

# **STANDARD OPERATING PROCEDURES (SOPS)**

*Revised May 2020*

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## **COVER LETTER TO STAFF**

Standard Operating Procedures (SOPs) are a key tool for the operation and management of Kings SPCA. 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 everyone's input, and all staff are accountable for adhering them. These SOPs enable 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 the Operations Manager.

The SOP manual is a 'living' document that will be updated as we identify better ways of doing completing task, 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 SOPs is outlined below. The master and current copy of the SOPs are in the Board of Directors Office.

### **Process for changes, updates or clarifications to the SOPs:**

To avoid confusion and inconsistency, only the Board of Directors can make the actual written changes to the SOPs. However, all staff and management can suggest changes as described below:

- If you have suggestions for change, deletions, or additions, ask the Operations Manager to include SOPs on the agenda of the next scheduled staff meeting.
- The Operations Manager evaluates the requested change and if necessary, discusses it with the Board of Directors and shelter staff.
- If the Board of Directors agrees to make the change, that section of the master SOP manual (both electronic and physical copy) is updated with the new wording and instruction.
- A memo then goes out to the entire staff 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 the SOPs on a regular basis as the staff is responsible for ensuring that they understand and follow the SOPs that apply to their role in the agency.

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

Respectfully,

Aaron Hepps  
President

Erika Olivis  
Operations Manager

## **HOURS OF OPERATION**

The hours of operation are designed to ensure that all domestic animals are properly and humanely cared for and that the public has adequate and ample opportunity to conduct business at the Kings SPCA. Our business hours and the hours that we are open to the public are the same. Please refer to our website at [www.kingsspca.org](http://www.kingsspca.org) for the most current published hours.

### **HOLIDAYS (CLOSED TO THE PUBLIC)**

*New Years Day*

*Easter*

*4<sup>th</sup> of July*

*Thanksgiving Day*

*Christmas Day*

*Even though we are closed to the public the staff will carry on as a normal work day unless the Operations Manager or Board of Directors has approved different work shifts for the staff. All other holidays we will be open to the public and business will carry on as normal.*

### **STAFF HOURS**

*SPCA staff are assigned work hours by authorization of the President of the Board. Kennel staff must be at work to care for the shelter residence at 8am, seven days a week. If staff have questions regarding their expected work schedules, please contact the Operations Manager.*

### **VOLUNTEER HOURS**

*Volunteers are welcome to come out seven days a week, whenever staff are at the shelter.*

## **STANDARD DAILY OPERATIONS**

### **START OF SHIFT**

Each day, all staff members and key volunteers shall have a morning huddle in the shelter office to develop a "team plan" for the daily task. During this time, all members shall review the "Daily Pass Down Log," ensuring they review the previous five days. They shall also start a new page for the log.

### **CONDUCTING SHIFT**

Staff shall work on morning standard chores, unless otherwise directed by management, until said time of appointments or opening to the public. Should morning task not be completed, at least one member shall continue task until all are complete.

### **APPOINTMENTS AND OPEN TO PUBLIC**

At no time should more than one staff member be assisting a potential adopter or foster. Staff members not engaged with the public shall continue task as directed or complete items needed for the shelter.

## **AFTER CLOSING TO PUBLIC**

After the appointment blocks and public hours are complete, staff shall start evening task in preparation to leave. This includes completing the "Daily Pass Down Log" entry, which must be signed by two Kennel Attendants, one of which shall be the Lead Kennel Attendant if on duty.

## **DISPOSITION OF ANIMALS**

### **GENERAL**

Domestic animals housed at the Kings SPCA leave in one of the following ways:

### **ADOPTION**

Information about animals adopted from the shelter must be recorded on the shelter animal management software and the documentation must be completed and signed in the animals file. This includes the date of adoption, the name, address and telephone number of the adopter and a copy of a valid government issued ID. Record of adoption must be kept in accordance with state law, which is three years.

### **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, and/or medical records.

The owner's name, address, and telephone number, and the date of return should be noted on the animal's record, and documented in the animal's paper file, if applicable. If someone claims an animal after the stray hold date or there is lacking proof of ownership, the Kings SPCA can choose to adopt the animal pending an approved application and the animal is spayed or neutered prior to adoption.

### **TRANSFER**

Animals are released to another shelter and/or rescue partners, if the receiving agency is approved by the Kings SPCA. Rescues must be listed as non-profit, 501(c)3.

### **FOSTER**

A foster application/contract must be completed prior to an animal going to a home for foster care. The people wanting to foster must provide a recent utility bill with their current address on them. They must also provide a copy of a valid government issued ID, such as a driver's license. Homes must have a home check before an animal is released into their foster care (unless we are familiar with the person wanting to do the fostering). Foster families can have the first option to adopt (Fostering to Adopt) the animal. The Operations Manager/Adoption Coordinator/Board of Directors can deny a foster family at any time.

## **ANIMAL INTAKE PROCEDURE**

Only the Intake Committee can approve the intake of any animal. Should a visitor present at the shelter, wishing to surrender, they should be directed to the Operations Manager or Lead Kennel Attendant. Surrender request should be directed to the Kings SPCA website to complete the surrender request form. It is our mission that we try to accept every animal within reason. We

evaluate each animal individually and will make decisions regarding adoption, transfer or foster based on the animal and his or her ability to be safely re-homed

### **ANIMAL PROCESS**

Greet the person: “Is this your animal?” “Where is the animal?” if it is in the car – ask if the animal is on a leash or in a carrier?

If the animal is not on a leash or carrier – and the animal belongs to the person, provide the owner with a leash or transfer carrier for the animal. Instruct the owner to secure the animal in the car with the doors shut – i.e. dog on the leash or cat in the carrier before they open the car doors.

Kings County Animal Services has jurisdiction over stray animals. If the animal is a stray, we will provide directions to Kings County Animal Services unless the Kings SPCA decides to keep the animal and put them in ‘hold’ status but we still must contact Kings County Animal Services and give them the dog information so they can document the information.

### **We do not intake feral cats.**

The Intake Committee must do an evaluation of the animal before we will intake the animal. If someone calls and they want to surrender their animal, they must be directed to our website as stated above

Upon us accepting the animal, the animal will go through the proper intake procedure. i.e., Parvo Combo vaccination, Bordatella vaccination, deworming medication, and a photograph.

Dogs and cats are placed in the quarantine kennels or in the infirmary whichever best suits the needs of the animal.

If a person bringing in a stray refuse to sign intake paperwork and provide us with a copy of a valid government issued ID – write in the signature area “refused to sign and provide identification” and put your name. The animal will be reflected as a stray and held for the stray period of seven days. Kings County Animal Services is to be contacted, but we can do the 72 hour hold if there is room here at the shelter.

### **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 of the person with the animal and you must also take a photocopy of their valid government issued identification.
- 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, other animal or people aggressive, etc) the staff person handling the intake must inform the owner that the animal is unlikely to be placed for adoption and that we could refuse intake. We do not want to give people a false sense of what we do. This will give them an opportunity to take the animal somewhere else. Staff doing the intake should offer suggestions of other shelters/rescues that may be able to help if we refuse intake of the animal.

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

- This is a situation that must be handled by the Operations Manager or an Officer of the Board of Directors.
- Check to see if the animal is still here, and if so, put an immediate HOLD on that animal's computer record, file and kennel card.
- If the animal has an interest card, list the previous owner as a backup pending contacting the person who has the interest card in on that animal. We do not just give the animal back to the original owner if there is an interest card, we must follow regular protocol.
- 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/file. The previous owner must follow the adoption process as all potential adopters do.
- If the situation is acceptable and there is an interest card on the animal, inform the owner that they will be placed on the waiting list for the animal.
- The animal **must be spayed/neutered and current on vaccinations** before the animal will be released.
- Please inform the original owners of the animal that they will have to pay an adoption fee.

When someone brings in a stray and wants it back after the stray hold period (seven days).

- Explain the stray hold state law. Ask them to fill out an interest card on the animal and inform them that the animal will have to be spayed/neutered and current on vaccinations before we will release it to them.

#### **COMPLETING THE INTAKE PROCESS:**

After creating a record in the computer for the animal and creating a file, take a photo of the animal. See *Photographs for the Animal File*. If the animal is frightened or you cannot safely control the animal, do not try to take a picture at this time. Print out the kennel card and place the kennel card in the plastic sleeve or laminator to go out to the area where the animal will be kept (infirmary/cat hut/kennels). Place all original documentation regarding the animal in their file to be kept in the office for quick reference.

The animal is then to be vaccinated and dewormed. Follow protocol for vaccinating the animal making sure to log on the animal's medical log in its file with the date, the sticker from the vaccination vial or medication used, and date of treatment. Place the animal on the list for spay/neuter appointments.

When strays enter with collars, any ID, rabies tag, license information on the collar or the tags are entered into the computer and the front office staff then starts tracing the information to find the owners. Stray animal collars are removed and then placed in a zip lock bag with the animal number/name noted on the outside of the bag. Bagged collars are then kept with the animal behind his/her kennel card in the sleeve. If the animal is moved to adoption, then the collar is discarded.

## **PHYSICAL EXAMINATION ON INTAKE**

#### **EXAM PROCESS**

- Exam should be completed by (1) Operations Manager, (2) Lead Kennel Attendant, or (3) Kennel Attendant- In that order of priority.
- Full examination includes eyes, ears, fur, head to toe body check, toenails, spay/neuter scar, behavior and documentation.

- Any animal whom's exam does not show perfect condition will be sent for a vet evaluation within twenty-four (24) hours. Any illness or injury noted, regardless of severity, will be sent for a vet evaluation.

### **FINALIZING THE EXAM**

- Record your examination findings. In addition, record vaccination and parasite treatments in the animals file on the medical log. Record any abnormalities observed and action taken.

### **HOUSING**

- All intakes will undergo an isolation/quarantine period, regardless of immunization history to ensure they do not have any communicable disease or illness.

### **KENNELING CATS AFTER EXAM**

- Place it in the infirmary in a cage. Find a clean sterilized cage that has a clean litter box and empty clean dishes inside of it and place the cat/kitten in there.
- Place an appropriate toy in 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 kennel 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 cages of cats/kittens with special needs. Special needs include but are not limited to feeding, medical treatment, or calm down needs.
- Remove all newspaper from the cat carrier and return carrier to the dirty crate area for disinfecting/sanitizing.

### **KENNELING DOGS AFTER EXAM**

- Find a clean sterilized kennel.
- Place the dog in the kennel. If it is a puppy, place in the infirmary or indoor kennel.
- Fill up the water bowl.
- Give the dog an appropriate amount of food. (See DOG AND PUPPY FEEDING on page 14).
- Give an appropriate toy.
- If the dog is a small dog or frightened, place a carrier with a towel inside so the dog can curl up and gain some confidence.
- If the dog is fractious or very fearful, cover the front of the kennel to create a quiet, calmer environment. This will help the dog to relax.

## **MEDICAL PROTOCOL FOR INCOMING ANIMALS**

Enter all medical treatments, including injections, topical treatments, and oral treatments into the animal's file (on their medical log sheet) when they are administered.

### **HEALTHY AND POTENTIALLY ADOPTABLE DOGS**

- Take the dog into the treatment area.
- Perform a visual and hands-on physical examination, nose to tail and record directly onto the intake form any information pertinent.

- Check for a spay scar or for neuter. If observed, note on intake form. If the owners do not have a spay/neuter certificate set up date for animal to be examined by the vet to verify whether spayed/neutered.
- Scan for a microchip and check for tattoo or another ID.
- Apply external parasite treatment (we use Dawn Dish Soap).
- Administer vaccines.
- Give internal parasite treatment.
- Based on examination, place the animal in the appropriate facility area (kennels or infirmary).
- Schedule for next vet clinic for necessary procedures.

### **HEALTHY AND POTENTIALLY ADOPTABLE CATS**

- Take the cat into the treatment area.
- Perform a visual and hands-on physical examination, nose to tail and record directly onto the intake form any information pertinent.
- Note if ear is notched, which indicates that the cat belongs to a feral cat colony.
- Note if declawed or polydactyl.
- Check for spay scar or for neuter. If observed, note on intake form. If the owners do not have a spay/neuter certificate set up date for animal to be examined by the vet to verify whether spayed/neutered.
- Scan for microchip, and check for tattoo or other ID.
- Apply external parasite treatments if needed. (We use Dawn Dish Soap).
- Administer vaccines.
- Give internal parasite treatment.
- Based on examination, place the animal in the appropriate facility area.
- Schedule for next vet clinic for necessary procedures.

### **UTILIZING THE 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. All animals in foster will be microchipped before leaving Kings SPCA property. If it cannot be microchipped, it cannot leave without approval from the Operations Manager or an Officer of the Board of Directors.

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. Individuals wanting to foster can either stop by the shelter and pick up an application or they can go to our website at [www.kingssPCA.org/volunteer](http://www.kingssPCA.org/volunteer).

### **ANIMALS ELIGIBLE FOR FOSTER CARE:**

- Very young kittens and puppies that are approved by the intake committee.
- 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.
- Animal awaiting spay/neuter surgery.

### **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.
- Any animal that is adoptable.

### **STAFF FOSTERING:**

- Staff requesting to foster must get prior approval from the Operations Manager or an Officer of the Board of Directors. Dogs considered for behavioral foster only must be approved by an Officer of the Board of Directors.
- Staff fostering the animals needs 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 have a copy of the persons Foster Agreement in the animal's file. The animals file is then placed in the Foster Care section of the filing cabinet.
- When the animal is returned to the shelter, the animals file will move to the section in the file cabinet "Adoptable".

### **VOLUNTEER FOSTERING:**

- When an animal is a candidate for foster, the interested party must complete a Foster Application/Contract and submit it to the Operations Manager for prior approval of taking any animal from the shelter.
- The approval for the animal to be fostered must first be obtained.
- 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 the 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 by putting that animal's file in the Foster Care section in the filing cabinet and also by placing a copy of the person who's fostering. Be sure to let the foster know if there is an upcoming vaccination or spay/neuter date.
- When the animal is returned to the shelter, the animals file will move to the section in the file cabinet "Adoptable". And the copy of the Foster Application that is in the animals file will be pulled.

## **HOUSING DECISIONS AFTER INTAKE OF AN ANIMAL**

### **HOUSING AREAS**

There are specific areas in the shelter for housing animals to prevent the spread of disease and prevent injury.

## **QUARANTINE**

These are areas for dogs or cats when they first arrive at the shelter, or it may be a stray awaiting transfer to animal control. These are temporary kennels/cages for the animal to wait in until the animal is picked up by animal control or when we feel the animal is safe to go to general population with other animals. Depending on the size will delegate where the animal will go. If it is an adult dog, then we will place it in a kennel by itself for observation. If it is a cat/kitten/puppy, then it will be monitored in the infirmary. If it is a large puppy it can be placed in a quarantine kennel in the covered kennels. These animals should only be handled by staff or a key volunteer approved by the Board of Directors.

## **ADOPTION AREAS**

These areas are where the animals that have been deemed adoptable by the organization are housed. The public can visit these areas escorted by staff to view potential adoptees.

## **INFIRMARY**

This area houses sick and injured animals away from the general population to help prevent the spread of disease and so that the staff can properly monitor/medicate the animal. 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 staff. **The public is not allowed in this area.**

## **DECISION PROCESS**

After the animal's evaluation and preventative healthcare (vaccinations/deworming) the animal is placed in the appropriate cage/kennel. The staff person who housed the animal updates the Operations Manager or software of the location of the animal. The Operations Manager during the daily walk through will decide whether the animal is to be moved to another area.

**Immediately notify the Operations Manager of any animal that shows any signs of illness so that the animal can be moved to the infirmary. We cannot house sick animals in the healthy sections because this puts healthy animals at risk of disease. When you move any animal to the infirmary it is imperative that you start a medical chart for that animal and take its temperature. Make sure to log the temperature on the medical chart. If the animal is lethargic, vomiting or any other serious issue, please have the Operations Manager or as directed, contact the vet as soon as possible for diagnosis.**

## **INTAKE PHOTOGRAPHS FOR ANIMALS FILE**

A good photograph of each animal is necessary for matching animals in the shelter with owners looking for their lost pets.

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 the animal
- Picture is properly lit and the animal can easily be seen

Please take time to be sure the picture is good. Check the printed kennel card picture and if necessary retake pictures. Look at the photo **CRITICALLY**, as though you are an outside critic of the agency reviewing the animals on our site.

Also if an animal came in on a control pole or you must leash muzzle the animal, or the animal is fractious at the time of intake, do not attempt to take the picture at this time. Enter intake

information for the animal in the computer and print out a kennel card with it noted that a picture of the animal is needed after he/she calms down or is in a kennel/cage.

#### **ADDING PHOTOS TO PET FINDER:**

- Open up Internet Explorer on main office computer. Click on Pet Finder tab located on the top tool bar.
- Put in our user id (password automatically comes up because it was saved)
- Go to “Add New” click animal
- Fill out all required information regarding the animals whose picture you are going to post.
- Add photo by uploading from the main picture file.
- And then click on “Add” to add the animal.

### **LIMITING TRANSMISSION OF DISEASE**

Animals come to the shelter from many different levels of care. 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, 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 five (5) main modes of disease transmission are:

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

Common diseases seen in shelter environments include: Ringworm, 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, staff must wash their hands (or use hand sanitizer) between handling each animal and/or wear disposable gloves. Sanitizer bottles and dispensers are located throughout the infirmary, office and kennel area. You do not have to sanitize your hands between the mother and puppies or kittens in a litter, but you must sanitize before you interact with another dog or cat.***

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.

Staff and/or volunteers who observe animals exhibiting any signs of illness (such as diarrhea, vomiting, sneezing, coughing, nasal discharge, etc...) should immediately notify the Operations

Manager and move the animal into the infirmary or isolation area in the kennels for observation/treatment.

Any animal that becomes sick or injured, regardless of severity, while housed at Kings SPCA or in foster will be sent for a vet evaluation within twenty-four hours of presentation becoming known to staff or a volunteer. Self-administration of treatment by staff or volunteers is not authorized unless temporarily until a vet evaluation can be accomplished.

#### **EVERY-DAY PRACTICES THAT HELP PREVENT SPREAD OF DISEASE**

- Report any animal that appears sick to the Operations Manager.
- 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 quickly. Do not wash feeding/watering bowls from the infirmary with general population feeding/watering bowls. They are to be washed separately and then let the water out of the sink and refill with fresh water and bleach solution to sanitize and wash the other bowls.
- Change trash liners on a regular basis; don't let the trash receptacles overflow.
- Sanitize equipment between animals; disinfect leashes and pooper scoopers between use.
- Wash your hands!

## 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 Operations Manager in their daily walk through, but also by the kennel staff who bring problems and concerns to the attention of the Operations Manager for follow up. The table below gives guidance about viruses/diseases.

Problem	Hold or Not Hold?	Treatment	Treatable	Species	Comments
Severe Mange covering more than 50% of the body. Not bleeding, just itching					
Severe Mange covering more than 50% of the body with open sores and bleeding					
Ringworm					
URI – Severe- Crusted eyes shut and cannot eat					
Kennel Cough					
Parvo Symptoms					
Hookworm					
Giardia					
Tapeworm					
Coccidia					
Distemper Symptoms					
Broken Bones/Injuries					

## FEEDING GUIDE

The dogs and puppies should be fed on a regular schedule. It is very important to feed them around 8:30 am or as close to that time as possible and then feed them again around 4:00 pm in the evening, if scheduling allows. For shifts that end prior to 4:00 pm, drop food before you leave.

Keep the area clean as you make the food; discard the cans and can tops in the trash.

Prepare an appropriate number of food bowls with the appropriate serving size and food type for each dog/puppy.

**ANIMALS THAT ARE FED BEFORE SURGERY CANNOT BE SPAYED/NEUTERED!!**

## FEEDING POLICY

In order to ensure both canine and feline residents are properly feed, preventing weight loss or gain, as well as monitoring for health issues, the below feeding amounts are provided.

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<i>Canine</i>		
Size	Morning	Afternoon
Up to 15 lbs	1/2 cup	1/2 cup
15 to 25 lbs	3/4 cup	3/4 cup
26 to 50 lbs	1 cup	1 cup
51 lbs to 75 lbs	1 1/2 cup	1 1/2 cup
Over 75 lbs	2 cups	2 cups

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<i>Feline</i>	
Size	Total
Up to 4 lbs	1/3 cup
5 to 9 lbs	1/2 cup
Over 9 lbs	3/4 cup

\*For cats in community populations, combine in single dish each amount per cat.

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When a kennel is vacated or vacant, the food and water should be removed. The bowls shall be emptied and cleaned. At no time should additional food be placed in any kennel or enclosure without the expressed permission from the Operations Manager or Board of Director.

Puppies should be fed in a large flat bowl that allows all the puppies to eat easily. If necessary, use two bowls. All dogs may receive a mix or side of wet food every other day. Daily wet food or wet food diets will result in diarrhea.

After feeding, clean the prep area and wash any dishes.

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

## WORKING IN THE FOOD PREP AREA

### GENERAL

- Keep this area clean and neat.
- If supplies of rawhides and biscuits run low, restock the area from the main inventory supply pod.
- Keep the stock of canned dog food on the shelves complete, re-stocking as needed.
- Immediately take all dirty dishes to the dish washing station for disinfecting/sterilization.
- Clean the table top with a bleach/water solution to keep it sanitized.
- Keep the tops tight on the food holders for the adult, puppy and senior dog foods.
- When these food containers are low restock, this should be done every night.
- Sweep up any spilled dog food after each feeding.

### FILLING WATER PAILS

- The water at the shelter is potable.
- Fill the watering can with water.
- The water pails are to be placed on the inside front of the cage to the side of the gate, so it is easy to fill the bowl without opening the cage.
- When putting water in the kennels of puppies, place the bowls to the back of the kennel- they are less likely to be tipped over. Puppies and overly active dogs should always have a non tip bowl.

### WASHING THE DISHES

**Note:** Bleach becomes inert after exposure to light and air, so yesterday's mixture is no longer effective. These are both effective and options to disinfecting dishes used for shelter feeding.

### DISINFECTING DISHES:

- Clean any food particles from the dishes by wiping them out into the trash.
- Place dishes in the bleach/water solution and let soak for approximately 10 minutes.
- Take the scrubbing pad and put some detergent/dish soap on it.
- Take a bowl that has properly soaked in the bleach/water solution and scrub it. Make sure you scrub it thoroughly, top side and bottom side.
- Place the scrubbed dish in the sink for rinsing. Continue until all the dishes have been scrubbed.
- Rinse each dish thoroughly.
- Stack dishes upside down, but not stacked directly on one another, so they can drain on the racks next to the dish area.
- When dishes are dry, take them back to the feeding area and stack on the shelves for use.

#### **\*\*Important Information:**

***Do not wash any dishes from the infirmary/sick animals with the dishes from the other animals! They must be washed separately and must be dried separately! Then you must drain the bleach/water solution out of the sink and fill up with a clean bleach/water solution. This helps reduce cross contamination.***

## DOG WALKING

When removing a dog from its kennel or run, always use a thick slip lead, harness, or wrap the leash. Never use the clip end of a leash on the collar. 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 is allowed to walk animals from the quarantine area and the infirmary.

Volunteers can walk dogs from the adoption area only. Volunteers must have prior approval from the shelter staff to walk any dog. Trained volunteers can walk dogs only if the dog does not have any behavioral issues.

Dogs that are indicated by the staff as being housebroken should be walked at least four times a day. Please use a poop scooper or a poop bag and pick up any feces.

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

Walk the dogs in the designated areas only!

## **PARVO PROTOCOL**

1. Background. Parvo in dogs is caused by the canine parvovirus. This virus is highly contagious and spreads through direct contact with an infected dog or by indirect contact with a contaminated object. A dog is exposed to the parvovirus every time he sniffs, licks, or consumes infected feces. Though mainly effecting puppies under six months whom have not been fully vaccinated, it is possible for adult dogs to contract the parvovirus.

2. Objective. The below plan of action and protocol should assist in limiting the transmission and infection of shelter residence.

3. Vaccination. Vaccination against the parvovirus is the highest means of protection against contracting the virus. Upon administration of the vaccine, a dog receives protection within three to five days. For nursing puppies, maternal antivirals serve short-term protection, but should begin injection of vaccines according to the below schedule.

- a. Puppies will begin vaccinations at four (4) weeks of age, with the series being conducted in two-week intervals. Once a series is started, shots two, three, and four should be placed on the SPCA calendar until such time tracking software auto-alerts to the vaccination.
- b. Puppies under the age of twelve (12) months that are stray or surrendered without proof of shot records will adhere to item (1) schedule of vaccinations.
- c. Dogs that enter the shelter that are over twelve (12) months of age will receive a vaccination prior to entering the kennels, unless the dog is a stray AND microchip with positive contact made for pick-up. Strays that will go to Animal Control will not receive a vaccine.

Dogs that fall under item 3a or 3b will not be authorized to leave their kennel, interact with other dogs, or be placed outside on the ground until their series is complete.

All puppies entering quarantine shall be bathed using dish soap prior to entering isolation.

4. Quarantine. Kennels I-9 through I-16 will serve as quarantine kennels for all stray, newly rescued, or puppies undergoing the vaccine series.

Stray, New Rescue Isolation: I-9 I-10 I-13 I-14

Category 3a/3b During Vaccine Series: I-11 I-12 I-15 I-16

Quarantine for strays and newly rescued above the age of twelve (12) months will be no less than five (5) days. During these five days, if they experience watery vomiting, more than one episode of diarrhea, blood in feces, loss of energy, or lack of diet/hydration- the period of five days restarts once resolved.

Any dog that has tested positive will complete a quarantine of fourteen (14) days following the resolve of their symptoms and/or treatment, whichever comes last. It must be noted that dogs whom were prescribed antibiotics for prolong periods, may experience running stools while the antibiotics exit their system. Upon their stool starting to harden or becoming less liquid, the fourteen-day period may start as long as all medications/treatment are complete and there are no other signs or symptoms. A retest is not required so long as all symptoms resolve, treatment is complete, and quarantine is conducted.

All dogs exiting quarantine and being placed in general housing shall receive a bath prior to being placed in general housing.

5. General Housing. Dogs should each have their own kennel unless the following is met.

- a. No more than two dogs per kennel unless surrendered/rescued as bonded or otherwise together (from same house, hoarding case, etc.).
- b. If two dogs will be kenneled together that do not meet item (1), they must have each completed quarantine upon intake as described above and have completed an additional five (5) days alone in their own kennel outside of isolation with no issues.

If two dogs kenneled together start to display symptoms mentioned in item (4), they will immediately be separated. An empty isolation kennel may be used per item (4) if no other kennels are available.

Any dog that is in general housing that test positive for the parvovirus will immediately be moved to isolation. Their general housing kennel shall remain empty from the time they are removed for a vet visit and for a period of twenty-four (24) hours after. During this time, the kennel shall be cleaned in accordance with item (6) at least twice during this period.

6. Cleaning Isolation. Once parvovirus is introduced into the shelter, meticulous cleaning in accordance with scientifically proven methods are required. The parvovirus is easily eradicated from areas in which are made of concrete, metal, and plastic. However, parvovirus can live for years within soil.

a. Isolation kennels for puppies in category 3a or 3b will adhere to strict isolation and cleaning procedures to prevent the spread and contraction of parvovirus. These puppies will have kennel staff enter their area only twice, unless otherwise required during a given twenty-four (24) hour period.

b. When entering the area for item 6a, staff will place shoe coverings on. Only one staff member shall enter during any one time. Shoe coverings will be removed upon exiting the area for any reason and will be discarded. New coverings are required upon entry each time.

*In the event there are not shoe coverings available, two (2) foot baths with high concentration Accel will be used. The staff member shall step into the first bath and move their feet around. Step out and directly onto a towel. Move your feet around to remove any debris. Step directly into the second bath and move feet around for a period of 30 seconds. Step directly into the isolation area.*

c. A pooper scooper(s) for these kennels will be used in isolation that is not used in general housing. This device(s) will not be used in any other kennel and will be kept in a bucket with Accel anytime it is not in use. The scooper shall be put into one bucket and moved around to clean and then placed into the second bucket after each kennel cleaned for at least five (5) minutes before moving to the next kennel to prevent the transmission of parvo to another kennel. The bucket shall be cleaned and refilled every week, on Sunday.

d. Upon entry, staff members shall scoop as much feces as possible, including diarrhea to the best extent possible. Vomit shall also be scooped. Discard these items in a trash bag, and do not use this bag in any other section of the shelter.

e. After scooping, a high concentration Accel should be used. Cover the floor, all concrete, and at least three feet of the walls upwards from the ground. A temporary pin can be used inside the kennel to contain the kennel animal(s) during this process. Allow Accel to sit for ten minutes and then spray out the kennel. If a temporary pin was used, move the dog(s) to the clean side after this period and complete the same process for the area in which the pin was located.

f. If any dog has fecal matter or vomit on them from being in the kennel, use dish soap and water to remove it from their body, and rinse/dry with water.

g. This process should be completed each morning. During PM feedings, all feces and vomit shall be removed from the kennel and spot clean (mist) with Accel. No rinse required as long as a puddle of Accel did not form.

h. Linen from the isolation kennels will not be cleaned with linen from general housing. All linen will be cleaned with laundry detergent as well as bleach.

7. Cleaning General Housing. Only Accel should be used daily to clean kennels. A standard concentration should be sprayed covering the floor, all concrete, and at least three feet of the walls upwards from the ground. Allow to sit for five to ten (5-10) minutes. On Sunday's, this process will be completed using a high concentration Accel.

8. Cleaning Solutions. Only Accel will be used to clean dog kennels. Bleach will only be used to clean linen. The below chart may be used in the event the shelter is out of Accel.

Disinfectant	Accelerated Hydrogen Peroxide	Potassium Peroxymonosulfate	Quaternary Ammonium Compounds (Quats)	Calcium Hypochlorite	Regular Household Bleach* (Sodium Hypochlorite)
Effective against non-enveloped viruses?	Yes, dilute 1:32	Yes at 1%	Not according to independent published research	Yes	Yes, dilute 1:32 (1/2 cup per gallon)
Effective against ringworm following effective pre-cleaning?	Yes, dilute 1:16	Yes at 2%	Yes, if labeled fungicidal against <i>Trichophyton</i> spp.	Not according to independent published research	Yes, dilute 1:32 (1/2 cup per gallon)
Inactivated by organic material?	Minimal	Slightly less inactivation than bleach or quats	Mildly inactivated	Yes	Yes
Requires cleaning as separate step?	Some detergent activity, but cleaning beforehand recommended for heavily soiled surfaces	Some detergent activity, but cleaning beforehand recommended for heavily soiled surfaces	Variable detergent activity, requires some cleaning beforehand	No detergent activity, always requires extensive cleaning beforehand	No detergent activity, always requires extensive cleaning beforehand
Stability when diluted	90 days	7 days	Varies	24 hours	24 hours
Recommended contact time	10 minutes for 1:32 dilution 5 minutes for 1:16 dilution	10 minutes	10 minutes	10 minutes	10 minutes
Rinse required?*	No	No	Yes	Yes	Yes

\* Regular household bleach is most commonly 5.25%, however always check the concentration of the bleach product you are using and prepare dilutions accordingly; use our interactive [Bleach Dilution Calculator](#) for finding the proper bleach to water ratio for disinfecting.

\*\* To remove any residual disinfectant, rinsing housing areas and food/water dishes is always recommended regardless of which product is used.

**9. Vet Care.** Parvovirus can become extremely expensive to treat if not caught in time. However, it is also extremely expensive to test for and therefore testing all new intakes or questionable cases is not feasible. Vet testing and care should be sought within twenty-four (24) hours if a dog(s) meets the below criteria.

- a. Blood in feces more than twenty-four (24) hours.
- b. Abrupt loss of energy, appetite, or water intake for more than twenty-four (24) hours.
- c. Direct contact with a dog whom has tested positive for parvovirus.

**10. Capacity.** Effective with this policy, the shelter shall not exceed capacity as to not be able to follow this policy. Meaning, no new intakes if this protocol for quarantine cannot be followed.

**11. Fostering.** Fostering of puppy litters shall be the first priority measure to preventing parvovirus. Fosters with dogs under two (2) years of age are not authorized to foster puppies. No foster may have more than one litter of puppies. Puppies that enter foster will continue to foster until such time they have had at least three shots in the series. The foster coordinator shall make arrangements to conduct vaccines at the foster's residence, instead of the puppies being brought to the shelter.

**12. Alterations to Policy.** Alterations to this policy may be made by the Operations Manager, Vice President, or President but must be approved by the President prior to implementation.

**13. Training.** Staff and volunteers must be trained on this policy before being allowed to conduct any cleaning, vaccinations of, or entering the isolation areas. Untrained personal can conduct daily business as required with exception of the isolation area.

## STEPS ON CLEANING THE INSIDE BIG DOG KENNELS

This should be completed by approximately 12:00 pm.

### **Step 1: (starting at 8:00am)**

Do a walk through to check the animals- looking for animals that are sick or injured. Also look at each of the kennels making sure nothing is broken or could injure one of our animals. You will then start a load in the washer; if any items were left in the washer you must put them in the dryer. Start moving all the dogs from the inside kennels to the outside kennels/yards. Then you must feed, making sure you use clean/sanitized food dishes. Feed the dogs that are in the outside runs first, then the outside covered kennels, and then any dogs left in the inside kennels. Please see *Feeding guide*. Make sure the dogs match the kennel cards that are on the kennels!

### **Step 2:**

Start gathering all the blankets, toys and food/water bowls (water to be dumped out on kennel floors) from the inside kennels. Any blankets or toys that are torn up, or covered with feces, throw them in the garbage can. Put all other blankets and toys (plastic toys will be washed in the sink with bleach/water solution) in the clothes bin to be washed. Place all the food/water bowls by the back sink to be soaked in bleach/water mixture and then to be scrubbed with dish soap and placed on the rack to dry.

### **Step 3:**

Make sure your trash cans are ready and bagged. Get one of the poop scoopers and pick up all the feces and dog food left on the ground of each kennel and empty into the trash cans. While doing this make sure you check the washer and dryer just in case you need to put more items to be washed; and more items to be dried.

### **Step 4:**

Get the Accel/water mixture (2 to 1 ratio on every day except Thursdays. Thursdays are deep clean day and the Accel/water mixture should be at an 8 to 1 ratio.) Spray the Accel/water mixture on all cement floors, walls, fencing, gate, and latches. It needs to sit on the sprayed area for 10 minutes. After the 10 minutes then you can spot scrub if needed. Now it is time to thoroughly rinse all cement floors, walls, fencing, gate, and latches and into the drain. Please ensure all drains are cleaned daily.

### **Step 5:**

Get one of the squeegees and squeegee each kennel. If there is excess water still in some spots take a clean towel and dry the areas. During cold weather, place a space heater at the end of the kennel row to help speed up drying.

### **Step 6:**

Place clean water bowls in each kennel and then fill them up being careful not to get water all over the kennel again.

### **Step 7:**

The next step is to make each kennel comfy and cozy. Place a big blanket/comforter (folded) in the corner of each kennel. Go get some toys (1-2 toys per dog) and place a toy in each kennel on top of the blanket/comforter. And last but not least a goodie/treat is to be placed on top of the blanket/comforter in each kennel (just like the toys, if more than one dog is in the kennel, please put more than one treat, it should be one treat per animal).

### **Step 8**

Wash any bowls by first soaking them in the bleach/water solution for about one (1) minute or more and then scrubbing each bowl with the dish soap thoroughly and then place them on the rack to dry. At approximately noon or so you will need to go outside and poop scoop all kennels in the outside area. Pick up all food bowls and soak in bleach/water solution and then scrub with dish soap (same process as before) and place on rack to dry.

### **Step 9**

Empty all garbage cans daily!

***Through all these steps make sure you keep up on the laundry, towels, and toys. You will also have to fold the blankets and towels and store in the appropriate places. Place the toys that have been washed in the toy bins. Washers and dryers should continuously be running, as long as there is laundry to wash.***

## **STEPS ON CLEANING THE OUTSIDE KENNEL AREA**

### **Step 1:**

First you move all the dogs from the outside kennel area/outside runs to the inside kennel area. Pick up all the feces and dump the water bowls on the cement in the kennels. Take all the water bowls to the sink and place them in the bleach/water solution in the sink for soaking/sterilizing, let them soak for a few minutes. Then take the dish soap and wash them inside to out and top to bottom. Make sure you wash them thoroughly. Place them on the rack to dry.

### **Step 2:**

Spray the cement floors and all fencing with the Accel/water mixture (2 to 1 ration every day except on Thursdays it is an 8 to 1 ratio) and let sit for 10 minutes.

### **Step 3:**

Spot scrub any heavily soiled areas.

### **Step 4:**

Get the water hose with the spray nozzle and thoroughly rinse all the cement floors, gates, fencing, walls and dog houses.

### **Step 5:**

Get clean water bowls and put them in each kennel and fill with fresh water. If by chance a dog must stay the night in the outside kennel, then you must make sure the kennel is dry before you place the dog in it.

## **STEPS ON CLEANING THE CAT HUT AND INFIRMARY**

Dump all water bowls and refill with new water each day, washing each bowl once per week. There should never be anything floating in the water bowls. (food or bugs)

Feed the cats (both indoor cattery cats and outdoor cattery cats) wet food each day. For 10 cats use about 3-4 cans. It's not their meal but it's a snack that is giving them the meat they should have in their diet. Dump the dry food bowl and refill each day. See chart for amount of dry food per cat. We have outdoor feral cats that are loose. Make sure we are leaving clean dry food dishes and clean water for these cats.

Infirmary: Any time an animal is in our infirmary we need to make sure to minimize any spread of germs. You soak the scoopers in water/bleach after each cage. You do not want to give cat #1 the germs from cat #2. You must wash all dishes carefully after each cat or use the exact same food dish and litter box for a cat. Do not switch it to another animal without washing it carefully. You should take everything out of the cage each day, Accel the entire cage and wipe down with paper towels. Then replace any pee pads or bedding that has gotten dirty. Put in clean litter and new food, both wet and dry and clean fresh water.

Scoop all urine and feces from all litter boxes each day. The scoopers are left soaking in water and bleach each day to cut the possibility of germs spreading. Each room has their own scoopers. Do not move them from one room to the other in our attempt to not spread germs to another group of cats. Every day or two dump the container that holds the scoopers and rinse all utensils, refill the container with clean water and add bleach. Put scoopers back in the newly clean container.

At least once per week dump all litter from each litter box and wash the litter boxes with soap and water. Start over with new litter once the boxes are scrubbed.

Brush the cat trees with a brush to remove all cat hair and any other gunk they are collecting. Use Accel to wipe down any non-fabric cat trees. Sweep each room, including the indoor catteries and mop using water and bleach each day.

Cat health and wellbeing:

Kittens under the age of 3 months should not have clumping, sandy litter. Make sure to use kitten friendly litter in their boxes such as Wheat litter, Feline Pine or Worlds Best Litter (is an actual brand). Kittens should also be fed kitten food. Their needs are different than adult cats and should be fed kitten dry/wet food.

Cats over the age of 3 months can use any cat litter, preferably clumping.

Every day we should pick up and pet each cat. You are looking for changes in their weight, eye discharge, sounds of congestion, snotty nose etc. You should always put your fingers under the collar of every animal to make sure they fit correctly. The only cats we cannot do this for is the 3-4 ferals that we have and you need to attempt to do this visually as you cannot pick them up.

Cleaning our workspace:

Dump and rinse out the mop and bucket at the end of each day. Refill with water and add bleach so that first thing the next morning we are ready to go with clean supplies.

Wash all dishes each day. Clean the work tables.

Remove the garbage bags from the building each day to reduce bugs and smell.

### **EMPTY CAGE/KENNEL DISINFECTING (AFTER ANIMAL LEAVES)**

Enclosures/kennels that require disinfecting/sanitizing when an animal is adopted, returned to owner, or sent to another rescue. Make sure you:

- Empty the entire cage/kennel and take dishes, any blanket, toy, and cat litter box to the washing area. If there is a puppy pad/newspaper, discard it in the trash can.
- Poop scoop/scoop out any feces.
- Spray Accel/water solution on walls, gate, ceiling and floor. Let sit for approximately 10 minutes.
- Spot scrub needed areas with a stiff brush.
- Rinse enclosure/kennel.
- Either squeegee dry or dry with towel (depending on size of area).

Disinfected dog kennel set up:

- Once the dog kennel has been disinfected/sanitized, set a clean water dish; place a blanket and toy in the kennel.

Disinfected cat cage set up:

- Set up a clean puppy pad/newspaper, a new cat litter box, and a water dish.

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

## FELINE ENVIRONMENTAL ENRICHMENT

Cats and kittens are housed in the Cat Hut. There is an inside section and outdoor “cattios” available for the cats to be housed in. The cats inside the Cat Hut have free reign of the area rather than being cooped up in a smaller enclosure, which relieves a lot of stress with coming to the shelter and believe this contributes to feline environmental enrichment. We have a few free roaming ferals at the facility but they are in a secure environment which allows them as much freedom as possible. Volunteers are welcome and encouraged to go into the Cat Hut and socialize with them as much as possible.

### EXAMPLES OF ACTIVE TOYS:

- Plastic straws, empty toilet paper rolls, brad twist ties.
- Small rolling balls (with or without bells inside) to move around the Cat Hut floor and to hide under a towel –a single shower curtain ring can also serve this purpose.

### BASIC HEALTH AND SAFETY REQUIREMENTS FOR CAT TOYS:

- Toys must be easily and thoroughly able to be disinfected, or be disposable.
- If cats/kittens are in the infirmary we will throw away all toys each day. We will not wash them we will just toss them. We always have plenty of toys so there is no reason not to use a new toy daily.
- Any toys for kittens or cats must be safe; 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:

We are lucky to have the Cat Hut that has an open area and to have sufficient space for cabinets, cat towers, furniture, and hiding places for all the cats.

## 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 time” to its greater advantage and as much more than simply the chance to eliminate. ***Remember that all volunteers must first ask the kennel staff if they can walk a dog!***
- Individual exercise opportunities should average 15-20 minutes, 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-peek” 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.

## **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 hard plastic toys and balls etc., in a bleach/water solution before giving to another dog to play with. Also all cloth toys are to be washed and dried before giving to another dog.
- Toys must be of sturdy construction and appropriate materials so that they pose no danger if ingested or damaged. Damaged toys must be thrown out.

## **LOST ANIMALS**

It is the goal of the Kings SPCA 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 Kings SPCA defines reasonable attempts to contact the owner as:

- Checking lost reports
- Checking found reports
- Networking mostly on Facebook
- Listing the animal on our Facebook page
- Checking with Kings County Animal Services (or referring the owner of the animal to call them to see if someone reported a found animal.

If the owner is known, reasonable attempts include phone calls, networking (such as email), and a letter to the last known address. If there is a stray and we are unable to identify, the animals must be reported to Kings County Animal Services if we decide to keep it or not.

## **MATCHING ANIMALS**

The description of the animal, date when it was lost or found, location of where the 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**

- Advise the person they need to contact their local Animal Control Agency.
- If they have a flier, hang it on the bulletin board.
- Educate them on the local lost and found pet pages on Facebook and websites dedicated to lost/found animals, i.e. lostmydoggy.com A simple Google search can identify other sites.
- If they have an electronic flier, have them email it to us to post on our social media.
- Encourage them to post flyers around their neighborhood and to ask the mail person or paper delivery person to look for the lost pet too.
- When there is time, the Front Office staff 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

## **CALLS FROM CITIZENS REPORTING LOST ANIMALS**

Any time an individual calls to report a lost animal, ask them to email a picture and information (Date and location last seen, contact phone number) so we can post it on our social media.

## **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 newspaper, Craigslist, Facebook, etc.

## **FOUND ANIMALS**

### **ANIMALS WITH TRACEABLE IDENTIFICATION**

- The office staff person will check for an identification tag and/or scan for a microchip.
- If it has a collar with identifying information, start to call the numbers listed. If an address is listed, if time and number of staff on hand allows, we can go to the address listed to try and locate the owner. If there is a rabies tag, call the vet hospital to trace the tag even if it is long distance. Vets should have record of who the rabies tag was designated to.
- If the animal has a chip, enter the number into the universal microchip search.
- If there is contact info registered to the chip and are able to contact the owner, contact the owner to inquire about them retrieving their pet.
- If there is no response from the phone call or from an agreement by the owner to come in to reclaim the animals within that day of the initial contact, the finder or staff can take the animal to Kings County Animal Services or we can choose to do the stray hold at our facility. Contact the county the animal was found in to report the found animal.

### **STRAY ANIMALS**

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

- Lost reports on file,
- Lost reports from the local newspaper.
- Craigslist.com; and Facebook, etc.
- Lost pets on Pet Finder and Pet Harbor.
- Also get a photo copy of the pictured ID of the person turning in the animal and have them fill out the “Stray Animal” intake form so we can give the information to Kings County Animal Control when we take the animal there.

### **MATCHING**

The description of stray animals that have been brought to the Shelter by citizens 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. The possible owner is provided the information or steps he/she must take to finalize the return to the owner.

Office staff should educate citizens reporting lost animals about the benefits of spaying or neutering, the hazards of leaving animals outside unattended and the importance of identification by getting their animal chipped.

### **CALLS FROM CITIZENS REPORTING FOUND ANIMALS**

When individuals call or visit the Shelter to report a found animal, office staff will complete the appropriate form and obtain as much detailed information as possible.

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 take the animal to the Kings County Animal Services and report the found animal to other local shelters, to post signs in the area the animal was found and to use social media (such as Facebook).

### **PROCESSING REPORTS**

Lost/found reports are kept in separate binders that are located in our main office on the bookshelf for easy access. The reports should only be kept for 90 days. After the 90 days the reports will be removed and destroyed.

### **RETURN TO OWNERS: PROOF OF OWNERSHIP**

Our mission is to GET THE ANIMAL HOME TO THEIR OWNER. 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
- Pictures
- Veterinary records
- 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 groomer
- A call to a neighbor or friend
- If all these fail a patron may put a finder's hold on the animal.
- Notify your Operations Manager 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. All fees for claiming a lost animal will be delegated by Kings County Animal Services.

***Owners of unsterilized pets cannot have the animal back without having the animal spayed/neutered! A call to Kings County Animal Services must be made to make them aware of the situation!!***

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 have their animal chipped and licensed. In addition, owners should be cautioned about leaving animals outside unattended.

## PREPARING A LIST OF ANIMALS FOR TRANSFER ( SHELTER OR RESCUE)

A member of the intake committee can prepare a list of animals for transfer, export, or offsite adoptions.

- 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 unless the transferee is chosen specifically to improve the animal's situation.
- All animals leaving the Kings SPCA will be microchipped.

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

- Check the lost reports for each of the animals on the list for possible matches.
- Give the list to a 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 on the Tracking Log sheet that the animal is being transferred to (enter the group name and contact information and the date).
- Make copies of all pertinent documentation in animals file such as spay/neuter certificate, medical log, and include a picture of the animal.
- Fill out the Transport Form. (See Attachment #10 in the attachment section of this binder).

## PREPARATION FOR SPAY/NEUTER SURGERY

Adult animals scheduled for surgery are fasted from the night before. Feed them at 4:00 pm the night before but pull their bowls before you leave if there is still food in them. The vet run is currently done by an Officer of the Board of Directors or the Operations Manager. If the Operations Manager is unavailable (called in) then it is the responsibility of a Lead Kennel Attendant.

**\*\*\*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 the spay/neuter surgery.\*\*\*  
Is that accurate?**

Water should not be withheld!

Vet runs are currently done at Central California's Society for the Prevention of Cruelty to Animals (CCSPCA) in Fresno.

### **Step 1**

On the morning of the vet run you will put name collars on each of the animals going for that day. Pink collars for the girls and blue collars for the boys. The collars have the animal's name and Kings SPCA on them.

### **Step 2**

The morning of the vet run, pull the list of animals going from the office, and get carriers ready (size appropriate for each animal on the list). You must put newspaper/puppy pad and a towel in each carrier and the name labels that are attached to the vet list must go on each carrier so they can identify each animal.

### **Step 3**

Start loading all the animals on the list in the carriers. Make sure you have the animal list and microchips for everyone.

#### **Step 4**

You will then come back from CCSPCA and continue with your scheduled duties.

## **SAFETY RULES**

### **PERSONAL SAFETY**

Following these commonsense rules will help prevent many accidents.

- **Report all injuries**, no matter how slight, to your Operations Manager and fill out an Accident/Incident Report Form.
- All kennel personnel and administrative personnel working with animals are required to purchase and wear **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.
- Identify and remember the location of fire extinguishers and emergency exits. NEVER block these areas with materials or equipment. Keep floors and walkways free of debris at all times.
- Use personal protective equipment as described below:
  - ❖ Goggles, safety glasses, gloves must be worn when working with chemicals and/or when using the lawn mower, weed eater or the leaf blower.
  - ❖ Safety glasses are also to be worn when preparing chemicals.
  - ❖ Volunteers will wear protective eye wear and gloves when cleaning kennels, mowing lawns, weed eating or using the leaf blower.
  - ❖ Ear protection is provided and should be worn when working in dog kennels or any other high noise area.
- **HORSE PLAY IS PROHIBITED.**
- Seat belts are to be worn at all times when driving the Kings SPCA van. We ask that employees also wear their seatbelts when driving their own vehicle when running an errand for the Kings SPCA.
- When restraining animals over 60 lbs. seek assistance if necessary.
- 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/employee willfully violating safety procedures and/or endangering the safety of other employees, volunteers or the public 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 walkways 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. Walkways should be kept clear at all times.

## **HAZARDS AND HAZARDOUS SUBSTANCES**

- Report all hazards to the Operations Manager/Assistant Operations Manager 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. Utilize the eye wash stations – one (1) is in the infirmary and one (1) is in the indoor dog kennels on the southeast wall by the refrigerator and in front of the small dog room.
- Refer to the Hazard Communication Program SOP for more specific policies for dealing with workplace hazards.

## **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 qualified personnel.** 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 the Operations Manager or Lead Kennel Attendant to help you – do not risk getting dragged, scratched, or bitten!

### **CATS**

- When removing a cat from a carrier or 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. It is best to hold the cat by the nape of its neck (the mother hold). Hold the cat firmly – left hand controlling the head and neck, right elbow supporting/gripping the hind quarters, 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 away.
- 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.
- 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:
  - ❖ Ears back,
  - ❖ hackles raised, tail down,
  - ❖ dilated pupils,
  - ❖ lifted lip,
  - ❖ submissive posture,
  - ❖ growling, snarling, barking, or lunging.

If these signs appear, remove the dog from the source of the stress – out of the area and away from other animals, or into a less stressful kennel/area.

- 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 the Operations Manager/Assistant Operations Manager 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, long pants and shoes with closed toes (no sandals) to reduce the degree of injury from bites and scratches.
- **If you have questions, ask the Operations Manager if you feel uncomfortable handling an animal, DON'T!!**

### **RESTRAINT OF ANIMALS**

It is the goal of the Kings SPCA 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, volunteers and the public. The following policies for restraint, from least to most restraint, are the only ones that are appropriate to use, and the only ones allowed here at the Kings SPCA.

- All staff must have a slip leash on their belt at all times.
- Pick up and carry or place the animal in an appropriately 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 kennel.
- 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 that is properly trained on their use. Do not use control poles on cats!!
- Use cat nets only when handling fractious cats.
- Transport all cats in transfer carriers covered by a towel to minimize stress. Never hold cats in your arms to transport from room to room or area to area.

## 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 tall 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 may lead to a dangerous situation.**

## SECURITY OF CONTROLLED SUBSTANCES

***Controlled Substances – we do not have Controlled Substances at the Shelter, but we do have vaccinations, needles, and syringes. Thought it was important to add this section just in case we ever had a Controlled Substance.***

- 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.
- Only trained employees should have access to the key.
- 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 Infirmary.
- 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 (if appropriate) reason (e.g., kennel cough, routine vaccinations, etc...). The animal's record should be updated to record the date, the type and amount of controlled substance used, and the technician's initials.
- Immediately report any discrepancy in the drug balance to the Operations Manager or Assistant Operations Manager.
- The Operations Manager or the Assistant Operations Manager 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.
- Each time a shipment of a controlled drug is received, it should be immediately placed in the Infirmary under lock and key. Appropriate paperwork will need to be completed, to include matching the invoice with the order slip.
- Each bottle should be numbered in sequential order to allow for extra accounting oversight.
- A bound book is kept in the Infirmary listing the type and amount of each controlled drug within.
- Each time a drug is used, the person using 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.
- 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.

## **HAZARD COMMUNICATION PROGRAM**

### **MATERIAL SAFETY DATA SHEETS (MSDS)**

The Kings SPCA does not expect its employees to use a chemical that does not have a MSDS to explain the hazards and safety precautions that should be used with the chemical.

The Operations Manager will be responsible for obtaining MSDS for each new chemical used at the shelter. The Operations Manager will also be responsible for keeping the MSDS binder up to date and current with all chemicals the shelter utilizes.

### **CONTAINER LABELING**

The Operations Manager is responsible for checking and making sure all bottles, spray bottles, and sprayers are properly labeled. If the container is not properly labeled or not labeled at all the Operations will immediately label it. If the staff notices a container not properly labeled they should notify the Operations Manager immediately.

Any container with a worn or missing label needs to be brought to the Operations Manager's attention immediately!

### **NON-ROUTINE TASKS**

Before any employee engages in a non-routine task the employee shall consult the SOP for that particular task.

### **INFORMATION EXCHANGE WITH OTHER EMPLOYEES**

The Kings SPCA will verbally give the information on where our MSDS binder is located to each employee.

## **EMPLOYEE TRAINING AND INFORMATION**

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

- The nature of hazards posed by chemicals in the workplace.
- Right to Know
- 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.
- An explanation of the hazard communication program, including information on labeling and MSDS.

## **ADOPTIONS**

Proper guidelines for adoption procedures and the handling of adoption applications ensure that potential adopters are given an equal opportunity to adopt. Any staff member conducting an adoption appointment or walk-in is responsible for adhering to adoption procedures, for reviewing, and approving or declining adoption applications, and for handling adoption contracts and fees.

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

- Adoption area – Our adoption area is located in a grassed area un-occupied, for socialization with dogs, and cats that are ready for adoption.
- Application – If an adopter has found an animal that is a suitable match for their home and life style then they are to come into the office and fill out an adoption application. 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 (including other pets in the home) - 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 old should be observed interacting with the proposed animal.
  - ❖ Adult members of the household must be a part of the selection process as well. This can be completed with a phone call when one of the adults cannot come to the shelter.
  - ❖ If they have another pet in the home, you must do a “Meet and Greet” with the proposed animal. The “Meet and Greet” is designed to see if the animals are compatible. If they are not compatible, then the adoption will not take place. Staff members have to be present for the “Meet and Greet” and all parties involved must take safety very seriously. We do not want any hurt animals nor do we want any person to get hurt when doing the “Meet and Greet”. Make sure everyone can keep control of the animals and the situation.
  - ❖ Animals with a bite history or aggressive behavior will not be adopted by families with kids. Large dogs or otherwise animals whom are difficult to control will only be adopted to families without kids and whom are able to handle the dog’s strength.
- Consultation – If there are any medical conditions that the adopters need to know about behavior issues then this would be the perfect opportune time to let the possible adopters know. The Front Office staff will work with the applicant and the animal they are interested in and engage in dialog with the applicant to determine if this is a suitable match. Dogs or cats

with “abnormal” behavior characteristics including bite history, aggression, not listed as cat/dog/kid friendly will require a waiver to be signed by the adopter.

- Yard Check – If the animal is a Pit Bull, Rottweiler, Doberman, German Shepherd or other protective breed, a yard check must be completed and approved before the adoption is approved. A yard check will be scheduled between the applicant and the Front Office staff.
- Spay/Neuter – **All** of the animals available for adoption have been spayed/neutered. Any animal that has not been sterilized must be before it will be allowed to be adopted or leave the shelter. A note should be made in the animal’s computer record and in their file to request this animal to be added to the spay/neuter list.
- Micro-chipped – All of the animals available for adoption have been micro-chipped.

Processing an adoption application – 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. An individual or family who have selected an animal and whose home appears to be acceptable are given the option to adopt the animal right then. We do not hold animals as we are not a boarder (unless there are special circumstances and the Board of Directors approves the hold and the potential adopters are willing to pay the adoption fee in advance of picking up the animal).
- Back up applicants – Animal Interest Forms are completed on animals that are not yet ready for adoption due to medical treatment, waiting for proper vaccination or have not yet been spayed/neutered. Interested persons fill out an Interest Form and they will be notified in the order that the Interest Form was turned in. When the animal becomes available the person with the first (1<sup>st</sup>) Interest Form will be called. They will have 24 hours from the call to come pick up the animal. If we do not hear from them within the 24-hour period, we will move on to the next applicant’s Interest Form and so on and so forth until the animal is placed. If for some reason no one responds and we have gone through all the Interest Forms the animal will be placed in “Ready to Adopt” status.
- 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 handles tactfully, can be an excellent opportunity to educate. Office staff should write the reason for denial on the application, which will then be placed in the back of the animals file.
- Finalizing an adoption – The final adoption process includes witnessing the adoption contract, payment of adoption fees, issuance of the animal’s medical records, making copies of all adopter signed documentation for their records, informational packet for either a dog or a cat, and microchip information. Collect payment of the adoption fee, write receipt if they would like one and enter all the information on that days Daily Voucher.
- 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 requirements. A staff member will witness and date the contract. Be sure to explain where the medical information is. The original Adoption Contract will stay in the animals file. And all original adopter signed documents will also stay in the animals file. We will give the adopter copies of all documentation pertinent to the animal. The only original documentation that goes to the adopter is the original spay/neuter certificate and proof of rabies vaccination. The shelter keeps the copies of those two documents in the animals file.
- Medical Information – All medical information is kept current in the animal’s file. A copy of all pertinent medical information is given to the adopter so their veterinarian knows what we have

done for the animal. **\*\*Important\*\*** When the animal's previous medical history is released to the new adopter, staff will eliminate any reference to the previous owner's name and address.

- Documentation – The animal's file is updated to record the date of adoption and the name, address and telephone number of the adopter.
- Refunds – Returns and refunds are allowable within 14 days from the date of adoption.

## **USING THE TRACKING LOG IN THE ANIMAL'S FILE**

The way to communicate anything about an animal is to place a note on the Tracking Log in the animal's file. It is imperative that you use this format as a form of communication. Before any decision is made about an animal, the Adoption Coordinator must be notified and must approve of the change.

If the animal has been placed in the infirmary, if a rescue group has been contacted for this animal, any communication between a possible adopter/foster should be logged down. Utilizing this log to its fullest benefit will help better communication to all that are involved with the animal's adoption process.

**\*\*\*Anything pertaining to the animal must be logged properly!\*\*\***

To be official, all logs on the Tracking Log must have the employee's initials, date and explanation of the situation.

## **INTERACTION WITH THE PUBLIC**

Telephone etiquette is important for establishing good community relations. In addition, the staff member answering the phone is representing the Kings SPCA and is the first impression an individual will get.

### **ANSWERING CALLS**

All incoming calls will be answered with the following greeting: Hello, Kings SPCA, this is (say your name), how may I help you?

### **IF YOU MUST PLACE A CALLER ON HOLD**

If you are helping a customer in the office and the phone rings, answer as follows; "The Kings SPCA, this is (say your name) and then ask "may I place you on hold?" You should always finish helping the customer that you were helping in the office and place the caller on hold.

### **CUSTOMER SERVICE**

It is very important to always be pleasant, remember you are the first impression someone has when coming to the shelter. Be informative but precise on the answering of any questions they might have. Try to get as much information regarding their visit to the Kings SPCA, are they volunteering, donating or looking to adopt.

### **MEDIA REQUEST**

All media request shall be directed to the President of the Board. At no time with any other Board member, staff member, or volunteer answer questions of the media, give statements, or otherwise speak on behalf of Kings SPCA without the permission of the President.

## FRONT OFFICE PROCEDURES

If there is a problem, or an irate person you do not have to deal with them, please contact the Operations Manager immediately.

There are many duties that you must perform in a single day so organization is a must! Also remember that you are not the only one who might have to run the office (your days off) so it is imperative that you document everything! Don't assume that someone will be able to figure out what to do just because you are aware of how you do things.

Keep the office neat and tidy. Empty all trash cans, wipe down counters, wipe down bathroom counters and clean the mirror. Sweep and mop (spot mop as needed, deep clean mop every 2 to 3 days), clean the toilet as needed, keep the break room area organized and free of clutter. If shelter supplies or donations need to be put away, assign a kennel attendant to do so.

Replenish (print! Please do not copy on the copier.) any forms that are needed in the Blank Forms filing cabinet. Ensure there are extra copies of adoption documents. There should always be new animal files prepared for new intakes. Attempt to have at least 10 of each species made. You can utilize volunteers for this.

## ANIMAL INTAKE PROCEDURES FOR THE OFFICE

### PREPARING A FILE:

- Red- Cat / Yellow- Dog
- **Left side of folder will contain: (in this order from top to bottom)**
  - ❖ Animal Tracking Log (to be placed on the very top of the above forms)
  - ❖ Intake Checklist (Please be sure to follow the steps on the Checklist
  - ❖ (Attachment #2 in the attachments section of this binder)
  - ❖ Medical Log
  - ❖ All medical documentation pertaining to the animal
- **Right side of folder will contain: (in this order from top to bottom)**
  - ❖ Adoption Checklist
  - ❖ Adoption Contract
  - ❖ Found Animals Form for the animal's microchip
  - ❖ PetSmart Form

**\*\*\*\*Insert Pet Point info here after setup**

### PLACING A NEW ANIMALS PICTURE ON PET FINDER:

- Click on the Pet Finder icon on the top toolbar.
- Enter our user id and the password.
- Go to "Add New"
- Fill in all of the areas under "Basic Information"
- In the photo section, click on "Add" to download a picture
- Fill in any "Additional Information"
- Fill in Microchip information if an animal comes to us with a microchip.
- Click on "Add This Animal" located at the bottom of the page.

Please see the example in the attachments section of this binder (Attachment #4)

## **IF THE ANIMAL HAS BEEN ADOPTED:**

- Click on the Pet Finder icon on the top toolbar.
- Enter our user ID and the password.
- Click on “Animals” at the top of the page
- Click on “Adopted” on the status bar

## **ADOPTION PROCEDURES FOR THE OFFICE**

This is a very crucial process. You must pay attention to detail and follow the appropriate steps. Most of these steps are to be completed by the Adoption Coordinator and will be noted as such.

### **Step 1:**

Follow the checklist on the “Adoption Checklist” sheet. (See Attachment #5 in the attachment section of this binder).

- ❖ Adoption Contract completed, initialed by adoptee, and signed by Adoptee and staff. Medical Log checked and completed
- ❖ Microchip verified with scanner and paperwork given to adoptee (all animals)
- ❖ Copies of all forms given to adoptee (place copies in the envelope with other information)
- ❖ Payment completed and entered on Daily Ledger. The forms of payment that we accept here for adoption at the Kings SPCA are Visa, Debit Cards, MasterCard,
- ❖ Take picture of animal with their new furever family

### **Step 2:**

For an animal that is to be registered with Found Animals

- ❖ On the Internet Explorer toolbar click on Microchip Registry (See Attachment #7 and Attachment #8)
- ❖ Enter user id and password
- ❖ Click on “My Pets”
- ❖ Click on “Add Another Pet”
- ❖ Once you have completed filling in the appropriate information regarding the animal
- ❖ Click on “Submit”. It will take you back to “My Pets”
- ❖ Click “Transfer Ownership”
- ❖ Fill in adopter’s information
- ❖ Click on “Submit”

### **Step 3:**

Update the animal information on Pet Finder, Facebook, PetPoint, and our website.

### **Step 4:**

Enter information in the Adoption Call Back Book (binder).

### **Step 5:**

Adopter Information added to the Master Mailing List and Mailing Labels List.

### **Step 6:**

Move the picture of the animal from the Adoptable Animal file to the Adopted Animal file (Individual Picture folder).

### **Step 9:**

Post an adoption photo to Social Media and our website.