

**Standard Operating
Procedures
For
Isolation/Separation**

Table of Contents

Glossary.....	page 3
A/C pickup (Stray in Field).....	page 4
Stray/OTC.....	page 10
Owner Surrender/OTC.....	page 16
Animal Control Initiated Hold.....	page 22
Quarantines.....	page 28
Location Graph (Dogs).....	page 29
Location Graph (Cats).....	page 30
Quality Assurance Measures.....	page 31

Glossary

- DR Dog Room
- DQ Dog Quarantine
- ISO Isolation
- HR Hold Room
- FCR Feral Cat Room
- CCR Cat Contagious Room
- CAT Cattery
- AB Adoption Bungalows

For purposes of these Animal Foundation Standard Operating Procedures (SOPs), including this Isolation/Separation protocol, the Euthanasia protocol, the Intake and Disposition Protocol, and the Population Management Protocol, the term “facility” (whether capitalized or not) is generally defined to include the whole of the Lied Animal Shelter whereby temporary or permanent structures are utilized to hold or house animals by any means or methods. Specifically, “facility” includes, but is not limited to, the following rooms or structures: DC, DQ, ASO, HR, FCR, CCR, CAT and AB.

The holding period for stray animals is a minimum of 72 hours from the time they are received at the shelter.

All adoptable animals shall be housed away from sick animals. This SOP will provide you with a step by step on how the Isolation/Separation process works. All animals held or housed within the facility shall only be held or housed by one animal in one double-sided run (if divided by a guillotine) or one animal for every two cages, depending on the cage/system configuration. Except as otherwise provided below, there should never be more than one animal per two cages. One exception to this rule is for animals that come in as a pair and their size does not exceed the size limitations as set forth: "an operator shall ensure that a primary enclosure in which each mammal that is at least six weeks old is kept has a minimum amount of floor space which is calculated by finding the mathematical square of the sum of six inches plus the length of the animal measured from the tip of its nose to the base of its tail, and dividing that amount by one hundred forty-four, to arrive at the minimum amount of square footage required for the floor space per animal".

If the holding capacity of the facility is exceeded, animals whose holding period has elapsed must either be sent for adoption, rescue or euthanasia.

The second exception to the rule is an emergency circumstance when all animals are still in their stray holding period and run capacity is exceeded, then all-in-all-out housing may be used. This means that on a given day under an emergency circumstance that dictates the use of all-in-all-out housing, no more than two of the same sex may be placed in one double sided run. These animals

must be kept together, and at the end of their stray holding period, sent for adoption, rescue or euthanasia. The run must be completely emptied and cleaned prior to admission of new animals. Prioritize single run housing for animals that have a high likelihood of reclaim or adoption. All-in-all-out housing is only permitted for “stray animals” within the 72 hour holding period as defined by these SOPs, and not for any other animals in any other areas of the Shelter.

STRAY / FIELD:

Stray animals in the field, picked up running at large or injured on public property. These animals will receive a **three (3) day stray hold** for the City of Las Vegas, Clark County and North Las Vegas Animal Control.

When an animal comes into the shelter from animal control and is a healthy stray, the animal will be housed in Dog Room A or B. If the animal is a cat it would go into the Cat Lobby. The following will warrant a stray to enter any of these rooms:

Eyes:

The eyelid will be lifted and the eye, if normal will be:

- Bright, moist, and clear.
- Centered between the eyelid
- Pupils are equal in size
- Whites of the eye should not appear colored and should have only a few visible blood vessels

Mouth:

The mouth will be opened and the following will be looked at:

Normal

- Teeth are clean and white
- Gums are uniformly pink

Press on the gum tissue with your finger or thumb and release quickly. Watch the return color of the gums. This checks the capillary refill time, (CRT), and is a quick assessment of how well the heart and circulatory system is working.

Normal

- The color returns to the gums in 1 or 2 second, (normal CRT).

Ears:

Normal

- Skin smooth and without wounds.
- Clean and dry.
- Almost odor-free.
- Typical carriage for breed.
- Pain –free

Neck, Chest, and Breathing:

Normal

- It is difficult to hear the animal breathe at all except when he is panting.
- The chest wall moves easily to and from during respiration.
- Most of the act of breathing is performed by the chest wall. The abdominal wall barely moves.

Gently feel the chest and neck for any lumps, bumps, masses, or mats of hair which may be indicative of a problem.

Normal

- The animal does not change respiratory pattern while being palpated.

Abdomen:

Palpate the abdomen. Start just behind the ribs and gently press your hands into the abdomen, feeling for abnormalities. Proceed toward the rear of the animal, passing your hands gently over the abdomen.

Normal

- No lumps, bumps, or masses.
- No discomfort on palpation.
- No distension of the abdominal wall.

Skin Turgor Test:

The test most often used to determine whether an animal is well hydrated, (has enough fluid in its system), is the skin turgor test. To perform this, pull the skin over the back into a tent and release it quickly, (avoid the skin of the neck as it's often too thick for this test). Observe the skin as it returns to its resting position.

Normal

- The skin snaps back into position so fast that the eye almost can't detect it.

Pulse and Heart:

The best place on a cat or dog is the femoral artery in the groin area. Place your fingers around the front of the hind leg and move upward until the back of your hand meets the abdominal wall, move your fingertips back and forth on the inside of the thigh until you feel the pulsing sensation as the blood rushes through the artery. Count the number of pulses in 15 seconds and multiply by 4. This will give you the pulse rate in beats per minute, (BPM).

Normal

- Cats: 150 to 200 bpm, (a relaxed cat may have a slower pulse).
- Small dogs: 70 to 110 bpm.
- Medium dogs: 70 to 110 bpm.
- Large dogs: 60 to 90 bpm
- Pulse is easily palpated, strong, and regular.

Feel the heart beat with one hand while feeling the pulse with the other.

Normal

- The heart and pulse are synchronized – for each heart beat there is a pulse.

Temperature:

Taking an animals temperature is an easy and important procedure and can be done with a digital thermometer.

Rectal temperatures are more accurate than axillaries, (between the front leg and the body), temperatures. Lubricate the thermometer with petroleum jelly. Gently and slowly insert the thermometer into the rectum about 1 or 2 inches. If it does not slide in easily, do not force it. Leave it in for 2 minutes, or required time and record the temperature.

Normal

- Temperature is between 100 and 102.5 degrees
- The thermometer is almost clean when removed

There will be cases where an abnormal finding will still warrant the animal the go into Dog Room A or B. The following condition will warrant the animal to go into Dog Room A or B providing the Veterinarian concurs:

Eyes:

Abnormal

- One or both eyes are not centered.

- Pupils are unequal in size.
- Abnormal colors that indicate problems are yellow, brownish, or red.

During the exam, if an abnormality is found, a veterinary check form must be filled out and the Veterinarian will be notified.

Mouth:

Abnormal

- Tarter accumulation around the base of the teeth
- The gums are red, pale, inflamed, or sore in appearance.

During the exam, if an abnormality is found, a veterinary check form must be filled out and the Veterinarian will be notified.

Abnormal

- The CRT is extremely rapid, (less than 1 second), or slow, (more than 2 seconds).

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Ears:

Abnormal

- Wounds or scrapes on the skin. Lumps or bumps on the skin. Any sign of rash.
- Crust, moisture, or other discharge in ear canal.
- Any strong odor from the ear.
- Atypical carriage for breed; for example, a droopy ear in a breed with normally erect ears.
- Painful.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Neck, Chest, and Breathing:

Abnormal

- Any unusual noise heard while the animal is breathing could indicate a problem.
- There is a noticeable effort by the pet to move the chest wall.
- The abdominal is actively involved in the act of inhaling and exhaling.

Abdomen:

Abnormal

- Any lump, bump, or mass may be abnormal.
- Palpation causes groaning or difficulty breathing. Any evidence or indication of pain is a serious finding.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Skin Turgor Test:

Abnormal

- The skin returns slowly or remains slightly tented. This is a sign of possible dehydration.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Pulse and Heart:

Abnormal

- There is not always a match between the heartbeat and the pulse. This is a serious finding.

If an animal comes into the shelter with a wound that needs to be treated the animal will receive triage and the animal, if healthy, will go to the appropriate room, (dogs in DR A or B), (Cats in Cat Lobby). If no observation is needed, but if the animal shows any signs of being ill after being treated, dogs will be housed in ISO and cats in CCR.

If triage or euthanasia is needed, refer to Subchapter for Triage and Euthanasia.

The following conditions would warrant the animal to go straight in to ISO:

- Thick discharge from eyes.
- Discharge from the nose
- Heart rate too rapid or too slow.
- Pulse is weak, irregular, or hard to locate.
- Temperature is below 100 degrees or above 103 degrees.

- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin contagious conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

The conditions that would warrant immediate euthanasia, (see SOP for Euthanasia):

- Positive for the parvo virus
- Or deemed necessary by veterinarian

The conditions that would warrant euthanasia after the 72 hour hold period if not reclaimed by the owner:

- Thick discharge from eyes.
- Discharge from the nose
- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

If the animal is too aggressive for the staff to handle, the animal will be placed in either DQ B, C, or DQ overflow or FCR A or FCR B1 overflow room. The Quarantine room has guillotine doors and the staff should not come into direct contact with the animal after it is placed in the cage. The population of feral cat and staff that will be handling them will have the proper tools to move them for cleaning.

When a dog comes into the shelter from a citizen and is healthy, the dog will be housed in Dog Room A or B. If the animal is a cat it will be housed in the Cat Lobby. The following will warrant a stray to enter any of these rooms:

STRAY / OTC:

These animals will receive a **three (3) day stray hold** for the City of Las Vegas, Clark County and North Las Vegas Animal Control.

When a dog comes into the shelter from citizen and is healthy, the dog will be housed in Dog Room A or B. If the animal is a cat it will be housed in the Cat Lobby. The following will warrant a stray to enter any of these rooms:

Eyes:

The eyelid will be lifted and the eye if normal will be:

- Bright, moist, and clear.
- Centered between the eyelid
- Pupils are equal in size
- Whites of the eye should not appear colored and should have only a few visible blood vessels

Mouth:

The mouth will be opened and the following will be looked at:

Normal

- Teeth are clean and white
- Gums are uniformly pink

Press on the gum tissue with your finger or thumb and release quickly. Watch the color the return color of the gums. This checks the capillary refill time (CRT) and is a quick assessment of how well the heart and circulatory system is working.

Normal

The color returns to the gums in 1 or 2 second, (normal CRT)

Ears:

Normal

- Skin smooth and without wounds.

- Clean and dry.
- Almost odor-free.
- Typical carriage for breed.
- Pain –free

Neck, Chest, and Breathing:

Normal

- It is difficult to hear the animal breathe at all except when he is panting.
- The chest wall moves easily to and from during respiration.
- Most of the act of breathing is performed by the chest wall. The abdominal wall barely move.

Gently feel the chest and neck for any lumps, bumps, masses, or mats of hair which may indicative of a problem.

Normal

- The animal does not change respiratory pattern while being palpated.

Abdomen:

Palpate the abdomen. Start just behind the ribs and gently press your hands into the abdomen, feeling for abnormalities. Proceed toward the rear of the animal, passing your hands gently over the abdomen.

Normal

- No lumps, bumps, or masses.
- No discomfort on palpation.
- No distension of the abdominal wall.

Skin Turgor Test:

The test most often used to determine whether an animal is well hydrated, (has enough fluid in its system), is the skin turgor test. To perform this, pull the skin over the back into a tent and release it quickly, (avoid the skin of the neck as it's often too thick for this test). Observe the skin as it returns to its resting position.

Normal

- The skin snaps back into position so fast that the eye almost can't detect it.

Pulse and Heart:

The best place on a cat or dog is the femoral artery in the groin area. Place your fingers around the front of the hind leg and move upward until the back of your hand meets the abdominal wall, move your fingertips back and forth on the inside of the thigh until you feel the pulsing sensation as the blood rushes through the artery. Count the number of pulses in 15 seconds and multiply by 4. This will give you the pulse rate in beats per minute, (BPM).

Normal

- Cats: 150 to 200 bpm, (a relaxed cat may have a slower pulse).
- Small dogs: 70 to 110 bpm.
- Medium dogs: 70 to 110 bpm.
- Large dogs: 60 to 90 bpm
- Pulse is easily palpated, strong, and regular.

Feel the heart beat with one hand while feeling the pulse with the other.

Normal

- The heart and pulse are synchronized – for each heart beat there is a pulse.

Temperature:

Taking an animals temperature is an easy and important procedure and can be done with a digital thermometer.

Rectal temperatures are more accurate than axillary, (between the front leg and the body), temperatures. Lubricate the thermometer with petroleum jelly. Gently and slowly insert the thermometer into the rectum about 1 or 2 inches. If it does not slide in easily, do not force it. Leave it in for 2 minutes, or required time and record the temperature.

Normal

- Temperature is between 100 and 102.5 degrees
- The thermometer is almost clean when removed

There will be cases where an abnormal finding will still warrant the animal the go into Dog Room A or B. The following condition will warrant the animals to go into Dog Room A or B providing the Veterinarian concurs:

Eyes:

Abnormal:

- One or both eyes are not centered.

- The pupil's unequal in size.
- Abnormal colors that indicate problems are yellow, brownish, or red.

During the exam, if an abnormality is found a veterinary check form must be filled out and the Veterinarian will be notified.

Mouth:

Abnormal

- Tarter accumulation around the base of the teeth
- The gums are red, pale, inflamed, or sore in appearance.

During the exam, if an abnormality is found a veterinary check form must be filled out and the Veterinarian will be notified.

Abnormal

- The CRT is extremely rapid, (less than 1 second), or slow, (more than 2 seconds).

During the exam, If an abnormality if found a veterinary check form must be filled and a veterinarian will be notified.

Ears:

Abnormal

- Wounds or scrapes on the skin. Lumps or bumps on the skin. Any sign of rash.
- Crust, moisture, or other discharge in ear canal.
- Any strong odor from the ear.
- Atypical carriage for breed; for example, a droopy ear in a breed with normally erect ears.
- Painful.

During the exam, If an abnormality if found a veterinary check form must be filled and a veterinarian will be notified.

Neck, Chest, and Breathing:

Abnormal

- Any unusual noise heard while the animal is breathing could indicate a problem.
- There is a noticeable effort by the pet to move the chest wall.
- The abdominal is actively involved in the act of inhaling and exhaling.

Abdomen:

Abnormal

- Any lump, bump, or mass may be abnormal.
- Palpation causes groaning or difficulty breathing. Any evidence or indication of pain is a serious finding.

During the exam, if an abnormality is found, a veterinary check form must be filled and a veterinarian will be notified.

Skin Turgor Test:

Abnormal

- The skin returns slowly or remains slightly tented. This is a sign of possible dehydration.

During the exam, if an abnormality is found, a veterinary check form must be filled and a veterinarian will be notified.

Pulse and Heart:

Abnormal

- There is not always a match between the heartbeat and the pulse. This is a serious finding.

If an animal comes into the shelter with a wound that needs to be treated the animal will receive triage and the animal if healthy will go to the appropriate room, (Dogs in DR A & B), (Cats in Cat Lobby), if no observation is needed, but if the animal shows any signs of being ill will after being treated, dogs will be housed in ISO and cats in CCR.

If triage or euthanasia is needed, refer to Subchapter for Triage and Euthanasia.

The following conditions would warrant the animal to go straight in to ISO:

- Thick discharge from eyes.
- Discharge from the nose
- Too rapid or too slow.
- Pulse is weak, irregular, or hard to locate.
- Temperature is below 100 degrees or above 103 degrees.

- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

The conditions that would warrant immediate euthanasia:

- Positive for the parvo virus

The conditions that would warrant euthanasia after the 72 hour hold period if not reclaimed by the owner:

- Thick discharge from eyes.
- Discharge from the nose
- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

If the animal is too aggressive for the staff to handle, the animal will be placed in either DQ B, C, or DQ overflow or FCR A or FCR B1 overflow room. The Quarantine room has guillotine doors and the staff should not come into direct contact with the animal after it is placed in the cage. The population of feral cat and staff that will be handling them will have the proper tools to move them for cleaning.

OWNER SURRENDER / OTC:

When an animal comes into the shelter from by an owner and is healthy, the animal will be housed in Dog Room C, **with a 24 hour hold**. If the animal is a cat it will be housed in the Cat Lobby. The following will warrant an owner surrender animal to enter this room:

Eyes:

The eyelid will be lifted and the eye if normal will be:

- Bright, moist, and clear.
- Centered between the eyelid
- Pupils are equal in size
- Whites of the eye should not appear colored and should have only a few visible blood vessels

Mouth:

The mouth will be opened and the following will be looked at:

Normal

- Teeth are clean and white
- Gums are uniformly pink

Press on the gum tissue with your finger or thumb and release quickly. Watch the color the return color of the gums. This checks the capillary refill time, (CRT), and is a quick assessment of how well the heart and circulatory system is working.

Normal

The color returns to the gums in 1 or 2 second, (normal CRT)

Ears:

Normal

- Skin smooth and without wounds.
- Clean and dry.
- Almost odor-free.
- Typical carriage for breed.
- Pain –free

Neck, Chest, and Breathing:

Normal

- It is difficult to hear the animal breathe at all except when he is panting.

- The chest wall moves easily to and from during respiration.
- Most of the act of breathing is performed by the chest wall. The abdominal wall barely moves.

Gently feel the chest and neck for any lumps, bumps, masses, or mats of hair which may be indicative of a problem.

Normal

- The animal does not change respiratory pattern while being palpated.

Abdomen:

Palpate the abdomen. Start just behind the ribs and gently press your hands into the abdomen, feeling for abnormalities. Proceed toward the rear of the animal, passing your hands gently over the abdomen.

Normal

- No lumps, bumps, or masses.
- No discomfort on palpation.
- No distension of the abdominal wall.

Skin Turgor Test:

The test most often used to determine whether an animal is well hydrated, (has enough fluid in its system), is the skin turgor test. To perform this, pull the skin over the back into a tent and release it quickly, (avoid the skin of the neck as it's often too thick for this test). Observe the skin as it returns to its resting position.

Normal

- The skin snaps back into position so fast that the eye almost can't detect it.

Pulse and Heart:

The best place on a cat or dog is the femoral artery in the groin area. Place your fingers around the front of the hind leg and move upward until the back of your hand meets the abdominal wall, move your fingertips back and forth on the inside of the thigh until you feel the pulsing sensation as the blood rushes through the artery. Count the number of pulses in 15 seconds and multiply by 4. This will give you the pulse rate in beats per minute, (BPM).

Normal

- Cats: 150 to 200 bpm, (a relaxed cat may have a slower pulse).
- Small dogs: 70 to 110 bpm.
- Medium dogs: 70 to 110 bpm.

- Large dogs: 60 to 90 bpm
- Pulse is easily palpated, strong, and regular.

Feel the heart beat with one hand while feeling the pulse with the other.

Normal

- The heart and pulse are synchronized – for each heart beat there is a pulse.

Temperature:

Taking an animals temperature is an easy and important procedure and can be done with a digital thermometer.

Rectal temperatures are more accurate than axillary, (between the front leg and the body), temperatures. Lubricate the thermometer with petroleum jelly. Gently and slowly insert the thermometer into the rectum about 1 or 2 inches. If it does not slide in easily, do not force it. Leave it in for 2 minutes, or required time and record the temperature.

Normal

- Temperature is between 100 and 102.5 degrees
- The thermometer is almost clean when removed

There will be cases where an abnormal finding will still warrant the animal the go into Dog Room A or B the following condition will warrant the animals to go into Dog Room A or B providing the Veterinarian concurs:

Eyes:

Abnormal:

- One or both eyes are not centered.
- Pupils are unequal in size.
- Abnormal colors that indicate problems are yellow, brownish, or red.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Mouth:

Abnormal

- Tarter accumulation around the base of the teeth
- The gums are red, pale, inflamed, or sore in appearance.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Ears:

Abnormal

- Wounds or scrapes on the skin. Lumps or bumps on the skin. Any sign of rash.
- Crust, moisture, or other discharge in ear canal.
- Any strong odor from the ear.
- Atypical carriage for breed; for example, a droopy ear in a breed with normally erect ears.
- Painful.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Neck, Chest, and Breathing:

Abnormal

- Any unusual noise heard while the animal is breathing could indicate a problem.
- There is a noticeable effort by the pet to move the chest wall.
- The abdominal is actively involved in the act of inhaling and exhaling.

Abdomen:

Abnormal

- Any lump, bump, or mass may be abnormal.
- Palpation causes groaning or difficulty breathing. Any evidence or indication of pain is a serious finding.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Skin Turgor Test:

Abnormal

- The skin returns slowly or remains slightly tented. This is a sign of possible dehydration.

During the exam, if an abnormality is found, a veterinary check form must be filled out and a veterinarian will be notified.

Pulse and Heart:

Abnormal

- There is not always a match between the heartbeat and the pulse. This is a serious finding.

If an animal comes into the shelter with a wound that needs to be treated the animal will receive triage and the animal if healthy will go to the appropriate room, (Dogs in DR C), (Cats in Cat Lobby), if no observation is needed, but if the animal shows any signs of being ill will after being treated, dogs will be housed in ISO and cats in CCR.

If triage or euthanasia is needed, refer to Subchapter for Triage and Euthanasia.

The following conditions would warrant the animal to go straight in to ISO:

- Thick discharge from eyes.
- Discharge from the nose
- Too rapid or too slow.
- Pulse is weak, irregular, or hard to locate.
- Temperature is below 100 degrees or above 103 degrees.
- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

The conditions that would warrant immediate euthanasia:

- Positive for the parvo virus

The conditions that would warrant euthanasia after the 24 hour hold period if not reclaimed by the owner:

- Thick discharge from eyes.
- Discharge from the nose
- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

If the animal is too aggressive for the staff to handle, the animal will be placed in either DQ B, C, or DQA overflow or FCR A or FCR B1 overflow room. The Quarantine room has guillotine doors and the staff should not come into direct contact with the animal after it is placed in the cage. The population of feral cat and staff that will be handling them will have the proper tools to move them for cleaning.

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

When an animal comes into the shelter from by an animal control officer and it labeled hold the animal will be housed in Dog Room D. If the animal is a cat it goes to TDHR. The following will allow the animal to enter this room:

Eyes:

The eyelid will be lifted and the eye if normal will be:

- Bright, moist, and clear.
- Centered between the eyelid
- Pupils are equal in size
- Whites of the eye should not appear colored and should have only a few visible blood vessels

Mouth:

The mouth will be opened and the following will be looked at:

Normal

- Teeth are clean and white
- Gums are uniformly pink

Press on the gum tissue with your finger or thumb and release quickly. Watch the color the return color of the gums. This checks the capillary refill time, (CRT), and is a quick assessment of how well the heart and circulatory system is working.

Normal

The color returns to the gums in 1 or 2 second, (normal CRT)

Ears:

Normal

- Skin smooth and without wounds.
- Clean and dry.
- Almost odor-free.
- Typical carriage for breed.
- Pain –free

Neck, Chest, and Breathing:

Normal

- It is difficult to hear the animal breathe at all except when he is panting.
- The chest wall moves easily to and from during respiration.
- Most of the act of breathing is performed by the chest wall. The abdominal wall barely move.

Gently feel the chest and neck for any lumps, bumps, masses, or mats of hair which may be indicative of a problem.

Normal

- The animal does not change respiratory pattern while being palpated.

Abdomen:

Palpate the abdomen. Start just behind the ribs and gently press your hands into the abdomen, feeling for abnormalities. Proceed toward the rear of the animal, passing your hands gently over the abdomen.

Normal

- No lumps, bumps, or masses.
- No discomfort on palpation.
- No distension of the abdominal wall.

Skin Turgor Test:

The test most often used to determine whether an animal is well hydrated, (has enough fluid in its system), is the skin turgor test. To perform this, pull the skin over the back into a tent and release it quickly, (avoid the skin of the neck as it's often too thick for this test). Observe the skin as it returns to its resting position.

Normal

- The skin snaps back into position so fast that the eye almost can't detect it.

Pulse and Heart:

The best place on a cat or dog is the femoral artery in the groin area. Place your fingers around the front of the hind leg and move upward until the back of your hand meets the abdominal wall, move your fingertips back and forth on the inside of the thigh until you feel the pulsing sensation as the blood rushes through the artery. Count the number of pulses in 15 seconds and multiply by 4. This will give you the pulse rate in beats per minute, (BPM).

Normal

- Cats: 150 to 200 bpm, (a relaxed cat may have a slower pulse).
- Small dogs: 70 to 110 bpm.
- Medium dogs: 70 to 110 bpm.
- Large dogs: 60 to 90 bpm
- Pulse is easily palpated, strong, and regular.

Feel the heart beat with one hand while feeling the pulse with the other.

Normal

- The heart and pulse are synchronized – for each heart beat there is a pulse.

Temperature:

Taking an animals temperature is an easy and important procedure and can be done with a digital thermometer.

Rectal temperatures are more accurate than axillary, (between the front leg and the body), temperatures. Lubricate the thermometer with petroleum jelly. Gently and slowly insert the thermometer into the rectum about 1 or 2 inches. If it does not slide in easily, do not force it. Leave it in for 2 minutes, or required time and record the temperature.

Normal

- Temperature is between 100 and 102.5 degrees
- The thermometer is almost clean when removed

There will be cases where a abnormal finding will still warrant the animal the go into Dog Room A or B the following condition will warrant the animals to go into Dog Room D providing the Veterinarian concurs:

Eyes:

Abnormal:

- One or both eyes are not centered.
- Pupils are unequal in size.
- Abnormal colors that indicate problems are yellow, brownish, or red.

During the exam, if an abnormality is found a veterinary check form must be filled out and the Veterinarian will be notified.

Mouth:

Abnormal

- Tarter accumulation around the base of the teeth
- The gums are red, pale, inflamed, or sore in appearance.

During the exam, if an abnormality is found a veterinary check form must be filled out and a Veterinarian will be notified.

Abnormal

- The CRT is extremely rapid, (less than 1 second), or slow, (more than 2 seconds).

During the exam, If an abnormality if found a veterinary check form must be filled out and a veterinarian will be notified.

Ears:

Abnormal

- Wounds or scrapes on the skin. Lumps or bumps on the skin. Any sign of rash.
- Crust, moisture, or other discharge in ear canal.
- Any strong odor from the ear.
- Atypical carriage for breed; for example, a droopy ear in a breed with normally erect ears.
- Painful.

During the exam, If an abnormality if found a veterinary check form must be filled out and a veterinarian will be notified.

Neck, Chest, and Breathing:

Abnormal

- Any unusual noise heard while the animal is breathing could indicate a problem.
- There is a noticeable effort by the pet to move the chest wall.
- The abdominal is actively involved in the act of inhaling and exhaling.

Abdomen:

Abnormal

- Any lump, bump, or mass may be abnormal.
- Palpation causes groaning or difficulty breathing. Any evidence or indication of pain is a serious finding.

During the exam, if an abnormality is found a veterinary check form must be filled out and a veterinarian will be notified.

Skin Turgor Test:

Abnormal

- The skin returns slowly or remains slightly tented. This is a sign of possible dehydration.

During the exam, if an abnormality is found a veterinary check form must be filled out and a veterinarian will be notified.

Pulse and Heart:

Abnormal

- There is not always a match between the heartbeat and the pulse. This is a serious finding.

If an animal comes into the shelter with a wound that needs to be treated the animal will receive triage and the animal if healthy will go to the appropriate room, (Dogs in DR D), (Cats in TDHR), if no observation is needed, but if the animal shows any signs of being ill will after being treated the dog will be housed in ISO and the cat will be housed in CCR.

If triage or euthanasia is needed, refer to Subchapter for Triage and Euthanasia.

The following conditions would warrant the animal to go straight in to ISO:

- Thick discharge from eyes.
- Discharge from the nose
- Too rapid or too slow.
- Pulse is weak, irregular, or hard to locate.
- Temperature is below 100 degrees or above 103 degrees.
- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions

- Signs of upper respiratory in cats
- Possible signs of kennel cough

The conditions that would warrant immediate euthanasia:

- Positive for the parvo virus

The conditions that would warrant euthanasia after the hold period if not reclaimed by the owner:

- Thick discharge from eyes.
- Discharge from the nose
- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

If the animal is too aggressive for the staff to handle, the animal will be placed in either DQ B, C, or DQ overflow or FCR A or FCR B1 overflow room. The Quarantine room has guillotine doors and the staff should not come into direct contact with the animal after it is placed in the cage. The population of feral cat and staff that will be handling them will have the proper tools to move them for cleaning.

QUARANTINES:

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

When an animal comes into the shelter and is quarantined for a bite, the animal will be housed in DQ A, B, or C. If the animal is a cat then it goes in CQ A. The following will warrant an owner surrender animal to enter this room:

The conditions that would warrant immediate euthanasia:

- Positive for the parvo virus

The conditions that would warrant euthanasia after the hold period if not reclaimed by the owner:

- Thick discharge from eyes.
- Discharge from the nose
- There is evidence of blood, diarrhea, or black, tarry stool on the thermometer.
- Signs of possible parvo virus
- Signs of possible distemper virus
- Possible skin conditions
- Signs of upper respiratory in cats
- Possible signs of kennel cough

If the animal is too aggressive for the staff to handle, the animal will be placed in either DQ B, C, or DQ overflow or FCR A or FCR B1 overflow room. The Quarantine room has guillotine doors and the staff should not come into direct contact with the animal after it is placed in the cage. The population of feral cat and staff that will be handling them will have the proper tools to move them for cleaning.

LOCATION GRAPH (DOGS)

The following is a reference table that will not only tell you the type of surrender but the location the animal will be housed:

	Healthy	Aggressive	Sick	Injured in need of treatment and not aggressive or sick	Injured in need of treatment & Observation
A/C Stray in the Field	DR A or B	DQ B, C, or DQ A overflow	ISO	Triage DR A or B	Triage Clinic
Stray OTC	DR A or B	DQ B, C or DQ A overflow	ISO	Triage DR A or B	Triage Clinic
Owner Surrender	DR C	DQ B, C, or DQ A overflow	ISO	Triage DR C	Triage Clinic
Confiscate/Abandon	DR D	DQ B, C, or DQ A overflow	ISO	Triage DR D	Triage Clinic
Quarantine	DQ A	DQ B or C	ISO	Triage DQ A	Triage DQ A

LOCATION GRAPH (CATS)

	Healthy	Aggressive	Sick	Feral	Injured in need of treatment and not feral, aggressive or sick	Injured in need of treatment & Observation
A/C Stray in the Field	Cat Lobby	FCR B2	CCR	FCR A or overflow FCR B1	Triage Cat Lobby	Triage Clinic
Stray OTC	Cat Lobby	FCR B2	CCR	FCR A or overflow FCR B1	Triage Cat Lobby	Triage Clinic
Owner Surrender	Cat Lobby	FCR B2	CCR	FCR A or overflow FCR B1	Triage Cat Lobby	Triage Clinic
Confiscate/Abandon	TDHR	TDHR	CCR	TDHR	Triage TDHR	Triage TDHR
Quarantine	CQ A	CQ A	CCR	CQ A	Triage CQ A	Triage CQ A

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.