

**STANDARD OPERATING
PROCEDURES
FOR
INTAKE & DISPOSITION**

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PUBLIC RECEIVING receives animals brought in OTC, (over the counter), by the public.

OWNER SURRENDER / OTC:

This is when the owner is surrendering their animal, **with a 24 hour hold**. The shelter receiving personnel are responsible for filling out a Kennel card, (see pages 20-21).

1. Processing the animals- Every animal is processed on an individual basis!

- Most important thing is to read each kennel card before removing the animal from the A/C holding Kennel. The card may hold vital information pertaining to that animal, (i.e. aggressive, will bite, injured, caution, etc.). This information will provide staff with the capability of handling the animal with the appropriate caution, if needed.
- You will then bring the animal into the processing area.

2. Scanning the animal- Using the microchip reader scan the animal down the left side and up the right then the chest area.

- If a microchip is found- A tag report is made, and the kennel card is corrected in the computer indicating so.
- If a microchip is not found- The kennel card will be updated in the computer indicating so.
- If you are unable to scan an animal for a microchip- Update kennel card indicating “unable” to scan so it can possibly be done at a later time.

Date	Initials	ID Tag Info	Owner Name		Date Called/Response	Initials
①	②	③	④		⑤	⑥
AFI #	Kennel #	Rabies #/Phone	Owner Phone		Date Called/Response	Initials
⑦	⑧	⑨	Primary	⑩	⑪	⑫
			Alt			
Description		Microchip #	Owner email/Alt Contact		Date Called/Response	Initials
⑬		⑭	Email	⑮	⑯	⑰
			Alt Contact			

HOW TO COMPLETE A TAG REPORT:

- DATE- fill in today's date
- INITIALS- fill in your initials
- TAG INFO- if the animal is wearing an ID tag, fill in name, phone #, address.
- AFI # - fill in the animals ID #
- KENNEL # - fill in the kennel # to where the animal will be located
- RABIES- fill in all info available on rabies tag, name of hospital, phone #, and rabies tag number
- DESCRIPTION- fill in a brief description of the animal, breed, sex, color

- MICROCHIP- fill in the number showing on the screen of the microchip reader

ALL OTHER NUMBERED BOXES WILL BE COMPLETED AND FILLED IN BY THE TAG REPORT PERSONNEL

3. Photos of animals- Every individual animal will have their photograph taken to be displayed on the website. This is used for owners to identify their animal when looking for their lost pet. It will also print on the kennel card. This is used through out the shelter to ensure the description that reads on the card matches the actual animal.

- Take a photo of the animal and insert the animal AFI# onto the screen. It takes approximately 3-4 minutes for the picture to transfer to Chameleon.
- Re-print the kennel card with the photograph appearing.

4. Collaring an animal- All animals will receive an identification collar with their animal ID number written on it. The color of the collar will also identify the sex of the animal.

- BLUE- males
- PINK- females

5. Vaccinating the animal- Every individual animal needs to be vaccinated upon arrival to the shelter. Including those that are sick, injured, nursing, and over 6 weeks old. If an animal is too aggressive or frightened to receive vaccines, a notation will be made on the kennel card "unable to Vx". And a further attempt will be made at a later time.

DOGS:

- 5 in 1-, (is a vaccine injected just beneath the skin), for the prevention of Parvovirus, Distemper, corona virus, Adenovirus Type 2, parainfluenza.
- Bordatella-, (is a nasal vaccine), for the prevention of Kennel cough.
- Strongid-, (is given orally), for the prevention of round worms, this is given to ALL canines regardless age.
- Ponazuril-, (is given orally), for the prevention of coccidian. This is given to dogs under 1 year of age.

CATS:

- 4 in 1-, (is a vaccine injected just beneath the skin), for the prevention of Feline Rhinotracheitis, Calici, Panleukopenia, Chlamydia Psittaci.
- Strongid-, (is given orally), for the prevention of round worms, this is given to ALL felines regardless of age.
- Ponazuril-, (is given orally), for the prevention of coccidian. This is given to cats under 1 year of age.

6. Veterinary check - These are animals that need to be brought to the attention of the shelter veterinarian.

- First- evaluate the animal, if it seems to be in distress, the Vet needs to be notified immediately! Before the animal is processed and moved from Receiving
- Second- If you have received the ok from the Vet to move the animal to population, then you may proceed with normal processing procedures.
- Third- A Medical Alert card will be completely filled out and attached to the animals kennel card

- Forth- The information will also be filled out on the Vet Check Log.

7. Cleaning -The cleanliness and decontamination of the Receiving department falls is every ones responsibility. This is vital to the safety and well being of every single animal that arrives to the shelter, as this is the first introduction of animals to the shelter. The following is your cleaning responsibility:

- Moping the floor in between each individual animal
- Cleaning your work station
- Changing mop water
- Changing Trifectant dip pans
- Washing the food dishes and water bowls
- Cleaning the kennels, (see pages 28-30 for cleaning procedures).

PROPER CLEANING PROCEDURES

See pages 28-30 for proper cleaning procedures.

8. Updating the kennel card- An animal never leaves Receiving without the kennel card being updated. You will make sure the following updates are made:

- New kennel number as to where the animal will be placed in population
- Medical information in Chameleon
- Age, sex, breed, description, tag information, microchip information

THESE ANIMALS WILL BE PLACED IN THE OWNER SURRENDER ROOM, (DOG ROOM C), WITH A 24 HOUR HOLD.

STRAY / OTC: is when the animal is found by a citizen from the public and dropped off to us. **The animal will have a 24 hour hold.** The shelter receiving personnel are responsible for filling out a Kennel card, (see pages 20-21).

1. Processing the animals- Every animal is processed on an individual basis!

- Most important thing is to read each kennel card before removing the animal from its kennel. The card may hold vital information pertaining to that animal, (i.e. aggressive, will bite, injured, caution, etc.).
- You will then bring the animal into the processing area

2. Scanning the animal- Using the microchip reader scan the animal down the left side and up the right then the chest area.

- If a microchip is found- A tag report is made, and the kennel card is corrected in the computer indicating so.
- If a microchip is not found- The kennel card will be updated in the computer indicating so.
- If you are unable to scan an animal for a microchip- Update kennel card indicating “unable” to scan so it can possibly be done at a later time.

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⑬		⑭	Owner email/Alt Contact	Date Called/Response	Initials
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HOW TO COMPLETE A TAG REPORT:

- DATE- fill in today's date
- INITIALS- fill in your initials
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- AFI # - fill in the animals ID #
- KENNEL # - fill in the kennel # to where the animal will be located
- RABIES- fill in all info available on rabies tag, name of hospital, phone #, and rabies tag number
- DESCRIPTION- fill in a brief description of the animal, breed, sex, color
- MICROCHIP- fill in the number showing on the screen of the microchip reader

ALL OTHER NUMBERED BOXES WILL BE COMPLETED AND FILLED IN BY THE TAG REPORT PERSONNEL

3. Photos of animals- Every individual animal will have their photograph taken to be displayed on the website. This is used for owners to identify their animal when looking for their lost pet. It will also print on the kennel card. This is used throughout the shelter to ensure the description that reads on the card matches the actual animal.

- Take a photo of the animal and insert the animal AFI# onto the screen. It takes approximately 3-4 minutes for the picture to transfer to Chameleon.
- Re-print the kennel card with the photograph appearing.

4. Collaring an animal- All animals will receive an identification collar with their animal ID number written on it. The color of the collar will also identify the sex of the animal.

- BLUE- males
- PINK- females

5. Vaccinating the animal- Every individual animal needs to be vaccinated upon arrival to the shelter. Including those that are sick, injured, nursing, and over 6 weeks old. If an animal is too aggressive or frightened to receive vaccines, a notation will be made on the kennel card "unable to Vx". And a further attempt will be made at a later time.

DOGS:

- 5 in 1-, (is a vaccine injected just beneath the skin), for the prevention of Parvovirus, Distemper, corona virus, Adenovirus Type 2, parainfluenza.
- Bordatella-, (is a nasal vaccine), for the prevention of Kennel cough.
- Strongid-, (is given orally), for the prevention of round worms, this is given to ALL canines regardless age.
- Ponazuril-, (is given orally), for the prevention of coccidian. This is given to dogs under 1 year of age.

CATS:

- 4 in 1-, (is a vaccine injected just beneath the skin), for the prevention of Feline Rhinotracheitis, Calici, Panleukopenia, Chlamydia Psittaci.
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6. Veterinary check - These are animals that need to be brought to the attention of the shelter veterinarian.

- First- evaluate the animal, if it seems to be in distress, the Vet needs to be notified immediately! Before the animal is processed and moved from Receiving
- Second- If you have received the ok from the Vet to move the animal to population, then you may proceed with normal processing procedures.
- Third- A Medical Alert card will be completely filled out and attached to the animals kennel card
- Forth- The information will also be filled out on the Vet Check Log.

7. Cleaning kennels- The cleanliness and decontamination of the Receiving department is everyone's responsibility. This is vital to the safety and well being of every single

animal that arrives to the shelter, as this is the first introduction of animals to the shelter. The following is your cleaning responsibility:

- Mopping the floor in between each individual animal
- Cleaning your work station
- Changing mop water
- Changing Trifectant dip pans
- Washing the food dishes and water bowls
- Cleaning the kennels, (see pages 28-30 for cleaning procedures).

PROPER CLEANING PROCEDURES

See pages 28-30 for proper cleaning procedures.

8. Updating the kennel card- An animal never leaves Receiving without the kennel card being updated. You will make sure the following updates are made:

- New kennel number as to where the animal will be placed in population
- Medical information in Chameleon
- Age, sex, breed, description, tag information, microchip information

THESE ANIMALS WILL BE MOVED TO GENERAL POPULATION, WHICH INCLUDE DOG ROOMS A & B.

OWNER SURRENDER / EUTHANASIA REQUEST:

- This is when the owner of an animal is bringing their animal in and requesting euthanasia. The shelter receiving personnel are responsible for filling out a Kennel card, (see pages 20-21). **If animal comes in per owner request for euthanasia, the animal must be euthanized after 24 hours.**

THERE ARE TWO TYPES OF EUTH REQUESTS:

- **MEDICALS-** These animals are aged, sick, or have any serious medical condition. They will be euthanized immediately! They will be noted on the log sheet as a euthanasia request and brought to the euthanasia technicians' attention immediately.
- **BEHAVIORS-** These animals have behavior issues that an owner may have decided are harmful or dangerous. They will be logged and moved to E-Holding for 24 hours. Once the animal has calmed down to where the staff can approach to sedate, the animal will then be sedated and euthanized.

Although the behavior or medical condition does not seem to warrant euthanasia, the customer has paid for a service to which we are required to give.

ANIMAL CONTROL JURISDICTIONS

These are the animal control officers that bring in animals that are picked up in the field. There are different intake status that may differ according to the jurisdictions and their coding.

STRAY / FIELD:

These are strays in the field, picked up running at large. These animals will receive a three (3) day stray hold. If the animal is deemed unadoptable, the animal may be euthanized after the 72 hour hold period.

ANIMAL CONTROL CITATIONS:

- Animal control officers will enter memo into chameleon that a citation is to be issued.
- Animals control officers may attach a citation to animal impound cards.
- A copy of an updated animal impound card will be attached to the citation.
- The updated impound card, with citation, will be attached and turned in to receiving personnel.
- Receiving will post impound cards and citations to the bulletin board.
- If the animal's owner comes into the shelter to reclaim the animal and a citation is attached, the proper jurisdiction will be notified to issue the citation.

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- You will then bring the animal into the processing area

2. Scanning the animal- Using the microchip reader scan the animal down the left side and up the right then the chest area.

- If a microchip is found- A tag report is made, and the kennel card is corrected in the computer indicating so.
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PROPER CLEANING PROCEDURES

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- Medical information in Chameleon
- Age, sex, breed, description, tag information, microchip information

THESE ANIMALS WILL BE MOVED TO GENERAL POPULATION, WHICH INCLUDE DOG ROOMS A & B.

ANIMAL CONTROL INITIATED HOLD:

These animals have been picked up under a confiscation, either from an arrest being made on the owner, an eviction, death to the owner, cruelty or abandoned.

ALL ANIMALS FOR ANIMAL CONTROL INITIATED HOLDS REQUIRE A RELEASE FROM THE ANIMAL CONTROL OFFICER OR DESIGNATED REPRESENTATIVE.

1. Processing the animals- Every animal is processed on an individual basis!

- Most important thing is to read each kennel card before removing the animal from its kennel. The card may hold vital information pertaining to that animal, (i.e. aggressive, will bite, injured, caution, etc.).
- You will then bring the animal into the processing area

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- Re-print the kennel card with the photograph appearing.

4. Collaring an animal- All animals will receive an identification collar with their animal ID number written on it. The color of the collar will also identify the sex of the animal.

- BLUE- males
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7. Cleaning kennels- The cleanliness and decontamination of the Receiving department is everyone's responsibility. This is vital to the safety and well being of every single animal that arrives to the shelter, as this is the first introduction of the animal to the shelter. The following is your cleaning responsibility:

- Mopping the floor in between each individual animal
- Cleaning your work station
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- Cleaning the kennels, (see pages 28-30 for cleaning procedures).

PROPER CLEANING PROCEDURES

See pages 28-30 for proper cleaning procedures.

8. Updating the kennel card- An animal never leaves Receiving without the kennel card being updated. You will make sure the following updates are made:

- New kennel number as to where the animal will be placed in population
- Medical information in Chameleon
- Age, sex, breed, description, tag information, microchip information

THESE ANIMALS WILL BE PLACED IN THE HOLD ROOM, (DOG ROOM D).

QUARANTINES:

These animals are quarantined due to bites. **THERE WILL BE A HOLD OF 10 DAYS TO QUARANTINE THESE ANIMALS.**

1. Processing the animals- Every animal is processed on an individual basis!

- Most important thing is to read each kennel card before removing the animal from its kennel. The card may hold vital information pertaining to that animal, (i.e. aggressive, will bite, injured, caution, etc.)
- You will then bring the animal into the processing area

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- Re-print the kennel card with the photograph appearing.

4. Collaring an animal- All animals will receive an identification collar with their animal ID number written on it. The color of the collar will also identify the sex of the animal. The collar will be attached to the kennel, not the animal.

- BLUE- males
- PINK- females

5. Veterinary check - These are animals that need to be brought to the attention of the shelter veterinarian.

- First- evaluate the animal, if it seems to be in distress, the Vet needs to be notified immediately! Before the animal is processed and moved from Receiving
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- Age, sex, breed, description, tag information, microchip information.

AFTER HOURS DROP OFFS:

There will be times that we will not be open to the public, (i.e. holidays, before / after business hours, etc.). During these times a citizen or even the owner may want to drop off an animal. They may leave the animal outside the building in a cage or tied to the door or post. It is your responsibility to intake and process that animal. All of these animals will be considered a **STRAY / OTC** Intake, consisting of a three (3) day stray hold.

ANIMAL CONTROL:

Animal Control will impound animals 24 hours a day, seven days per week. After being notified by an Animal Control Officer that an injured or sick animal has been impounded at the shelter, shelter staff, (including any contract staff members), will contact the shelter veterinarian. Animals that are injured or sick must be examined by the shelter's veterinarian to determine if the animal requires medical attention or euthanasia.

Intake and Disposition Protocols

INTAKE OF ANIMALS

PUBLIC RECEIVING:

- General: Accurate and consistent record keeping and tracking of all animals housed at the Animal Shelter are essential for overall control and evaluation.
- All intake information is entered into Chameleon at either A/C or public receiving, and a kennel or cage card is generated, which stays with the animal the entire stay at the shelter. In case Chameleon is unavailable as a result of network failure wireless cards are available which will ensure continued use of Chameleon.
- Receiving an animal: Citizens will be encouraged to bring stray and unwanted pets to the Shelter. No animal will be turned away. For those individuals surrendering litters, office staff should provide literature on the benefits of spaying and neutering and strongly encourage sterilization of the parent animal through either the person's veterinarian or the agency's reduced-cost spay/neuter program.
- The intake of owner-surrendered and stray domestic animals and wildlife is handled using the Chameleon Software System-Kennel. Office staff will ask for identification from the person turning in the animal and complete a kennel card for each animal. This form asks for specific information such as breed, age, sex, and color, tag numbers, location and source ID, (taken from person's ID), email address and assigns a number to the animal, (using the Animal ID window on the kennel screen), that stays with the animal until the animal leaves the Shelter. In every case, staff must read aloud the entire surrender statement to the person bringing in an animal, and ask the person to sign the statement. If something in the pet's history will preclude him or her from being made available for adoption, (e.g., cats with litter box problems, aggressive animals), this must be gently explained at the time of surrender.
- For stray animals pertinent details, such as tag numbers for licenses and rabies, type and color of collar, and location and date the animal was found, are to be included on the intake kennel card. Office staff will verify the jurisdiction location of all animals turned into the shelter.
- Other forms which are part of the intake process for domestic animals include pet personality profiles, cage cards, and tracking slips. It is not necessary to complete these forms for wildlife.

- A. Agency staff will complete the personality profile by interviewing the person surrendering the animal. This profile provides vital information for placing the animal in a suitable home. Office staff should carefully review the profile to clarify any misunderstandings or to obtain detailed information.
- B. The kennel/cage completed by the employee handling the intake process.

1. Processing the animals- Every animal is processed on an individual basis!

- Most important thing is to read each kennel card before removing the animal from its kennel. The card may hold vital information pertaining to that animal, (i.e. aggressive, will bite, injured, caution, etc.).
- You will then bring the animal into the processing area.

How to Impound an Animal

Applies to ALL animals:

- F11 (Clear Kennel Screen)
- Enter "R" then tab (enters in "receiving" as the kennel number)
- Press F4, enter appropriate status from drop down field
- Press tab
- Enter any tag number the animal is wearing. ALWAYS SCAN AN ANIMAL FOR MICROCHIP AND BACK SEARCH THE ID TAG OR MICROCHIP FOR A PREVIOUS ANIMAL ID NUMBER. If you are unable to scan the animal or look at ID tags, enter "UNABLE" in the tag field.
- Now tab to **animal id field**.
- Press F4 to popup the Animal ID. Enter in animal info, (if new animal, store (f9) after entering in info). If this is an animal with a previous animal ID #, make sure you enter into the computer any necessary changes, i.e. – medium size from puppy, neuter from male, dead from alive, etc. ALWAYS MAKE SURE WHEN DOING A NEW IMPOUND ON AN ANIMAL WITH A PREVIOUS ID TO UPDATE THE "**STATUS DATE**" on the animal ID page. After entering in any necessary changes, press F8 (update).
- Tab to **source id**,
- F4 (pop-up). Enter in "source id", enter in last name, then first name, then press F12 to search for any previous entries of that name, (any previous entries will be listed at the bottom of the person id page in the grid). If entering in a new source id, enter in info, and then store (F9). If entering in a source id that has a previous "person id" #, then make sure everything is current, make any necessary changes and then press F8 (update).
- Tab to crossing/comments field
- Enter in the CROSS STREETS OR ADDRESS that animal was found or resided. DO NOT ENTER IN INFORMATION LIKE "WALKED INTO SOURCE'S HOME", FOUND IN SOURCE'S BACK YARD", ETC. If an animal is found at the source's home, enter in the cross streets near their home.
- Tab to **jurisdiction**,
- Verify the jurisdiction of address or the cross streets where the animal was found or resided "using the Clark County Assessors map" enter the correct jurisdiction code, City of Las Vegas-CLV, Clark County –CTNY and North Las Vegas-NLV, in the jurisdiction field.
- Tab to **due out field**.
- Enter in the end of the required stray period usually 72 hours from impound date. tab to **initials**
- Tab to initials

- Enter in your initials
- tab to condition field
- Press F4 to drop down, choose the correct condition, normal, iffy, sick, etc.
- If the animal is contagious, sick or injured, TAB to hold field and enter "Y".
- Press tab
- Press F4 to drop down the reasons for hold
- Enter in Vet Check
- F9 to store.

Things to remember:

All animals have their own ID number. If they are a previously impounded animal, then they need to be impounded under their old ID number.

Never impound an animal by just “updating” a previous impound. Each impound is to start on a cleared kennel screen so we are always able to see how many times an animal is impounded through it’s lifetime, (remember to always update the “status date” of the animal on each impound on the animal id screen).

Continue processing.

- C. The kennel/cage card and the animal are submitted to receiving personnel for processing the animal.

Receiving personnel will photograph, collar the animal, examine and weigh each domestic animal and administer inoculations according to its species, this information is then recorded on the kennel card. Collars, license tags or other forms of identification attached to stray domestic animals are noted on the kennel card and attempts immediately made by staff members to locate the owner. These forms of identification are retained by personnel and labeled with the animal's intake number in the event the animal is returned to its owner.

2. Scanning the animal- Using the microchip reader scan the animal down the left side and up the right then the chest area.

- If a microchip is found- A tag report is made, and the kennel card is corrected in the computer indicating so.
- If a microchip is not found- The kennel card will be updated in the computer indicating so.
- If you are unable to scan an animal for a microchip- Update kennel card indicating “unable” to scan so it can possibly be done at a later time.

Date	Initials	ID Tag Info	Owner Name	Date Called/Response	Initials
①	②	③	④	⑤	⑥
AFI #	Kennel #	Rabies #/Phone	Owner Phone	Date Called/Response	Initials
⑦	⑧	⑨	Primary	⑩	⑪
			Alt		
Description	Microchip #	Owner email/Alt Contact		Date Called/Response	Initials
⑬	⑭	Email	⑮	⑯	⑰
		Alt Contact			

HOW TO COMPLETE A TAG REPORT:

- DATE- fill in today's date
- INITIALS- fill in your initials
- TAG INFO- if the animal is wearing an ID tag, fill in name, phone #, address.
- AFI # - fill in the animals ID #
- KENNEL # - fill in the kennel # to where the animal will be located
- RABIES- fill in all info available on rabies tag, name of hospital, phone #, and rabies tag number
- DESCRIPTION- fill in a brief description of the animal, breed, sex, color
- MICROCHIP- fill in the number showing on the screen of the microchip reader

ALL OTHER NUMBERED BOXES WILL BE COMPLETED AND FILLED IN BY THE TAG REPORT PERSONNEL

3. Photos of animals- Every individual animal will have their photograph taken to be displayed on the website. This is used for owners to identify their animal when looking for their lost pet. It will also print on the kennel card. This is used through out the shelter to ensure the description that reads on the card matches the actual animal.

- Take a photo of the animal and insert the animal AFI# onto the screen. It takes approximately 3-4 minutes for the picture to transfer to Chameleon.
- Re-print the kennel card with the photograph appearing.

4. Collaring an animal- All animals will receive an identification collar with their animal ID number written on it. The color of the collar will also identify the sex of the animal.

- BLUE- males
- PINK- females

5. Vaccinating the animal- Every individual animal needs to be vaccinated upon arrival to the shelter. Including those that are sick, injured, nursing, and over 6 weeks old. If an animal is too aggressive or frightened to receive vaccines, a

notation will be made on the kennel card "unable to Vx". And a further attempt will be made at a later time.

DOGS:

- 5 in 1-, (is a vaccine injected just beneath the skin), for the prevention of Parvovirus, Distemper, corona virus, Adenovirus Type 2, parainfluenza.
- Bordatella-, (is a nasal vaccine), for the prevention of Kennel cough.
- Strongid-, (is given orally), for the prevention of round worms, this is given to ALL canines regardless age.
- Ponazuril-, (is given orally), for the prevention of coccidian. This is given to dogs under 1 year of age.

CATS:

- 4 in 1-, (is a vaccine injected just beneath the skin), for the prevention of Feline Rhinotracheitis, Calici, Panleukopenia, Chlamydia Psittaci.
- Strongid-, (is given orally), for the prevention of round worms, this is given to ALL felines regardless of age.
- Ponazuril-, (is given orally), for the prevention of coccidian. This is given to cats under 1 year of age.

6. Veterinary check - These are animals that need to be brought to the attention of the shelter veterinarian.

- First- evaluate the animal, if it seems to be in distress, the Vet needs to be notified immediately! Before the animal is processed and moved from Receiving
- Second- If you have received the ok from the Vet to move the animal to population, then you may proceed with normal processing procedures.
- Third- A Medical Alert card will be completely filled out and attached to the animals kennel card
- Forth- The information will also be filled out on the Vet Check Log.

7. Cleaning kennels- The cleanliness and decontamination of the Receiving department is everyone's responsibility. This is vital to the safety and well being of every single animal that arrives to the shelter, as this is the first introduction of the animal to the shelter. The following is your cleaning responsibility:

- Moping the floor in between each individual animal
- Cleaning your work station
- Changing mop water
- Changing Trifectant dip pans
- Washing the food dishes and water bowls
- Cleaning the kennels, (see proper cleaning procedures on pages 28-30).

PROPER CLEANING PROCEDURES

See pages 28-30 for proper cleaning procedures.

8. Updating the kennel card- An animal never leaves Receiving without the kennel card being updated. You will make sure the following updates are made:

- New kennel number as to where the animal will be placed in population
- Medical information in Chameleon
- Age, sex, breed, description, tag information, microchip information

Dog Run Cleaning Procedure

- Move all dogs to one side of the run and close the connecting kennel doors.
- Fill and attach the trifectant sprayer, (with 20% solution from 5 gallon bucket), and make sure it is set to the correct dilution—8 ounces.
- Collect food and water dishes and stack at end of aisle, collect used blankets and toys and place in garbage bag at end of aisle.
- Scoop feces from each run using pooper scooper. Discard feces in designated trash can, and then spray pooper scooper with trifectant all over after each use.
- Spray any severely soiled runs with trifectant solution and allow to soak while proceeding with cleaning.
- Spray each run with trifectant sprayer, including walls, door, and gate. Surfaces should be completely covered with trifectant.
- Using the stiff bristled brush, scrub off any caked on debris. Make sure the brush is labeled for the room you are cleaning. **ONLY USE BRUSH IF NEEDED FOR CAKED ON FECES.**
- Let trifectant sit for 10 minutes.
- Spray main aisle with trifectant. Scrub aisle if needed.
- Spray brush with trifectant if used.
- Disconnect the trifectant sprayer and rinse all runs and aisle with water.
- Fill and attach bleach sprayer, (with straight bleach), and make sure it is set to the correct dilution—4 ounces.
- Spray runs, including walls, doors, and aisle with bleach solution.
- Let bleach solution sit for 10 minutes.
- Fill the pooper scooper bucket with fresh trifectant, (1% solution from gallon jugs).
- Fill foot bath pans with fresh trifectant, (1% solution from gallon jugs).
- Disconnect the bleach sprayer and rinse all runs and aisle with water.
- Allow runs to air dry if possible. Squeegee aisle dry if needed. Apply clean towel to run if still wet.
- Water all dogs, (get clean buckets from kitchen).
- Spray and wipe around doorknob using hand sprayer with 1% trifectant and paper towel.
- Transport soiled blankets to laundry, soiled dishes to kitchen.
- A degreaser, (soap / simple green), may be used once a week.

Cat Cage Cleaning Procedure

Important: if you are going to clean multiple cat areas, always start by cleaning the new intake kittens first, then the new intake cats.

Giving each cat two cages will facilitate cleaning without spreading infection, and will cut the amount of cleaning in half, (since you will not need to clean a holding cage or carrier in between each cat). Each cat will be given a top row and middle row cage. If necessary, side-by-side bottom row cages may be used as well.

Trifectant is more reliably effective at killing panleukopenia virus than quaternary ammonium disinfectants such as D128 or Odoban. Trifectant is made from a powder, which can be irritating if not handled correctly, (wearing gloves and mask). Medical staff will make up fresh Trifectant solution on a weekly basis. Be sure and replace Trifectant solution in sprayer once a week.

Two cage/cat cleaning protocol

- Before cleaning, look through all the cats and evaluate their health. If any cats look sick, (discharge from the nose or eyes, "snot" marks on the cage walls, vomit or diarrhea in the cage), place a note on their cage and handle them after all the other cats.
- Stock a cleaning cart with Trifectant sprayer, paper towels, newspaper and a bucket with water and soap. Newspaper would not be necessary if cats were provided with towels for resting on. If possible, get towels so each cat can have a soft place to sleep. You may then choose not to use newspaper if you find that saves time.
- If you are cleaning kittens or new intake cats, put on a clean gown.
- Put on a clean pair of gloves.
- Remove each healthy cat in the cage bank from its cage and place it into the clean cage above, below, or next to the cage. If the cat has any bedding or toys, move these to the clean cage with the cat unless they are heavily soiled. Rinse and replace water dishes if not heavily soiled, or provide fresh water dishes.
- Once all healthy cats have been moved, move any unhealthy looking cats. Change gloves after moving unhealthy cats.
- Remove and discard all soiled paper, litter pans and used food dishes into trash. Stack used food dishes on the cart. Put dirty bedding in the laundry hamper.
- Sweep debris out of any heavily soiled cages using paper towels or a hand broom and dust pan.
- Using the Trifectant spray or squirt bottle, spray all empty cages, including all surfaces and doors. Wipe all surfaces with a paper towel to remove any smeared dirt or debris. Spray again with the Trifectant and wipe with a paper towel.

- Line the cages with clean newspaper if desired.
- Place a fresh dish of dry food in the cage.
- Remove soiled scrub top or gown and change into a clean pair of gloves before moving on to another cage bank.
- Clean and mop the floor as usual.
- When you are done cleaning, spray and wipe around cart handle or any surface that has been touched throughout the cleaning procedure using hand sprayer with disinfectant and paper towel.
- Transport spoiled blankets to laundry, soiled dishes to kitchen.
- Restock cart.
- Spot clean cages throughout day as needed.

QUALITY ASSURANCE MEASURES

In the event that a complaint is received concerning an employee's actions or procedural issues, the Director of Operations, or his designee, will establish what action is to be taken and if the action is appropriate. This will assure that the required action, or remedy, has been taken regarding an animal and to ensure that the Animal Shelter has not made an error in evaluating the situation, and that the action taken, if any, was appropriate. To provide the entities and the public with recourse if they believe an employee's actions or interpretation of procedures was incorrect and to audit established procedures.

Animal Shelter personnel that witness a breach in any established procedure shall immediately contact the Director of Operations.