Your Instructor:

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SOPs for the Small Animal Shelter

Goals:

- Define roles within the shelter
- SOPs and supplies needed
  - Animal intake and documentation
  - Animal care
  - Cleaning and sanitizing equipment
  - Daily routine
SOPs for the Small Animal Shelter

**Goals:**

*Considerations for SOPs based on Disaster Evacuation shelter verses the Co-location shelter.*
Intake and Documentation Area

Owner/public drop-off

- Area is near the front of the facility
- Large, open space
  - Minimizes congestion
- Consider multiple areas to separate species
- Tables and chairs for owners to sit
Animal Intake and Documentation

**Field rescue team drop-off**

- Away from Owner Intake
- Space to unload crates full of animals
- Pick up new supplies and crates
- Away from the general public intake area
Intake and Documentation: Animals

- Animal carriers
- Slip leads
- Microchip scanner
Intake and Documentation: Supplies

- Nitrile gloves
- Hand sanitizer
- Bottled water for the owners
- Disposable water bowls and water for animals
Intake and Documentation: Supplies

- Pens/Sharpies
- Stapler
- Paper clips/binder clips
- Paper
- Tape and duct tape

- 3-ring Binder
- Page protectors
- Digital camera
- Computer
- Printer/copier
Intake and Documentation: Forms

- Animal intake/ Owner’s release
- Daily care sheets
- Animal ID bands
  - Multiple sizes and colors
- Animal ID #’s
Intake and Documentation: Organizing

Binder
- Paperwork in page protectors
- Organized by tracking #
- Owned dog
- Owned cat
- Stray animal

Database
- Access
- Shelter software
Intake and Documentation: Organizing

**Mapping**

- Placement of each animal in the facility
- Rows, kennel number and ID number
- Ease of finding for owners, veterinarian observation and medication
Intake staff

- Good customer service is critical
- Owners are stressed and scared
- Greet and support the owners
- Be thorough and pay attention to details when processing
Intake: Owned animals

- Leash or crate any loose animals
- Fill out paperwork
- Assign an Identification number to each animal
  - Written on every form and ID band
- ID band around the animals neck
- ID band on owner if they are providing care
Intake: Owned animals

- Explain the paperwork, rules and regulations and expectation
  - Owners sign off on the paperwork
- Colocation
  - Required to provide daily care
-Temporary Evacuation
  - May provide the care or visiting
Colocation Intake: Dog Handlers

- Handlers escort owners and their dog
  - Outside to walking area
  - To the dog’s kennel
  - Setup the kennel
  - Show where supplies are located and how to fill out daily care sheet and why
  - Escort to check-in/out
Colocation Intake: Cat Handlers

- Handlers escort owners and their cat
  - To the cat’s kennel
  - Setup the kennel
  - Show where supplies are located and how to fill out daily care sheet and why
  - Escort to check-in/out
Evacuation Intake: Dog Handlers

- Handlers escort owners and their dog
  - Outside to walking area
  - To the dog’s kennel
  - Escort to check-in/out
Evacuation Intake: Cat Handlers

- Handlers escort owners and their cat
  - To the cat’s kennel
  - Setup the kennel
  - Escort to check-in/out
Evacuation Intake: Others animals

- Arrive in habitat, aquariums, carriers
- Placement in the facility will vary to meet the needs of the specific animal
- Handlers should be trained in the care of each type if owners are not providing care
- Depending on the animal the disaster shelter may not be the best option
Intake: Strays from the Public

- Process similar to owned animals
  - Gather info on where found, possible owner or anything that could help ID
- Look for identification
  - Collar and tags
  - Scan for microchip
Intake: Stray’s from Rescue Teams

- Owner requested rescue
- Animals at large
- Rescue paperwork
  - Location lost or location found
  - Health concerns
  - Behavioral concerns
Intake: Stray’s from Rescue Teams

- Arrive in transport carriers with rescue paperwork attached or ACO vehicles with “built ins” and paperwork in hand
- Processed in using the rescue paperwork
- Strays folder
Intake: Stray Animal Handlers

**Dog**
- Take the dog outside to the exercise area
- To its kennel and get it set up
- Provide care as part of the SOPs

**Cat**
- Take the cat to its kennel and get set up
- Provide care as part of the SOPs
Animal Care: Cleaning Supplies

- Slip lead
- Cleaning supplies
  - Spray bottle of cleaner
  - Cleaner
  - Disinfectant
  - Paper towels
  - Trash bags
  - Nitrile gloves
- Bucket for dirty water
Animal Care: Dog Care Supplies

- Wheeled carts
- Watering can
- Clean water bowls
- Disposable food bowls
- Adult and puppy/kitten food
- Litter pans and litter
- Broom and dust pan
- Mop and bucket
- Pen for marking paperwork
Animal Care staff

- Exercising the dogs
- Handling cats
- Cleaning kennels
- Feeding and watering
Animal Care Teams

- Work in the same area, row or unit
  - More familiar with the animals
  - Notice changes in behavior or condition
  - Animals become more comfortable

- Be consistent
  - One row at a time
  - Move down one side and back the other
  - Take the next animal or kennel in the row
Animal Care: Owned animals

- If owners are providing daily care then staff assists
  - Cleaning
  - Handling
  - Teaching owners
  - Giving water between visits
- Provide full care when owners are not able
Evacuation: Dog Handling

- Put on a fresh Nitrile gloves
- Prepare the slip lead with the loop open wide
Evacuation: Dog Handling

- Grab poop bags exit to the exercise yard
- Pay close attention to the needs of the dog
  - Are they straining to urinate or defecate?
  - Is there blood in the feces?
  - Is the stool loose or runny?
  - Does it smell odd?
- Pick up feces immediately
Evacuation: Dog Handling

- Place water bowl in the kennel on the left side
- Latch the door and attach the security clips
- Fill out the daily care sheet
- Move to the next animal in the row
Evacuation: Dog Cleaning

- Gather cleaning supplies, watering cans and trash bags
- Put on a fresh pair Nitrile gloves
- Remove all soiled bedding, debris and feces
- Place in a trash bag
Evacuation: Dog Cleaning

- Empty dirty water bowl into a bucket
- Wipe out with paper towels or replace with a clean bowl
- Remove food bowl
  - Follow shelter procedures for excess
    - Discard or place back into the kennel
Evacuation: Dog Cleaning

- Wipe the kennel floor to remove all organic matter and wetness
- Spray floor with cleaner
- Wipe completely to remove all residue
- Dry floor completely
- Replace any bedding or puppy pads with clean
- Fill the clean water bowl with water
- Place on top of the kennel for the animal handler
Evacuation: Dog Cleaning

- Document daily care sheet
  - Note of any changes
  - Medical concern?
- Change gloves and move to the next kennel
- Take all dirty floors, kennels, bowls and toys to the cleaning and disinfecting area
Evacuation: Cat Handling

- Put on a fresh pair of Nitrile gloves
- A handler controls the cat
- Another is responsible for managing the carrier and door.
Evacuation: Cat Care

Complete cleaning vs. spot cleaning

- Complete cleaning
  - Cat is removed from the kennel and placed in a carrier

- Spot cleaning
  - Cat stays in the kennel
Evacuation: Cat Cleaning
Evacuation: Cat Cleaning

- Remove bedding
  - Keep clean or dispose of if soiled
- Remove food
  - Empty bowl if the food is dirty
  - Refill bowl with appropriate dry food
  - Level it out which
- Remove the water bowl and empty into a bucket
- Wipe the bowl clean or replace and fill with fresh water
Evacuation: Cat Cleaning

- Remove the litter box
  - Using a gloved hand pick out clumps and feces
  - Add litter, leveling it smooth

- If the cat is in the kennel:
  - Spray paper towel with cleaner
  - Wipe the floor clean
  - NEVER spray cleaner into a pen with animal in it

- Dry floor completely
Evacuation: Cat Cleaning

- Replace bedding, litter box and bowls
  - Bowls on the opposite side of the kennel from the litter box

- Latch the kennel and attach the security

- Fill out the daily care sheet

- Move to the next animal in the row

- Take dirty floors, bowls and litter boxes to the cleaning and disinfecting area
Cleaning and Sanitation: Supplies

- Nitrile gloves
- Rubber dish gloves
- Dawn dish detergent
- Clorox bleach
- Large wash containers (stock tanks work well)
- Long and short handled scrub brushes
- Hose and spray nozzle
Cleaning and Sanitation: Staff

- Out of the way location
- Staff may be same as animal care staff
  - Depends on size of the event
  - May need a cleaning full crew
- Cleans and sanitizes all equipment
Cleaning and Sanitation: Setup

- Three or four large wash bins
  - First bin: dish soap & hot water
  - Second bin: Plain fresh water
  - Third bin: Bleach in a 1:32 ratio
  - Fourth bin: Plain fresh water or rinsed following bleach
Cleaning and Sanitation

- Hose off all organic matter
- Wash in first tub with Dawn dish-soap solution
- Scrub wire crates with a bristled scrub brush
- Use a bottle brush on toys or Kongs being stuffed
Cleaning and Sanitation

- Move to clean-water rinse
- Move into the 1:32 bleach
  - Soak for a minimum of 10 minutes
- Rinse in the fourth fresh tub or hose off
- Air dry or dry thoroughly
Daily routine: Morning

- Morning walk through by leadership or designee
  - All animals are in their kennel
  - Healthy
  - No births
- Morning briefing
  - Updates and changes
  - Introduction of new people
  - Veterinarian information
  - Reminder around policy on photos or post to social media
Daily routine

- **Morning**
  - Exercising, cleaning and feeding

- **Late Afternoon**
  - Exercising, spot clean and feeding

- **Evening**
  - Exercise, top off water and secure the kennels

- **Leadership**
  - Head count at least twice daily
  - Secure the facility
Daily routine: Evening

- Walk through by leadership or designee
  - All animals are in their kennel
  - Healthy
  - No imminent births

- Debriefing
  - Wrap up of the day
  - Check-ins
  - Updates for the next day
Always: Be Flexible

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Thank You

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Always: Be Flexible

Questions in Colorado?

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