used, and put away.

Put coffee supplies in cabinet.

Mop floor.

EQUIPMENT ROOM (Daily)

Sweep Equipment room.

Remove dust and cob-webs.

Place all cleaning equipment back in a neat and orderly fashion.

Mop once a week on Sundays.

PREP ROOM/SURGERY ROOM

These 2 rooms are to be cleaned, prior to and immediately after surgery, by Vet. Techs.

Prep Room area: Wash with proper bleach/water solution
½ cup bleach to 1 gallon water} and clean cloth wash down all furniture, cabinets, equipment, tables.

Remove dust and dirt from ceiling vent.

Table surfaces should be disinfected after any new animal has been on table areas. Esp. when doing new physicals on Animals.

Floor needs to be mopped in between new animals entering This area. {Excluding Surgery days.}

Sweep floor daily and mop.

Remove trash and take to dumpster.

Surgery Room:

Weekly or day prior to surgery: Disinfect all surfaces, cabinets and equipment, light fixtures.

Wipe down heater/ AC unit. Removing filters and washing with properly mixed bleach/water solution.

Sweep and mop.

When surgery is finished remove any garbage to outside dumpster.

Monthly Cleaning Duties:

These duties are done either by Shelter cleaning staff, Work Study Students or Volunteers.

All furniture and cabinets in the Multi-purpose room are washed down and cleaned inside, out and tops.

All windows are washed inside and out. " Weather permitting"

All air vents in general shelter areas are cleaned and washed out. Areas where there are animals are done on a daily basis.

Furnace and Air conditioning equipment are check and cleaned. Filters in these areas are changed or cleaned monthly.

All lighting is washed down and debris removed.

Outside lighting, corners of buildings, and siding is checked for dirt and cob-webs.

Showers Room: This room is be kept free of clutter at all times and cleaned as follows after every use:

Clear all solid matter and hair from drain area using bleach mix (1oz/32oz water) spray down shower stall from top to bottom including fixtures, hand rail and seat. Let stand for 10 min.

Rinse all surfaces with clear cold water
Dry all surfaces

Sweep and mop floor

**Plowing
sidewalks
lawn & garden
dumpster/freezer
storage sheds**

Shelter Operations 000-30

[Enter effective date]

DISPOSITION OF ANIMALS

General

Domestic animals housed at the Potsdam Humane Society leave in one of following ways:

Adoption

Return to Owner

Transferred to approved 501c rescues

Rehabilitation (Temporary Foster Housing)

Euthanized

Wild animals are released to the Department of Environmental Conservation (DEC), sent to a certified rehabilitator, or euthanized with approval of the DEC, Public Health and Veterinarian.

Adoption

Information about animals adopted from the Shelter must be recorded on the computer record and on Agriculture and Market form DL 18. This includes the date of adoption and the name, address and telephone number of the adopter.

Return to Owners

Owners claiming a stray animal as their own must provide evidence of ownership such as a bill of purchase, pictures that document ownership over time (i.e. puppy thru adult pictures), proof of rabies or licensing, medical records proof of micro-chipping or tattoo.

The owner's name, address, and telephone number and the date of return should be noted on the computer record and required Agriculture and Market forms.

If someone claims an animal after the stray hold date or there is lacking proof of ownership, the Potsdam Humane Society can choose to adopt the animal pending an approved application and the animal is spayed or castrated prior to adoption.

Rescue/Rehabilitation

Feral cats, dogs that pass temperament testing may be placed in rehabilitative care. The name of the foster home or rescue and the date of release must be noted on the computer record. All fosters, rescues and rehabilitators are to be approved by the Executive Director or, in their absence, the Vet tec team prior to placement.

Euthanasia

When the Executive Director deems it necessary for medical or behavioral reasons, domestic animals no longer on stray hold or bound by court order may be euthanized. Unweaned, critically ill, or seriously injured domestic animals may only be euthanized prior to conclusion of the stray holding period to prevent any additional suffering with the recommendation of a licensed Veterinarian. Wild animals may be euthanized to prevent suffering only by recommendation from a licensed Veterinarian or the Department of Environmental conservation. The date of and reason for euthanasia, the dosage and type of drugs used, and the technician's initials are recorded in the computer record and the euthanasia recorded on the Agriculture and Market DL18.

Shelter Operations- 000-31

[Enter effective date]

ADOPTIONS

Guidelines for adoption procedures and the handling of adoption applications/surveys ensure that potential adopters are given an equal opportunity to adopt. Front office staff are responsible for adhering to adoption procedures, for reviewing and approving or declining adoption applications and for handling adoption contracts and fees.

Adoption procedures. The following procedures are designed to help place an animal in a suitable home.

- Application/Survey. Potential pet adopters must complete an adoption survey before meeting the animals available for adoption outside their kennel or cage. This information provides staff with a better understanding of the pet adopter's past animal history, their expectations for a pet, lifestyle, and the environment in which a new animal would be placed.
- Family/household members. Because the decision to adopt a lifelong companion is a big step in one's life, it is recommended that family and household members participate in the selection of a pet.
 - If possible, children under the age of 8 years should be observed interacting with the proposed animal.
 - Adult members of the household must be a part of the selection. This can be completed with a phone call when one of the adults cannot come to the shelter.
- Consultation. Once an animal is selected, the computer record is reviewed for information about that animal and to inform the applicant of any current holds on the animal or medical issues.
 - If there are holds, explain them to the applicant and encourage the applicant to complete the process and be a back up adoption.
 - Front office staff will work with the applicant and the animal they are interested in and engage in a dialog with the applicant to determine if this is a suitable match.
- Spay/Neuter. All of the animals available for adoption will be spayed or neutered. This should be verified by the staff. Any animal that has not been sterilized must be before it will be allowed to be adopted or leave the shelter unless a waiver is approved by the Executive Director

Processing an adoption application/survey. The adoption process is designed to give Shelter staff more information about the adopter's household, expectations, and experience with animals and generally assist in making a good match between animal and home.

- First applicants. Adoption of animals from the Shelter is on a first-come, first-served basis to approved homes.
 - All active applications are kept on file with the animal's records at the front office.
 - Any time there is an approved application on a specific animal that is not finalized by an adoption that same day, the animal's status must be changed to "Adoption Pending" This places a hold for that person.
- Back-up applicants. We will accept back up applicants on animals who will be eligible to adopt that animal if the applicant ahead of them forfeits. Office staff should record in the animal's computer record these back up applications. Back-up applications with a copy of the Adoption Status Form, are kept on file with the animal's records.
- Adoption Status Form. There may be occasions where an application is pending because other family members want to visit the selected pet or for other reasons. When an Adoption Status Form is given to an applicant a hold MUST be completed for that person in that animal's record.

Applicants are given a mutually determined amount of time on the selected animal to complete the needed steps.

The information must also be indicated in the animal's record with the specifics on what they need to do and in what time frame

Holds can be extended ONLY if there is no other person as a back up on that animal.

- Declining an applicant. Staff should carefully review each application. In the event an individual appears unstable or intoxicated or does not agree to abide by reasonable adoption conditions, the application may be declined. Justification should be given to the individual and, if handled tactfully, can be an excellent opportunity to educate.

Office staff should write the reason for denial on the application and record it in the computer record

- Finalizing an adoption.

The final adoption process includes witnessing the adoption contract, payment of adoption fees, issuance of medical information, checking for microchip information and completion of in-house forms.

Review the contract completely, including all the medical information at the bottom; get client's initials where required and signature at the end.

Collect payment.

Ring amount of sale by creating a petpoint receipt and recording the transaction on the ledger

- Adoption contract. Adopters are required to carefully read the adoption contract and affix their signatures to this document indicating agreement to its terms, conditions, and spay/neuter and health exam and dog licensing requirements. A staff member will witness and date the contract.
- Be sure to explain where the medical information is and remind them to take their copy of the contract to their veterinarian on the first visit. The pet adopter will receive his or her copy of the contract. The original and Shelter copies of the contract are filed at the Front Desk
- Medical information. All medical information is kept current in the animal's record. This information is to be given to the adopter so their veterinarian knows what we have done for the animal.
 - When the animal's previous medical history is released to the adopter, staff will eliminate any reference to the previous owner's name and address.
- Documentation. The animal's record is updated to record the date of adoption and the name, address, and telephone number of the adopter. Pet behavior evaluations can be given to the new owner. Any pending applicants listed on the tracking slip should be notified that the animal has been placed in a new home.
- Refunds. No matter how careful the Shelter is in attempting to match the right pet with the right family, there will be occasions where animals will be returned to the Shelter. Adoption fees for dogs, puppies and kittens are non refundable. Adoption fees for cats may be refunded within a 30 day period. The Executive Director can override this policy.

Adoption programs:

Seniors for Seniors: Senior citizens with approved adoption applications will not be required to pay an adoption fee when electing to adopt a senior animal.

Sponsored Adoptions: Animals are considered sponsored when a donor pays the adoption fee in advance of placement. Cage tags are to be hung on the kennel run of sponsored dogs and in the cat book outside the adoptable catteries for sponsored cats. Animal records both in the database and in files must be updated to indicated the animal is sponsored at the time the donation is made. Sponsored animals will be released only to approved adopters.

Foster to Adopt: Animals will be released to approved adopters in cases where behavioral compatibility cannot be assessed in the shelter, or animals are undergoing Lyme disease or Heartworm treatment. Foster to Adopt candidates must be approved by the Executive Director, or in their absence, the Primary Veterinary Technician. Animals placed in Foster to Adopt for behavioral reasons must be adopted or returned to the shelter after a two week period. Animals placed in Foster to Adopt for medical reasons must be adopted or returned to the shelter upon completion of treatment.

Shelter Operations 000-32

[Enter effective date]

Return to Owners: Proof of Ownership

Our mission is to GET THE ANIMAL HOME. Therefore the following guidelines have been put into place. Proof of ownership can be determined in many ways:

- ID tag, rabies tags or license tags
- Veterinary records
- Pictures
- Bill of sale
- Registration papers

If the above are lacking, take into consideration:

- Where the animal was lost compared to where found
- Zip code
- Description
- Coordinating dates
- How the animal reacts to the person
- Neighbors identification

You may also try:

- Calling the vet or the groomer
- A call to a neighbor or friend
- If all these fail a patron may put a finder's hold on the animal
- Notify the Executive Director about all ownership disputes

Animals are personal property and cannot be withheld from an owner without due cause.

Persons claiming a stray animal as their own must provide proof of ownership (see above). Pictures will be accepted only if they can show time, i.e. several pictures taken over time. Furthermore, pet owners may have to pay certain fees to reclaim the animal. If there are vet fees the owner will be responsible for those fees.

Impound

- First offense, the impound fee is 10.00. add fee of 30.00 for rabies vaccination if needed
- Second offense is \$20.00
- Third offense is 30.00

Rabies Tags

Rabies certification information is to be entered in the animal's computer record

Boarding Fees

For each night a stray animal is housed at the Shelter, a boarding fee of 15.00 per animal will be charged to the owner.

Owners of unsterilized pets are to be encouraged to spay or neuter their animals. Upon the approval of the Executive Director, impound and boarding fees may be reduced.

In cases where a stray animal is being returned to an owner and the animal entered the Shelter without identification, office staff should explain to the individual the importance of identification and encourage the person to purchase a tag. In addition, owners should be cautioned about leaving animals outside unattended.

**Shelter Operations- 000-33
Effective August 2012**

PREPARING A LIST OF ANIMALS FOR TRANSFER TO PARTNER SHELTERS OR BREED RESCUE

Animals are to be sent only to 501C3 rescues or coalition partner shelters approved by the Executive Director

Animals are selected based on their ability to be adopted by the receiving agency, time at the shelter, health, and how they are doing in this environment. We will also transfer animals that have borderline behavior concerns that are workable in a different environment.

We do not transfer problem animals just so we do not have to euthanize them.

The following must be done by the person preparing the list.

- Access the computer record or intake form for each animal and check the memo field for holds or notes about that animal that would prevent the transfer or export.
- Check the lost reports for each of the animals on the list for possible matches.
- Give the list to the staff person who will contact our partner shelters and our approved breed rescue list.
- Change the computer routing status for each animal to **rescue**. Enter a note in the memo field that the animal is being transferred to (enter the group name and contact information and the date) or being exported to (enter what agency), and your name and date.

Shelter Operations- 000-34
[Enter effective date]

FOSTER PROGRAM

We want every animal brought to us to have a chance for a long and happy life. Because of our limited resources and personnel, we are not able to care for the many sick, injured and very young but otherwise adoptable animals as we would like to. Foster care will allow some of the young ones to grow and the sick and injured to heal.

The Foster Care Program brings caring individuals and needy animals together, providing special care in a home setting until the animals are ready for adoption.

Animals eligible for foster care:

- Very young kittens and puppies that are approved by the Veterinarian Technicians
- Animals with a treatable illness, with reasonable intervention
- Animals with a treatable injury, with reasonable time and treatment
- Single raised kittens and puppies, when they can be added to an existing group of siblings with a mother to learn cat/dog behavior.
- Others as approved by the Vet Techs AND Executive Director

Animals usually not eligible for foster care:

- Animals with serious medical problems and a poor prognosis for recovery or rehabilitation
- Animals with serious behavior problems, such as serious aggression issues that put humans or other animals at risk of harm
- Unthrifty young animals

Staff fostering:

- Staff requesting to foster must get the approval of the veterinarian technicians and the Executive Director. Dogs considered for behavioral foster only must be approved by the Executive Director
- Staff fostering the animals need to understand that ongoing decisions about care will remain in the hands of the shelter and are dependent on financial resources and prognosis for recovery.
- Any animal that leaves the shelter in foster care must be recorded as such. The hard copy of the animals record is filed in the Animals in Foster file (this is in the front of the shelter with all the outcomes) with the name and contact person who is the foster provider and a note in the computer record about where the animal is and the date the animal went into foster.
- When the animal is returned to the shelter, the file hard copy is retrieved and placed with the animal and the computer record is updated showing the animal has been returned.

Volunteer fostering:

- When an animal is a candidate for foster, we use trained and supervised volunteers who are approved for foster.

- The approval for the animal to be fostered must first be obtained by the Executive Director AND the veterinarian technicians. The status of the animal is changed to “ready for foster.”
- The volunteer coordinator working in concert with the foster care coordinator will work to find a foster provider.
- Volunteers fostering the animals need to understand that ongoing decisions about care will remain in the hands of the shelter and are dependent on financial resources and prognosis for recovery.
- Volunteers also need to be aware that the shelter makes all medical/surgical decisions about foster animals. The shelter provides a contact for medical emergencies. Volunteers will not be reimbursed if they take an animal to another veterinarian for exam, diagnostic testing, treatment, etc.
- Any animal that leaves the shelter in foster care must be recorded as such. The hard copy of the animal's record is put in the foster file with the name and contact person who is the foster provider and a note in the computer record about where the animal is and the date the animal went into foster and the date that the next examination/recheck is due.
- When the animal is returned to the shelter, the file hard copy is retrieved and placed with the animal and the computer record is updated showing the animal has been returned.

Shelter Operations 000- 35
[Enter effective date]

EMPTY CAGE DISINFECTING (AFTER ANIMAL LEAVES)

Cages that require disinfecting should have a red “Dirty Cage” sign hanging on the cage. The person removing the animal from the cage (for Return to Owner (RTO), Adoption, Euthanasia, or Transfer) is responsible for hanging the card.

- Empty the entire cage, and take dishes, any blanket or toy to the washing area.
- Scoop out any organic material
- Spray detergent [enter type used] on every surface of the run.
- Scrub with a stiff brush all the areas, removing the organic material.
- Rinse run/cage.
- Apply disinfectant or bleach solution to all surfaces of cage/run including the top, sides and gate.
- Let it sit for 10 minutes, rinse, and wipe or let dry.

Disinfected dog run set up:

Remove the “Dirty Cage” sign and put back in the sign area.

Disinfected cat cage set up:

- Set up with newspaper lining and a full litter pan in the back of the cage.
- Place an empty water dish in the center of the cage upside down.

This setup is a visual sign for all staff and volunteers that the cage is disinfected and ready for a new animal.

Shelter Operations 000-36

[Enter effective date]

General Animal Care/Shelter Duties

Cleaning Staff:

The first staff on duty each morning are responsible for feeding the animals and allowing them access to the outside runs if available. After the animals are fed morning clean up starts. See sections 22-29. All staff are to follow the instructions on the assignment sheets at the time clock desk regarding their assigned areas. Staff cannot change these assignments. If you are not able to work in the area assigned, discuss the situation with your supervisor.

Written or verbal instructions may be given by Veterinary Technician staff or the Executive Director to the cleaning staff who can, during morning rounds, move the animal to the new area and ensure the old kennel is thoroughly disinfected. Location changes must be updated in the database, on all animal records and the kennel/cage cards immediately. In the rare instance that is impossible to do, a note of changes made must be left at the main desk. Please date and initial the note in case questions arise.

Front Office staff:

- Check the desk by time clock for new admissions brought in by ACO/DCO officers. Perform intake per instructions in sections 3,5,and 6
- Check and respond to messages on answering machine and voice mail service
- Check and respond to email
- Prep and standby for radio call from 99 Hits: Monday-Friday 9:15-9:30 am See Section 60
- Compose weekly ads: See section 60
- Check cage locations with animal records file
- Keep area behind reception desk tidy at all times
- Print and restock all forms: adoption, volunteer, ACO/DCO, owner surrender. Stray, Donor etc.
- Keep printers and equipment stocked with paper, ink and in working order
- Unlock main door at 9am for business other than adoptions

After Clean-up, On-going Duties

- Spot clean animals after morning clean-up at least two to three three times during the day.
- Disinfect and set up dirty cages; see ***EMPTY CAGE DISINFECTING (section 35)***
- Sweep/mop floors as needed
- Re-stock supplies
- Check water for all animals
- Assist with intake of incoming animals
- Clean toys from exercise yard
- Bathe and groom animals as needed
- Socialize those animals that are frightened or scared
- Clean exercise areas
- Other duties as assigned

Closing Duties

- Spot check dogs and cats one last time/ scoop interior kennels and litter boxes
- Check water
- Walk all housebroken dogs
- Secure all animals with outside access to their interior runs....ie "cookie down"
- Clean break room
- Spot Clean prep and surgical areas
- Keep intake areas clean, organized and neat. Restock intake forms for animal control as needed

Intake any animals that arrive late in the day; do not leave animals in temporary holding without food, water, or litter

Put away supplies in the appropriate place

Turn off the lights in the shelter. Make sure all exits and windows are secured.

Set security system and lock the assessment door as you exit

Media Contacts:

Radio:

WPDM Potsdam265-5512
Fax 265-4040

Newspapers:

Courier/Plaindealer/Advance News/Ogdensburg Journal
Community events: production@ogd.com
News Briefs... rmartin@ogd.com

Watertown Daily Times.....1-800-642-6222
News Room.....315-661-2523
Classifieds@wdt.net
Penny Saver: lgushlaw@wdt.net
Calendar of events : calendar@wdt.net

North Country This Week: News@NorthCountryNow.com.
Weekly ad: Julie@NorthCountryNow.com

Free Trader: freetrad@twcnny.rr.com

Shelter Operations 000- 40
[Enter effective date]

Emergency Plan

Shelter Operations 000- 40
[Enter effective date]

S.N.I.P public clinic for low cost spay neuter