

Animal Resources & Care

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STANDARD OPERATING PROCEDURES

Overview

Introduction

Procedure No.: A-1

Effective Date: 5/1/22

Last Revised Date: 5/1/22

What follows are the Standard Operating Procedures (SOPs) for Alachua County Animal Resources & Care (AR&C). SOPs are a key tool for the operation and management of AR&C. They establish a baseline for how all employees and volunteers perform routine tasks. The consistency and predictability that SOPs can provide help make life less stressful for the animals – and for people, too.

These SOPs enable us to be consistent about expectations for every employee and to determine whether performance meets, exceeds, or falls short of expectations. All employees are accountable for following them. Be sure to read the entire document and then review the sections that relate to your job. Discuss any questions that you have with your supervisor.

The SOP manual is a “living” document that will be updated as we identify better ways of doing our jobs and responding to the needs of the animals in our care and of the human community we serve. The formal procedure for suggesting and making changes to SOPs is outlined below. The Director will maintain the master and current copy of the SOPs.

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

To avoid confusion and inconsistency, only the Director can make the actual written changes to the SOPs. However, employees can suggest changes as described below:

- If you have suggestions for changes, deletions, or additions, email your supervisor summarizing your ideas, and request that SOPs be included on the agenda of the next department staff meeting.
- After discussion with the entire department, the Director evaluates the requested change, and if warranted, and in collaboration with the Leadership Team, updates that section of the master SOP manual with the new wording and instruction.
- A memo will then go out to the entire department with a summary of the update, the page(s) and/or section(s) that are being updated, and a final copy of the SOP(s) being revised.

This manual is the foundation for the continued excellent performance of our staff and the organization. The manual will be used as a training document throughout the agency. We strongly encourage you to review SOPs on a regular basis to ensure complete understanding, and that you follow the SOPs that apply to your role in the department.

Thank you for your continued dedication to the animals & citizens of our community!

Sincerely,

A handwritten signature in blue ink, appearing to read "Ed Williams".

Ed Williams



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Mission Statement

Procedure No.: A-2

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The mission of Alachua County Animal Resources & Care is to promote public safety for the welfare of citizens and animals. We accomplish this through education, adoption, sheltering, enforcement, and the rescue of animals that may be stray, injured, neglected, or abused.



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Workplace Culture Expectations

Procedure No.: A-3

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Workplace culture affects nearly every aspect of our organization. Poor workplace culture results in staff negativity, poor customer service, burnout, absenteeism and even affects the care that we provide to the animals. Our goal is to create a culture at Animal Resources & Care using self-accountability to foster compassion and empathy not just for the animals for whom we care, but also for our human team members, volunteers, and customers. The following workplace culture expectations should shape your communications and interactions with every person and animal you encounter while serving as a representative of Alachua County Animal Resources & Care.

Support a collaborative organization

- Practice “we” thinking. We achieve goals together or not at all.
- No ego! Acknowledge the skills, contributions, and various roles of others.
- Use interactions with co-workers and community members as a learning experience.
- Acknowledge your own weaknesses. Receive information and constructive criticism with an open mind.
- Support, mentor, and uplift those around you.
- Set others up for success by sharing information and helping each other out.
- Treat every situation and interaction individually. Start with a clean slate and leave the past in the past.
- Learn to consider the gray area. Not every situation is an if-then. Listen, learn, and respond rather than react.

Create and maintain a culture of safety

- Take responsibility to correct issues and communicate concerns.
- Know your limitations and seek help when needed.
- Model safe, humane, and kind handling of animals at all times.
- Strive to achieve industry best practices. Don't settle for minimal standards.
- Embrace learning through continuing education and taking the time to understand the roles and responsibilities of others.
- Be thorough, careful, and precise in your work.

Commit to healthy communication

- If you have issues, bring your concerns to the attention of a supervisor. Follow the chain of command, rather than gossiping with others.
- Everyone is busy. Be patient and thoughtful in your communication, and remember it is not always what you say, but how you say it that makes all the difference. Say it with a smile.

- Understand that differences are not wrong. Work through conflict and challenging conversations.

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Workplace Culture Expectations

- Provide accurate, thorough, objective documentation and feedback both in writing and verbally.
- Give people the benefit of the doubt. Trust most everyone has good intentions.
- Do not allow negative perceptions to change your reality. Perception influences how we see and act in reality. If we perceive all people have bad intentions, this will become our reality.
- Respect and learn from the work and motivations of others rather than criticizing. Do not assume that you are always right.
- Identify the needs of others and allow them to be heard. Listen to hear and understand, not to respond.

Achieve excellence through continual improvement

- Strive to constantly improve the customer service experience. Greet visitors with a friendly welcoming demeanor.
- Follow the 10-4 rule. Acknowledge others with a smile, nod, or wave within a distance of 10 feet and with a hello or verbal polite greeting within 4 feet.
- Be self-reflective and willing to learn and improve professionally and personally.

Alachua County Animal Resources & Care

- Actively look for opportunities to make things better for animals and people.
- Do not let the fact that nothing is perfect stop you from trying to always make things better.
- Ask and educate instead of telling. Offer solutions instead of demands.
- Remove “That’s the way we have always done it” from your vocabulary. We work in a field that is constantly changing, improving, and innovating. Embrace change with an open mind and positivity.

Commit to a better work-life balance

- Make work-life balance a priority and create healthy boundaries. You cannot pour from an empty cup.
- Do not attend to work related items during your time off. Remove email from your personal phone.
- Respect others personal time off. If a co-worker or supervisor is off, refrain from contacting them unless it is an emergency and there is no other alternate contact.
- Do not feel guilty for taking time for yourself. You deserve it!



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Hours of Operation

Procedure No.: A-4

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The hours of operation are designed to ensure that all animals are properly and humanely cared for, and that the public has adequate and ample opportunity to conduct business at Animal Resources & Care.

Business & Adoption Hours (open to the public)

10:30am - 5:30pm Tuesday - Saturday

Closed Sunday, Monday, and County-observed holidays

Customer Service Team

9:00am - 6:00pm Tuesday - Saturday (excluding County-observed holidays)

Sheltering Team

7:00am - 6:00pm Monday - Sunday (including County-observed holidays)

Medical Team

7:00am - 6:00pm Monday - Saturday

(including delivery of medications on Sundays & County-observed holidays)

Field Operations Team

8:00am - 6:00pm Monday - Sunday (including most County-observed holidays)

Officers/Investigators are on stand-by/on-call and respond 24 hours a day, seven days a week, including holidays, to matters affecting public safety and animals in immediate danger. Citizens should dial 911 to report such emergencies on Sundays, holidays, and between 6:00pm and 8:00am nightly. See *Procedure G-8: After Hours Emergency Response* for additional information.



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Chain of Command & Organizational Chart

Procedure No.: A-5

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Purpose

To facilitate the proper, respectful, efficient, and effective communication between Animal Resources & Care employees and ascending levels of department and/or County management.

Definitions

- *Chain of Command* – All levels of authority within the department and/or County.
- *Open Door Policy* – Means by which an employee may go up the Chain of Command in order to achieve resolution to an issue or problem.
- *Delegation of Authority* – Responsibility and accountability assigned to an employee which places that individual in a position of authority over his/her peers.

Methodology

- AR&C is committed to maintaining the best possible workplace culture. See *Procedure A-3: Workplace Culture Expectations* for additional information.
- Employees are encouraged and empowered to resolve conflicts, concerns, and miscommunications as soon as, and at the lowest levels, possible. Many such issues can be resolved peer to peer with honest, respectful, and effective communication between colleagues and without involving management.
- AR&C's initial level of supervision often begins with delegation of authority to an experienced frontline employee such as a Senior Office Assistant, Kennel Technician, Veterinary Technician, or Officer placed in a position of authority to train and/or supervise a task. That individual is therefore in charge of the task or duty and by virtue of delegation is representing all levels of management within the department.
- AR&C Supervisors, Shelter Veterinarian, and Administrative Coordinator are the next level in the chain of command, and as such will coordinate with one another and coworkers with delegated authority to resolve issues and accomplish the mission of the department.
- The Director is the primary position of command within AR&C, and as such is the final authority for resolution and approval/disapproval within the department.
- If an AR&C employee has a problem, issue, or concern, resolution initially starts at the lowest level of supervision and progresses up the chain until a satisfactory solution is found. If a supervisor is unable to resolve an issue, the next higher level of authority may be sought once that supervisor has identified an inability to solve the problem.
- AR&C employees may not bypass levels in the chain of command, nor may the chain of command prevent an employee from seeking resolution from succeeding levels of authority. However, an employee must inform each level of authority that s/he would like to use the "Open Door" policy.

- If after following the appropriate chain of command the problem, issue, or concern is unable to be satisfactorily resolved at the department level, the Deputy County Manager

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Chain of Command & Organizational Chart

to which the department is assigned and/or the Employee Relations Manager with the Human Resources Department would be next in line to address the issue.

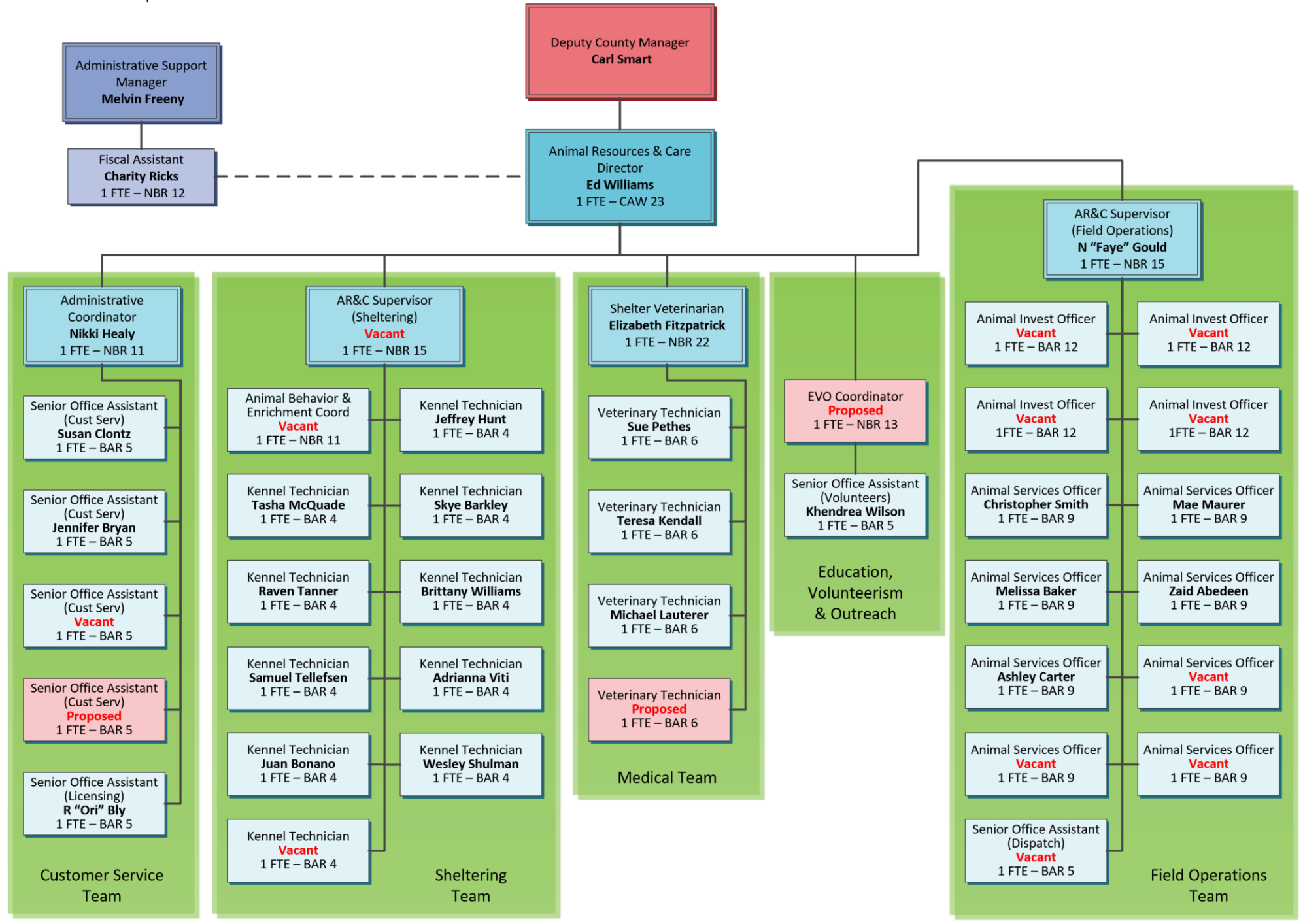
- Bargaining Unit employees have additional procedures afforded to them through their applicable *Collective Bargaining Agreement (CBA)*. This department procedure is established to properly direct “informal efforts” to resolve issues without necessity of formal grievance.

* See AR&C Organizational Chart on the following page for more information.

April 2, 2022
FY22 Update

ALACHUA COUNTY ANIMAL RESOURCES & CARE

39.0 FTE (current)
41.0 FTE (proposed)



STANDARD OPERATING PROCEDURES

General

Last Revised Date: 5/1/22



Building Emergencies

Procedure No.: B-1

Effective Date: 5/1/22

Purpose

Animal Resources & Care continues normal operations 365 days per year, including times when the Facilities Department is not fully staffed. To ensure building emergencies that may endanger the health or safety of employees, volunteers, visitors, animals, and/or County property are addressed in a timely manner, all employees should be familiar with this procedure. If a building emergency arises after hours (i.e. nights, weekends, holidays) Facilities and management will need to be notified as follows.

Methodology

The following are considered building emergencies and warrant after-hours response from the Facilities Department.

- Temperatures above 85 degrees or below 55 degrees in the administrative building. This includes all areas where cats are housed, medical area, and administrative offices.
- Flooding or leaking such as from a pipe, valve, faucet, or fixture that cannot be isolated and turned off.
- Flooding, leaking, or rising stormwaters that may affect areas where animals are housed or cause destruction of County property (e.g. building flooding).
- Fire, smoke, or the smell of melted electrical wires.
- Break-ins, broken windows/doors, or other security concerns such as doors or gates that cannot be properly secured.

Contacting emergency services

- Fire, smoke, and break-ins warrant the response of Alachua County Fire Rescue (ACFR) and/or Alachua County Sheriff's Office (ASO) for immediate intervention.
- Call 911 and have someone wait by the front gates to facilitate entry of first responders.
- Then call the Director.

Notification of supervisor

- All other building emergencies should be immediately reported to your supervisor.
- If your supervisor is not present and/or cannot be reached, notify the Director.

Contacting Facilities

- The supervisor or Director will determine if the situation requires an after-hours response. If after-hours response is warranted, the supervisor will notify Facilities or instruct the designee to do so.
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Facilities after-hours, on-call number is (352) 213-4840.

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Building Emergencies

- Request an after-hours response, include your name, shelter location (3400 NE 53rd Avenue), affected area, description of the issue, call back number, and who to contact to access the facility.
- The supervisor, or employee if supervisor is not on scene, must wait at the shelter for someone from Facilities to arrive so they can give them access to the facility, show them the problem, and ensure the emergency is resolved.

Staff notification via email

- Notify all staff, if needed, by department-wide email.
- Notify all supervisors and Director that the after-hours, on-call number was contacted.

ALL OTHER BUILDING/MAINTENANCE ISSUES

- All other non-emergency building/maintenance issues and needed repairs should be reported to the Administrative Coordinator for creation of a work order request with Facilities.

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General

Last Revised Date: 5/1/22

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Injury Reporting

Procedure No.: B-2

Effective Date: 5/1/22

Purpose

All injuries to staff, volunteers, visitors, and animals must be reported and documented within 24 hours of their occurrence.

Methodology

This procedure should be followed each time an employee is injured on the job.

- It is the employee's responsibility to notify their direct supervisor immediately after being bitten or receiving an injury while on the job. If the direct supervisor is not available, another supervisor on duty must be notified.
- If the injury is severe and requires immediate medical attention, call 911. Examples: possible broken limbs, severe lacerations/bleeding, concussions, heart attack, stroke, etc.
- Supervisors must immediately complete an Incident Report and if applicable a First Report of Injury Form found here:
<https://intranet.acbocc.us/departments/Risk/Pages/accident-reporting.aspx>.
- These reports must be emailed to RMworkcompreporting@alachuacounty.us.
- If the employee wishes to seek medical care, the supervisor must call Risk Management at 352-494-4530 for clearance to send to a medical facility and plan which one so they can contact prior to employee arrival.
- If the injury is an animal bite or cat scratch, an Animal Bite Report must be completed. This form is available at the front desk. This form must be faxed to the Health Department.
- If the employee is unable to drive or drug/alcohol screening is required, a supervisor or manager must accompany the employee to the medical facility and/or testing site.

This procedure should be followed each time a volunteer is injured on the job.

- It is the volunteer's responsibility to notify a supervisor on property immediately after being bitten or receiving an injury while volunteering.
- Volunteer medical care for injuries sustained while volunteering is covered under Alachua County's workers compensation.
- If the injury is severe and requires immediate medical attention, call 911. Examples: possible broken limbs, severe lacerations/bleeding, concussions, heart attack, stroke, etc.

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- Supervisors must immediately complete an Incident Report and if applicable a First Report of Injury Form found here:
<https://intranet.acbocc.us/departments/Risk/Pages/accident-reporting.aspx>
These reports must be emailed to RMworkcompreporting@alachuacounty.us.

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Injury Reporting

- If the volunteer plans to seek medical care, the supervisor must call Risk Management at 352-494-4530 for clearance to send to a medical facility and plan which one so they can contact prior to volunteer arrival.
- If the injury is an animal bite or cat scratch, an Animal Bite Report must be completed. This form is available at the front desk. This form must be faxed to the Health Department.
- If the volunteer plans to seek medical care, a list of initial treatment sites can be found in the injury binder.

This procedure should be followed each time a visitor to the shelter is injured while on the premises.

- If the injury is severe and requires immediate medical attention, call 911. Examples: possible broken limbs, severe lacerations/bleeding, concussions, heart attack, stroke, etc.
- Supervisors must immediately complete an Incident Report and if applicable a First Report of Injury Form.
- If the visitor plans to seek medical care, the supervisor must call Risk Management.
- If the injury is an animal bite or cat scratch, an Animal Bite Report must be completed. This form is available at the front desk. This form must be faxed to the Health Department.
- First aid may be offered for the visitor to address their injury.
- If the injured citizen plans to seek medical care, they may do so on their own accord.

Injury to Animals

If there is a new injury to an animal that requires immediate assistance, either bring the animal straight to medical or alert the medical team of the location and that services are required. If veterinary staff is not present call the Shelter Veterinarian, Sheltering Supervisor, or department Director for further instructions.

If it is a non-emergent injury or concern, please write the animal number, location, and concern on the vet check board adjacent to the medical cabinet in treatment.

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Last Revised Date: 5/1/22

STANDARD OPERATING PROCEDURES

General

Last Revised Date: 5/1/22

Dress Code, Appearance & Uniforms



Procedure No.: B-3

Effective Date: 5/1/22

Purpose

The work of Animal Resources & Care requires extensive contact with the public. In addition to your words and actions, your appearance should represent the County in the best possible manner. Your appearance and clothing should therefore be clean, neat, and presentable at the beginning of, and to the extent possible throughout, your daily shift.

All personnel must present themselves in such a way as to generate trust, confidence, and respect from the public and the citizens AR&C serves. It is not the goal of this procedure to regulate or dictate matters of personal style and taste, except to the degree that individual appearance decisions would lessen the public confidence in the organization or affect the safety of employees.

Methodology

- Uniforms will be provided as soon after hire as practicable and should be worn at all times while on duty, including after-hours callouts.
- It is the responsibility of the employee to maintain and launder their uniforms after each use.
- For best results uniforms should be washed inside out, with like colors, in warm water, using laundry detergent, and without the use of bleach. Tumble dry on low or medium heat.
- Damage to uniforms must be reported to your supervisor. Employees are responsible for damages to uniforms due to personal negligence.
- Employees whose jobs have the most direct contact with animals and are therefore most subject to soiling are encouraged to bring or keep extra clothing at the facility.
- Undershirts, long sleeve T-shirts, and/or thermal shirts worn underneath scrub tops or uniform shirts must be solid in color, close fitting, and with cuffs ending at or above the wrist line. The neckline & sleeves of the undergarment cannot show signs of fraying or present an unserviceable appearance. Colors shall match, be analogous with, or complementary to the color of the uniform shirt or scrub top being worn.
- Uniforms shall not be altered in any way or embellished with non-authorized pins, emblems, insignias, etc.

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General

- AR&C uniforms are not to be worn outside work hours except during travel to and from work or while attending training.
- The general dress code may be supplemented by more detailed dress code specifications in some areas of operations.

The following standards shall apply to non-uniform apparel:

Slacks, trousers, khakis, BDU style pants & jeans made of cotton, wool, flannel, or synthetic material and appropriate for the workplace are permitted.

Dress Code, Appearance & Uniforms

- All pants must be full-length with no holes, ripping, studding, heavily worn, or other modification allowed.
- Sweatpants, any type of exercise pants or shorts of any length, bib overalls, and leggings of any material are not permitted.
- Pants are to be worn modestly fitting – not overly loose or tight.
- Casual dresses, skorts, and skirts are permitted, for the Customer Service Team who have less direct contact with animals, as long as they are split no higher than the knee and the person wearing is able to sit comfortably in public.
- Mini or maxi shirts, sun dresses, beach dresses, and spaghetti strap dresses are not permitted.
- Casual shirts, dress shirts, sweaters, tops, polo shirts, and turtlenecks are permitted provided no stenciling, printed graphic, or wording may be present.
- All shirts are to be worn as designed; not altered, tied-up, rolled-up, or otherwise modified.
- Tank tops, midriff tops, halter tops, and tops with bared shoulders are not permitted.
- All lightweight jackets/sweaters must be solid, single-colored and deemed appropriate for casual business attire.
- Hats are prohibited indoors, with the exception of head covers required for religious purposes.
- All footwear must have closed toe & heel, non-slip sole, and be of sturdy construction.
- Flip-flops and slippers are not permitted.

The following standards shall apply to personal appearance:

- Employees will maintain good daily hygiene.
- Hair must be neatly groomed and generally conform to the shape of the head. Hairstyles that interfere with the performance of tasks are prohibited.
- Objects worn in the hair, including but not limited to pins, barrettes, bands, and clips shall be placed for the sole purpose of holding the hair in place. Exceptions will be made for costumes and accessories worn in support of “themed” adoption events.
- Primary hair color will be limited to natural human colors. Only tasteful accents/highlights in other colors will be allowed.
- Beards, mustaches, and other styles of facial hair shall be neatly trimmed with defined borders and to not more than half (1/2) inch in thickness. With the exception of approved facial hair, male employees shall be clean shaven when reporting for work.
- A wig, track, or hair piece shall present a natural appearance and conform to the same standards as natural hair.

- Hats must be placed squarely on the head, with the center of the hat's visor directly over the nose.
- Collared, polo style shirts, uniform shirts, and others designed to be worn so, shall be tucked inside pants at all times.
- Makeup shall be subtle and professional in appearance. False eyelashes, heavy eyeliner, and bright colors are prohibited.
- Fragrances shall be worn conservatively. Consideration shall be given to other employees regarding allergies or known medical conditions that may impact their working conditions.
- Fingernails shall neither extend more than a quarter (1/4) inch from the tip of the finger nor interfere in any way in the performance of tasks or wearing of PPE.

STANDARD OPERATING PROCEDURES

General

Dress Code, Appearance & Uniforms

- For safety reasons, employees whose jobs bring them in contact with animals may not wear earrings that dangle or hang (no hoops). Similarly no other dangling jewelry besides a concealed necklace or similar chain, worn inside the shirt, is allowed.
- All other visible body piercings and/or gauges of a size sufficient to present a safety hazard around animals are prohibited while at work.
- Tattoos are permitted, but the Director retains authority to require covering when deemed objectionable or unprofessional.
- Ear buds and/or headphones are not permitted. Ear plugs may be worn while in areas where multiple dogs are housed and will be provided by the department. A single wireless ear bud will be allowed so long as it doesn't interfere with safety or performance of assigned tasks.
- Watches are permitted. All other types of bracelets, with the exception of medic alert, are prohibited.
- Rings may be worn but are limited to one ring per hand with none on the thumbs for employees whose jobs bring them in contact with animals.
- The use of temporary gold, platinum, or other dental veneers or caps for the purpose of ornamentation is prohibited. Teeth, whether natural, capped, or veneer shall not be ornamented with designs, jewels, initials, etc.
- The Director may in his/her sole discretion authorize temporary or permanent exemption to these standards in response to a request for reasonable accommodation. Accommodations that pose an undue hardship to AR&C, or a direct threat to safety, shall be denied.

Uniforms

- a. Customer Service Team ○ 5 scrub tops with department logo on front
- b. Sheltering Team ○ 5 scrub tops with department logo on front ○ 5 pairs of BDU style pants ○ 1 pair rubber work boots ○ 1 lightweight fleece jacket with department logo on front

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- c. Medical Team
 - 5 scrub tops with department logo on front
 - 5 pairs of matching scrub pants
 - 1 pair rubber work boots
 - 1 lightweight fleece jacket with department logo on front
- d. Field Operations Team
 - 5 polo shirts with department logo on front & safety lettering on back
 - 5 pairs of BDU style pants
 - 1 pair of black side zip quarter boots
 - 1 web belt and accessory
 - 1 pair rubber work boots
 - 1 lightweight fleece jacket with department logo on front
 - 1 rain jacket with safety lettering on back

Dress Code, Appearance & Uniforms

- 1 baseball cap with department logo (optional)
- 1 badge & leather holder (w/FACA certification)
- e. Volunteers
 - 1 or more T-shirts with department logo on front & volunteer lettering

All issued uniforms and accessories shall be returned at the end of employment.

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Last Revised Date: 5/1/22



Radio Use & Etiquette

Procedure No.: B-5

Effective Date: 5/1/22

Purpose

Any communication over the radio can be heard by fellow employees, volunteers, and bystanders within reach of the communication. It is for this reason that all radio communications be kept professional at all times. The use of profanity or personal opinions is not permitted. The radio is used to communicate facts between staff and volunteers. If you need to discuss something off radio, call the individual or speak with them in person.

Methodology

The way people communicate over the radio is a reflection on Animal Resources & Care. Below are guidelines for radio usage.

- **Listen first** before transmitting to make sure the channel is clear.
- **Organize** your thoughts before transmitting.
- **Be Patient.** The other person may not be able to respond immediately. Give them time to reply before re-sending your call.
- **Be Brief.** Keep all transmissions brief and to the point. Avoid longwinded descriptions and unnecessary repetition. Accuracy and speed are both important, however they should be considered in that order. The use of thanks, please, and other expressions of courtesy are unnecessary and should not be used in radio communications. When advising that you are responding to a request, identify yourself and give your message in a single transmission. It is not necessary to explain what you are doing or where you are located. You only need to acknowledge the request and respond.
- **Speak Clearly.** Speak clearly and pronounce your words carefully. Speak at a moderate speed using your conversational tone of voice with emphasis and rhythm.
- **Use the Radio Properly.** When using a portable/mobile radio, hold the microphone about one inch from your mouth, press the microphone button down firmly, and speak slowly and clearly across the mouthpiece in a normal voice. Raising your voice is not necessary when communicating over the radio.
- **Expect a Delay.** When you first press the push to talk (PTT) button, there can be a short delay before your radio transmits. This can result in your first couple of words

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being cut off. Wait at least 2 seconds before speaking to be sure your listeners receive your whole message. Also, from a cold start, different radios require varying amounts of warm up time. Be aware of this and allow for the radio to stabilize before attempting to transmit.

Radio Use & Etiquette

- **Be Cordial, Calm, and Professional.** During all radio operations, remain cordial, calm, and professional. Words or voice inflections which reflect an individual's irritation, disgust, or sarcasm are not to be used. Remember, your conduct on the radio reflects on AR&C, and your transmissions can be heard by anyone near a radio.
- **Be Considerate.** Do not monopolize the airtime with unnecessary transmissions.
- **Be Available.** Portable radios are issued to all essential personnel and must be carried at all times while at work.

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Last Revised Date: 5/1/22

Limiting Transmission of Disease



Procedure No.: B-6

Effective Date: 5/1/22

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

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

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

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

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

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

For this reason, please wash your hands (use hand sanitizer) between handling each animal and/or wear & regularly change disposable gloves. Sanitizer bottles and dispensers are located throughout the shelter. You do not have to sanitize your hands between the mother and puppies or kittens in a litter, but you must do so before you interact with another dog or cat.

When cleaning, one should always begin with the most at-risk and well (i.e. asymptomatic) animals first. Then proceed through the various housing areas ending with medical treatment (i.e. quarantine) and lastly any isolation areas.

Other diseases, such as parvovirus in dogs and panleukopenia (the feline form of parvovirus), are spread mainly through fomite transmission of bodily secretions, such as vomit and feces.

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These viruses are very environmentally hardy and can be difficult to eradicate from the shelter environment if proper sanitation procedures are not in place.

Employees or volunteers who observe animals exhibiting any signs of illness (such as diarrhea, vomiting, sneezing, coughing, nasal discharge, etc.) should immediately notify management or the Medical Team.

Limiting Transmission of Disease

Everyday practices that help prevent spread of disease

- Report any animal that appears sick to management or the Medical Team immediately.
- Wash your hands between animals.
- Do not let animals housed apart interact or touch noses.
- Immediately pick up all feces once a dog has defecated on the grounds.
- After picking up feces, wash and then disinfect any concrete or solid surface.
- Any time you disinfect, rinse or wipe the area thoroughly.
- Wash the laundry and dishes according to the posted written protocol. See *Procedure E-4: Cleaning & Disinfection* for additional information.
- Don't keep dirty dishes lying around – take them to the dirty dish bin/area quickly.
- Change trash liners on a regular basis; don't let the trash receptacles overflow.
- Sanitize equipment such as coaxing sticks, toys, or litter boxes between cats; disinfect control poles and pooper scoopers between uses.

If we all follow the same procedures, the risk of spreading contagious diseases will be greatly reduced.

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Last Revised Date: 5/1/22



Public Records Requests

Procedure No.: B-7

Effective Date: 5/1/22

Purpose

As Alachua County's municipal animal shelter we are required to comply with Florida's Sunshine Laws by providing requested public records. Public records, however, do not have to be provided immediately; by policy must go through the County's Records Custodian; and not all information contained in AR&C records is subject to public disclosure.

This procedure has been established to ensure that public records requests are submitted in a timely and efficient manner and that information that is exempt from disclosure is properly redacted.

Methodology

- Public records are not, nor are they required to be, provided immediately. Public records need to be processed by the appropriate employee(s), the County's Records Custodian, and sometimes with the assistance of other departments (e.g. ITS, Legal, etc.).
 - Estimated completion time is usually several days.
 - The AR&C Administrative Coordinator processes public records requests for the department.
- If additional information is needed or there is a charge for the request, the requestor will be notified. A charge is usually incurred if time required to complete the request is estimated to exceed 30 minutes.

When someone makes a public records request via email, telephone, or in person:

- The immediate response should be, "I am happy to get that request started for you. The requested record is typically available within a few days. To complete the request, I will need to obtain a little more information."
- If the customer prefers to submit the request on their own, they should be directed to the County's Records Custodian by email to publicrecordsrequest@alachuacounty.us or via telephone at (352) 264-6906.
- To accept a request on behalf of a customer or caller please obtain the following:
 - Date of request
 - Requestor's name
 - Requestor's email address – Default method of delivery. Records are delivered by postal service only when specifically requested.
 - Requestor's mailing address – Only if records are requested to be delivered so.

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- Requestor's phone number – Helpful if records cannot be found or additional information is needed.
- Date of the incident/issue – Common with requests for activity reports, etc. ○ Address for the incident/issue – Common with requests for activity reports, etc.
- Name(s) of other parties involved – Often helpful for locating activity reports when other information cannot be provided.

Public Records Requests

- Description of the records being requested
- This information should then be forwarded via email to the Administrative Coordinator for further processing.

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Last Revised Date: 5/1/22



County Vehicle Use

Procedure No.: B-9

Effective Date: 5/1/22

Purpose

The care and upkeep of assigned County vehicles is a responsibility shared by all department employees. The Field Operations Supervisor is in charge of our vehicle fleet and works with Fleet Management to ensure they are properly maintained. If you encounter any vehicle issues, please notify the Field Operations Supervisor.

Methodology

- **Fuel** - The fuel level should be checked before and after each use. Please be courteous and fill the tank if it is approaching a quarter tank.
- **Oil Changes** - If you see the mileage indicates the vehicle is due for an oil change, please notify the Field Operations Supervisor who will schedule it for service with Fleet Management.
- **Cleaning of Vehicles** - The cleanliness of vehicles is everyone's responsibility.
 - If you make a mess clean it up. ○ If you transfer animals, please clean out every kennel/box that contained an animal. Another animal cannot be placed in that kennel/box until thoroughly cleaned & disinfected.
 - For additional instructions please see *Procedure G-9: Vehicle Use & Care*.
 - If the outside of the vehicle is dirty, it can be washed at the wash pad in our rear parking lot on the northeast corner of the grounds.
- **No Tobacco** - The use of tobacco and e-cigarettes are prohibited in all County vehicles.
- **Usage** - The use of a County vehicle requires a valid Florida driver's license that must be present any time a County vehicle is operated.
 - If a truck/van is needed for animal transport, please ask the Field Operations Supervisor to find you a vehicle.
 - These are assigned vehicles that officers use as workstations; please treat them as you would your own workstation.
 - County vehicles are not to be taken home except as approved by the County's *Take Home Vehicle Procedure*, and only then by on-call Officers.
 - If you are involved in an accident of any kind, please remain at the scene of the accident, and contact your supervisor ASAP.
 - Any activity that could lead to distracted or reckless driving is prohibited (e.g. texting while driving) and may lead to disciplinary action.

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- All city, state, and federal driving laws must be followed while driving a County vehicle.

Operation of County vehicles is also subject to *Alachua County Policy No. 6-7: Motor Vehicle/Equipment Operation Procedure*.

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Last Revised Date: 5/1/22

Operations Permits & Registrations



Procedure No.: B-10

Effective Date: 5/1/22

Purpose

Permits are required to carry out the day-to-day functions of Animal Resources & Care. Permit expirations and renewals will be tracked by the Administrative Coordinator and relayed to the Director to ensure that there are no lapses in permitting.

Methodology

Acquisition of Controlled Drugs

- **DEA registration for DVM** – this registration is used to purchase controlled drugs and pharmaceuticals for use in treatment and surgery at AR&C, is issued at no cost, and is separate from other DEA registration(s) DVM may hold. This registration must be maintained and updated by the department.
- **DEA registration for Alachua County Animal Resources & Care** – this registration is used to acquire controlled drugs used specifically for chemical capture in the field, sedation prior to euthanasia, and euthanasia. This registration must be maintained and updated by the department.
- **Florida Board of Pharmacy Permit for Alachua County Animal Resources & Care** – this permit allows purchase of controlled drugs as noted under AR&C's DEA registration above, pertaining specifically to use in the field, sedation prior to euthanasia, and euthanasia. This permit must be maintained and updated by the department.
- **Full Service Premises Permit for Alachua County Animal Resources & Care** – this permit is issued by the Department of Business and Professional Regulation and allows AR&C to provide care for animals residing in our shelter as well as owned animals.
(confirm)
- **State of Florida Board of Veterinary Medicine license to practice for DVM** – this is issued directly to the DVM by the Department of Business and Professional Regulation. This license shall be maintained by the DVM to which it is issued and is not the responsibility of AR&C to maintain or update. DVM shall provide updated copies for display as required.
- **Florida Department of Health Radiation Machine Facility Registration** – this registration is issued by the Florida Department of Health, Bureau of Radiation Control, Radiation Machine Section and allows AR&C (veterinary facility) to possess and utilize



our digital radiograph machine. This registration must be maintained and updated by the department.

Controlled Substances

Procedure No.: B-11

Effective Date: 5/1/22

Purpose

Animal Resources & Care is legally required to follow DEA regulations when purchasing, storing, dispensing, and prescribing controlled substances. Failure to do so could result in loss of DEA registration, veterinary registration, clinic closure, and federal prosecution.

Methodology

Controlled substances obtained and maintained under AR&C's controlled substance registration are used solely for the purposes of chemical capture and humane euthanasia of animals.

Controlled substances obtained and maintained under DVM's controlled substance registration are used for treatment and surgery at AR&C.

Responsibilities

- All employees are required to adhere to all DEA regulations and all provisions of this procedure. Failure to do so will result in progressive discipline, up to and including termination.
- At AR&C only Veterinarians, Veterinary Technicians, and employees that are euthanasia certified by the Florida Animal Control Association (FACA) shall handle controlled substances.
- Per the United States Department of Justice, Substance Enforcement Administration, Office of Diversion Control 2006 edition of the Practitioner's Manual, AR&C shall not employ as an agent or an employee who has access to controlled substances:
 - Any person who has been convicted of a felony offense related to controlled substances
 - Any person who has been denied a DEA registration
 - Any person who had a DEA registration revoked
 - Any person who surrendered a DEA registration for cause
- At AR&C a veterinarian or an onsite DEA representative is responsible for submitting orders for controlled substances to the appropriate personnel.
- All Veterinary Technicians and FACA euthanasia-certified employees are responsible for properly storing controlled substances and clearly and accurately documenting all administrations of controlled substances either as prescribed and overseen by the veterinarians or as explained by *Procedure F-5: Euthanasia*.

Ordering Controlled Substances

- The Shelter Veterinarian is responsible for submitting order requests for controlled substances to the appropriate personnel. DEA form 222 is required for the purchase of all Class II substances. These 222 forms will be kept in a locked cabinet with access

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limited to essential personnel. The 222 forms will be completed by the Veterinarian or
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onsite DEA representative and may be reviewed at any time by the department Director. Upon arrival after shipment, all controlled substances must be immediately counted, numbered, logged, and properly secured.

Inventory & Documentation

- All controlled substances are to be sequentially numbered.
- All invoices must be dated, initialed, and quantities confirmed by the Veterinarian or onsite DEA representative immediately upon arrival to AR&C and stored together with the inventory logs.
- DEA form 222 must be dated and initialed upon receipt of the substances ordered on that specific form.
- A controlled substance log must be maintained that reflects all controlled substances added to inventory, as well as substances removed from inventory for daily use.
- The invoices for Schedule II controlled substances will be stored in a separate binder than schedule III-V substances.
- The Controlled Substance Inventory Log will be kept separate from the daily administration logs.
- The Daily Administration Logs will be kept in the locked euthanasia room and are used to track the daily administrations of controlled substances. Specific bottle numbers, expiration dates, and lot numbers must be checked for accuracy and included on these logs.

DEA Regulations for Record Keeping

- Each practitioner must maintain inventories and records of controlled substances listed in Schedules I and II separately from all other records maintained by the registrant.
- Likewise, inventories and records of controlled substances in Schedules III, IV, and V must be maintained separately, or in such a form that they are readily retrievable from the ordinary business records of the practitioner.
- All records related to controlled substances must be maintained and be available for inspection for a minimum of 2 years.
- AR&C will, in compliance with DEA regulations, perform a complete physical inventory every year. This should be documented appropriately and stored along with the inventory logs.
- Inventory will include unopened bottles and physical accounts of the amount remaining in open bottles.

Storage

- All controlled substances are required to be stored in accordance with DEA regulations, which dictate a locked cabinet or safe within a locked room. Keys will be kept in a known location, and only accessible to Veterinarians, Veterinary Technicians, and FACA euthanasia-certified employees.
- See Chemical Capture SOP for storage of controlled substances used in the field.
- At AR&C access to controlled substances must be minimized to Veterinarians, Veterinary Technicians, and FACA euthanasia-certified employees.
- Missing substances must be reported immediately to the holder of the DEA license, who will then report to the DEA.

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Disposal of Controlled Substances

- AR&C must dispose of any controlled substances in accordance with DEA guidelines.
- “A practitioner may dispose of out-of-date, damaged, or otherwise unusable or unwanted controlled substances, including samples, by transferring them to a registrant who is authorized to receive such materials. These registrants are referred to as “Reverse Distributors.” The practitioner should contact the local DEA field office for a list of authorized Reverse Distributors. Schedule III-V compounds may be transferred via invoice. The practitioner should maintain copies of the records documenting the transfer and disposal of controlled substances for a period of two years.”
- Substances that may have been dispensed to a client (adopter or foster parent) cannot be returned and used again because there is no way to guarantee they have not been adulterated. Other than official shipments from AR&C approved vendors and distributors, staff should never accept medications from anyone.

Theft or Loss of Controlled Substances

- In the event that theft or loss of any controlled substance is suspected, the registrant must notify the DEA field office in their area of the theft or significant loss of any controlled substances upon discovery. The registrant must also complete DEA form 106 documenting the loss or theft. ○ Orlando DEA office – (571) 362-3367
- The AR&C Director should also be notified immediately upon any suspicion of controlled substance theft or loss.

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Last Revised Date: 5/1/22

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Rabies Testing

Procedure No.: B-12

Effective Date: 5/1/22

Purpose

Rabies is a deadly virus that can spread from animals to people through exposure to infected saliva, most frequently through bites. The Florida Department of Health in Alachua County provides rabies testing at no cost for high and moderate risk for cases of rabies exposure. Low risk cases will incur a cost and are not routinely submitted.

Methodology

High priority situations

- The following are considered to be high priority exposures:
 - A bite to a **human** from a wild or stray rabies vector. This includes animals at high or moderate risk for acquiring rabies (e.g. foxes, raccoons, skunks, otters, bats, stray cats, and stray dogs).
 - Bats that are found in the same room with an unattended **child or someone** who was sleeping, or other situations with a reasonably high probability of contact, with or without proof of exposure.
 - A bite to a **human** from a stray or domestic animal (including pets and livestock) that exhibits neurological signs, regardless of vaccination status.
 - Domestic animals involved in a **human** exposure that die during the observation period.
- The Florida Department of Health in Alachua County will arrange for specimen collection and expedited transport of specimens for rabies testing to the DOH Bureau of Public Health Laboratories in Jacksonville for analysis (Monday - Thursday) with results available within 24 hours.
- There will be no charge for this testing.
- Emergency testing service is done on a case-by-case basis for immediate transport on Fridays or days prior to holidays. Specimens must be available by 9:00am for results to be available by 5:00pm that day.
- The time from exposure to testing will be taken into consideration for weekend testing.
- A Rabies Test Form and Animal Bite Form must be submitted along with the specimen.
- **Specimens received omitting the type of exposure will not be tested until that information is obtained.**

Moderate priority situations

- The following situations are considered moderate priority exposures:

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- A bite to a domestic animal (including pets and livestock) from wild or stray rabies vectors.
- A bite to a domestic animal (including pets and livestock) from a domestic animal with neurological signs. The neurological signs need to be validated by a veterinarian, animal control officer, or county health department employee.

Rabies Testing

- A scratch to a person from wild or stray rabies vectors or from a domestic animal with neurological signs.
- Exposures (including bites) to humans involving **unprovoked** bites from rabbits, opossums, and small rodents. Such situations are extremely rare. These cases must be approved for testing by the Florida Department of Health in Alachua County in communication with the Bureau of Epidemiology (DCBE).

Florida Department of Health in Alachua County

Environmental Health/Rabies Surveillance

224 SE 24th Street Gainesville,

FL 32641

Phone: (352) 334-7938 Fax:

(352) 334-7935

Low priority situations

All other rabies testing, not meeting the criteria above, is available through the Kansas State University (KSU) Rabies Laboratory, generally through consultation with private practice veterinarians, and is fee-based.

Kansas State Veterinary Diagnostic Laboratory

Rabies Laboratory

1800 Denison Avenue Manhattan,

KS 66506

Phone: (866) 512-5650 Fax:

(785) 532-4835

www.ksvdl.org

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Last Revised Date: 5/1/22

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Computer Use

Procedure No.: B-13

Effective Date: 5/1/22

Purpose

Technology has become the primary tool in communicating with management, coworkers, customers, and the citizens of Alachua County. It has also become a valuable tool in the delivery of on-the-job training. Animal Resources & Care employees may be issued a desktop, laptop, and/or access to communal use computers located throughout the facility. In addition to *Alachua County Policy No. 6-10: Information Technology Usage and Security* and *Administrative Procedure No. AP 10-4: Technology and Usage* the following shall govern their use.

Methodology

- a. Network Access/Security
 - All employees will be assigned a username by ITS, given the opportunity to create a personal password, and granted access to the County network as well as Chameleon (the shelter case management software).
 - Employees should protect their login credentials and avoid sharing them with others. They should logoff or utilize the lock windows function for security before leaving County computers.
 - Employees may be required to install a multi factor authentication (MFA) tool on their County or personal cell phone in order to gain network access.
 - Employees working in the field or remotely will be required to utilize a virtual private network (VPN) for security.
- The use of unauthorized websites and/or unapproved software is prohibited.
- b. Email – Daily Responsibility
 - All employees will be assigned an email account.
 - Email is one of the main forms of communication between employees both inside and outside of the department.
 - Employees are expected to check their email accounts at least once daily.
 - Supervisors must permit employees who do not work at a computer on a regular basis time to check and respond to their emails.
 - If an employee is unable to access their email as requested, they must inform their supervisor.
 - Emails sent and received are subject to Florida's Sunshine Laws.
- County email accounts are to be used only for official County business.
- c. "V" Drive
 - The V:\ drive is the AR&C server maintained and backed up by ITS and the default location for all work product (i.e. digital files that you create, produce, receive, or otherwise acquire).

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- V:\public is for files intended for sharing (e.g. transmittals, affidavits, bite reports, etc.) and can be accessed by all department employees.

Computer Use

- V:\private is for files not intended for sharing with all department employees. Only you and your supervisor(s) will be able to access them. ○ Individual County computers are not backed up by ITS and should not be used to store work product.
- d. Timesheet Submission ○ Employees are required to track/record their hours worked using the Time Entry software located at <http://timeentry/login.aspx> from inside the County network.
 - Hourly employees are expected to update their timesheets on a daily basis. Best practice is to enter your hours worked at the end of each day, or at least enter hours worked the previous day first thing each morning. ○ Timesheets are due for submission at noon on the second Thursday of each pay period. ○ If you are not scheduled to work on the second Thursday of the pay period, your timesheet should be submitted by the end of shift on the last day worked before the deadline. This shall also apply to employees on approved leave.
 - Repeatedly failing to update timesheets daily and/or missing the deadline for submission may result in disciplinary action.

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Training

Procedure No.: B-14

Effective Date: 5/1/22

County-wide Training

All employees are required to stay up to date on county-wide training opportunities as they arise. Employees are generally emailed as new required trainings are assigned. These include but are not limited to ALICE training, Mental Health First Aid, County-wide policies, and other online and in-person modules.

Fear Free Shelter Program Certification

All AR&C employees are encouraged to complete this free online program that increases understanding of the emotional health of animals, signs on FAS (fear, anxiety, and stress), basic animal learning and handling. The overall goal of the program is to decrease fear, anxiety, and stress in the animals and staff.

In addition to the basic modules, there are 3 bonus courses on Intake and Admission, Housing and Environment, and Enrichment for Shelter Cats.

To register, go to <https://fearfreeshelters.com>. You will need your County identification badge as proof of employment to receive the course for free. Volunteers are also encouraged to complete the course and have a separate registration form on the website.

Area Specific Continuing Education

Staff are also encouraged to pursue opportunities to expand their knowledge of animals and sheltering outside of our facility to better serve the community and the animals in our care. Please see a supervisor if you have suggestions for shelter-wide or individual continuing education opportunities.



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Chameleon Introduction

Procedure No.: B-15

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Commonly Used Function Keys

F4 = Pop-Up Screen/List (if available; all pop-up lists have abbreviations for each line item in the listing for faster data entry)

F8 = Update Current Data (overwrites previous information)

F9 = Store Current Data (creates new entry)

F11 = Clear Screen (does NOT save data)

F12 = Search (if searchable fields are filled in)

Person Screen

Person - RBLY at SHELTER

File Commands Procedures Reports Extras Help

Person ID: P Last Name: First Name: Middle: Status: SuperSearch: StreetNoLastName Anything

Area: 352 Phone: Ext: Area: Phone2: Ext: Area: Phone3: Ext:

No: Stk: Dir: Name: Type: Qst: Apt:

No: Stk: Dir: Name: Type: Qst: Apt: Type:

Geo: Jurisdiction: Address Notes:

Identifier1: Identifier2: DOB: Sex: Spouse:

Extra1: Extra2: Extra3: Extra4: Tot: 1

Email Address: Contact:

Bad Check: Bite: Memo: Donor: No Adopt: Danger:

Animal ID: Description of Animal:

List Field

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Chameleon Introduction

- Thoroughly search for pre-existing entry. After entering your search criteria, **press F12**. Searches can be done by:
 - The SuperSearch (pink box outline above) function is very useful as it searches all fields in the person entry screen. To use SuperSearch, enter each search term separated by commas (not spaces). For example, name,streetname,etc After entering your search terms, **click Anything**.
 - Phone number (red box outline above) (will search all three phone entry fields; only need number, not area code),
 - Address (green box outline above) (will only search primary address; need street number, street name, and apartment number [if applicable], direction and type are not needed), or
 - Name (purple box outline above). Suggestions for ease when searching name (due to hyphenated/joint names) is to only search last name (if uncommon) or to search last name and first initial (instead of entire first name).
- If person is found, **double click** their entry in the list field so it carries over to the data area. Double check the data in case it needs to be updated (new address, new

number(s), updated/additional name(s)). If changes are made, **press F8**. Afterwards, **press enter**; this will return you to the tag screen.

- If the person is not found, you must enter the data. Required fields to store a record are first name, last name, and zip code, but the more data entered the better. Store the information by **pressing F9**. Once the information is stored, **press enter**. This will return you to the tag screen.
- Do not use the bottom / second address field for old addresses. If this field is filled out, it is the address used for mailings (like receipts, notices, etc.). Because of this, if you have both a physical address and a mailing address for a person, the second field should be used for the mailing address. ○ In the case of individuals that have a temporary address and a permanent address (typically students), you have two options. You can use the second field for the permanent address or have the permanent address in a note attached to the person.

(Continued on following page)

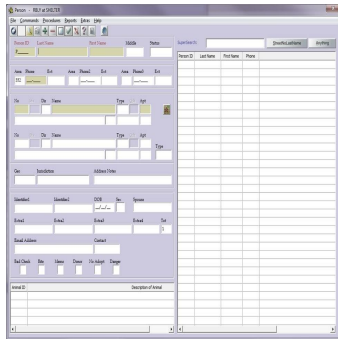
STANDARD OPERATING PROCEDURES

General

Chameleon Introduction

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- 4



STANDARD OPERATING PROCEDURES

General

Microchip Research

Procedure No.: B-16

Effective Date: 5/1/22

Last Revised Date: 5/1/22

When you find a microchip, it is important to do the research prior to intaking the animal if possible. See *Procedure E-5-e: Microchip Scanning* for additional information on how to properly scan. Microchips are used to find owners quickly and prevent animals from entering the shelter contributing to overcrowding. This will also ensure that the person who has control of the animal now is not the current owner attempting to surrender the animal as a stray to work around our owner surrender process. See *Procedure D-4-b-iv: Owner Surrender* for additional information.

When you find a microchip, you should check in Chameleon to determine if it is registered with us. To do this, you will go to the Tag Screen and enter the number in the Tag No field (red box outline below), then **press F12** to search.

[illegible]

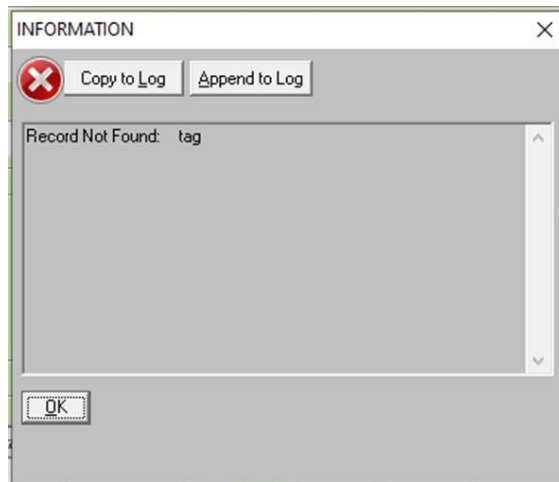
STANDARD OPERATING PROCEDURES

General

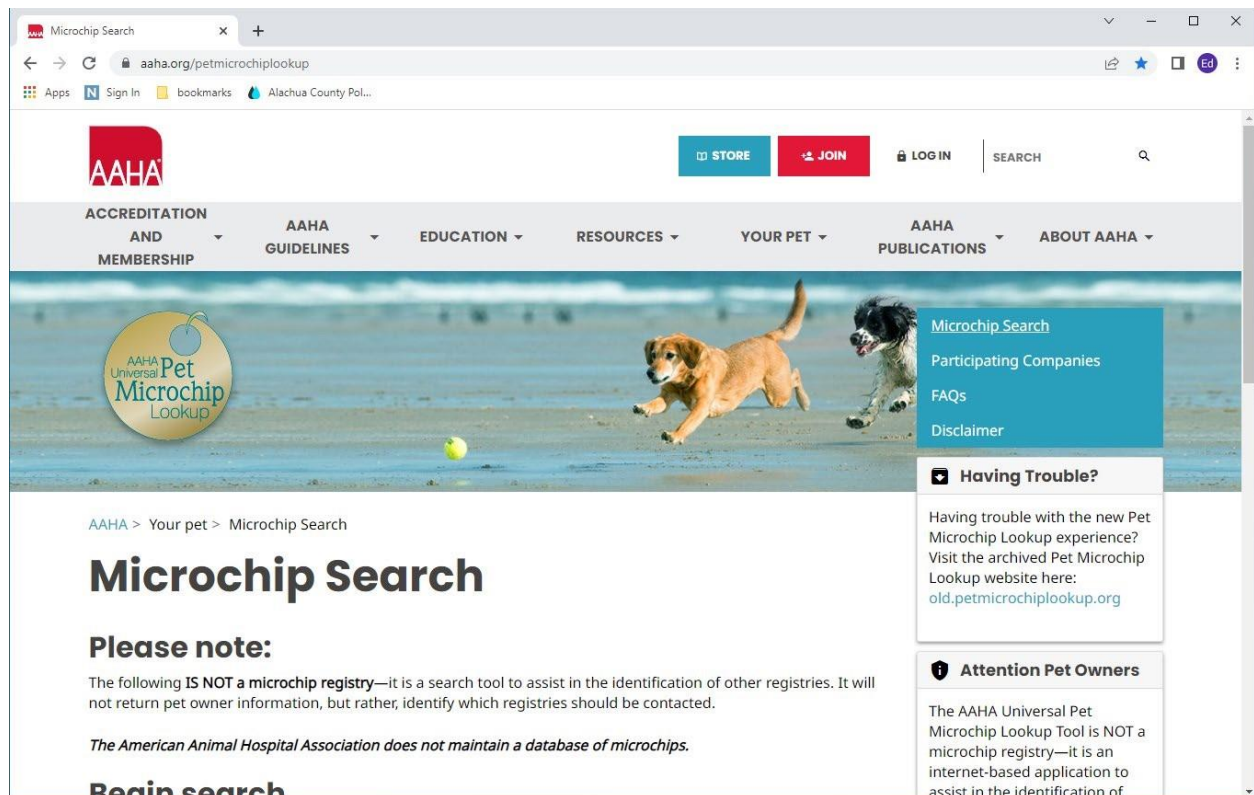
Microchip Research

Hopefully this will pull up an animal with owner information to try and contact. ALWAYS call and text every number on file, and email if available. We want to make every effort to keep animals with their families. If no information is in our system, you will get an error as seen below.

* When entering a chip number you will not include any asterisks or dashes. Also, there will be no letter "O", it will only be the number 0 (zero).



If this happens, your next step will be to search for the information through the American Animal Hospital Association (AAHA) website <https://www.aaaha.org/petmicrochiplookup>.



STANDARD OPERATING PROCEDURES

General

Microchip Research

This useful site can help you locate the type of chip you are working with and which company to contact for registration/owner information. Enter the chip number in the Microchip search bar and click Search. Once you know the chip company, you will call them and ask for the following information and make note of it on the animal. (Available as a template in the Note section titled FOUND MICROCHIP.)

Chip number:
Name of company:
Company phone number:
Date of registration:
Owner of animal (if registered):
Address:
Phone number(s):
Email address:
Alternate contact:
Alternate address:
Alternate contact number(s):
Alternate email address:
Animal name:
Age:
Gender (S/N?):
Breed:
Company/Organization/Group who implanted chip:
Do they want animal back if not reclaimed by owner?

All of this information is important to help find an owner. It is so important that you ALWAYS call and text every number listed and email if available. If this does not elicit a response, then you should contact the implant facility.

It is common that the implant facility is another animal welfare organization, and they likely have the same information from adoption. However, there are many times that the implant facility is a veterinarian's office. Often times when owners change addresses or phone numbers, they do not think to update microchips, but their veterinarian's office will have current information.

Be sure to include in this note all contact that was attempted and the outcome (e.g. Called number but had to leave a voicemail.) This will inform the next person as to what has been attempted for this intake.

Breaks

Procedure No.: B-17

Effective Date: 5/1/22

Purpose

Paid breaks and lunch breaks are not required or governed by the Fair Labor Standards Act (FLSA), but the importance of providing regular and consistent breaks has been recognized. This procedure has been established to ensure both efficient and consistent breaks for all employees and compliance with *County Policy No. 6-2: Hours of Work*.

Methodology

Unpaid Lunch Break

- All employees scheduled to work 8 or more hours in one day are required to take a 30 minute or one-hour lunch/meal break.
- The lunch break may not be taken in the first two hours or last two hours of the scheduled shift.
- Employees may not work through their lunch break without permission from their supervisor.
- Supervisors may schedule/stagger lunch breaks to ensure the operational needs of the department are met while providing employees with consistent and regular breaks.
- Employees on unpaid lunch breaks do not have to remain on the property.
- Unpaid breaks may not be taken in work areas unless in a private office, cubicle, or assigned County vehicle.
- Designated break areas for those that choose to remain on property include breakroom and outdoor picnic table(s). Breaks may not be taken in other areas or disturb the work of others.
- The break starts when work stops. Employees must return from their breaks and be back in their designated work area and ready to work at the time their shift resumes.
- Employees that work in the field, or away from the shelter property, may travel to an alternate location for their break. The beginning of the break is marked when work stops. Traveling to an alternate location is counted toward the total break time. For example, if you plan to take your break at home and it takes 20 minutes to travel to and from home, this time is considered part of the break. The break does not start and end when arriving at and departing from the destination.
- Returning late from a break will be documented as an unscheduled absence.

Paid Breaks

- Paid breaks are not required or guaranteed and may on occasion be denied based on operational needs.
- Employees may not exceed more than one 15-minute break per four hours works.
- In a standard 8-hour or 10-hour workday, employees may not exceed two 15-minute breaks.
- Paid breaks cannot be taken in the first hour or last hour of the scheduled shift.

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STANDARD OPERATING PROCEDURES

General

Last Revised Date: 5/1/22

General

Breaks

- Paid breaks cannot be combined with another paid or unpaid break except as detailed below.
- Returning late from a break will be documented as an unscheduled absence.
- Employees may not leave the property or travel to alternate locations for paid breaks. The break starts when work ends. Employees must be in their designated work area and ready to resume work when the break ends.
- Designated break areas include breakroom and outdoor picnic table(s). Paid breaks may not disturb the work of others.
- Supervisors may schedule/stagger paid breaks to ensure the operational needs of the division are met while providing employees with consistent and regular breaks.

Acceptable Combinations

- One-hour lunch without breaks – one half hour of the lunch break is unpaid, and the other half hour is a combination of the two paid 15-minute breaks.
- One half hour lunch in addition to breaks – employee takes 15-minute break in the morning and 15-minute break in the afternoon, and the half hour lunch break is unpaid.
- One-hour lunch in addition to breaks – employees scheduled for 9 or more hours take 15-minute break in the morning and 15-minute break in the afternoon, and the one-hour lunch break is unpaid.
- When utilizing these acceptable combinations, employees must work the entirety of their scheduled shifts and must not invoke these combinations in such a way that overtime is generated, or operational needs are compromised, without prior approval of their supervisor.

Tobacco Use

Procedure No.: B-18

Effective Date: 5/1/22

Purpose

In accordance with *Alachua County Policy No. 6-11: Tobacco Free Workplace*, tobacco use is prohibited at Animal Resources & Care except in the designated smoking area(s) located no less than 50 feet from building entrances/exits.

Methodology

This procedure covers the smoking of any tobacco product, the use of oral tobacco products, and e-cigarettes. This procedure applies to employees, contract employees, volunteers, and visitors to the shelter.

- The use of tobacco products or e-cigarettes is not permitted within the facilities or on the grounds of Animal Resources & Care.
- There is one designated smoking area that is located to the rear of the facility on the northeast corner of the grounds at the picnic table adjacent to the vehicle wash pad.
- All materials associated with the use of tobacco products and e-cigarettes including cigarette butts and matches must be extinguished and disposed of in the appropriate containers.
- Supervisors will ensure periodic cleanup of the designated area by those staff members who use it.
- If the designated smoking area is not properly maintained, it may be eliminated at the discretion of management.
- The use of tobacco and e-cigarettes are prohibited in all County vehicles.
- Employees must be on a break from work duties to engage in the use of tobacco products or e-cigarettes.
- Breaks are a privilege, not a right provided for by contract or law. Breaks may be eliminated at any time.
- All employees receive the same break privileges. Those employees that use tobacco or e-cigarettes are not permitted additional breaks and may not take shorter more frequent breaks for the use of tobacco.
- Supervisors may require direct reports to check in and out for, or to schedule, breaks.
- Any violations of this procedure may result in disciplinary action.

STANDARD OPERATING PROCEDURES

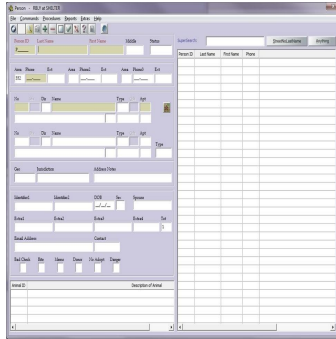
General

Last Revised Date: 5/1/22

Personal Cell Phone Use

Procedure No.: B-19

Effective Date: 5/1/22

A screenshot of a software application window. The window has a title bar and a menu bar. Below the menu bar is a toolbar with various icons. The main area of the window is divided into two panes. The left pane contains a form with several sections, each with a title and a list of fields. The right pane contains a table with multiple columns and rows.

Initiating and responding to personal telephone calls, emails, text messages, social media messages, and/or accessing the internet for personal use is discouraged while working and shall not be excessive or disruptive to the work environment.

Use of personal cell phones on County compensated time

- Personal cell phones are permitted to be carried but should only be used by employees during their scheduled breaks.

Using personal cell phones for emergencies

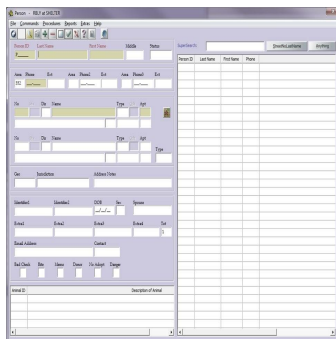
- Personal cell phones may be answered in case an emergency exists. If no emergency exists, employee must end call promptly and resume normal duties.
- If an emergency exists, employee is responsible for notifying supervisor.

Earbuds and headphones

- For safety reasons, earbuds and headphones are prohibited from being worn during County compensated time. Ear plugs may be worn while in areas where multiple dogs are housed.

Accessing the internet

- Accessing the internet for personal use during County compensated time is strictly prohibited.

A screenshot of a software application window, identical to the one above. It shows a form with various sections and a table on the right.

Repeated violations of this procedure may result in employee being directed to store their personal cell phone in their vehicle for the duration of their shift, excluding breaks. Progressive discipline in accordance with County policies may be utilized if this fails to correct the problem.

Shelter Visitors & Children

Procedure No.: B-20

STANDARD OPERATING PROCEDURES

General

Last Revised Date: 5/1/22

Effective Date: 5/1/22

Purpose

Non-employee and non-volunteer visitors to the shelter pose safety and security risks. As such, all visitors to the shelter must be accompanied by an employee when accessing areas that are not generally open for public access.

Methodology

The following guidelines must be followed when an employee is expecting a visitor to the shelter.

- Visitors must always be accompanied by an employee. This includes inside the buildings, office areas, gated back parking lot, and all areas not generally accessible to the public.
- Visitors must enter and exit the shelter through the main front entrance and be greeted by an employee in a public access area. Employees are not permitted to share access codes to the gates, facility keys, or electronic access cards with visitors, friends, or family.
- Visitors are only permitted during employee breaks or non-working hours except in emergency situations where immediate contact is necessary.
- Visitors to the shelter must not interfere with the daily work of the employee being visited or others. If a visitor is interfering with the daily work of any employee, they may be asked to leave.
- Visitors are not permitted to handle or interact with animals that are not available for adoption.

Because AR&C handles animals with unknown medical and behavioral histories that could pose health and safety risks via zoonosis or physical injury to non-adult children the following guidelines also apply.

- It is the general policy of the department that non-adult children should not be brought to work due to the unacceptable risk to their health and safety. There are no daycare facilities or other areas appropriate for the care and supervision of children at the AR&C facility.
- Exception: Employees can show their children around the shelter. They are also allowed to bring them to work on bring your son or daughter to work day with approval from the Director.

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Last Revised Date: 5/1/22

- Employees are responsible for supervising their children at all times. The children must never be left unattended.
- Children is defined as children, stepchildren, and other wards of employees.

Employee Resignation

Procedure No.: B-21

Effective Date: 5/1/22

MS Scheduler - MS Scheduler

File Edit View Tools Help

New Task Edit Task Delete Task Copy Task Paste Task Find Task Task List Task Details

Task List

Task Name	Start Time	End Time	Status
Task 1	10:00 AM	11:00 AM	Completed
Task 2	11:00 AM	12:00 PM	In Progress
Task 3	12:00 PM	1:00 PM	Pending
Task 4	1:00 PM	2:00 PM	Not Started
Task 5	2:00 PM	3:00 PM	Completed
Task 6	3:00 PM	4:00 PM	In Progress
Task 7	4:00 PM	5:00 PM	Pending
Task 8	5:00 PM	6:00 PM	Not Started
Task 9	6:00 PM	7:00 PM	Completed
Task 10	7:00 PM	8:00 PM	In Progress
Task 11	8:00 PM	9:00 PM	Pending
Task 12	9:00 PM	10:00 PM	Not Started
Task 13	10:00 PM	11:00 PM	Completed
Task 14	11:00 PM	12:00 AM	In Progress
Task 15	12:00 AM	1:00 AM	Pending
Task 16	1:00 AM	2:00 AM	Not Started
Task 17	2:00 AM	3:00 AM	Completed
Task 18	3:00 AM	4:00 AM	In Progress
Task 19	4:00 AM	5:00 AM	Pending
Task 20	5:00 AM	6:00 AM	Not Started
Task 21	6:00 AM	7:00 AM	Completed
Task 22	7:00 AM	8:00 AM	In Progress
Task 23	8:00 AM	9:00 AM	Pending
Task 24	9:00 AM	10:00 AM	Not Started
Task 25	10:00 AM	11:00 AM	Completed
Task 26	11:00 AM	12:00 PM	In Progress
Task 27	12:00 PM	1:00 PM	Pending
Task 28	1:00 PM	2:00 PM	Not Started
Task 29	2:00 PM	3:00 PM	Completed
Task 30	3:00 PM	4:00 PM	In Progress
Task 31	4:00 PM	5:00 PM	Pending
Task 32	5:00 PM	6:00 PM	Not Started
Task 33	6:00 PM	7:00 PM	Completed
Task 34	7:00 PM	8:00 PM	In Progress
Task 35	8:00 PM	9:00 PM	Pending
Task 36	9:00 PM	10:00 PM	Not Started
Task 37	10:00 PM	11:00 PM	Completed
Task 38	11:00 PM	12:00 AM	In Progress
Task 39	12:00 AM	1:00 AM	Pending
Task 40	1:00 AM	2:00 AM	Not Started
Task 41	2:00 AM	3:00 AM	Completed
Task 42	3:00 AM	4:00 AM	In Progress
Task 43	4:00 AM	5:00 AM	Pending
Task 44	5:00 AM	6:00 AM	Not Started
Task 45	6:00 AM	7:00 AM	Completed
Task 46	7:00 AM	8:00 AM	In Progress
Task 47	8:00 AM	9:00 AM	Pending
Task 48	9:00 AM	10:00 AM	Not Started
Task 49	10:00 AM	11:00 AM	Completed
Task 50	11:00 AM	12:00 PM	In Progress
Task 51	12:00 PM	1:00 PM	Pending
Task 52	1:00 PM	2:00 PM	Not Started
Task 53	2:00 PM	3:00 PM	Completed
Task 54	3:00 PM	4:00 PM	In Progress
Task 55	4:00 PM	5:00 PM	Pending
Task 56	5:00 PM	6:00 PM	Not Started
Task 57	6:00 PM	7:00 PM	Completed
Task 58	7:00 PM	8:00 PM	In Progress
Task 59	8:00 PM	9:00 PM	Pending
Task 60	9:00 PM	10:00 PM	Not Started
Task 61	10:00 PM	11:00 PM	Completed
Task 62	11:00 PM	12:00 AM	In Progress
Task 63	12:00 AM	1:00 AM	Pending
Task 64	1:00 AM	2:00 AM	Not Started
Task 65	2:00 AM	3:00 AM	Completed
Task 66	3:00 AM	4:00 AM	In Progress
Task 67	4:00 AM	5:00 AM	Pending
Task 68	5:00 AM	6:00 AM	Not Started
Task 69	6:00 AM	7:00 AM	Completed
Task 70	7:00 AM	8:00 AM	In Progress
Task 71	8:00 AM	9:00 AM	Pending
Task 72	9:00 AM	10:00 AM	Not Started
Task 73	10:00 AM	11:00 AM	Completed
Task 74	11:00 AM	12:00 PM	In Progress
Task 75	12:00 PM	1:00 PM	Pending
Task 76	1:00 PM	2:00 PM	Not Started
Task 77	2:00 PM	3:00 PM	Completed
Task 78	3:00 PM	4:00 PM	In Progress
Task 79	4:00 PM	5:00 PM	Pending
Task 80	5:00 PM	6:00 PM	Not Started
Task 81	6:00 PM	7:00 PM	Completed
Task 82	7:00 PM	8	

It is the goal of Animal Resources & Care to ensure that all employee resignations are handled in a professional manner with minimal disruption to the workplace. This procedure applies to all employees who voluntarily leave their employment. The supervisor's primary functions are to assure that:

- The Director and Human Resources are informed in a timely manner.
- The employee has the necessary contact information to obtain benefits to which the employee is entitled (e.g. COBRA, disability and/or retirement benefits, etc.).
- Organization knowledge & methodologies specific to employee's position, work product, vital statistics, etc. are retained and documented for continuity of services.
- Any County property currently in the employee's possession is returned (e.g. keys, uniforms, laptops, cell phones, badges, equipment, and/or County purchasing & ID cards).
- Computer/network/software and facility access is terminated on the employee's last day of employment.
- The employee is afforded the opportunity to participate in an exit interview.

Voluntary Resignation (Definition)

- A voluntary resignation occurs when an employee submits a written notice of resignation to his/her supervisor.

Employee's Role

- Employees are expected to provide two weeks' notice of resignation, except in cases of unforeseen or health-related emergencies. The employee must provide written resignation notification to his/her supervisor. An email from the employee's Countyassigned email account will suffice.

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General

Last Revised Date: 5/1/22

Supervisor's Role

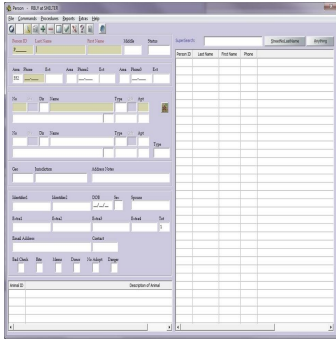
- Upon receipt of an employee's resignation, the supervisor must notify the AR&C Director and Administrative Coordinator by forwarding a copy of the resignation letter to include employee's last scheduled day of work and reason for resignation. Letter must have the supervisor's name and the date and time at which the letter was accepted. A forwarded email from the supervisor will suffice.
- Supervisor shall revoke any elective leave, approved or unapproved, during final two weeks of employment. Only verified sick or approved FMLA leave will be allowed during this period. Date of separation will be moved up accordingly if employee does not report for work during this period, and employee will be recorded as not available for rehire with Alachua County.

STANDARD OPERATING PROCEDURES

General

Employee Resignation

- Supervisor shall meet with employee during final two weeks to document organizational knowledge & methodologies specific to employee's position, verify locations (physical and/or digital) of work product, vital statistics, etc. to ensure continuity of services.
- Supervisor will work with Administrative Coordinator to ensure computer, network, software, and facility access is terminated on the employee's last day of employment.
- Supervisor will coordinate employee's offboarding process up to and including documenting return of all County property currently in the employee's possession (e.g. keys, uniforms, laptops, cell phones, badges, equipment, and/or County purchasing & ID cards).



STANDARD OPERATING PROCEDURES

General

Employee Recognition Program

Procedure No.: B-22

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Purpose

To inspire employees to go above & beyond in their service to the animals and citizens of our community, Animal Resources & Care shall provide opportunities for its employees to be recognized for exceptional work by their colleagues and management.

Methodology

- The objectives of the AR&C Employee Recognition Program are to highlight the work ethics and behaviors the organization would like to see emulated by the employees; to reassure employees that AR&C leadership appreciates employees' ongoing commitment to the department mission & programs; and to demonstrate that leadership values staff who go above & beyond their normal job duties in furthering the vision of Alachua County and Animal Resources & Care specifically.
- An Employee Recognition Program (ERP) Committee will be formed to conduct the Employee Recognition Program.
 - The Committee will consist of:
 - At least two AR&C Supervisors
 - At least one employee from each AR&C team ▪ Celebrations Team members
 - The Committee Chairperson will be the Celebrations Team Coordinator or appointee.
 - The Committee will meet once a month to discuss and vote on incoming nominations for employee awards.
- There are several awards department employees will have an opportunity to earn. These include, but are not limited to:
 - Employee of the Month (selected by the ERP Committee)
 - Employee of the Quarter (selected by the Leadership Team)
 - Employee of the Year (selected by the Leadership Team)
 - Supervisor of the Year (selected by the Leadership Team)
 - Length of Service Recognitions
- Award Descriptions
 - **Employee of the Month** nominations may be submitted by any AR&C employee at any time using the official nomination form. The ERP Committee will make the nomination form available to the department. All nominations received by the 3rd Friday of the month will be reviewed by the ERP Committee during its regularly scheduled meeting at the end of the month. The Committee will vote to select the Employee of the Month. The Committee Chairperson will submit the selected Employee of the Month's name and information to the department Director for

STANDARD OPERATING PROCEDURES

General

Employee Recognition Program

final approval. Once approval is received, the Director will send a departmentwide email announcing and congratulating the Employee of the Month. The Employee of the Month will receive the following:

- Recognition conspicuously placed at the shelter and posted on the department's social media channels
- Certificate of Award
- Gift Card
- Automatic consideration for the Employee of the Quarter award ○
Employee of the Quarter nominations may be submitted by any member of the AR&C Leadership Team. The deadline to submit the official nomination form is the 3rd Friday of the 3rd month of each quarter. All nominations received on time will be reviewed by the Employee Recognition Program Committee during its regularly scheduled meeting at the end of the month. The Committee will vote to select the top three (3) nominations. The Committee Chairperson will send the selected nominations to the Leadership Team for consideration. The Leadership Team members will each vote to select the Employee of the Quarter. Once the votes are tallied, the Committee Chairperson will notify the department Director of the results. The Director will send a department-wide email announcing and congratulating the Employee of the Quarter. The Employee of the Quarter will receive the following:
 - Recognition conspicuously placed at the shelter and posted on the department's social media channels
 - Certificate of Award
 - Gift Card
 - Lunch with the department Director
- Automatic consideration for the Employee of the Year award ○
Employee of the Year and **Supervisor of the Year** nominations may be submitted verbally or in writing by any member of the Leadership Team. Nominations will be discussed only by the Leadership Team at a time of their choosing. The Leadership Team will vote to select an AR&C employee to be Employee of the Year and a Supervisor to be Supervisor of the Year. This selection will be announced by the Leadership Team during the end of the year Employee Appreciation event. Both of these recipients will receive:
 - Plaque
 - Recognition conspicuously placed at the shelter and posted on the department's social media channels
 - A personal letter signed by the County Manager and department Director
 - Gift Card
- Special recognition at the end of the year Employee Appreciation event ○
Length of Service Recognitions will be made of all employees in acknowledgement of the number of years they have worked with the department. This recognition will be done during the end of the year Employee Appreciation event. A special gift will be presented to the newest AR&C employee(s) and to the employee(s) who has been in AR&C the longest.

- The AR&C Director will schedule an end of the year Employee Appreciation event at which the Leadership Team will present the aforementioned awards. This event (i.e., STANDARD OPERATING PROCEDURES

General

Employee Recognition Program

banquet, retreat, etc.) will be a special celebration honoring all Animal Resources & Care employees for a job well done throughout the year. The Celebrations Team will work together with the Leadership Team to plan and conduct this event.

- The Celebrations Team will design an Awards Display Wall which will be conspicuously placed at the shelter. Pictures, names, stories, etc. will be displayed on this wall.
- Employees are not allowed to nominate themselves for an award.
- An ERP Committee member who has been nominated for an award will be excused from voting on that particular award.
- An employee is allowed to receive an award multiple times if selected according to the ERP guidelines.
- Employees will receive a copy of all nomination forms that are submitted on their behalf.
- A copy of the award recipients' Certificates of Award will be placed in the employees' personnel file.
- The Celebrations Team will conduct departmental fundraisers to raise funds needed to cover the costs of the Employee Recognition Program. Unsolicited donations will be accepted as well. All fundraising activities will be approved in advance by the department Director and conducted according to County/departmental policies & procedures.

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5/1/22

A screenshot of a software application window titled "New - 10/1/2022". The interface is divided into several sections. On the left, there are tabs for "New", "Edit", "View", "Print", "Export", and "Import". Below these are various input fields and checkboxes. The main area on the right contains a large table with multiple columns and rows, likely for tracking animal data. The table has headers for "ID", "Name", "Breed", "Color", "Sex", "Age", "Status", "Intake Date", "Adoption Date", "Foster Date", "Transfer Date", "Euthanasia Date", "Notes", and "Photo". The table is currently empty.

Leadership Team Population Management

Procedure No.: C-2

Effective Date: 5/1/22

Last Revised Date:

Purpose

The goal of population management is to provide care, promote animal health, decrease intake, and overall save lives. This involves a team approach of planning, identifying problems, monitoring changes, and responding appropriately. The eventual goal is to become proactive and not reactive to situations as they arise. This, however, will take additional time and staffing.

Methodology

Shelter Rounds

A mainstay of population management is rounds. The purpose of rounds is to ensure each animal is receiving the care and attention they need to move along their pathway. It includes the following tasks:

- Accurate descriptions and photographs for each animal are in Chameleon
- Vaccinations and parasite control were given at intake and follow-ups scheduled/given
- Appropriate follow-up on leads to owner identification (calling names on collar, microchip research, etc.)
- Initiation, monitoring, and/or discontinuation of behavioral and/or medical care
- Movement through shelter with minimal housing changes
- Scheduling of spay/neuter or other medical procedures required prior to adoption
- Foster placement as needed
- Placement Partner contact and/or pick-up for transfers
- Euthanasia – decisions and timeline

(Modified from <https://www.sheltermedicine.com/library/resources/?r=daily-shelter-rounds>.)

It is recommended that rounds are completed daily, and that at least once weekly the Sheltering Supervisor, Shelter Veterinarian, Field Ops Supervisor, and Administrative Coordinator are included.

Pathway Planning

Pathway planning refers to tracking an animal's progress through the shelter from intake (or before) through outcome.

- Adoption

- Puppy Pipeline
- Underage Kitten (Wait 'til 8 or KSD)
- Foster care to adoption
- Home Hold to adoption
- No hold required prior to adoption (RTO)

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STANDARD OPERATING PROCEDURES

Leadership Team

Population Management

- RTF Program
- Bite QT with return to owner
- Bite QT with relinquishment and/or no known owner
- Aggressive & Dangerous Dog Investigations
- Probable Euthanasia
- Immediate Euthanasia for humane reasons

Request Status

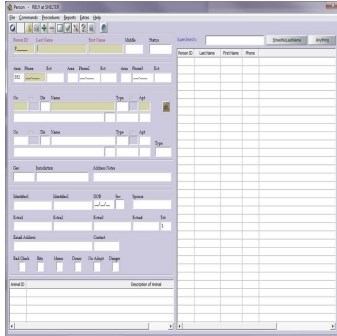
Review Status will indicate what the pathway is for each animal, some statuses will rely on further review to determine outcome.

- MOVEADOPT – Immediately friendly on intake, adoptable once off stray hold and after surgery.
- RTO – Known owner on file and attempting reunification.
- BEHVR EVAL – Nervous/scared/untouchable. Medical Team should be notified as soon as these animals are identified to assist with behavior modification.
- RTF – Healthy, adult cat that will be returned to field after surgery.
- MED OBSERV – Medical condition that is being watched by Medical Team.

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5/1/22

2



Leadership Team

Adoption Event Planning

Procedure No.: C-3

Effective Date: 5/1/22

Last Revised Date:

Holding consistently timed adoption events with local or national nonprofit animal welfare organizations positively impacts our efforts to educate, inform, and maximize involvement of citizens in County government. Adoption events help to move population and keep the shelter within its capacity for care. This process will often include involvement of all team members for new ideas on how to use current popular culture to help generate foot traffic to our shelter. These events can offer lower or no fees for adoption if approved by the department Director.

When planning these events you must take into consideration the time of year, the current population of animals, and the staff and volunteers available to manage. Adoption events require much planning in advertising, social media content, and reaching out to other organizations that wish to be part of our events and would like to help.

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[illegible]Administrative
General

Procedure No.: D-1

Effective Date: 5/1/22

Last Revised Date:

The Customer Service Team consists of five (5) Senior Office Assistants and the Administrative Coordinator that help in the daily operation of the front desk. This team is the first contact for customers entering the building asking for assistance with the many services we offer including adoption, stray intake, licensing, owner surrenders, etc. It is important to greet each customer as they enter the building, to make them feel welcome, and to find out how we are able to assist them.

If all stations are busy, we should still greet each customer, assuring them and acknowledging that they are seen, and letting them know that someone will be available to assist them shortly. If in that short interaction you are made aware of why they have come in and their service request will include filling out one of our forms, please offer them the required form to fill out while they wait for their turn. It is important to be mindful of the Lobby status at all times for safety and compliance with our services. The Lobby should never be left completely unattended.

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A screenshot of a software application window titled "Animal Resources & Care". The interface includes a menu bar with options like "File", "Edit", "View", "Tools", "Help", and "Database". Below the menu is a toolbar with icons for various functions. The main area is divided into several sections: a "New Record" section with fields for "Name", "Sex", "Age", "Breed", "Color", "Status", and "Notes"; a "Find Record" section with a search box and buttons for "Find", "Clear", and "Print"; a "List Records" section with a table of records; and a "Description of Record" section at the bottom.

Administrative

Citizen Contact / Phone Calls & Voicemails

Procedure No.: D-2-a

Effective Date: 5/1/22

Last Revised Date:

Phone calls are frequently the public's first experience with Animal Resources & Care. We want the community to see us as courteous, knowledgeable, and helpful. Phone etiquette is a great place to start.

All incoming calls will be answered with the following greeting: "Animal Resources & Care, this is (YOUR NAME) – How may I help you?" If the caller is asking for someone who is unavailable, inform the caller and ask whether you or someone else can assist them. If the person is available, alert the recipient and forward the call.

Whenever you take a message for someone, the message should include the caller's name, time and date, reason for the call, a call-back number, and the best time to reach them.

All phone calls and voicemails must be returned no later than the following business day. If the call is regarding a matter that you are unable to handle, please make the caller aware that you will transfer their call and send to the following:

- Volunteer/Foster Questions ○ Education Volunteer & Outreach (EVO) Coordinator
- Field Operations Questions ○ General questions and complaints – Dispatcher ○ Current cases – Investigators ○ Major issues – Field Operations Supervisor
- Medical
 - Screen these calls for either the EVO Coordinator if a medical foster question or Administrative Coordinator if it is an adopted pet question.
- Administrative and Public Records Requests ○ Administrative Coordinator ○ See *Procedure B-7: Public Records Requests* for additional information.

Below are a list of questions and answers that are most often received for help with your training.

- *What are your hours?* ○ Tuesday-Saturday 10:30am – 5:30pm. Adoptions end at 5:00pm.
- *Do you offer vaccines?*
 - We have a rabies vaccine clinic Tue-Fri 10:30am – 4:30pm. Rabies vaccines are \$10 and licenses are either \$10 or \$40 per year depending on the pet.
 - Chipped and sterilized = \$10 ▪ Unchipped and/or unsterilized = \$40
- *I need to purchase a license.*

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Administrative

Citizen Contact / Phone Calls & Voicemails

- You can email us your rabies certificate to acas@alachuacounty.us, and we will contact you for payment over the phone OR you can come by the shelter during our normal business hours, and we can assist you with this.
- Cost:
 - Chipped and sterilized = \$10 ▪ Unchipped and/or unsterilized = \$40
- *I need to get a microchip.* ○ We can microchip your pet during normal business hours for \$10.
- *I need to spay/neuter my pet:*
 - We do not yet offer those services to owned animals, but there are some lowcost options in the area (i.e. Humane Society of North Central Florida & St. Francis Pet Care).
- *I need to surrender my pet.*
 - In an effort to ensure that we don't have to euthanize healthy, adoptable animals just for space, we can only accept owner surrenders from Alachua County residents and by appointment. Please send an email to our intake coordinator at acas@alachuacounty.us.
- *I found a stray animal.*
 - Dog
 - Where did you find it? (Need address – must be within Alachua County)
 - If not in Alachua County, finder must return to found county where owner is most likely to go for reclaim. We can scan for a chip here if you would like.
 - What do I need to bring with me?
 - We will need your ID and we have a form for you to fill out.
 - I don't want to bring my ID.
 - Then we cannot take the animal.
 - Cat
 - Where did you find it? (Need address- must be within Alachua County) ▪ Is it ear-tipped?
 - Yes – If uninjured, please put back. If injured, can bring here during normal business hours.
 - No – Can bring in during normal business hours.
 - What do I need to bring with me?
 - We will need your ID and we have a form for you to fill out.
 - I don't want to bring my ID.
 - Then we cannot take the animal.
- *I want to report abuse/neglect to a companion animal.*
 - Let me get you over to our Dispatcher – Transfer call to 3557, talk to Dispatcher to let them know, and then select transfer. If it goes to voicemail, talk to the person again, and get name/number to take back to the Dispatcher.
- *I want to report a loose dog.*
 - Let me get you over to our Dispatcher – Transfer call to 3557, talk to dispatcher to let them know, and then select transfer. If it goes to voicemail, talk to the

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person again, and get name, number, and location seen to take back to the Dispatcher.

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Administrative

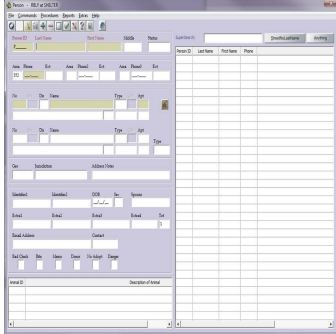
Citizen Contact / Phone Calls & Voicemails

- *I have a raccoon/wild animal in/around my home.*
 - Is it a rabies vector species (e.g. raccoon, fox, skunk, bat, coyote, or bobcat)?
 - Yes – Is it displaying abnormal behaviors (e.g. lacking fear of humans, neurological symptoms, injured, etc.)
 - Please avoid contact with the animal, and I'll transfer you over to our Dispatcher – Transfer call to 3557, talk to Dispatcher to let them know, and then select transfer. If it goes to voicemail, talk to the person again, and get name/number to take back to Dispatcher.
 - No – We do not generally deal with healthy wild animals. Please contact Florida Fish & Wildlife at (386) 758-0525.
- *I want to make a report of abuse to horses or livestock.*
 - In Alachua County large animal issues such as horses or livestock are handled by the Rural Deputy Unit of the Alachua County Sheriff's Office (ASO). They can be reached at (352) 955-1818.

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Citizen Contact / Email

Procedure No.: D-2-b

Effective Date: 5/1/22

All emails to individual employee accounts and general Animal Resources & Care emails (i.e. groups) must be answered by the next business day. If the email is regarding a matter that you are not able to handle, please reply to the email making the citizen aware that you are copying their question(s) to the appropriate team member and CC to the following:

- Volunteer/Foster Questions ○ Education Volunteer & Outreach (EVO) Coordinator
- Field Operations Questions ○ General questions and complaints – Dispatcher ○ Current cases – Investigators ○ Major issues – Field Operations Supervisor
- Medical ○ Screen these for either the EVO Coordinator if a medical foster question or Administrative Coordinator if it is an adopted pet question.

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Last Revised Date: 5/1/22

- Administrative and Public Records Requests ○ Administrative Coordinator

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Administrative

5/1/22

Citizen Contact / US Mail & Package Deliveries

Procedure No.: D-2-c

Effective Date: 5/1/22

Last Revised Date:

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US Mail & package deliveries should be collected and put out every day at the beginning of your shift. When you collect the mail & packages, you need to stamp it with the current date for tracking.

Disperse mail & packages as indicated to Fiscal, Administrative, Field Operations, etc. If there is a request for licensing or renewal, it is the Customer Service Team's job to complete these requests and send the receipt and tag, if applicable, back to the customer.

STANDARD OPERATING PROCEDURES

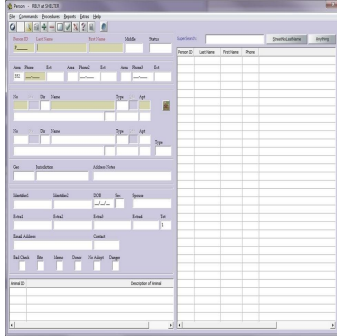
Administrative

Last Revised Date: 5/1/22

Financial / Cash Bag Count

Procedure No.: D-3-a

Effective Date: 5/1/22

The image is a screenshot of a software application window titled "New - 10/1/2022". The window contains a form for recording a cash bag count. At the top, there are tabs for "General", "Details", and "History". Below the tabs, there are several input fields and checkboxes. The "General" tab is active, showing fields for "Date", "Time", "Location", "Shift", "Bag", and "Count". There are also checkboxes for "Initial", "Final", and "Total". The "Details" tab shows a table with columns for "Date", "Time", "Location", "Shift", "Bag", and "Count". The "History" tab shows a table with columns for "Date", "Time", "Location", "Shift", "Bag", and "Count". The form is designed to track cash transactions and bag counts over time.

At the beginning and end of each shift you must count the cash bag and initial the sheet inside. This bag is used to allow for us to make change for cash payments. When this bag is full of only large bills, we must take this money to the bank to exchange for smaller bills. It is important to make sure we end each shift with the same amount in this bag to know we have given the correct change to the customer.

STANDARD OPERATING PROCEDURES

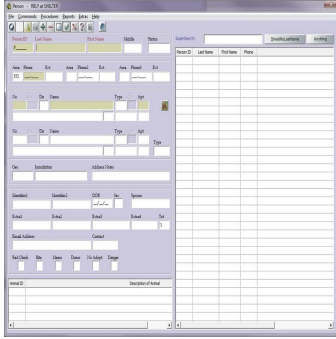
Administrative

Last Revised Date: 5/1/22

Financial / Bank Deposit

Procedure No.: D-3-b

Effective Date: 5/1/22

A screenshot of a bank deposit slip form. The form is titled "Deposit Slip" and includes fields for "Date", "To the order of", "Pay to the order of", "For deposit only", and "Total". There are also checkboxes for "Cash" and "Check". The form is designed for recording deposit transactions.

At the end of each day you must count cash and checks to fill out the AR&C bank deposit slip and attach to these payments. See *Procedure D-3-d: Payment Closing* for additional information. This deposit is taken to the bank twice a week before we open on a rotating schedule. Before leaving, you must re-count each deposit you are taking to ensure accuracy.

STANDARD OPERATING PROCEDURES

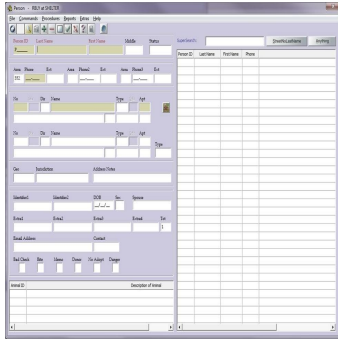
Administrative

Last Revised Date: 5/1/22

Financial / Credit Card Machine

Procedure No.: D-3-c

Effective Date: 5/1/22



To use the credit machine you will press **Sale**, enter the amount you are wishing to charge the customer, and select **Enter**. Insert the card and allow the machine to process. It will offer to print a customer receipt, select **Yes**. You will staple this credit slip to the paper receipt we give to the customer. If you take payment by card, be sure to write the paper receipt number onto the signed slip for our records.

End of Day Reports

- Print from the credit machine in Reports > Print Reports ○ Tran Details ○ Batch Totals
- After the totals are confirmed, you will select **Close Batch** and two reports will print out.
 - This will be taped to the last page of the Cash Box Closing Report.

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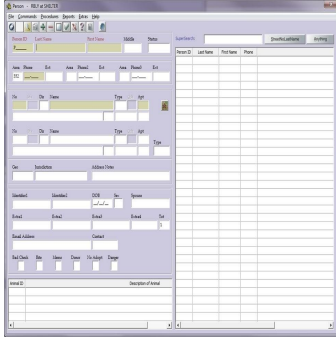
Administrative

Last Revised Date: 5/1/22

Financial / Payment Closing

Procedure No.: D-3-d

Effective Date: 5/1/22



Reports – Computer

- Cash Box Closing
 - While in Chameleon, you will need to run the Cash Box Closing for Today report. To do this you can either **press F3** or select **Reports** from the tabs at the top of the window and then select **Cash Box Closing Report**.
 - This report will detail receipts and amounts taken in by each person during the day. It also gives a total of what came in sorted by cash, check, and credit.
 - You will use this report to verify all the totals kept in the drawers by adding up the checks, credit slips, and cash.
- Account Code Report
 - This information is what is transferred onto the transmittal using the letter codes.
 - Tags are different and will need to be added up by type.
 - Sterile/Chipped
 - Adopt License ▪ Non-sterile/non-chipped ▪
 - Etc.
 - Add these and enter the number (#) of tags sold into the right column and the amount total in the bottom next to AH.

Credit and Credit Reports

- All the credit slips signed during the day will need to be taped to paper in order to be scanned. Usually about four to a paper.
- Print from the credit machine in Reports > Print Reports:
 - Tran Details
 - Batch Totals
- After the totals are confirmed, you will select **Close Batch** and two reports will print out. This will be taped to the last page of the Cash Box Closing Report. **Cash**
- Add the total in each drawer and verify with report.

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Administrative

Last Revised Date: 5/1/22

Deposit Slips

- Fill in a deposit slip with: ○ Currency = Cash ○ Checks = Individually listed
- Also fill out the AR&C Deposit form with Log No. as the Receipt # minus the year (e.g. "R18").

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Administrative

Financial / Payment Closing

Transmittal

- Using the information from above, you will transfer the information onto the transmittal. Put today's date in the top and range of receipts minus the year (e.g. 3900-3912).
- Tag Numbering
 - Using the daily tag report, you will look to see the sequence of tags sold.
 - E.g. L18-000001
 - L18-000002
 - L18-000003
 - L18-000009
 - L18-000010
 - L1-000011 ○ These would be entered on 2 lines:
 - 000001-000003
 - 000009-000011

Once all of this has been completed and the transmittal has been completed, you will scan all of this in **TIF** format to the Transmittals folder with the date as the title.

- The location of this folder is V:\public\ADMINISTRATION\TRANSMITTALS.
- Make sure this includes:
 - Transmittal ○ Cash Box Closing Report ○ Account Code Report ○ AR&C Deposit ○ Credit Machine Receipts and Reports ○ By phone payments received

STANDARD OPERATING PROCEDURES

Administrative

Intake / General

- **Person** – Here you will collect the finder's ID and enter all information required. See *Procedure B-15: Chameleon Introduction* for additional information. You **MUST** have an ID to intake an animal; if they refuse then we cannot take.
- **Type** – This is where you will fill in how the animal came to our facility such as a Stray, Owner Request Euthanasia, Disposal Request, etc. You can **select F4** to see all options.
- **Subtype** – When working at the front desk, this will usually be OTC (Over the Counter) meaning the animal came through the front desk. ○ **Date** – You can use **F5** to fill in the current date and time. For the Due Out date you will use the spreadsheet provided to calculate. For example:
 - If the animal is a dog and has no owner-identifying information, then there is a three (3) shelter business day stray hold waiting for an owner to come forward.
 - If the animal is a dog with owner-identifying information (e.g. registered microchip, ID tag, etc.), then there is a five (5) shelter business day stray hold.
 - If the animal is a puppy under five (5) months of age and has no owner-identifying information, then there is no hold for live release.
 - If the animal is a cat and has no owner-identifying information, then there is no hold for live release.
 - If the animal is a cat with owner-identifying information (e.g. registered microchip, ID tag, etc.), then there is a five (5) shelter business day stray hold.
 - Bite holds/quarantines are 10 days from/including date of bite.
 - Holidays and other days that AR&C is closed are not counted as a shelter business day.
- **Crossing** – This section is where we put an address for where the animal came from. Some people will say it wandered to their house or that they found it at a business. If this is a cat, we must have an exact address as the cat will likely be returned as a community cat.
 - We will not take in stray animals without an address or crossroads of where they were found.
- **Jurisdiction** – When verifying the address of where the animal came from, this will be the zip code.
- **Sterile on Intake?** – This will either be Sterile, Intact, or Check. If you cannot verify that the animal is sterile, you will need to select Check.
- **Scanned on** – This will either be Yes, chipped; Yes, no chip; or Unable to Scan.
- **By** – Here you will enter your initials acknowledging that you are the person to enter this animal's information.
- **Note** – This is where you need to include any important information given to you by the finders, including personality/behavior notes, etc. Also include how the animal was acting in the Lobby, these notes are to help with pathway planning for incoming animals.

After all this information is entered, you will **select F9** to store the new intake and radio for kennel/medical staff that you have an animal in the Lobby for intake.

STANDARD OPERATING PROCEDURES

Administrative Intake / General

i. **Hold Periods**

- When intaking an animal there are several factors to consider for their Stray Hold period. There is no hold for an owner surrender. The day the animal comes in is not counted in these holds.
- If the animal is a dog and has no owner-identifying information, then there is a three (3) shelter business day stray hold waiting for an owner to come forward.
- If the animal is a dog with owner-identifying information (e.g. registered microchip, ID tag, etc.), then there is a five (5) shelter business day stray hold.
- If the animal is a puppy under five (5) months of age and has no owner-identifying information, then there is no hold for live release. ○ If the animal is a cat and has no owner-identifying information, then there is no hold for live release.
- If the animal is a cat with owner-identifying information (e.g. registered microchip, ID tag, etc.), then there is a five (5) shelter business day stray hold.
- Bite holds/quarantines are 10 days from/including date of bite. ○ Holidays and other days that AR&C is closed are not counted as a shelter business day.
- Protective custody (i.e. cruelty cases) and Aggressive or Dangerous Dog investigations will generally be entered with a Due Out date of one month and will be assessed regularly to ensure compliance with pathway planning. See *Procedure C-2: Population Management* for additional information.

ii. **Two Week at Home Hold**

- If a finder is willing to house an animal but does not want to take on full financial responsibility for this animal, they can sign up to be a foster.
 - In order to become a foster they will need to have an approved application, sign the foster agreement, and be counseled on the policies and procedures of an AR&C Foster Parent.
 - All animals in their home need to be up to date on rabies vaccines and, depending on the animal they are bringing in, may need to have the ability to keep them isolated.
 - If a finder is interested in housing a found animal, they must bring the animal to our facility and allow us to give vaccinations and check the medical condition.
 - If the animal seems to be in good health and does not require medical attention, then housing the animal in their home may be the best option.
- When the animal is brought to the shelter we must:
 - Scan for a Microchip (and note results in Chameleon).
 - Take a picture.
 - We must have 2 quality photos to include a side-view showing head to tail and one of the front/face.
 - Call kennel or medical staff to vaccinate, microchip, and heartworm test (and note results in Chameleon).
 - Post found animal online (AR&C Facebook & Gainesville Pet Finder).

STANDARD OPERATING PROCEDURES

Administrative Intake / General

- We will only include gender, approximate age, and suspected breed. The owner will need to identify the animal with pictures, where lost, and any other specifics.
 - When posting make it clear that the owner needs to contact us directly and not through Facebook or other means.
 - Enter the animal's information into Chameleon and mark their location as FOSTER.
 - Also enter all the correct contact information and address for the finder into our system.
 - Be sure to verify ID and address.
 - Print out the animal information to post in the Lobby.
 - Verify the finder understands that they will need to schedule an appointment with us at the end of the stray hold period for sterilization and booster vaccines.
- The stray hold period for an animal that has not entered our system will be for 14 calendar days and the Home Expire needs to be set for this time period. If the finder would like to adopt the animal after the stray hold is up, they are welcome to officially adopt after the two-week period with no adoption fee. iii. **Returns** ○ After an adoption the adopter is able to process a return within 15 days. ○ For a full refund the adopter must prove that the animal had a medical condition that we did not alert them to at the time of adoption. ○ If the return is for good cause (e.g. did not do well with animals in home, medical condition, etc.) and we feel the adopter would still offer an opportunity for a shelter pet to have a good life, they are able to adopt another pet that is available.
 - If the return is for a reason that they were either warned about or of the type that is expected with an animal adoption (e.g. too energetic, not housetrained, jumps, etc.), then they have a 90 day wait period before being allowed to adopt with us again. ○ If the person is wishing to return a pet after the 15 days, they would fall under the Owner Surrender procedure depending on each situation.
- iv. **Sick or Injured** ○ If an animal comes in with an obvious injury or illness, take the finder's information and give them an intake form.
- While they are filling out their information, alert medical and kennel staff of the incoming animal including type of injury/illness and, if possible, the origin.
 - If the animal needs immediate attention, call for medical personnel to come to the Lobby to assess while you collect the information for processing an impoundment and generating an animal number.
- v. **Behavioral Issues** ○ If an animal comes in with an obvious behavioral issue, such as growling and lunging at staff or customers, take the finder's information, move them from the main Lobby, and give them an intake form.
- While they are filling out their information alert medical and kennel staff of the incoming animal including type of behavior noted.

STANDARD OPERATING PROCEDURES

Administrative

Intake / General

- If the animal needs immediate attention, call for kennel personnel to come to the lobby to assess and call for assistance while you collect the information for processing an impoundment and generating an animal number.
- If the animal is posing an immediate threat to the finder or other customers, call for assistance from medical, kennel, or field operations personnel with a catch pole if needed.

vi. **Animal Bites**

- If you are taking in an animal for a bite, collect the customer's information and evaluate whether the animal is posing a threat to other customers or pets in the Lobby. See *Behavioral Issues* above for additional information. ○ Intake the animal following the general intake procedures and request kennel staff to collect the animal for quarantine making sure to alert them of the situation prior to collection.
- Complete a Bite Report with the victim following the Bite Report instructions attached to the form.
- Let the victim know that the Health Department will contact them if any further action is required.
- After the customer leaves, fax this information to the Health Department.
- Staple the fax receipt to the Bite Report and take back to the Dispatcher for additional processing and proper filing.

vii. **Deceased**

- It is common for individuals not to have the resources to dispose of a deceased pet; Animal Resources & Care can help with this. ○ If a customer needs to dispose of a deceased pet, you need to collect all of the same information as a normal intake and process as **DISPO REQ** in the **Type** field.
- This service is \$10, and you will need to run a receipt for this transaction.
- After you have completed the intake process in Chameleon, call for a kennel technician to come and collect the pet or suggest the customer meet kennel personnel at the back loading dock.

- #### viii. **Pet Handling and Restraint**
- Handling must always be as humane as possible and appropriate for the individual animal and situation. ○ The minimal amount of physical restraint needed to accomplish the task without injury to people or animals should be used. ○ Humane handling requires an appraisal of each animal's behavior as they enter the shelter.
 - On intake it is important for staff to scan each animal for a microchip; this might be done by the Customer Service Team and requires knowledge of behavior and following safety procedures. See *Procedure E-5-e: Microchip Scanning* for additional information.
 - It is also common for loose animals to be around the front lobby due to many factors. Please stay mindful of your and our customers' safety at all times in these scenarios.

STANDARD OPERATING PROCEDURES

Administrative

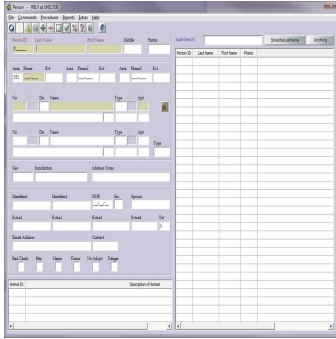
Intake / General

- ix. **Behavior Notes** ○ Included in every intake should be a note on behavior of the animal with the finders. This is used by staff that handles the animal after you and to help place the animal in an appropriate home.
 - Notes should include anything related to health (diarrhea or vomiting noted), interactions with other pets (good with cats or other dogs), and interactions with other people and children.
 - All of this information can help move the animal through our system more quickly and efficiently.

STANDARD OPERATING PROCEDURES

Administrative

Intake / Animal Intake Processing / Stray



Procedure No.: D-4-b-i

Effective Date: 5/1/22

Last Revised Date: 5/1/22

When someone brings in a stray animal, first we need to find out:

- Is this your owned animal?
- If a cat, does it have a tipped ear?
- Does the animal have a chip?

The outcome will change if the answer is “yes” to any of these questions.

Owned Pet

- See *Procedure D-4-b-iv: Owner Surrender* for additional information.

Ear-tipped

- If the incoming cat has an ear-tip, that means it is a community cat and should be returned to where it was found.
- If the finder refuses, we will release by an Officer.

Chipped

- If the pet has a chip, we will need to research while the finder is present to see if we are able to have them reunite and to verify that they are not the owner turning in their own pet.
- If an owner is contacted, see if they would like the finder to bring back and reunite them or if they would like us to intake and reclaim later.
- If the finder takes the animal back, we must ensure we have all of their current and up-to-date information and ID on file first.

No ID or Eartip

- Collect the finder's ID and give them the Stray Intake form to fill out.
- Once they have completed the form, you will need to go over the information with them and verify the pickup location is an exact area.
- Enter the pet information into the kennel screen in the Temp Hold kennel.

Administrative

- Alert the finder that if this is an adult cat, the cat will be returned and that they have the option to pick up and release themselves if they prefer.

Procedure No.: D-4-b-ii

Last Revised Date: 5/1/22

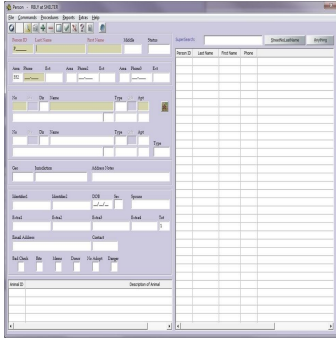
- Scan for Microchip
 - If we find a chip, we will research and attempt to reunite this puppy with its owner(s).
 - If we do not find a chip, we will continue the intake process.
- Check their teeth to be sure they are under 5 months old.
 - Check to see if the puppy still has their baby teeth or adult canines. If they have adult canines, they are over 5 months of age.
- Take quality pictures and send to the local Placement Partners in a group text asking if they are able to pull this puppy by the end of the day.
 - First to claim in group text will have priority.
- Intake the puppy into Chameleon with all the finder's information, location found, and picture. The kennel number will be **SC09** (Labeled **FISCAL OFF**)
- Ask kennel staff to give intake vaccines and place puppy in a clean crate in our temporary holding zone.

*****Do not allow puppy to go anywhere but Lobby and temporary holding area – not surgery.*****
- When a Placement Partner decides to pull, we need to be sure to include a copy of the medical report to show they were vaccinated at our shelter.

1

STANDARD OPERATING PROCEDURES

Administrative

A screenshot of a software application window titled "Intake / Animal Intake Processing / Underage Kittens". The interface includes a top menu bar with options like "File", "Edit", "View", "Tools", "Help", and "About". Below the menu is a toolbar with icons for various functions. The main area is divided into several sections: a left sidebar with a tree view, a central form area with numerous input fields and checkboxes, and a right-hand table with multiple columns for data entry. The form fields are organized into sections, some with labels like "Animal Information" and "Owner Information".

Intake / Animal Intake Processing / Underage Kittens

Procedure No.: D-4-b-iii

Effective Date: 5/1/22

Last Revised Date: 5/1/22

When a person brings in underage kittens, the following options are available.

Kitten Shelter Diversion

It is best for kittens to remain with their mother. Take every opportunity you can to educate the public to not Cat-nap the Kittens! If the situation for the kittens has made the mother an impossible option, meaning deceased or otherwise unavailable and the kittens are clearly deteriorating, then we are needed to assist. In an effort to keep underaged kittens out of the shelter, we can provide resources to enable the finder to care for the kittens until they are eight (8) weeks of age and ready for surgery and subsequent adoption.

Operation Catnip Kitten Shelter Diversion

This program has no cost and is designed to help caregivers with underage kittens receive proper medical care and resources for raising kittens. Once they are eight (8) weeks of age, they are sterilized and ready to be rehomed through the caregiver and do not ever need to come to our shelter.

<https://ocgainesville.org/kitten-shelter-diversion>

Wait till 8 (Finder Foster)

This is a foster-based program through our shelter where we offer all the medical care and supplies needed to keep the kittens in the finder's care until they are eight (8) weeks of age and ready for surgery. It is crucial to kitten wellbeing to explain the seriousness of kittens not coming into an open admission shelter and to empower the citizen to continue their efforts in "saving" the underaged kittens they have brought in. Explain that once the kittens are sterilized, they are put up for adoption in our shelter.

* See infographic on the following page for more information.

DON'T CAT-NAP THE KITTENS!



**Found newborn kittens? Wait!
Mom may be nearby, searching
for food (or hiding from you).**

When kittens are very young, their best chances of survival are with their mom.

If the kittens are in an unsafe location, appear distressed or mom hasn't returned after several hours, first make sure they're warm, and then reach out to your local shelter or rescue group for help.



Check out kittencoalition.org
and kittenlady.org for care
and feeding tips.

The screenshot shows a software window titled 'Intake' with a menu bar (File, Commands, Database, Search, Data, Help) and a toolbar. The main area is divided into several sections: 'Intake' (with fields for Date, Time, Sex, Age, Breed, etc.), 'Intake Details' (with fields for Intake Date, Intake Time, etc.), 'Intake Status' (with fields for Intake Status, Intake Reason, etc.), and 'Intake Notes' (with a text area for notes). There are also buttons for 'Intake', 'Intake Details', 'Intake Status', and 'Intake Notes'.

STANDARD OPERATING PROCEDURES

Administrative

Intake / Animal Intake Processing / Owner Surrender

Procedure No.: D-4-b-iv

Effective Date: 5/1/22

Last Revised Date: 5/1/22

If an owner needs to surrender their pet, we follow this two (2) week minimum process that will allow for us to plan an outcome depending on their current circumstances.

When we are first contacted by an owner needing assistance, we should first have a conversation as to why the animal needs to be rehomed and offer the many resources that Alachua County has to offer.

Need help with food: Pet Food Pantry

Need help with housing that allows pets: Pet friendly housing options

Need help with low-cost medical care: Local low-cost clinics

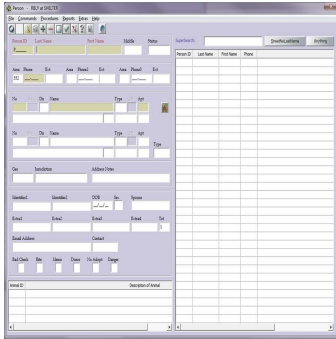
If the person still needs assistance with rehoming, we need to take their email address and send them the resources above along with our owner surrender letter that details our process and an incoming pet profile. If the person does not have access to email, we can offer to send via US Mail, or they can come in and pick up the information. **Intake Procedures**

Prior to scheduling, owner must provide the following:

- ID and address verification of Alachua County residency.
- All medical paperwork for pet, this includes microchip information and sterilization status.
- At least 2 quality pictures.
- Owner Surrender Profile

Once we have received all of the above, we will plan for them to come in during normal business hours. When the animal is brought to the shelter we must:

- Scan for a Microchip (and note results in Chameleon)
- Enter the animal's information into Chameleon and mark them with status **AVAILABLE**
 - The animal ID and Person ID should already be made. Be sure to verify all the correct contact information, address, and ID for the owner into our system.
- Check medical for current vaccinations and inform kennel staff of their needs.
- Make a note on the owner (Person ID) of a surrender on this date.
- Call for kennel staff to collect.



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STANDARD OPERATING PROCEDURES

Administrative

Outcome / Adoption

Procedure No.: D-5-a

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Placing our amazing animals in new homes is one of the most rewarding and most challenging assignments in animal welfare.

Guidelines for adoption procedures and the handling of adoption applications ensure that potential adopters are given an equal opportunity to adopt. The Customer Service Team is responsible for adhering to adoption procedures, for reviewing and approving or declining adoption applications, and for handling adoption contracts and fees.

- Start with the Kennel Screen by selecting the Windows tab and then Kennel. This will bring up the Kennel Screen (shown below).

- Then you will need to find the animal that is being adopted. You can do this by entering the **Animal ID** (blue box outline above), the **Kennel No** (red box outline above), or the **Animal Name** (green box outline above), depending on what the adopter provides.

STANDARD OPERATING PROCEDURES

Administrative

Outcome / Adoption

- **Select F12** to find the animal. This will populate the kennel screen with all information including when the animal was brought in, by whom, medical report, notes, etc.
- In this screen you can also check if the animal already has a folder made by a note marked in the **Extra2** field. If this field is marked, you will need to go to the bins to find the corresponding folder for this animal. They are in organized by animal number.
 - **If there is no folder made, you will need to make one following the instructions in *Folder Making* below.**
- Next you will need to print out the Medical Report for this animal and walk through this with the adopter.
- While still on the Kennel Screen you will click the caduceus symbol (red box outline below) that will bring up the Treatment Screen



- Here you will select Reports (blue box outline above) and select Print Medical Report from the drop-down menu. After you have gone over this information with the adopter you can add this report to their folder to take to their veterinarian.

(Continued on following page)

STANDARD OPERATING PROCEDURES

Administrative

Outcome / Adoption

Rabies Certificate/License/Tag Entry

- Next you will need to pop-up the Tag Screen by **pressing F4**. This will bring up the Tag Screen with the animal information.

The screenshot shows the 'NHEALEY at SHELTER' software interface. The 'Tag' button in the top menu bar is highlighted with a red box. A red arrow points from this button to the 'Tag' field in the 'Intake Information' section. The 'Tag' field is currently empty, and the 'Tag Type' is set to 'CURRENT'. Other fields include 'Person ID', 'Animal ID', 'Tag No', 'Tag Type', 'Subtype', 'S/N', 'Zip Code', 'Status', 'Problem Code', 'Tag Date', 'Term', 'Tag Exp', 'Brand', 'Vet ID', 'Lot No', 'Lot Exp', 'Product', 'Vac Date', 'Term', 'Vac Exp', 'Clinic', 'Batch No', 'LockBox ID', 'Extra2', 'Extra3', 'Extra4', 'Price', 'Receipt No', 'Person ID', and 'Animal ID'.

- Here you will need to change the Person ID to the adopter's information. See *Procedure B-15: Chameleon Introduction* for additional information. Clear the field, pop-up (**F4**) on the Person ID, and change it for both the Microchip and Rabies/License.
 - Hint: You can use the **F6** button to pull up previous entries and to easily find the Person ID information you used recently.
- To enter the rabies information you will need pull a new license from the drawer and enter the information. For the vaccine, refer to the information that is currently being used for this injection (i.e. Lot No & Lot Exp).

Vaccine	Cert No	Lot No	Lot Exp	Extra1
PFZ	12060	262281	4/16/19	NOBIVAC
Vet ID				
G000002 ALACHUA COUNTY ANIMAL SERVICES 2646870				

- Once the information is entered you will store with **F9**. Then you will also need to print out the Rabies Certificate to add to the Adoption Folder.

(Continued on following page)

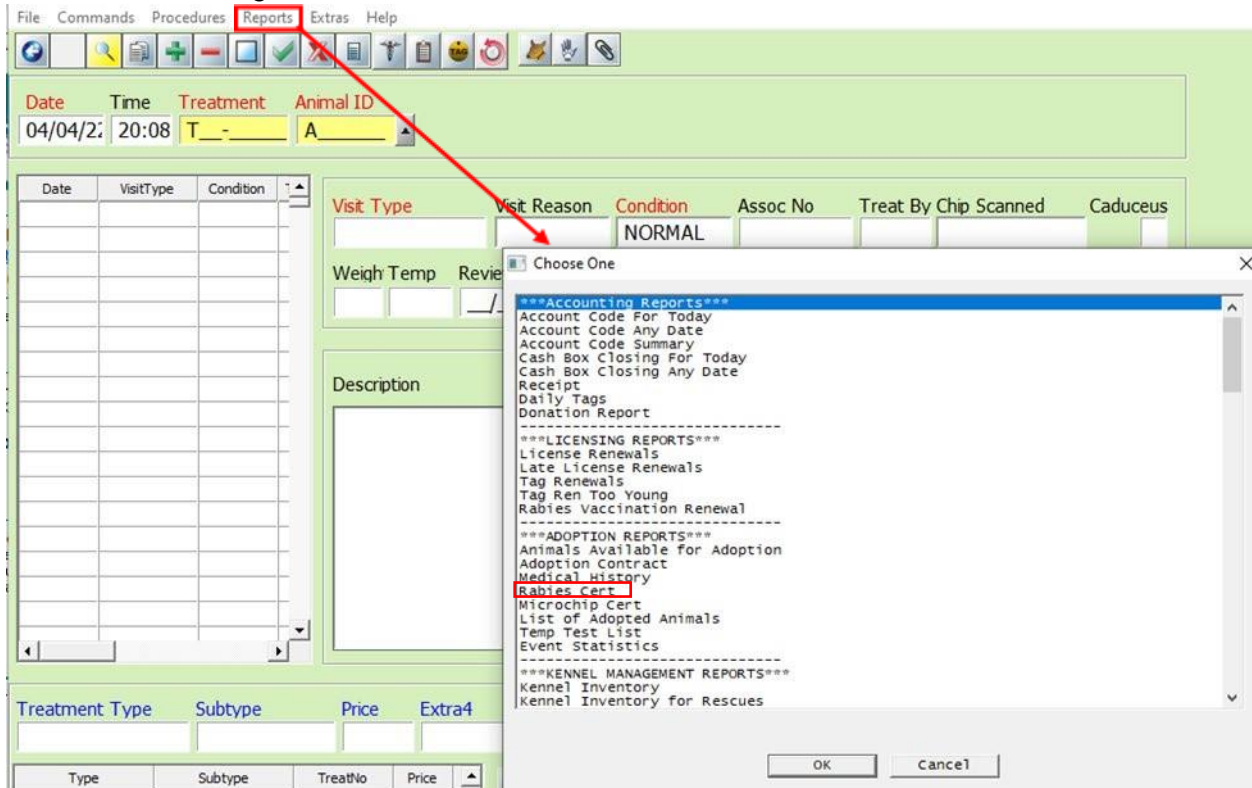
STANDARD OPERATING PROCEDURES

Administrative

Outcome / Adoption

Print Rabies Certificate

- Next you will need to print the Rabies Certificate by selecting Reports (red box outline below) and then Rabies Certificate from the drop-down menu. This must be completed from the Tag screen.



- After you have printed the rabies certificate, changed the microchip and rabies into the adopter's name, and verified all information is correct you will press **Enter** to continue back to the Kennel Screen.
- Be sure that the Tag No is in the tag box and chip info is in Other ID on the Kennel Screen.

Tag	Other ID
L18-011621	981020025

- To accomplish this, make sure that you are on the Tag information when you hit enter and bring the information over. You will need to copy the chip ID and paste in Other ID field.

(Continued on following page)

Administrative
Outcome / Adoption

- In the Outcome Information section you will change the Person To information to the adopter's name.

- Here you will either find or enter the adopter's information (blue box outline above). See *Procedure B-15: Chameleon Introduction* for additional information.
- Then you will continue to fill in the information along this row with Type being **Adopt_ACAS** (this has a pop-up (**F4**) list option as well), date (**F5** will autofill this) (green box outline above), and **By** with your initials (red box outline above).
- When all of this has been updated to the adopter's information you will notice that the top left square is now Yellow in color. This means there is a modified field that has not been saved.



STANDARD OPERATING PROCEDURES

Administrative

Outcome / Adoption

- Here you will press **F8** to update this screen which will effectively “Adopt Out” the animal from our system. The yellow box should turn green when saved with no errors. If there is an issue an error box will appear with an explanation.

Receipt/Payment

- Now you will pop-up (**F4**) on the Receipt No to take you to the Receipt window.

The screenshot shows the 'WILLIAMS at SHELTER' software interface. The 'Receipt' window is open, displaying various fields for animal intake and outcome information. A red arrow points to the 'Receipt No' field in the 'Outcome Information' section. The bottom of the window shows a 'Total Due' section with fields for Cash, Check, Credit, Tendered, Card No, Exp, Auth, Trans, Change, and Balance.

- Here the screen should automatically bring over the Rabies Tag/License and the Microchip information listed. Then you will need to add the adoption in Item Code.

The screenshot shows the 'WILLIAMS at SHELTER' software interface with the 'Receipt' window open. A 'Choose One From INVENTORY' dialog box is displayed, listing various items and their prices. The 'Receipt' window shows fields for Receipt No, Date, ReferenceNo, Person ID, Received From, Jurisdiction, Extra1, Extra2, and Comment. The bottom of the window shows a 'Total Due' section with fields for Cash, Check, Credit, Tendered, Card No, Exp, Auth, Trans, Change, and Balance.

Administrative
Outcome / Adoption

- [illegible]

- ***Be sure to press Enter and F8 to update the Kennel Screen with the receipt number now filled in.***

STANDARD OPERATING PROCEDURES

Administrative

Outcome / Return to Owner / Reclaim Fees

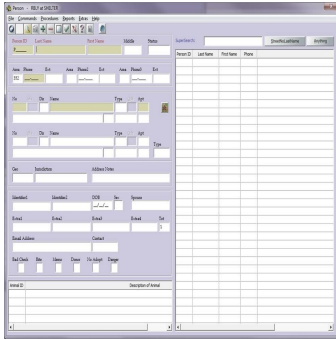
Procedure No.: D-5-b-i

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Reclaim Fees (*Total of all applicable fees listed below*)

- Intake vaccinations (mandatory) \$10.00
- Parasite Treatment (mandatory) \$10.00
- Microchip (mandatory if deficient) \$10.00 •
- Rabies vaccination (mandatory if deficient) \$10.00
- County license/tag:
 - Sterilized & microchipped (mandatory if deficient) \$10.00 ○
 - Unsterilized and/or un-microchipped (mandatory if deficient) \$40.00
- Boarding (mandatory for each day after initial day of impoundment) \$10.00/day
- Bite Quarantine (mandatory for each day of impoundment) \$15.00/day •
- Emergency medical/veterinary expenses Cost incurred



1

STANDARD OPERATING PROCEDURES

Administrative

Outcome / Return to Owner / Process & Options


Procedure No.: D-5-b-ii

Effective Date: 5/1/22

Last Revised Date: 5/1/22

When we are reclaiming an animal, the customer must first go with a Kennel Tech to positively identify the lost animal. We can look up by breed and see if we have anything that matches to give us a clue, but the person must see the animal before we can start this process.

- Once we have a positive identification of the animal, the Kennel Tech will give the location of the animal. Use this to pull the animal up by entering the location in Kennel No and pressing **F12**.
- Depending on what has happened and how long the animal has been in our possession, we will need to price out the reclaim fees. Print out the Medical Report and see what the Medical Team and others have done.

JASON'S MEDICAL HISTORY			
			
A627447 37.50LBS DOG TAN / WHITE N BOXER			
<div>9/25/2020</div>			
INTAKE VACC	NORMAL	37.50LBS	Treated by: ML
9/25/2020 DA2PPV Bordetella Nasal Strongid Effitix mlenkiewicz			

- This example shows that we gave Intake Vaccines and Parasite Treatment (Strongid,

Effitix & Ivermectin) – these are \$10 each. Next, it shows that medical gave the animal a
STANDARD OPERATING PROCEDURES

Administrative

Outcome / Return to Owner / Process & Options

Rabies Vaccine – another \$10. Be sure to enter this information in the Tag Entry window to print a Rabies Certificate.

- This also shows that the animal did not have a Microchip. All animals that come into our facility must leave with a Microchip. This is another \$10.

9/29/2020			
EXAM-VET	NORMAL	37.00LBS	Treated by:
Date:9/29/20			
Sex:IM			
Age:1 yr			
Weight:37#			
Microchip:none found implanted chip #981020037564924			
Physical examination:			
- Externaly normal IM BTD. Heart and lungs WNL. Remainder of exam NSF.			
Behavior:			
- Kennel:timid			
- Leash:nervous bet will walk			
- Exam:Nervous but friendly			
Diagnostics:			
- HW test: negative			
Treatments:			
- Rabies vaccination given SC RH			
- Ivermectin PO			
- Strongid PO			
Examination performed by Dr. Fitzpatrick			
Healthy			
HRT-WRM-T-D/C NEG			
RABIES VACCIN 366861			

- This animal would also need to buy a County license/tag if it resides within Alachua County.
- And say, for example, this animal had been in the shelter for 5 shelter business days beyond the initial day of impoundment, the total would look like this:

Intake vaccinations	\$10.00	○
Parasite Treatment	\$10.00	○
Microchip	\$10.00	○
Rabies vaccination	\$10.00	○
County license/tag	\$10.00	○
Boarding	<u>\$10 x 5 days = \$50.00</u>	
	\$100.00	

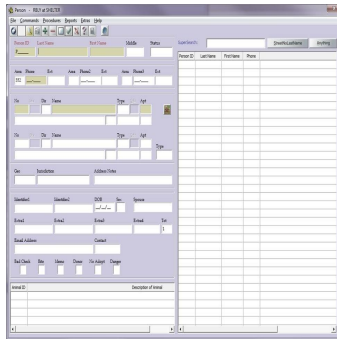
- If the animal is not sterile, it would have required the \$40 license which would have brought the total to \$130. We are able to offer sterilization and to **RTO/Adopt** the animal STANDARD OPERATING PROCEDURES

Administrative

Outcome / Return to Owner / Process & Options

back to the owner for the adoption fee of \$40 alone. This would help them and the animal and should always be encouraged.

- There are other instances, if approved by the Director, where we are able to adopt out the animal instead of charging the individual reclaim fees. This depends on the individual circumstances of the case.
- When this person leaves, they should now have a receipt, a license, microchip information, and a rabies certificate.



STANDARD OPERATING PROCEDURES

Administrative

Outcome / Return to Owner / Cite on Reclaim

Procedure No.: D-5-b-iii

Effective Date: 5/1/22

Last Revised Date: 5/1/22

If a pet is to be reclaimed and there is a citation for the owner upon reclaim, your Kennel Screen should show a **Hold**, **CITE** in the hold Request field, and a **CITE ON RECLAIM** note in the comments section, as seen below.

Kennel - WILLIAMS at SHELTER

File Commands Procedures Reports Extras Help

Search Back: cbsmith 2022-05-04 15:58:42.013

Impound No	Litter No	Tot	Kennel No	Status	Sub Status	Tag	Microchip No	Activity No
K22-001029		1	M056	STRAY WAI			981020041	A22-001381

Animal ID: A647695 Brown N Unknown (M056)

Temp Test: H 2 H

Intake Information

Person: P224011 Affordable Vet Clinic 472-3277 16245 W Newberry Rd Newberry 32669

Type: STRAY Subtype: FIELD Cond: HEALTHY Date: 05/04/22 Time: 12:46 Due Out: 05/12/22 07:00 Review: / / OS Source: OS Reason:

Crossing: 16245 NEWBERRY RD City: NEWBERRY Sterile on Intake? CHECK Scanned on: YES, CHIPPED By: CS Receipt No:

Outcome Information

Person To: P

Type: Subtype: Cond: Date: Time: Weight: E Dose: TQ: E Bottle: TQ Bottle: By: Receipt No:

Special Searches

Type: Sex: Size: Color: Breed: LooksLike: Primary Breed: Collar Color: Collar Type: Markings: Animal Name:

Kennel Lost Foster

PetHarbor.com Other Shelters

Kennel	ImpoundNo	Animal	Type	Size	Sex	Color	Breed	Intake Date	Intake Type	Hold	Request	Out Date	Out Type	Color2	Breed2	Collar Color
M056	K22-001029	A647695	DOG	MED	N	BROWN	UNKNOWN	05/04/22 00:00	STRAY	Y	HOLDNOTIFY					

If you see this, alert the Dispatcher or the Field Operations Supervisor so that an Officer can be available to issue. Once you alert the Field Ops Team, proceed with the reclaim process and payment, but do not call for the pet to come to the front. Hold onto the customer's ID until the Officer is present to use with their citation. After the Officer has been able to issue the citation, you can call for the pet to be brought forward.

STANDARD OPERATING PROCEDURES

Administrative

Last Revised Date: 5/1/22

1

Outcome / Transfer to Placement Partner

Procedure No.: D-5-c

Effective Date: 5/1/22

When a Placement Partner comes in to pick up an animal, verify that it is the correct Animal Welfare Organization (AWO) and that the person picking up is authorized to do so.

- When transferring an animal into a Placement Partner's name you will follow most of the same steps as the adoption outcome process. See *Procedure D-5-a: Adoption* for additional information.
- Transfer the microchip into the organization's Person ID and then in the Kennel Screen put their Person ID in the outcome **Person To** field (red box outline below).

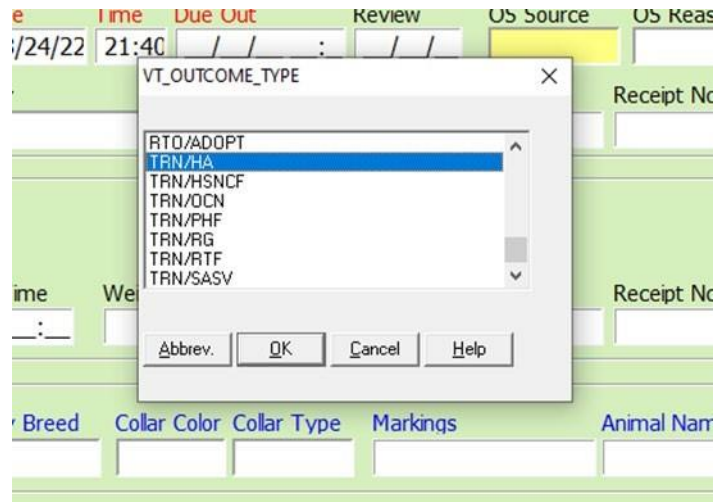
[illegible]

- Then pick the transfer (TRN) option that matches the Placement Partner or use the general **TRN/RG**.

STANDARD OPERATING PROCEDURES

Outcome

Transfer to Placement Partner



- After you have this information transferred into the organization's name, add the date to outcome the pet.

STANDARD OPERATING PROCEDURES

Administrative

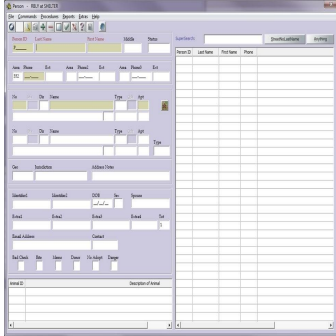
Last Revised Date: 5/1/22

2

Outcome / Community Cat

Procedure No.: D-5-d

Effective Date: 5/1/22

The image shows a screenshot of a software application window titled "Stray Cat Intake Form". The window has a menu bar with "File", "Edit", "View", "Help", and "About". Below the menu bar is a toolbar with various icons. The main area of the window is divided into several sections. On the left, there are fields for "Cat ID", "Name", "Breed", "Color", "Sex", "Age", "Weight", "Height", "Length", "Width", "Depth", "Chest", "Neck", "Tail", "Ears", "Eyes", "Nose", "Mouth", "Teeth", "Claws", "Paws", "Fur", "Skin", "Bones", "Muscles", "Organs", "System", "Status", "Location", "Notes", and "Comments". On the right, there is a table with columns for "Cat ID", "Name", "Breed", "Color", "Sex", "Age", "Weight", "Height", "Length", "Width", "Depth", "Chest", "Neck", "Tail", "Ears", "Eyes", "Nose", "Mouth", "Teeth", "Claws", "Paws", "Fur", "Skin", "Bones", "Muscles", "Organs", "System", "Status", "Location", "Notes", and "Comments". The table has multiple rows, some of which are highlighted in yellow.

Alachua County Animal Resources & Care, in partnership with Operation Catnip, has an established Community Cat Management Program. This program focuses on providing medical exams, vaccination, and spay/neuter for all adult cats that are thriving in their community while reducing unnecessary euthanasia for healthy cats. The information obtained from the Stray Cat Intake Form will help us make the best determination for every cat that comes into our care.

* See Community Cat Management flowchart on the following page for more information.

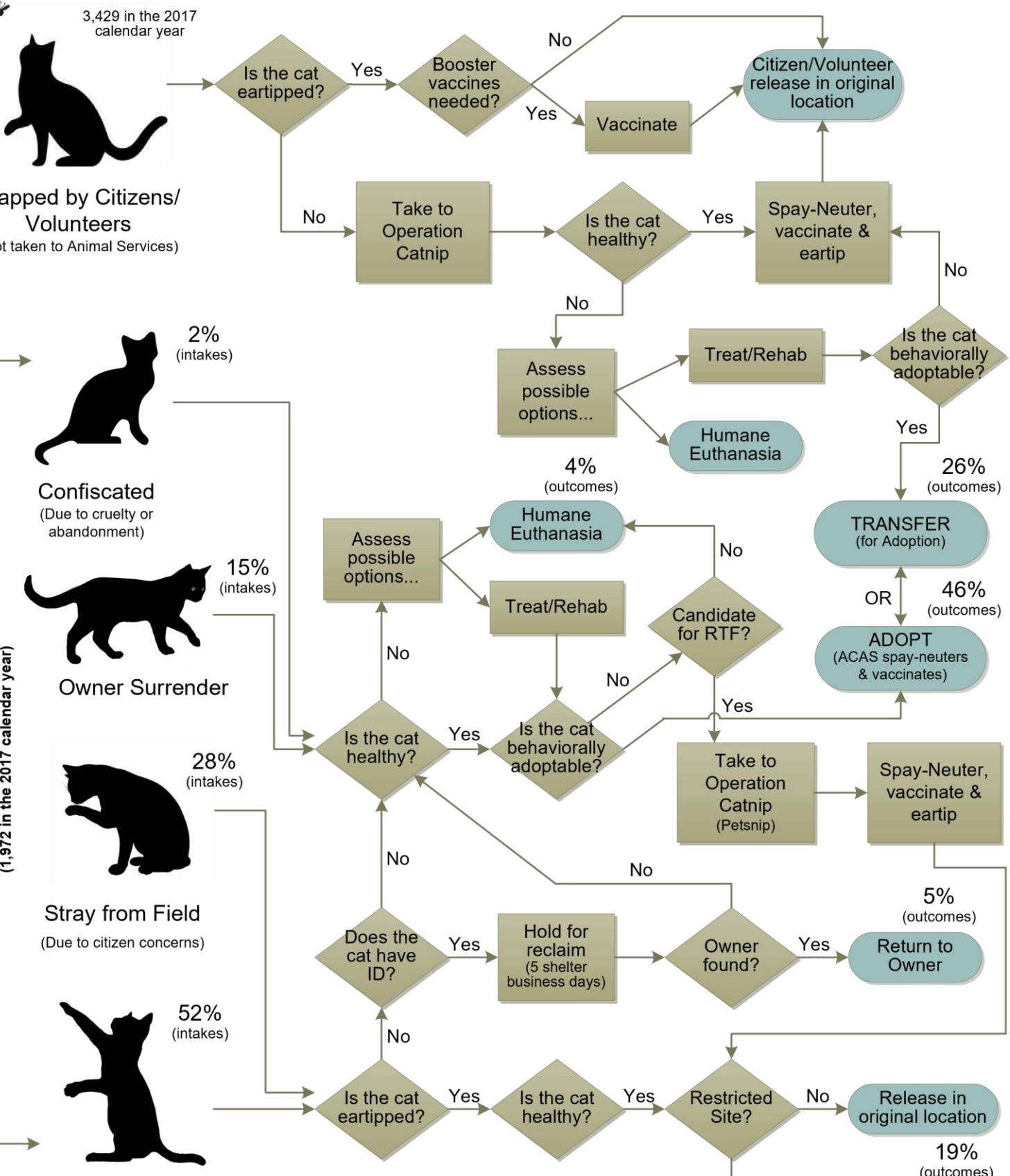
COMMUNITY CAT MANAGEMENT

STANDARD OPERATING PROCEDURES

Administrative

Last Revised Date: 5/1/22

(Alachua County, FL)



Outcome / Animals on Medication

Procedure No.: D-5-e

Effective Date: 5/1/22

Adoption

• Antibiotics/Ear Meds/Eye Meds – Dispense the remainder of the medication and let adopter know end date of meds. Encourage a follow-up visit with their veterinarian (via the free checkup voucher) to ensure the problem is resolved.

- Fluoxetine – Dispense tapered dose. Contact medical staff for instructions, but in general reduce to half ($\frac{1}{2}$) of current times per day for week 1, and then half ($\frac{1}{2}$) that again for week 2. (Example: Rx says 20mg PO BID – Week one would be 20mg daily, week two would be 20 mg every other day.)
- Trazodone/Gabapentin – Give 1 week supply with instructions to give as needed for anxiety and to follow up with their veterinarian.

Reclaim

- No **MAN VET** with meds – Dispense as described above.
 - Note: On behavioral modification drugs, do not dispense trazodone or gabapentin to reclaims. The animal is going back to their own home and should not need these medications at all. Fluoxetine can cause serious side effects if not slowly discontinued, so we need to taper off that one as described above.
- **MAN VET** no meds – See Investigators for timing.
- **MAN VET** with meds – Dispense as above and recommend MAN VET take place at the end of current therapy unless life-threatening condition. Please consult Field Operations Team with any questions. **DO NOT DISPENSE DOXYCYCLINE OR PANACUR FOR PRE-HEARTWORM TREATMENT TO ANIMALS BEING RECLAIMED.**

DATE: _____

A#: _____

INTERACTION – ADOPTION CHECKLIST

Items to review at time of interaction and initial.

Applicant walked dog on leash and was physically able to manage dog/cat.	
Applicant touched, handled, and interacted with dog/cat.	
Reviewed energy level and exercise needs of dog/cat.	
Reviewed house-training/crate-training, frequency of outings, feeding schedule, and/or litterbox training.	

STANDARD OPERATING PROCEDURES

Administrative

Last Revised Date: 5/1/22

Reviewed veterinary/continuing care including: heartworm prevention, flea & tick control, nail trimming, and/or grooming.	
Reviewed dog/dog meetings, on leash interactions, off leash dog parks, cat introductions, cat/dog intros, and/or dog/dog in-home intros/management.	
Reviewed pertinent behavior notes and/or prior owner notes.	
If foster, review process.	

Interaction: APPROVED DENIED PENDING

Initial: _____

Items to review at time of adoption and initial.

Read aloud rental note on application, review living situation, breed/size restrictions that may apply.	
Read aloud Sec 72.10 (c) - tethering ordinance - unlawful to leave dog tied out.	
Read aloud medical note on application, explain free office visit, need for heartworm/flea/tick prevention and annual visits, and microchip information.	
Review Sec 72.10 - Humane treatment for companion animals.	
Review Sec 72.12 - Physical control of dogs and aggressive/dangerous dog definitions. Recommend indoor only for cats.	
Final review of application that all is completed, reviewed, and approved.	
Provided and reviewed New Dog in Home handout.	
Reviewed contact for adoption/behavior issues and return policy & procedures.	
If on meds, confirm adopter left with them.	
If going into foster, heartworm treatment reviewed, agreement read aloud & signed, and emergency contact provided.	

Interaction: APPROVED DENIED PENDING

Initial: _____

STANDARD OPERATING PROCEDURES

Sheltering

A screenshot of a software application window titled "Animal Shelter Management". The interface includes a top menu bar with options like "File", "Edit", "View", "Tools", "Help", and "Database". Below the menu is a toolbar with icons for common actions. The main area is divided into several sections: a left sidebar with a tree view, a central data entry form with multiple tabs and input fields, and a right sidebar with a list of records. The form contains fields for animal identification, medical history, and behavioral notes. The list on the right shows a table of animals with columns for ID, Name, Breed, and Status.

Animal Interactions / Quarantined, Aggressive & Dangerous

Procedure No.: E-1-b

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Dogs currently on a Bite Quarantine, undergoing an Aggressive or Dangerous Dog

Investigation, or ones that have already been classified as a "Dangerous Dog" in accordance with Chapter 72 of the Alachua County Code, must not be handled for any reason outside of their initial intake, for minimal veterinary care, or during their move to the designated area for euthanasia at the end of their hold period, if applicable.

Kennel

- Animals in these designations should be held on the long side of the back row where customers and volunteers are not permitted.
- All kennels holding these animals must be clearly labeled for the safety of all staff. This will include large signs indicating the nature of their hold, such as Bite Quarantine, Aggressive, or Dangerous.
- THESE KENNELS SHOULD BE LOCKED AT ALL TIMES.

Cleaning & Feeding

- No staff or volunteer should have any contact through kennel doors or within the kennel.
- When access to the kennel is needed for cleaning, feeding, or enrichment purposes, the dog must be secured on the other side of the kennel.

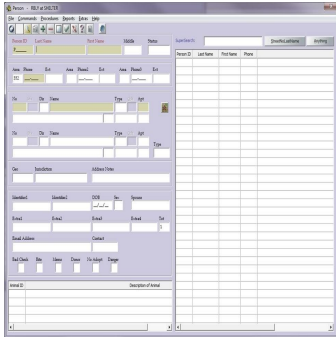
Movement

- Once the dog has completed the intake process, they must only be moved on a catch pole.
- Staff permitted to move a dog which has been classified as an "Aggressive Dog" or "Dangerous Dog" in accordance with Chapter 72 of the Alachua County Code include:
 - Officers
 - Investigators
 - Field Operations Supervisor
 - Sheltering Supervisor
 - Director
- When moving these animals, staff must always have a second person to assist.

STANDARD OPERATING PROCEDURES

Sheltering

Last Revised Date: 5/1/22

The image shows a screenshot of a software application window titled "Animal Management". It contains several input fields for animal details such as "Animal ID", "Name", "Breed", "Color", "Sex", "Age", "Weight", "Height", "Eye Color", "Ear Color", "Tail Color", "Coat Color", "Coat Pattern", "Coat Texture", "Coat Condition", "Coat Color Change", "Coat Pattern Change", "Coat Texture Change", "Coat Condition Change", "Coat Color Change Date", "Coat Pattern Change Date", "Coat Texture Change Date", "Coat Condition Change Date". There is also a section for "Medical History" with fields for "Vaccination", "Deworming", "Spay/Neuter", "Surgery", "Illness", "Injury", "Allergy", "Medication", "Dosage", "Frequency", "Start Date", "End Date", "Notes". A large table with multiple columns and rows is visible on the right side of the window, likely for recording observations or medical history.

Euthanasia

- If the dog has not been reclaimed and euthanasia is the outcome, the only personnel that should be present in the designated area shall be those trained in handling dangerous and aggressive animals with appropriate safety devices.

Animal Interactions / Behavioral Observations

Procedure No.: E-1-c

Effective Date: 5/1/22

Last Revised Date:

Intake Observations

Animals entering the shelter come from all backgrounds and will react differently when entering a shelter. Be sure to indicate their behavior during intake in the notes and medical section to have a baseline to compare to and make note of any negative behavior. Examples of negative behavior would be:

- Growling
- Barking
- Hard stare
- Stiff body posture
- No eye contact
- Charging at the gate

Note: Animals just arriving in the shelter and getting used to new surroundings could result in them showing negative behavior. If you believe negative behavior observed could be as a result of this, schedule animal to be re-assessed in two days.

Daily Observations

While an animal is in our care it is important to be consistent with notetaking for all staff to know how each animal is doing and to add information for potential adopters. In any interaction with the animal, make a note as to what was seen such as how they walk on leash, how they are in a play yard or playgroup, how they interact with strangers, and how they were in interactions with the public. All of this information is important for their wellbeing and pathways through the shelter. Having more information on animals will help with adoptions, transfers, and fostering.

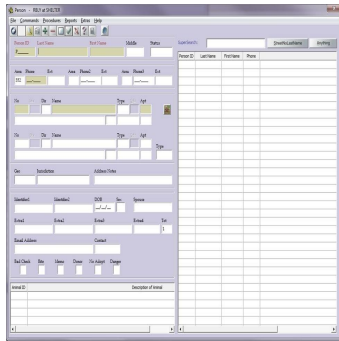
STANDARD OPERATING PROCEDURES

Sheltering

5/1/22

If it does not make it to a note, it will not be communicated and could be detrimental to that animal's outcome.

Declining Behavior

A screenshot of a software application window titled "New - 10/1/2017". The window contains a table with columns for "Date", "Time", and "Status". There are several rows of data, some with yellow highlights. The interface also includes various input fields and buttons for data entry and management.

The Sheltering Team cares for all animals that come into the shelter and see them on a daily basis. For this reason it is important for staff to report any drastic changes in behavior to the Sheltering Supervisor and the Medical Team. Not all animals can handle the major change from their origin to the shelter, and we will do all that we can to mitigate their decline. After reporting, keep an eye on that individual for any worsening or improvement.

Enrichment Activities

Procedure No.: E-2

Effective Date: 5/1/22

Animals in sheltering situations are often under increased fear, anxiety, and stress (FAS). The ability to have normalcy in routine and enrichment to occupy their minds are incredibly important in maintaining both physical and mental health. Enrichment should be applied to all animals prior to them showing signs of FAS.

Below examples of enrichment that can be done for animals in our care.

Cats

- Aluminum foil balls
- Cardboard boxes with holes
- Toilet paper/Paper towel rolls with treats inside
- Catnip Pillows
- Ping-Pong/Golf balls
- Easter eggs with cat food inside

Dogs

- Playgroups – following Dogs Playing for Life program, requires play yard, at least 2 staff members and several runners
- Nosework – requires minimal training, can be done with a single trained volunteer

STANDARD OPERATING PROCEDURES

Sheltering

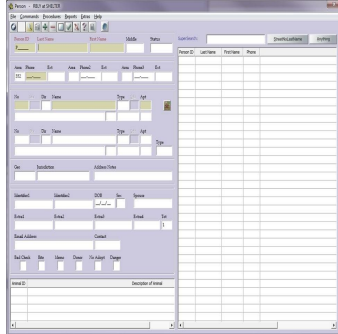
Last Revised Date: 5/1/22

- Kongs
- Peanut butter frisbees
- Trail walking
- Doggie Day Out
- Cardboard egg cartons filled with treats and sealed with non-toxic glue
- Toilet paper/Paper towel rolls with treats inside
- Ice cube treats – broth with kibble

STANDARD OPERATING PROCEDURES

Sheltering

Last Revised Date: 5/1/22

The image shows a screenshot of the Chameleon software interface. It features a calendar view on the left side, with dates from 1 to 31. The main area contains several data entry fields, including 'Date', 'Location', 'Time', 'Status', and 'Notes'. There are also checkboxes for 'Admitted', 'Admitted', 'Admitted', 'Admitted', and 'Admitted'. The interface is designed for tracking and managing sheltering activities.

Opening

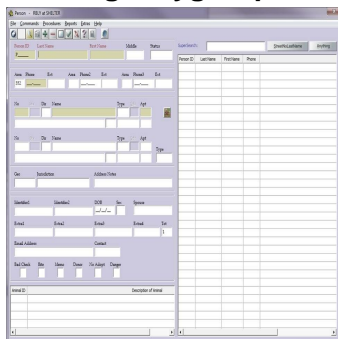
Procedure No.: E-3

Effective Date: 5/1/22

Kennel Staff

- Kennel shifts begin at 7:00am.
- Start by entering the building to get a radio and check the posted schedule for your assigned area.
- Those assigned to dogs should start by feeding doubles kennels, backrow, UB, and overflow areas (e.g. crate rooms).
- Walk and clean all overflow areas (e.g. crate rooms) prior to cleaning the doubles kennels.
- When there are enough people scheduled, doubles cleaning can begin, and overflow can be walked/cleaned simultaneously.
- Those assigned to cats should start by helping walk overflow dogs before moving to cat kennels.

Morning Playgroups

The image shows a screenshot of the Chameleon software interface, similar to the one above. It features a calendar view on the left side, with dates from 1 to 31. The main area contains several data entry fields, including 'Date', 'Location', 'Time', 'Status', and 'Notes'. There are also checkboxes for 'Admitted', 'Admitted', 'Admitted', 'Admitted', and 'Admitted'. The interface is designed for tracking and managing morning playgroup activities.

Staff permitting, there are two hours (7:00am – 9:00am) allotted for 2-3 staff to conduct dog playgroups. This time frame includes set-up and breakdown time as well as time to enter playgroup notes for each dog into Chameleon. After running a playgroup, assist in cleaning where it's needed.

Cleaning / Cleaning and Stocking

Procedure No.: E-4-a

Effective Date: 5/1/22

After walking and cleaning have been completed, kennel staff should move on to laundry, dishes, and restocking. On days that the shelter is open, kennel staff need to be prepared to stop while performing these tasks in order to answer calls for intakes, interactions, microchipping, etc.

Dishes

When cleaning dishes there is a five-step process.

- Clean all debris off the item using dish soap (e.g. Dawn)
- Soak for 10 minutes in bleach water
- Rinse thoroughly

STANDARD OPERATING PROCEDURES

Sheltering

Last Revised Date: 5/1/22

- Put in sanitizer following posted directions
- Allow to dry

There are color-coded sponges as to whether it is used on litter pans or food items. This is posted above the sink for quick reference. All items must be checked for thorough cleaning and sanitation for the health of our animals. Once dishes are sanitized and dry, kennel staff is to move these items into the appropriate storage areas and restock each section.

Laundry

Laundry should be collected and brought to the laundry room after cleaning every day to allow washing and restocking of needed items. There are two large bins (red & blue) to put dirty laundry in for cleaning. When doing laundry, you need to shake any loose debris off the items prior to putting them into the washer.

Operating Procedures-Washing Machine

- Load laundry into the machine
- Close and lock the door
- Push and hold the **PRESS START** button
- When cycle is finished the door may be opened
- Leave door open after last load so that it may begin to air dry

Operating Procedures – Dryer

- Clean lint trap daily before first use
- Load clean washed laundry into the dryer
- Do not overload the dryer
- Close and lock the door
- Press the start button

STANDARD OPERATING PROCEDURES

Sheltering

Cleaning and Stocking

- When cycle is complete, check laundry to make sure it is dry. If the laundry is not dry set for another (15) fifteen minutes and recheck at the end of that cycle to see if laundry is dry.
- Once the laundry is completely dry, fold and put away.

Laundry will be dispersed to the cat rooms and dog kennels replenishing the supply as space is available. Cat rooms can be used to hold small clothes, towels, small sheets, or small blankets, such as baby sized items. The shelves in the kennels can be used to hold items such as sheets, blankets, comforters, and other large bulky items.

Items other than linens and dishes

There are many items used in our daily operation that require sterilization similar to laundry and dishes. All used leashes, toys, and collars must be cleaned and disinfected prior to their

next use. Leashes and collars will go in the laundry bins along with soft/cloth toys. Any hard plastic toys should be done with the food dishes.

Laundry Bins and Carts

Each day after the laundry and dishes have been collected and cleaned, the bins and carts used to hold these dirty items need disinfecting. Take these empty carts and bins in front of UB for cleaning and follow these steps:

- Rinse all debris off
- Wysiwash inside and out
- Let sit until dry
- Put back in hallway for storage and use for the next shift

STANDARD OPERATING PROCEDURES

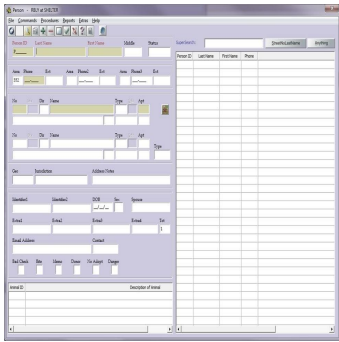
Sheltering

Cleaning / General Cleaning of Animal Holding Areas

Procedure No.: E-4-a-i

Effective Date: 5/1/22

Last Revised Date: 5/1/22



The Sheltering Team is responsible for the daily care and cleaning of all animals being held in the shelter. There are different methods to cleaning depending on the type of animal, temperament of the animal, location, if sick, and if the holding area is to be reset and disinfected for a new resident. The procedures following this section will detail how you should approach each section for proper cleaning and disinfection.

* See Material Safety Data Sheets (MSDS) for products used on the following pages.



Safety Data Sheet Spartan Chemical Company, Inc.

Revision Date: 04-Apr-2021

1. PRODUCT AND COMPANY IDENTIFICATION

Product Identifier

Product Name: CHLORINATED DEGREASER
Product Number: 3080
Recommended Use: Cleaning agent
Uses Advised Against: For Industrial and Institutional Use Only
Manufacturer/Supplier: Spartan Chemical Company, Inc.
1110 Spartan Drive
Maumee, Ohio 43537 USA 800-537-8990 (Business hours)
www.spartanchemical.com

24 Hour Emergency Phone Numbers:

Medical Emergency/Information: 888-314-6171
Transportation/Spill/Leak: CHEMTREC 800-424-9300

2. HAZARDS IDENTIFICATION

GHS Classification

Acute toxicity - Inhalation (Dusts/Mists) Category 4
Skin Corrosion/Irritation: Category 1 Sub-category B
Serious Eye Damage/Eye Irritation: Category 1
Corrosive to Metals: Category 1

GHS Label Elements

Signal Word:

Danger



Symbols:

Hazard Statements: Harmful if inhaled.

Causes severe skin burns and serious eye damage.

May be corrosive to metals.

Precautionary Statements:

Prevention: Use only outdoors or in a well-ventilated area

Do not breathe mist, vapors or spray.

Wash hands and any exposed skin thoroughly after handling.

Wear protective gloves. Wear eye / face protection. Wear protective clothing.

Response: **IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.**

-Eyes IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

-Skin IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water or shower. Wash contaminated clothing before reuse.

-Inhalation: IF INHALED: Remove victim to fresh air and keep at rest in a position comfortable for breathing.

-Ingestion: IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.

-Specific Treatment: See Safety Data Sheet Section 4: "FIRST AID MEASURES" for additional information.

Storage: Store locked up. Store in corrosion resistant container.

Disposal: Dispose of contents and container in accordance with local, state and federal regulations. **Hazards Not**

Otherwise Classified: Not Applicable

Other Information:

- Corrosive
- May be harmful if swallowed
- Harmful contact may not cause immediate pain.
- Do not mix with hypochlorite-type bleach or other household chemicals as hazardous vapors or gases may be produced.
- Keep out of reach of children
- NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

3. COMPOSITION / INFORMATION ON INGREDIENTS

Chemical Name	CAS No	Weight-%
Water	7732-18-5	60-100
Potassium Hydroxide	1310-58-3	1-5
Sodium Hypochlorite	7681-52-9	1-5
Sodium Lauroyl Sarcosinate	137-16-6	1-5
Sodium Silicate	1344-09-8	1-5

Specific chemical identity and/or exact percentage of composition has been withheld as a trade secret.

4. FIRST AID MEASURES

-Eye Contact: Rinse cautiously with water for at least 15 minutes. Remove contact lenses, if present and easy to do. Continue rinsing. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

-Skin Contact: Take off immediately all contaminated clothing and shoes. Rinse with water or shower for at least 15 minutes. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

-Inhalation: Remove victim to fresh air and keep at rest in a position comfortable for breathing. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

-Ingestion: Rinse mouth. Do NOT induce vomiting. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

Note to Physicians:

NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

5. FIRE-FIGHTING MEASURES

Suitable Extinguishing Media:	Water spray (fog), Carbon dioxide
Specific Hazards Arising from the Chemical:	Dried product is capable of burning. Combustion products are toxic.
Hazardous Combustion Products:	May include Carbon monoxide Carbon dioxide and other toxic gases or vapors.
Protective Equipment and Precautions for Firefighters:	Wear MSHA/NIOSH approved self-contained breathing apparatus (SCBA) and full protective gear. Cool fire-exposed containers with water spray.

6. ACCIDENTAL RELEASE MEASURES

Personal Precautions:	Avoid contact with skin, eyes or clothing. Use personal protective equipment as required.
Environmental Precautions:	Do not rinse spill onto the ground, into storm sewers or bodies of water.

Methods for Clean-Up: Prevent further leakage or spillage if safe to do so. Contain and collect spillage with non-combustible absorbent material, (e.g. sand, earth, diatomaceous earth, vermiculite) and place in container for disposal according to local / national regulations (see Section 13).

7. HANDLING AND STORAGE

Advice on Safe Handling: Handle in accordance with good industrial hygiene and safety practice. Wash thoroughly after handling.

Storage Conditions: Keep containers tightly closed in a dry, cool and well-ventilated place. Keep out of the reach of children. Keep from freezing.

Incompatible Materials: Acids. Strong oxidizing agents. Ammonia. Reactive metals such as aluminum, zinc and tin.

Suggested Shelf Life: 1 year from date of manufacture.

8. EXPOSURE CONTROLS / PERSONAL PROTECTION

Occupational Exposure Limits:

Chemical Name	ACGIH TLV	OSHA PEL	NIOSH
Potassium Hydroxide 1310-58-3	Ceiling: 2 mg/m ³	(vacated) Ceiling: 2 mg/m ³	Ceiling: 2 mg/m ³

Engineering Controls: Provide good general ventilation.
If work practices generate dust, fumes, gas, vapors or mists which expose workers to chemicals above the occupational exposure limits, local exhaust ventilation or other engineering controls should be considered.
Eye wash stations and shower facilities should be readily accessible in areas where the product is handled.

Personal Protective Equipment

Eye/Face Protection: Wear splash goggles.

Skin and Body Protection: Wear rubber or other chemical-resistant gloves. Use of impervious apron, boots and other protective equipment should be considered in order to prevent or minimize contact with this product.

Respiratory Protection: Not required with expected use.
If occupational exposure limits are exceeded or respiratory irritation occurs, use of a NIOSH/MSHA approved respirator suitable for the use-conditions and chemicals in Section 3 should be considered.

General Hygiene Considerations: Wash hands and any exposed skin thoroughly after handling.
See 29 CFR 1910.132-138 for further guidance.

Chemical Name	Oral LD50	Dermal LD50	Inhalation LC50
---------------	-----------	-------------	-----------------

Water 7732-18-5	> 90 mL/kg (Rat)	Not Available	Not Available
9. PHYSICAL AND CHEMICAL PROPERTIES			
Appearance/Physical State:	Liquid		
Color:	Light yellow		
Odor:	Slight chlorine		
pH:	13.0-13.5		
Melting Point / Freezing Point:	No information available		
Boiling Point / Boiling Range:	100 °C / 212 °F		
Flash Point:	> 100 °C / > 212 °F ASTM D56		
Evaporation Rate:	< 1.0 (Butyl acetate = 1)		
Flammability (solid, gas)	No information available		
Upper Flammability Limit:	No information available		
Lower Flammability Limit:	No information available		
Vapor Pressure:	No information available		
Vapor Density:	No information available		
Specific Gravity:	1.15		
Solubility(ies):	No information available		
Partition Coefficient:	No information available		
Autoignition Temperature:	No information available		
Decomposition Temperature:	No information available		
Viscosity:	No information available		
10. STABILITY AND REACTIVITY			

Reactivity:	This material is considered to be non-reactive under normal conditions of use.
Chemical Stability:	Stable under normal conditions.
Possibility of Hazardous Reactions:	Contact with acids releases chlorine gas. Contact with ammonia releases chloramine gas. Contact with aluminum or other reactive metals may release hydrogen gas.
Conditions to Avoid:	Exposure to air or moisture over prolonged periods.
Incompatible Materials:	Acids. Strong oxidizing agents. Ammonia. Reactive metals such as aluminum, zinc and tin.
Hazardous Decomposition Products:	May include carbon monoxide, carbon dioxide (CO ₂) and other toxic gases or vapors. Releases oxygen when heated to decomposition which may intensify fire.

11. TOXICOLOGICAL INFORMATION

Likely Routes of Exposure:	Eyes, Skin, Ingestion, Inhalation.
Symptoms of Exposure:	
-Eye Contact:	Pain, redness, swelling of the conjunctiva and tissue damage. Eye contact may cause permanent damage.
-Skin Contact:	Pain, redness, blistering and possible chemical burn.
-Inhalation:	Irritation or damage to the mucus membranes of the respiratory tract. Nasal discomfort and coughing.
-Ingestion:	Damage or chemical burns to mouth, throat and stomach. Pain, nausea, vomiting and diarrhea.
Immediate, Delayed, Chronic Effects	
Product Information:	Data not available or insufficient for classification.
Target Organ Effects:	-Eyes. Respiratory System. -Skin.
Numerical Measures of Toxicity	
The following acute toxicity estimates (ATE) are calculated based on the GHS document.	

ATEmix (oral): 11980 mg/kg ATEmix (inhalation-dust/mist): 2.3 mg/l

Component Acute Toxicity Information

Potassium Hydroxide 1310-58-3	= 284 mg/kg (Rat)	Not Available	Not Available
Sodium Hypochlorite 7681-52-9	= 8200 mg/kg (Rat)	> 10000 mg/kg (Rabbit)	Not Available
Sodium Silicate 1344-09-8	= 1960 mg/kg (Rat)	Not Available	Not Available

Carcinogenicity: No components present at 0.1% or greater are listed as to being carcinogens by ACGIH, IARC, NTP or OSHA.

12. ECOLOGICAL INFORMATION

Ecotoxicity

Chemical Name	Algae/Aquatic Plants	Fish	Toxicity to Microorganisms	Crustacea
Sodium Hypochlorite 7681-52-9	Not Available	0.06 - 0.11: 96 h Pimephales promelas mg/L LC50 flow-through 4.5 - 7.6: 96 h Pimephales promelas mg/L LC50 static 0.4 - 0.8: 96 h Lepomis macrochirus mg/L LC50 static 0.28 - 1: 96 h Lepomis macrochirus mg/L LC50 flow-through 0.05 - 0.771: 96 h Oncorhynchus mykiss mg/L LC50 flow-through 0.03 - 0.19: 96 h Oncorhynchus mykiss mg/L LC50 semi-static 0.18 - 0.22: 96 h Oncorhynchus mykiss mg/L LC50 static	Not Available	0.033 - 0.044: 48 h Daphnia magna mg/L EC50 Static
Sodium Silicate 1344-09-8	Not Available	301 - 478: 96 h Lepomis macrochirus mg/L LC50 3185: 96 h Brachydanio rerio mg/L LC50 semi-static	Not Available	Not Available

Persistence and Degradability: No information available.

Bioaccumulation: No information available.

Marine Pollutant: Yes.

Other Adverse Effects: No information available

13. DISPOSAL CONSIDERATIONS

Disposal of Wastes: Dispose of in accordance with federal, state and local regulations.
Contaminated Packaging: Dispose of in accordance with federal, state and local regulations.
US EPA Waste Number: D002

14. TRANSPORT INFORMATION

DOT:

UN/ID No: UN1760
Proper Shipping Name: Corrosive liquids, n.o.s., (contains sodium hypochlorite, potassium hydroxide)
Hazard Class: 8
Packing Group: II

Special Provisions:	Shipping descriptions may vary based on mode of transport, quantities, package size, and/or origin and destination. Check with a trained hazardous materials transportation expert for information specific to your situation.
UN/ID No:	UN1760
Proper Shipping Name:	Corrosive liquids, n.o.s., (contains sodium hypochlorite, potassium hydroxide), Marine Pollutant
Hazard Class:	8
Packing Group:	II
Marine Pollutant:	Yes.
Additional information:	According to IMDG Code 2.10.2.7, marine pollutants packed in single or inner packagings with a capacity of not more than 5 L or 5 kg are excluded from marine pollutant marking requirements.

15. REGULATORY INFORMATION

TSCA Status: (Toxic Substance Control Act Section 8(b) Inventory)

All chemical substances in this product are included on or exempted from listing on the TSCA Inventory of Chemical Substances.

SARA 313

This product does not contain listed substances above the "de minimus" level

SARA 311/312 Hazard Categories

Acute Health Hazard:	Yes
Chronic Health Hazard:	No
Fire Hazard:	No
Sudden release of pressure hazard:	No
Reactive Hazard:	No

California Proposition 65

This product is not subject to warning requirements under California Proposition 65.

16. OTHER INFORMATION

NFPA	Health Hazards: 3	Flammability: 0	Instability: 0	Special: N/A
HMIS	Health Hazards: 3	Flammability: 0	Physical Hazards: 0	

Revision Date: 04-Apr-2021 **Reasons for Revision:**
Section, 14

Disclaimer:

The information provided in this Safety Data Sheet is correct to the best of our knowledge, information and belief at the date of its publication. The information given is designed only as a guidance for safe handling, use, processing, storage, transportation, disposal and release and is not to be considered a warranty or quality specification. The information relates only to the specific material designated and may not be valid for such material used in combination with any other materials or in any process, unless specified in the text.

End of Safety Data Sheet

Trifectant PowderSAFETY DATA SHEET

(1)

IDENTIFICATION

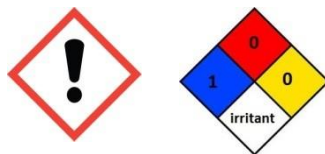
Name: Trifectant powder

Use: Disinfectant

Supplier: Vetoquinol USA (Tomlyn Products)
4250 N. Sylvania Ave
Fort Worth, TX 76137

Tel: (817)529-7500
Fax: (817)529-7506

(2)

HAZARD(S) IDENTIFICATION

Hazard Classification: Irritant, corrosive

SKIN: Dust may cause skin irritation especially under moist conditions

EYES: Dust may cause eye damage.

INHALATION: Dust causes Irritation to nose, throat, lungs, and respiratory tract.

INGESTION: May cause severe irritation to mouth, throat, digestive tract and stomach.

(3)

COMPOSITION/INFORMATION ON INGREDIENTS**Common Name: Trifectant Powder**

Composition: A blend of an inorganic peroxygen compound, inorganic salts, organic acid, anionic detergent, fragrance and dye.

<u>Chemical</u>	<u>% Concentration</u>	<u>Classification</u>	<u>CAS</u>	<u>Exposure</u>	<u>Pentapotassium</u>	<u><50</u>	<u>C;R34.</u>
70693-62-8	None assigned	bis(peroxymonosulphate)		Xn;R22			
bis(sulphate)			R52				
Sulphamidic acid	5 - 10		Xi;R36/38	5329-14-6	None assigned		
			R52/53				
Sodium	5 - 15	Xn;R22	25155-30-0	None assigned			
dodecylbenzenesulfonate		Xi;R36/38					

Dipotassium <2% O; R8 7727-21-1 OES 1mg.m⁻³ 8 hour peroxodisulphate Xn; R22 TWA ref. period.
Xi; R36/37/38
R42/43

Trifectant Powder

Page 2 of 5

(4) **FIRST AID MEASURES**

<u>Exposure Route</u>	<u>Symptom</u>	<u>Treatment</u>
INHALATION	Irritation to nose, throat, lungs, respiratory tract.	Remove to fresh air. If symptoms of coughing, choking or wheezing prove troublesome, or recovery is not rapid, seek medical attention.
SKIN CONTACT	May cause irritation, especially under moist conditions.	Drench skin with plenty of water. Remove contaminated clothing. If irritation persists after rinsing with water, consult a medical advisor.
EYE CONTACT	Strong irritation, corrosion.	Rinse thoroughly with clean water or buffered eye wash for at least 15 minutes. Obtain medical attention.
INGESTION	May cause severe irritation to mouth, throat, digestive tract and stomach.	Do NOT induce vomiting. Drink plenty of water (or milk) if conscious. Obtain immediate medical attention

(5) **FIRE-FIGHTING MEASURES**

Suitable Extinguisher: FOAM, DRY POWDER, CO₂

Special Precautions: Trifectant powder itself is not flammable, but may assist combustion of other materials under exceptional circumstances, e.g. when involved in a fire.

Special Protective Equipment: Fire-fighting personnel are required to wear self contained breathing apparatus in the event of a fire involving Trifectant powder, since release of Sulphur dioxide gas may occur.

(6) **ACCIDENTAL RELEASE PROCEDURES**

Personal Precautions: Wear protective equipment (see section 8). Prevent build up of dust as far as possible and remove sources of ignition.

Environmental precautions: Do not allow the powder concentrate to enter drains or water courses. Small quantities (<1kg) however may be diluted to waste via a treatment facility with large quantities of water. Observe local restrictions.

Methods for Cleaning up: Sweep up carefully to prevent formation of dusts, preferably with aid of a suitable dry anti-dusting agent if available. Keep product dry, if possible, during cleanup procedure. Place in suitable containers for disposal. Prevent powder from becoming moist whilst awaiting disposal, if possible. Clean affected area thoroughly with water. Moist product awaiting disposal must be kept away from combustible material and stored in manner which allows suitable ventilation of the waste.

(7)

HANDLING AND STORING

Precautions during handling: Handle with sufficient care to prevent dust build up. Mix in a well ventilated area. Wear protective clothing. (see section 8).

Where significant dust formation occurs (e.g. when handling bulk quantities) the use of a suitable dust mask may be required (see section 8).

Storage: Keep containers tightly sealed and avoid coming into contact with moisture, during storage. Keep away from combustible material.

(8)

EXPOSURE CONTROLS/PERSONAL PROTECTION

Engineering measures: Appropriate Local Exhaust Ventilation (L.E.V.) is necessary for handling the product in situations where dust formation is a problem ie. product in bulk quantities. Not normally necessary for preparation of solutions from 50g, 2.5kg, 1kg and 5kg packs.

Control Parameters: Respirable dusts - 10mg/m³ 8 hr T.W.A. (OES EH40 2002).
Potassium persulphate – 1mg.m³ 8hr T.W.A (OES EH40 2002).

Personal Protection:

Respiratory: Powder Concentrate:
Where necessary, dust mask for fine particles (eg. 3M Type 8710).

Diluted Product:
When working in mists of Trifectant solution, respiratory protection in the form of a type AP (organic vapour - particulate matter) filter is recommended.

Hand: Rubber gloves
Goggles or face-shield

Eye:

Skin: Overalls may be required for dealing with large spills or when handling the product in large quantities.

(9) **PHYSICAL AND CHEMICAL PROPERTIES**

Appearance/Odor: Yellow, free flowing powder with faint lemon odor.

pH: 2.6

Boiling point/Range: Decomposes on heating.

Flash Point: Not applicable.

Explosive properties: Not applicable.

Oxidising properties: Not oxidising.

Specific gravity: 1.07 approximately.

Solubility (water at 20°C): 65g/L

Trifectant powder

Page 4 of 6

(10) **STABILITY AND REACTIVITY**

Stability: Stable under normal conditions.

Conditions to avoid: Moisture ingress to the stored powder, which will cause rapid product degradation.

Materials to avoid: Strong alkalis, Salt (Sodium chloride), Combustible materials

Hazardous decomposition products: Oxygen, Sulphur dioxide.
Chlorine under certain extreme conditions if powder is allowed to become moist.

(11) **TOXICOLOGICAL INFORMATION**

TEST DATA

Acute oral toxicity: LD₅₀ (Rat), 4123mg/kg

Acute dermal toxicity: LD₅₀ (Rat) 2200mg/kg

Skin irritation: Powder:
Moderately irritating primary irritation index = 2.8

Trifectant 1% solution: Non-irritating
primary irritation index = 0

Eye irritation: Powder:
May cause eye damage

Trifectant 1% solution: Non-
irritating.

Human experience: The powder product is a strong eye irritant, irritant to skin and by
, inhalation of the dust.

(12) **ECOLOGICAL INFORMATION**

Persistence and degradability: No data is available. However, based on evaluation of its
components this product is not expected to display long term adverse effects in the aquatic environment.

Bioaccumulation: Not noted.

Aquatic toxicity: Harmful to aquatic organisms.

(13) **DISPOSAL CONSIDERATIONS**

Disposal of product and Packaging: Dispose of in accordance with all applicable state,
local, and federal laws.

Trifectant

page 5 of 5

(14) **TRANSPORT INFORMATION**

U.N. Number: None assigned

(CDG-CPL): Not classified

Sea (IMDG): Not classified

Road/Rail (RID/ADR): Not classified

Class Number: None assigned

Packing Group: None assigned

Proper Shipping Name: Not applicable

Marine Pollutant: No

(15) **REGULATORY INFORMATION**

Symbol: Irritant (Xi)



Irritant

R-Phrases:

R38	Irritating to skin.
R41	Risk of serious damage to eyes.
R52	Harmful to aquatic organisms.

S-Phrases:

S2	Keep out of reach of children
S22	Do not breathe the dust
S24/25	Avoid contact with skin and eyes
S26	In case of contact with eyes, rinse immediately with plenty of water, seek medical advice.

(16) **OTHER INFORMATION**

Uses: Disinfectant/Cleaning agent

Further product information: Consult Trifectant powder technical leaflet or Vetoquinol USA website www.vetoquinolUSA.com for further information.

Prepared by: James Spiezio, DVM
Scientific Affairs Manager
Vetoquinol USA

SDS Dated: 26 September 2014

Supersedes: M S D S d a t e d 2 2 S e p t e m b e r 2 0 1 1

TELEPHONE NUMBER: (817)529-7500



**Arch
Chemicals,
Inc.**

SAFETY DATA SHEET

FOR ANY EMERGENCY, 24 HOURS / 7 DAYS, CALL:

FOR ALL TRANSPORTATION ACCIDENTS, CALL CHEMTREC®:

FOR ALL SDS QUESTIONS & REQUESTS, CALL:

1-800-654-6911 (OUTSIDE

USA: 1-423-780-2970)

1-800-424-9300 (OUTSIDE

USA: 1-703-527-3887)

1-800-511-MSDS (OUTSIDE

USA: 1-423-780-2347)

PRODUCT NAME: **WYSIWASH JACKETED CAPLETS**

SECTION 1. PRODUCT AND COMPANY IDENTIFICATION

Arch Chemicals, Inc.
1200 Bluegrass Lakes Parkway
Alpharetta, GA 30004

REVISION DATE: 05/27/2015

SUPERCEDES:

MSDS Number: 000000023656

SYNONYMS: None

CHEMICAL FAMILY: Hypochlorite

DESCRIPTION / USE Sanitizer and Oxidizer Water treatment chemical

FORMULA: None established

SECTION 2. HAZARDS IDENTIFICATION

GHS Classification

Oxidizing solids : Category 2

Acute toxicity (Oral) : Category 4

Acute toxicity (Inhalation) : Category 3

Skin irritation : Category 2

Serious eye damage : Category 1

GHS Label element

WYSIWASH JACKETED CAPLETS

REVISION DATE : 05/27/2015

Page 1 of 13



Hazard pictograms

:

Signal word

:

Danger

Hazard statements

:

H272 May intensify fire; oxidiser.

H302 Harmful if swallowed.

H314 Causes severe skin burns and eye damage.

H331 Toxic if inhaled.

H335 May cause



respiratory irritation.

Precautionary statements

:

Prevention:

P210 Keep away from heat, hot surfaces, sparks, open flames and other ignition sources. No smoking.

P220 Keep/Store away from clothing/ combustible materials.

P221 Take any precaution to avoid mixing with combustibles.

P260 Do not breathe vapours.

P264 Wash hands thoroughly after handling.

P270 Do not eat, drink or smoke when using this product.

P271 Use only outdoors or in a well-ventilated area.

P280 Wear protective gloves/ protective clothing/ eye protection/ face protection.

Response:

P301 + P312 IF SWALLOWED: Call a POISON CENTER or doctor/ physician if you feel unwell.

P301 + P330 + P331 IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.

P303 + P361 + P353 IF ON SKIN (or hair): Remove/ Take off immediately all contaminated clothing. Rinse skin with water/ shower.

P304 + P340 IF INHALED: Remove victim to fresh air and keep at rest in a position comfortable for breathing.

P305 + P351 + P338 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

P310 Immediately call a POISON CENTER or doctor/ physician.

P363 Wash contaminated clothing before reuse.

P370 + P378 In case of fire: Use water spray, alcohol-resistant foam, dry chemical or carbon dioxide to extinguish.

Storage:

P403 + P233 Store in a well-ventilated place. Keep container tightly closed.

P405 Store locked up.

Disposal:

P501 Dispose of contents/container in accordance with local regulation.

Other hazards

None known.

SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS

<u>CAS OR CHEMICAL NAME</u>	<u>CAS #</u>	<u>% RANGE</u>
CALCIUM HYPOCHLORITE	7778-54-3	60 - 80
SODIUM CHLORIDE	7647-14-5	10 - 20



CALCIUM CHLORATE		0 - 5
	10137-74-3	
CALCIUM CHLORIDE	10043-52-4	0 - 5
CALCIUM HYDROXIDE	1305-62-0	0 - 6
CALCIUM CARBONATE	471-34-1	0 - 5
Water	7732-18-5	4 - 8.5

SECTION 4. FIRST AID MEASURES

General Advice:	Call a poison control center or doctor for treatment advice. For 24-hour emergency medical assistance, call Arch Chemical Emergency Action Network at 1-800-654-6911. Have the product container or label with you when calling a poison control center or doctor, or going for treatment.
Inhalation:	IF INHALED: Move person to fresh air. If person is not breathing, call 911 or an ambulance, then give artificial respiration, preferably mouth-to-mouth if possible. Call a poison control center or doctor for further treatment advice.



Skin Contact: IF ON SKIN OR CLOTHING: Take off contaminated clothing. Rinse skin immediately with plenty of water for 15-20 minutes. Call a poison control center or doctor for treatment advice.

Eye Contact: IF IN EYES: Hold eye open and rinse slowly and gently with water for 15-20 minutes. Remove contact lenses, if present, after the first 5 minutes, then continue rinsing eye. Call a poison control center or doctor for treatment advice.

Ingestion: IF SWALLOWED: Call a poison control center or doctor immediately for treatment advice. Have person sip a glass of water if able to swallow. Do not induce vomiting unless told to do so by a poison control center or doctor. Do not give anything by mouth to an unconscious person.

Notes to Physician: Probable mucosal damage may contraindicate the use of gastric lavage.

SECTION 5. FIREFIGHTING MEASURES

Flammability Summary (OSHA): This product is chemically reactive with many substances. Any contamination of the product with other substances by spill or otherwise may result in a chemical reaction and fire., This product is a strong oxidizer which is capable of intensifying a fire once started., Product is not known to be flammable, combustible or pyrophoric.

Flammable Properties

Flash Point: Not applicable

Autoignition Temperature: Not applicable

Extinguishing Media: Water only. Do not use dry extinguishers containing ammonium compounds.

Fire Fighting Instructions: Use water to cool containers exposed to fire. See Section 6 for protective equipment for fire fighting.

Upper Flammable / Explosive Limit, % in air: Not applicable

Lower Flammable / Explosive Limit, % in air: Not applicable

SECTION 6. ACCIDENTAL RELEASE MEASURES

Personal Protection for Emergency Situations: Response to a large quantity spill (100 pounds or greater) or when dusting or decomposition gas exposure could occur requires the use of a positive pressure full face supplied air respirator or self contained breathing apparatus (SCBA), chemical resistant gloves, coveralls



and boots. In case of fire, this personal protective equipment should be used in addition to normal fire fighter equipment.

Spill Mitigation Procedures

Air Release:

Vapors may be suppressed by the use of water fog. All water utilized to assist in fume suppression, decontamination or fire suppression may be contaminated and must be contained before disposal and/or treatment.

Water Release:

This product is heavier than water. This material is soluble in water. Monitor all exit water for available chlorine and pH. Advise local authorities of any contaminated water release.

Land Release:

Contact 1-800-654-6911 immediately. DANGER: All spills of this product should be treated as contaminated. Contaminated product may initiate a chemical reaction that may spontaneously ignite any combustible material present, resulting in a fire of great intensity. In case of a spill, separate all spilled product from packaging, debris and other material. Using a clean broom or shovel, place all spilled product into plastic bags, and place those bags into a clean, dry disposal container, properly marked and labeled. Disposal containers made of plastic or metal are recommended. Do not seal disposal containers tightly. Immediately remove all product in disposal containers to an isolated area outdoors. Place all damaged packaging material in a disposal container of water to assure decontamination (i.e. removal of all product) before disposal. Place all undamaged packaging in a clean, dry container properly marked and labeled. Call for disposal procedures.

Additional Spill Information :

Hazardous concentrations in air may be found in local spill area and immediately downwind. Remove all sources of ignition. Stop source of spill as soon as possible and notify appropriate personnel. Dispose of spill residues per guidelines under Section 13, Disposal Consideration. This material may be neutralized for disposal; you are requested to contact Arch Chemicals at 1-800-654-6911 before beginning any such procedure. FOR ALL TRANSPORTATION ACCIDENTS, CALL CHEMTREC: 1-800-424-9300 REPORTABLE QUANTITY: 10 lbs. (as calcium hypochlorite) per 40 CFR 302.4.

SECTION 7. HANDLING AND STORAGE

Handling:

Avoid inhalation of dust and fumes. Do not take internally. Avoid contact with skin, eyes and clothing. Upon contact with skin or eyes, wash off with water. Remove contaminated clothing and wash before reuse.



Storage:	Keep product tightly sealed in original containers. Store product in a cool, dry, well-ventilated area. Store away from combustible or flammable products. Keep product packaging clean and free of all contamination, including, e.g. other pool treatment products, acids, organic materials, nitrogen-containing compounds, dry powder fire extinguishers (containing mono-ammonium phosphate), oxidizers, all corrosive liquids, flammable or combustible materials, etc.
Shelf Life Limitations:	Do not store product where the average daily temperature exceeds 95° F. Storage above this temperature may result in rapid decomposition, evolution of chlorine gas and heat sufficient to ignite combustible products. Shelf life (that is, the period of time before the product goes below stated label strength) is determined by storage time and temperatures. Store in a cool, dry and well ventilated area. Prolonged storage at elevated temperatures will significantly shorten the shelf life. Storage in a climate controlled storage area or building is recommended in those areas where extremes of high temperature occur.
Incompatible Materials for Storage:	Do not allow product to come in contact with other materials, including e.g. other pool treatment products, acids, organic materials, nitrogen-containing compounds, dry powder fire extinguishers (containing mono-ammonium phosphate), oxidizers, all corrosive liquids, flammable or combustible materials, etc. A chemical reaction with such substances can cause a fire of great intensity.
Do Not Store At temperatures Above:	Average daily temperature of 35° C / 95° F. Storage above this temperature may result in rapid decomposition, evolution of chlorine gas and heat sufficient to ignite combustible products.

SECTION 8. EXPOSURE CONTROLS/PERSONAL PROTECTION

Ventilation:	Local exhaust ventilation or other engineering controls are normally required when handling or using this product to keep airborne exposures below the TLV, PEL or other recommended exposure limit.
--------------	--

Protective Equipment for Routine Use of Product

Respiratory Protection :	Wear a NIOSH approved respirator if levels above the exposure limits are possible.
Respirator Type :	A NIOSH approved full-face air purifying respirator equipped with combination chlorine/P100 cartridges. Air purifying respirators should not be used in oxygen deficient or IDLH atmospheres or if exposure concentrations exceed ten (10) times the published limit.

Skin Protection : Wear impervious gloves to avoid skin contact. A full impervious suit is recommended if exposure is possible to a large portion of the body. A safety shower should be provided in the immediate work area.

Eye Protection: Use chemical goggles. Emergency eyewash should be provided in the immediate work area.

Protective Clothing Type: Neoprene, Nitrile, Natural rubber (This includes: gloves, boots, apron, protective suit)

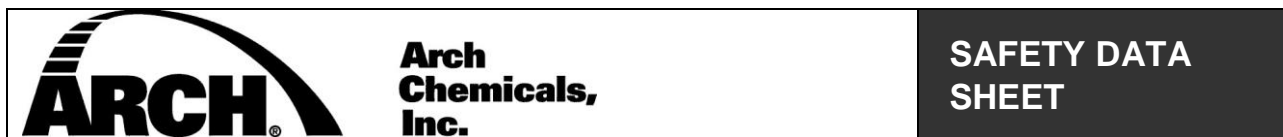
Components with workplace control parameters

Components (CAS-No.)	Value	Control parameters	Basis (Update)
CALCIUM HYPOCHLORITE (7778-54-3)	TWA	1 mg/m3	ARCH OEL *
CALCIUM HYPOCHLORITE (7778-54-3)	Conc	37 - 48 mg/m3	NIOSH/GUIDE IDLH
CALCIUM HYDROXIDE (1305-62-0)	TWA	5 mg/m3	ACGIH (02 2014)

ARCH OEL: Arch Recommended Occupational Exposure Guideline.

SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES

Physical State: solid
Form: Tablet
Color: white
Odor: Chlorine-like
Molecular Weight: (Active ingredient) 143.00 g/mol
pH : 10.4 - 10.8 (1% solution in neutral, distilled water) (@ 25 Deg. C)
Boiling Point: Not applicable
Melting point/freezing point: Not applicable
Density: 1.9g/cc



Vapor Pressure: (@ 25 Deg. C) Not applicable
Vapor Density: Not applicable
Viscosity: Not applicable
Fat Solubility: No data
Solubility in Water: 18 % Product also contains calcium hydroxide and calcium carbonate which will leave a residue.



Partition coefficient noctanol/water:	Not applicable
Evaporation Rate:	Not applicable
Oxidizing:	Oxidizer
Volatiles, % by vol.:	Not applicable
VOC Content	This product does not contain any chemicals listed under the U.S. Clean Air Act Section 111 SOCM Intermediate or Final VOC's (40 CFR 60.489). This product does not contain any VOC exemptions listed under the U.S. Clean Air Act Section 450.
HAP Content	Not applicable

SECTION 10. STABILITY AND REACTIVITY

Stability and Reactivity Summary:	Product is not sensitive to mechanical shock or impact. Product is not sensitive to electrical static discharge. Product will not undergo hazardous polymerization. Product is an NFPA Class 3 oxidizer which can cause a severe increase in fire intensity. Not pyrophoric. Not an organic peroxide. If subjected to excessive temperatures, the product may undergo rapid decomposition, evolution of chlorine gas, and heat sufficient to ignite combustible substances. If product is exposed to small amounts of water, it can react violently to produce heat and toxic gases and spatter. Use copious amounts of water for fires involving this product.
Conditions to Avoid:	Do not store next to heat source, in direct sunlight, or elevated storage temperature. Do not store where the daily average temperature exceeds 95 °F. Prevent ingress of humidity and moisture into container or package. Always close the lid.
Chemical Incompatibility:	This product is chemically reactive with many substances, including, e.g., other pool treatment products, acids, organics, nitrogen-containing compounds, dry powder fire extinguishers (containing mono-ammonium phosphate), oxidizers, corrosive, flammable or combustible materials. Do not allow product to contact any foreign matter, including other water treatment products. Contamination or improper use may cause a fire of great intensity, explosion or the release of toxic gases. If product is exposed to small amounts of water, it can react violently to produce heat and toxic gases and spatter.
Hazardous Decomposition Products:	Chlorine
Decomposition Temperature:	170 - 180 °C - , 338 - 356 °F-

SECTION 11. TOXICOLOGICAL INFORMATION

Component Animal Toxicology
WYSIWASH JACKETED CAPLETS

Oral LD50 value:

CALCIUM HYPOCHLORITE	LD50 (65% calcium hypochlorite)	850 mg/kg	Rat
SODIUM CHLORIDE	LD50	= 3,000 mg/kg	Rat
CALCIUM CHLORIDE	LD50	= 1,000 mg/kg	Rat
CALCIUM HYDROXIDE	LD50	= 7,340 mg/kg	Rat

Component Animal Toxicology Dermal LD50 value:

CALCIUM HYPOCHLORITE	LD50 (65% calcium hypochlorite)	> 2,000 mg/kg	Rabbit
SODIUM CHLORIDE	LD50	> 10,000 mg/kg	Rabbit
CALCIUM CHLORIDE	LD50	= 2,630 mg/kg	Rat
CALCIUM HYDROXIDE	No data		

Component Animal Toxicology Inhalation LC50 value:

CALCIUM HYPOCHLORITE	Inhalation LC50 1 h (65% calcium hypochlorite), (Nose Only)	=	2.04 mg/l
	Rat		
	Inhalation LC50 4 h (65% calcium hypochlorite), (Nose Only)	=	0.51 mg/l
	Rat		
SODIUM CHLORIDE	Inhalation LC50 1 h	>	42 mg/l Rat
CALCIUM CHLORIDE	No data		
CALCIUM HYDROXIDE	No data		

Product Animal Toxicity

Oral LD50 value: LD50 Approximately 800 mg/kg Rat

Dermal LD50 value: LD50 > 2,000 mg/kg Rabbit

Inhalation LC50 value: Inhalation LC50 1.00 h (Nose Only) Believed to be > 2.04 mg/l Rat
Inhalation LC50 4 h (Nose Only) Believed to be > 0.51 mg/l Rat
Inhalation LC50 1 h (Nose Only) > 2.04 mg/l Rat
Inhalation LC50 4 h (Nose Only) > 0.51 mg/l Rat

Skin Irritation: DRY MATERIAL CAUSES MODERATE SKIN IRRITATION., WET MATERIAL CAUSES SKIN BURNS.

Eye Irritation: Corrosive to eyes.

Skin Sensitization: This material is not known or reported to be a skin or respiratory sensitizer.

Acute Toxicity: This product is corrosive to all tissues contacted and upon inhalation, may cause irritation to mucous membranes and respiratory tract. The dry material is irritating to the skin. However when wet, it will produce burns to the skin.

Subchronic / Chronic Toxicity: There are no known or reported effects from repeated exposure except those secondary to burns.

WYSIWASH JACKETED CAPLETS

REVISION DATE : 05/27/2015

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**Reproductive and
Developmental Toxicity:**

Calcium hypochlorite has been tested for teratogenicity in laboratory animals. Results of this study have shown that calcium hypochlorite is not a teratogen.

CALCIUM CHLORIDE

Not known or reported to cause reproductive or developmental toxicity.

Mutagenicity:

Calcium hypochlorite has been tested in the Dominant lethal assay in male mice, and it did not induce a dominant lethal response. Calcium hypochlorite has been reported to produce mutagenic activity in two in vitro assays. It has, however, been shown to lack the capability to produce mutations in animals based on results from the micronucleus assay. In vitro assays frequently are inappropriate to judge the mutagenic potential of bactericidal chemicals due to a high degree of cellular toxicity. The concentration which produces mutations in these in vitro assays is significantly greater than the concentrations used for disinfection. Based on high cellular toxicity in in vitro assays and the lack of mutagenicity in animals, the risk of genetic damage to humans is judged not significant.

CALCIUM CHLORIDE

This product was determined to be non-mutagenic in the Ames assay. It was also shown to be nonclastogenic in the chromosomal aberration test.

Carcinogenicity:

This product is not known or reported to be carcinogenic by any reference source including IARC, OSHA, NTP or EPA. One hundred mice were exposed dermally 3 times a week for 18 months to a solution of calcium hypochlorite. Histopathological examination failed to show an increased incidence of tumors. IARC (International Agency for Research on Cancer) reviewed studies conducted with several hypochlorite salts. IARC has classified hypochlorite salts as having inadequate evidence for carcinogenicity to humans and animals. IARC therefore considers hypochlorite salts to be not classifiable as to their carcinogenicity to humans (Group 3 Substance).

CALCIUM CHLORIDE

This chemical is not known or reported to be carcinogenic by any reference source including IARC, OSHA, NTP, or EPA.

SECTION 12. ECOLOGICAL INFORMATION

Overview:

Highly toxic to fish and other aquatic organisms.

Ecological Toxicity Values for: CALCIUM HYPOCHLORITE

Bluegill - (nominal, static). 96 h LC50 0.088 mg/l



Rainbow trout (<i>Salmo gairdneri</i>),	- (nominal, static). 96 h LC50 0.16 mg/l
Daphnia magna,	- (nominal, static). 48 h LC50 0.11 mg/l
Bobwhite quail	- Dietary LC50 > 5,000 ppm
Mallard ducklings	- Dietary LC50 > 5,000 ppm
Bobwhite quail	- Oral LD50 3,474 mg/kg

Ecological Toxicity Values for: CALCIUM CHLORIDE

	Bluegill - (nominal, static). 96 h LC50 = 10,650 mg/l
Mosquito fish	- (nominal, static). 96 h LC50 = 13,400 mg/l
Pimephales promelas (fathead minnow)	- (nominal, static). 96 h LC50 = 4,630 mg/l
Daphnia magna,	- (nominal, static). 48 h LC50= 2,770 mg/l
Ceriodaphnia dubia	- (nominal, static). 48 h LC50= 1,830 mg/l
Nitzschia linearis (diatom)	- (nominal, static). 5 day LC50 = 3,130 mg/l

SECTION 13. DISPOSAL CONSIDERATIONS

CARE MUST BE TAKEN TO PREVENT ENVIRONMENTAL CONTAMINATION FROM THE USE OF THE MATERIAL. THE USER OF THE MATERIAL HAS THE RESPONSIBILITY TO DISPOSE OF UNUSED MATERIAL, RESIDUES AND CONTAINERS IN COMPLIANCE WITH ALL RELEVANT LOCAL, STATE AND FEDERAL LAWS AND REGULATIONS REGARDING TREATMENT, STORAGE AND DISPOSAL FOR HAZARDOUS AND NONHAZARDOUS WASTES.

Waste Disposal Summary : If this product becomes a waste, it meets the criteria of a hazardous waste as defined under 40 CFR 261 and would have the following EPA hazardous waste number: D001. If this product becomes a waste, it will be a hazardous waste which is subject to the Land Disposal restrictions under 40 CFR 268 and must be managed accordingly.

Disposal Methods : As a hazardous solid waste it should be disposed of in accordance with local, state and federal regulations.

Potential US EPA Waste Codes : D001

SECTION 14. TRANSPORT INFORMATION



DOT

UN number : 1748
Description of the goods : Calcium hypochlorite mixtures dry
Class : 5.1
Packing group : III
Labels : 5.1
Emergency Response : 140
Guidebook Number

TDG

UN number : 1748
Description of the goods : CALCIUM HYPOCHLORITE MIXTURE, DRY
Class : 5.1
Packing group : II
Labels : 5.1

IATA

UN number : 1748
Description of the goods : Calcium hypochlorite mixture, dry
Class : 5.1
Packing group : III
Labels : 5.1
Packing instruction (cargo : 563

aircraft)

Packing instruction : 559

(passenger aircraft)

Packing instruction : Y546

(passenger aircraft)

IMDG-CODE

UN number : 1748
Description of the goods : CALCIUM HYPOCHLORITE MIXTURE, DRY



Class : 5.1
Packing group : III
Labels : 5.1
EmS Number 1 : F-H
EmS Number 2 : S-Q

Marine pollutant : yes

SECTION 15. REGULATORY INFORMATION

This chemical is a pesticide product registered by the United States Environmental Protection Agency and is subject to certain labeling requirements under federal pesticide law. These requirements differ from the classification criteria and hazard information required for safety data sheets (SDS), and for workplace labels of non-pesticide chemicals.

Signal word : DANGER!
Hazard statements : Causes substantial but temporary eye injury.
Corrosive. Causes skin burns.
Corrosive. Causes irreversible eye damage.
This pesticide is toxic to fish.

EPCRA - Emergency Planning and Community Right-to-Know Act

CERCLA Reportable Quantity

Components	CAS-No.	Component RQ (lbs)	Calculated product RQ (lbs)
Calcium hypochlorite	7778-54-3	10	13



SARA 302

No chemicals in this material are subject to the reporting requirements of SARA Title III, Section 302.

SARA 313

This material does not contain any chemical components with known CAS numbers that exceed the threshold (De Minimis) reporting levels established by SARA Title III, Section 313.

Clean Air Act

This product does not contain any hazardous air pollutants (HAP), as defined by the U.S. Clean Air Act Section 12 (40 CFR 61).

This product does not contain any chemicals listed under the U.S. Clean Air Act Section 112(r) for Accidental Release Prevention (40 CFR 68.130, Subpart F).

This product does not contain any chemicals listed under the U.S. Clean Air Act Section 111 SOCM I Intermediate or Final VOC's (40 CFR 60.489).

Clean Water Act

The following Hazardous Substances are listed under the U.S. CleanWater Act, Section 311, Table 116.4A:

Calcium hypochlorite	7778-54-3
----------------------	-----------

The following Hazardous Chemicals are listed under the U.S. CleanWater Act, Section 311, Table 117.3:

Calcium hypochlorite	7778-54-3
----------------------	-----------

This product does not contain any toxic pollutants listed under the U.S. Clean Water Act Section 307

US State Regulations

Massachusetts Right To Know

Calcium hypochlorite	7778-54-3
Calcium dihydroxide	1305-62-0
Calcium carbonate	471-34-1
Calcium chlorate	10137-74-3

Pennsylvania Right To Know

Calcium hypochlorite	7778-54-3
Sodium chloride	7647-14-5
Calcium dihydroxide	1305-62-0
Calcium carbonate	471-34-1

Calcium chlorate	10137-74-3
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**Arch
Chemicals,
Inc.**

SAFETY DATA SHEET

Calcium chloride 10043-52-4

New Jersey Right To Know

Calcium hypochlorite	7778-54-3
Sodium chloride	7647-14-5
Calcium dihydroxide	1305-62-0
Calcium carbonate	471-34-1
Calcium chlorate	10137-74-3
Calcium chloride	10043-52-4

California Prop 65

This product does not contain any chemicals known to State of California to cause cancer, birth defects, or any other reproductive harm.

The components of this product are reported in the following inventories:

TSCA : The components of this product are listed on the TSCA Inventory of Existing Chemical Substances.

Inventories

AICS (Australia), DSL (Canada), IECSC (China), REACH (European Union), ENCS (Japan), ISHL (Japan), KECI (Korea), NZIoC (New Zealand), PICCS (Philippines), TSCA (USA)

SECTION 16. OTHER INFORMATION

Major References : Available upon request.

THIS MATERIAL SAFETY DATA SHEET (MSDS) HAS BEEN PREPARED IN COMPLIANCE WITH THE FEDERAL OSHA HAZARD COMMUNICATION STANDARD, 29 CFR 1910.1200. THE INFORMATION IN THIS MSDS SHOULD BE PROVIDED TO ALL WHO WILL USE, HANDLE, STORE, TRANSPORT, OR OTHERWISE BE EXPOSED TO THIS PRODUCT. THIS INFORMATION HAS BEEN PREPARED FOR THE GUIDANCE OF PLANT ENGINEERING, OPERATIONS AND MANAGEMENT AND FOR PERSONS WORKING WITH OR HANDLING THIS PRODUCT. ARCH CHEMICALS BELIEVES THIS INFORMATION TO BE RELIABLE AND UP TO DATE AS OF THE DATE OF PUBLICATION BUT, MAKES NO WARRANTY THAT IT IS. ADDITIONALLY, IF THIS MSDS IS MORE THAN THREE YEARS OLD, YOU SHOULD CONTACT ARCH CHEMICALS MSDS CONTROL AT THE PHONE NUMBER ON THE FRONT PAGE TO MAKE CERTAIN THAT THIS DOCUMENT IS CURRENT. .



Safety Data Sheet

Rescue™ Concentrate Use Dilution (1:64 and Higher)

SECTION 1. IDENTIFICATION

Product Identifier Rescue Concentrate Use Dilution (1:64 and Higher) **Recommended**

Use Hard Surface Cleaner and Disinfectant.

Manufacturer Virox Technologies Inc., 2770 Coventry Rd., Oakville, ON, L6H 6R1, 905-813-0110 **Emergency Phone**

No. Virox Technologies Inc., 1-800-387-7578

SDS No. 002240D2

SECTION 2. HAZARDS IDENTIFICATION

Classified according to Canada's Hazardous Products Regulations (WHMIS 2015) and Communication

Standard (HCS 2012)

Classification

Not classified under any hazard class.

Label Elements

Signal Word

None.

Hazard Pictogram

None.

Hazard Statement(s)

None.

Precautionary Statement(s):

None.

SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS

Mixture:

Chemical Name	CAS No.	%	Other Identifiers
Hydrogen peroxide	7722-84-1	<0.1	

Active ingredients are listed above. EPA Reg. No. 74559-4.

SECTION 4. FIRST-AID MEASURES

First-aid Measures

Inhalation

No specific first aid measures are required.

Skin Contact

No specific first aid measures are required.

Eye Contact

Flush with cool water. Remove contact lenses, if applicable, and continue washing. irritation develops or persists.

Ingestion

No specific first aid measures are required.



**Arch
Chemicals,
Inc.**

SAFETY DATA SHEET

SECTION 5. FIRE-FIGHTING MEASURES

Extinguishing Media

Suitable Extinguishing Media

Not combustible. Use extinguishing agent suitable for surrounding fire. **Unsuitable Extinguishing Media** None known.

Specific Hazards Arising from the Product

None known.

Product Identifier: Rescue Concentrate Use Dilution (1:64 and Higher)

SDS No.: 002240D2

Date of Preparation: October 13, 2015

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Special Protective Equipment and Precautions for Fire-fighters

As in any fire, wear self-contained breathing apparatus pressure-demand, MSHA/NIOSH (approved or equivalent) and full protective gear.

SECTION 6. ACCIDENTAL RELEASE MEASURES

Personal Precautions, Protective Equipment, and Emergency Procedures

No special precautions are necessary.

Environmental Precautions

Prevent large spills from entering surface water ways.

Methods and Materials for Containment and Cleaning Up

Use water rinse for final cleanup. Diluted product can be flushed to sanitary sewer.

SECTION 7. HANDLING AND STORAGE

Precautions for Safe Handling

Use good industrial hygiene practices in handling this material. FOR COMMERCIAL AND INDUSTRIAL USE ONLY.

Conditions for Safe Storage

Store in an area that is out of direct sunlight. Avoid storage at elevated temperatures. KEEP OUT OF REACH OF CHILDREN.

SECTION 8. EXPOSURE CONTROLS/PERSONAL PROTECTION

Control Parameters

	ACGIH TLV®		OSHA PEL		AIHA WEEL	
Chemical Name	TWA	STEL	TWA	Ceiling	8-hr TWA	TWA
Hydrogen Peroxide	1 ppm		1 ppm			

Appropriate Engineering Controls

No specific ventilation requirements.

Individual Protection Measures

Eye/Face Protection

Not required if product is used as directed.

Skin Protection

Not required if product is used as directed.

Respiratory Protection

Not required if product is used as directed.

SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES

Basic Physical and Chemical Properties

Appearance	Clear colourless.
Odour	Faint, characteristic odour
Odour Threshold	Not available
pH	~2.3
Melting Point/Freezing Point	Not available (melting); Not available (freezing)
Initial Boiling Point/Range	Not available
Flash Point	> 200 °F (93 °C)
Evaporation Rate	Not available
Flammability (solid, gas)	Not available
Upper/Lower Flammability or	Not available (upper); Not available (lower)

Explosive Limit	
Vapour Pressure	Not available
Vapour Density (air = 1)	Not available
Relative Density (water = 1)	1.00 at 68 °F (20 °C)
Solubility	Soluble in water
Partition Coefficient, n-Octanol/Water (Log Kow)	Not available

Product Identifier:	Rescue Concentrate Use Dilution (1:64 and Higher)	SDS No.: 002240D2	
Date of Preparation:	October 13, 2015	Page	02 of 08
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Auto-ignition Temperature	Not available
Decomposition Temperature	Not available
Viscosity	Not available

Other Information

Elemental Phosphorus	0% by weight
-----------------------------	--------------

SECTION 10. STABILITY AND REACTIVITY

Reactivity

Not reactive.

Chemical Stability

This product is stable.

Possibility of Hazardous Reactions

None known.

Conditions to Avoid

Prolonged exposure to high temperatures.

Incompatible Materials

Oxidizing agents (e.g. peroxides), strong bases (e.g. sodium hydroxide), reducing agents (e.g. hydroquinone). Copper and brass. Ferrous materials such as galvanized iron and heavy metals. Do not mix with any other cleaning or disinfecting products.

Hazardous Decomposition Products

None known.

SECTION 11. TOXICOLOGICAL INFORMATION

Likely Routes of Exposure

Inhalation; skin contact; eye contact; ingestion.

Acute Toxicity

LC50 (Inhalation): >20 mg/L

LD50 (Oral): >5000 mg/kg

LD50 (Dermal): >5000 mg/kg

Skin Corrosion/Irritation

Not a skin irritant.

Serious Eye Damage/Irritation

Not an eye irritant.

STOT (Specific Target Organ Toxicity) - Single Exposure

Inhalation

Not classified under GHS criteria.

Skin Absorption

Not classified under GHS criteria.

Ingestion

Not classified under GHS criteria.

STOT (Specific Target Organ Toxicity) - Repeated Exposure

Not classified under GHS criteria.

Respiratory and/or Skin Sensitization

Not a respiratory sensitizer. Not a skin sensitizer.

Carcinogenicity

Not classified under GHS criteria.

Reproductive Toxicity**Development of Offspring**

Not classified under GHS criteria.

Sexual Function and Fertility

Not classified under GHS criteria.

Product Identifier:	Rescue Concentrate Use Dilution (1:64 and Higher)	SDS No.: 002240D2		
Date of Preparation:	October 13, 2015	Page	03 of	08
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Effects on or via Lactation

Not classified under GHS criteria.

Germ Cell Mutagenicity

Not classified under GHS criteria.

Interactive Effects

None known.

SECTION 12. ECOLOGICAL INFORMATION

Environmental Information: No data available.

SECTION 13. DISPOSAL CONSIDERATIONS

Diluted product can be flushed to sanitary sewer.

RCRA Hazard Class (Diluted Product): Not Classified

SECTION 14. TRANSPORT INFORMATION

Not regulated under Canadian TDG Regulations. Not regulated under US DOT Regulations.

Special Precautions Not applicable

Other Information Not regulated under IMO/IMDG. **SECTION 15.**

REGULATORY INFORMATION**Safety, Health and Environmental Regulations****Canada****Domestic Substances List (DSL) / Non-Domestic Substances List (NDSL)**

All ingredients are listed on the DSL/NDSL or exempt.

USA**Toxic Substances Control Act (TSCA) Section 8(b)**

All ingredients are listed on the TSCA Inventory or exempt from TSCA Inventory requirements under 40 CFR 720.

Other U.S. Federal Regulations

SARA 302/304/311/312 extremely hazardous substances: No listed substance.

SARA 302/304 emergency planning and notification: No listed substance.

California Proposition 65: This product is not subject to the reporting requirements under California's Proposition 65.

SECTION 16. OTHER INFORMATION

NFPA Rating	Health - 0 Flammability - 0 Instability - 0
SDS Prepared By	Virox Technologies Inc.
Phone No.	(800) 387-7578
Date of Preparation	October 13, 2015
Date of Last Revision	May 31, 2021
Additional Information	For an updated SDS please contact the supplier/manufacturer listed on the first page of this document. Information contained herein was obtained from sources considered technically accurate and reliable. While every effort has been made to ensure full disclosure of product hazards, in some cases data is not available and is so stated. Since conditions of actual product use are beyond control of the supplier, it is assumed that users of this material have been fully trained according to the requirement of all applicable legislation and regulatory instruments. No warranty, expressed or implied, is made and manufacturer/supplier will not be liable for any losses, injuries or consequential damages which may result from the use of or reliance on any information contained in this document. The contents of this document have been prepared in accordance with the Canadian Hazardous Products Regulations (WHMIS 2015 and GHS (Globally Harmonized System of Classification and Labelling of Chemicals)).

Product Identifier:	Rescue Concentrate Use Dilution (1:64 and Higher)	SDS No.: 002240D2	
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Created using **CANWrite™**



Safety Data Sheet

Rescue Concentrate (US) One Step Disinfectant Cleaner & Deodorizer

SECTION 1. IDENTIFICATION

Product Identifier Rescue Concentrate (US)
Recommended Use Concentrated Hard Surface Cleaner and Disinfectant.
Manufacturer Virox Technologies Inc., 2770 Coventry Rd., Oakville, ON, L6H 6R1, 905-813-0110 **Emergency Phone No.** Virox Technologies Inc., 1-800-387-7578
SDS No. 002240

SECTION 2. HAZARD IDENTIFICATION

Classified according to Canada's Hazardous Products Regulations (WHMIS 2015) and the US Hazard Communication Standard (HCS 2012)

Classification

Eye irritation - Category 2B

Label Elements

Signal Word: Warning

Hazard Statement(s):

Causes eye irritation.

Precautionary Statement(s):

Prevention: Wash hands and skin thoroughly after handling.

Response: IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical advice/attention.

Storage: See Section 7 for Handling and Storage information.

Disposal: See Section 13 for Waste Disposal information.

SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS

Mixture:

Chemical Name	CAS No.	%	Other Identifiers
Hydrogen peroxide	7722-84-1	4.25	

SECTION 4. FIRST-AID MEASURES

First-aid Measures

Inhalation

Not a normal route of exposure.

Skin Contact

Remove contaminated clothing and thoroughly flush affected areas with lukewarm water. Obtain medical attention if irritation develops or persists.

Eye Contact

Flush with cool water for 10-15 min. Remove contact lenses, if applicable, once flushing has begun. If eye irritation persists, get medical advice/attention.

Ingestion

Rinse mouth with water. NEVER give anything by mouth if victim is rapidly losing consciousness, or is unconscious or convulsing. Do NOT induce vomiting. Call a Poison Centre or doctor if you feel unwell.

SECTION 5. FIRE-FIGHTING MEASURES

Extinguishing Media

Suitable Extinguishing Media

Not combustible. Use extinguishing agent suitable for surrounding fire.

Unsuitable Extinguishing Media None known.

Product Identifier: Rescue Concentrate (US)
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Specific Hazards Arising from the Product

Decomposition releases oxygen, which may intensify fire.

Special Protective Equipment and Precautions for Fire-fighters

As in any fire, wear self-contained breathing apparatus pressure-demand, MSHA/NIOSH (approved or equivalent) and full protective gear.

SECTION 6. ACCIDENTAL RELEASE MEASURES

Personal Precautions, Protective Equipment, and Emergency Procedures

Use the personal protective equipment recommended in Section 8 of this safety data sheet.

Environmental Precautions

Before attempting clean-up, refer to hazard data. Review federal, provincial and local government requirements prior to disposal. Prevent large spills from entering sewers or waterways. Contact emergency services and supplier for advice.

Methods and Materials for Containment and Cleaning Up

Contain and soak up spill with absorbent that does not react with spilled product. Place used absorbent into suitable, covered, labelled containers for disposal. Use water rinse for final cleanup.

SECTION 7. HANDLING AND STORAGE

Precautions for Safe Handling

Avoid contact with eyes, skin and clothing. Prevent accidental contact with incompatible materials. FOR COMMERCIAL AND INDUSTRIAL USE ONLY.

Conditions for Safe Storage

Keep container tightly closed in a dry and well-ventilated place. Store in an area that is out of direct sunlight and away from heat and ignition sources. Avoid storage at elevated temperatures. KEEP OUT OF REACH OF CHILDREN.

SECTION 8. EXPOSURE CONTROLS/PERSONAL PROTECTION

Control Parameters

Chemical Name	ACGIH TLV®		OSHA PEL		AIHA WEEL	
	TWA	STEL	TWA	Ceiling	8-hr TWA	TWA
Hydrogen peroxide	1 ppm		1 ppm			

Appropriate Engineering Controls No specific ventilation requirements.

Individual Protection Measures

Eye/Face Protection

Safety goggles or glasses.

Skin Protection

Wear appropriate chemical resistant gloves.

Respiratory Protection

Not required if product is used as directed.

SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES

Basic Physical and Chemical Properties

Appearance	Clear colourless liquid.
Odour	Faint, characteristic odour.
Odour Threshold	Not available
pH	~1.0
Melting Point/Freezing Point	Not available (melting); Not available (freezing)
Initial Boiling Point/Range	Not available
Flash Point	> 93 °C
Evaporation Rate	Not available
Upper/Lower Flammability or	Not available (upper); Not available (lower)
Explosive Limit	
Vapour Pressure	Not available
Vapour Density (air = 1)	Not available

Product Identifier: Rescue Concentrate (US)
Date of Preparation: August 25, 2015

SDS No.: 002240

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Relative Density (water = 1)	1.019 - 1.054 at 25 °C
Solubility	Very soluble (more than 50 g/100 mL) in water
Partition Coefficient, n-Octanol/Water (Log Kow)	Not available
Auto-ignition Temperature	Not available
Other Information	
Elemental Phosphorus	0% by weight

SECTION 10. STABILITY AND REACTIVITY

Reactivity

Not reactive.

Chemical Stability

This product is stable.

Possibility of Hazardous Reactions None known.

Conditions to Avoid

Prolonged exposure to high temperatures.

Incompatible Materials

Oxidizing agents (e.g. peroxides), strong bases (e.g. sodium hydroxide), reducing agents (e.g. hydroquinone). Copper and brass. Ferrous materials such as galvanized iron and heavy metals. Do not mix with any other cleaning or disinfecting products.

Hazardous Decomposition Products

Decomposition releases oxygen, which may intensify fire.

SECTION 11. TOXICOLOGICAL INFORMATION**Likely Routes of Exposure**

Skin contact; eye contact; ingestion; inhalation.

Acute Toxicity

LC50 (Inhalation): > 2 mg/L

LD50 (Oral): > 2000 mg/Kg

LD50 (Dermal): > 5000 mg/Kg **Serious**

Eye Damage/Irritation Causes eye irritation.

STOT (Specific Target Organ Toxicity) - Single Exposure**Inhalation**

Not classified under GHS criteria.

Skin Absorption

Not classified under GHS criteria.

Ingestion

Not classified under GHS criteria.

STOT (Specific Target Organ Toxicity) - Repeated Exposure

Respiratory and/or Skin Sensitization Not classified under GHS criteria.

Carcinogenicity

Not classified under GHS criteria.

Reproductive Toxicity**Development of Offspring**

Not classified under GHS criteria.

Sexual Function and Fertility

Not classified under GHS criteria.

Effects on or via Lactation

Not classified under GHS criteria.

Product Identifier: Rescue Concentrate (US)
Date of Preparation: August 25, 2015

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Germ Cell Mutagenicity

Not classified under GHS criteria.

Interactive Effects None

known.

SECTION 12. ECOLOGICAL INFORMATION

Environmental Information: No data available.

SECTION 13. DISPOSAL CONSIDERATIONS

Review the STORAGE and DISPOSAL instructions on product label prior to disposal.

RCRA Hazard Class: D002

SECTION 14. TRANSPORT INFORMATION

Not regulated under Canadian TDG Regulations. Not regulated under US DOT Regulations.

Special Precautions Not applicable

Other Information Not regulated under IMO/IMDG (Marine)

SECTION 15. REGULATORY INFORMATION

Safety, Health and Environmental Regulations

USA

Toxic Substances Control Act (TSCA) Section 8(b)

All ingredients are on the TSCA Inventory or are exempt from TSCA Inventory requirements under 40 CFR 720.

Additional USA Regulatory Lists

SARA 302/304/311/312 extremely hazardous substances: No listed substance.

SARA 302/304 emergency planning and notification: No listed substance.

EPA Registration No.: 74559-4

California Proposition 65: This product is not subject to the reporting requirements under California's Proposition 65.

SECTION 16. OTHER INFORMATION

NFPA Rating

Health - 2 Flammability - 0 Instability - 0 Special Hazards - None **SDS Prepared**

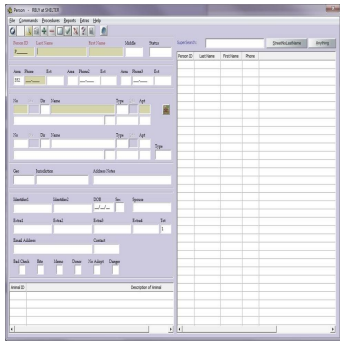
By Virox Technologies Inc.

Phone No. (800) 387-7578

Date of Preparation August 25, 2015

Date of Last Revision May 31, 2021

Additional Information For an updated SDS please contact the supplier/manufacture listed on the first page of this document. Information contained herein was obtained from sources considered technically accurate and reliable. While every effort has been made to ensure full disclosure of product hazards, in some cases data is not available and is so stated. Since conditions of actual product use are beyond control of the supplier, it is assumed that users of this material have been fully trained according to the requirement of all applicable legislation and regulatory instruments. No warranty, expressed or implied, is made and manufacturer/supplier will not be liable for any losses, injuries or consequential damages which may result from the use of or reliance on any information contained in this document. The contents of this document have been prepared in accordance to Canada's Hazardous Products Regulations (WHMIS 2015) and the US Hazard Communication Standard (HCS 2012)



Date of Last Revision: May 31, 2021

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STANDARD OPERATING PROCEDURES

Sheltering

Cleaning / Cat Kennels and Mobile Units

Procedure No.: E-4-a-iii

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Cleaning of cat kennels and mobile units differs in terms of disinfecting for daily cleaning and resetting for another animal's use. Cats are more sensitive to changes in environment and whenever possible we should keep the same linens and other items in the kennel.

Daily Cleaning

When cleaning a cat kennel or mobile unit, follow these general steps:

- Remove all debris by hand
- Replace any heavily soiled blankets/towels/sheets.
- Empty litter box and refill with new litter. Replace box if heavily soiled.
- Replace any soiled bowls.
- Refill waters.
- Refill food.
- Be sure that each cat has a place to hide.

Each cat will require different methods for cleaning their kennel. If the cat is not safely handled, there should be a feral box in their kennel for them to hide in, and you can close them in while you safely clean their kennels.

After you have cleaned and released all cats from their boxes you must sweep and mop the floor using Trifectant or Rescue to disinfect.

Resets

When resetting a kennel for another cat:

- Remove all items and linens.
- Remove any remaining debris.
- Spray the whole kennel down with Trifectant or Rescue and let sit.
- After the Trifectant or Rescue has disinfected the kennel, you will wipe it dry with a clean towel.

- Replace bedding with new items, put in a litter box with fresh litter, and place a water and food bowl in the kennel to alert staff that this kennel has been disinfected for a new resident.

- Allow soap to sit for 10 minutes.
- Scrub stubborn organic matter with brush as needed.

STANDARD OPERATING PROCEDURES

Sheltering

Cleaning / Dog Kennels

- Thoroughly rinse the walkway and entire kennel with water. Make sure the kennel surface and drain are free from ALL organic debris, including fecal matter and hair. Take time to specifically walk up to and check each drain for waste on all sides.
- Spray walkway and entire kennel with Wysiwash. Allow Wysiwash to sit for at least 5 minutes or until dry. DO NOT rinse off.
- Replace food and water bowls and turn bowl-fillers on. Walk through kennel and check every water bowl to make sure that the spigot is working. Hand fill any bowls that are not working and notify Supervisor to put in a work order. Make sure beds are NOT under the water bowl or they will fill up with water.
- Squeegee the walkway, then each kennel, including Kuranda beds.
- Put Kuranda bed back on the kennel floor. Let dogs inside.
- Scoop poop and spot clean kennels as necessary throughout the day, up to and including full cleaning and disinfection if needed with dog closed on the other side.
- Check water bowl levels periodically throughout the day and refill as needed.

Reset

Follow all the steps above and replace all bowls with new sanitized bowls on the kennels to indicate a reset kennel.

Precautions

- Take apart Wysiwash container and empty excess liquid after each use.
- NEVER SPRAY WATER AT, ON, OR NEAR A DOG AT ANYTIME!!!
- Check dog beds to make sure each dog has an appropriately sized bed.
- Look for high energy dogs that may benefit from Kong or other enrichment.
- Small dogs and puppies may need a crate to feel more secure.
- Older dogs may need a blanket or bedding.
- ALWAYS feed dogs kenneled together separately or under supervision. Once they are done eating, remove the bowls, and re-open the guillotine door. DO NOT LEAVE ANY DOG CLOSED OUT FOR THE NIGHT!!!

Cooler Months

During cooler weather months, monitor the temperature throughout the week.

- If nighttime temps are forecast to fall below freezing (<32°F), then close guillotine doors overnight. ○ Note: Some dogs may just need theirs lowered – especially if they flip the guillotine door and may get stuck outside for the night.
- If nighttime temps are forecast to hover between 32°F – 50°F, lower the guillotine doors. Provide bedding for smaller animals, puppies, or others that don't have a thick coat and need something for warmth.

- Move any available Kuranda beds to kennels with dogs so they have an option to get off the cold concrete floor. If no bed, then be sure to provide a blanket.
- A lot of this is common sense and case by case. Be observant and know the dogs.
- When temperatures start falling below 50°F, turn on the heat at overnight and/or during the daytime, as warranted.

STANDARD OPERATING PROCEDURES

Sheltering

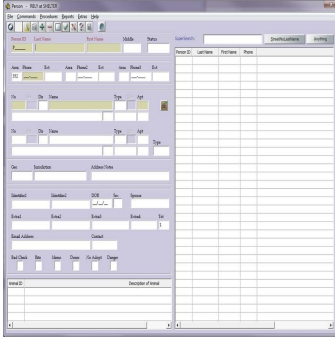
Cleaning / Dog Kennels

- The switches are in the center double kennel closet. For UB it's located near the ceiling, and you will need a ladder to reach it.

STANDARD OPERATING PROCEDURES

Sheltering

Last Revised Date: 5/1/22



Cleaning / Dog Crates

Procedure No.: E-4-a-v

Effective Date: 5/1/22

Dog crates are not an ideal housing situation for animals and should only be used when absolutely necessary. Cleaning of dog crates is similar to the process of cleaning kennels in terms of disinfecting for daily cleaning and resetting for another animal's use.

Daily Cleaning

The animal should be removed from the crate and taken on a walk or some other type of enrichment activity while another staff member cleans. To ensure effective cleaning for an animal that is returning to the kennel, you should remove the crate bottom entirely to observe any sitting debris. While the kennel is out you should follow these steps:

- Remove all debris by hand.
- Replace any soiled blankets/towels/sheets.
- Disinfect soiled bottoms using Wysiwash or Trifectant.
- Dry and replace bottom. ○ If too soiled, replace with a new disinfected crate bottom.
- Replace any soiled bowls.
- Refill waters.
- Place animal back in crate.

Reset

A crate should be reset between new animals. When you reset a crate follow these steps:

- Remove all debris by hand.
- Remove the crate bottom and place in the sterilization area.
- Remove any debris seen on crate wires by hand and take crate to sterilization area.
- Rinse both the crate bottom and crate with water.
- Apply degreaser to both and allow to sit.
- Scrub stubborn organic matter with brush as needed.

STANDARD OPERATING PROCEDURES

Sheltering

- Rinse degreaser completely until you no longer see soap bubbles.
- Cover both completely with Wysiwash and let dry.

The screenshot shows a software application window titled 'Sheltering'. It contains several sections: a top navigation bar with 'Home', 'Reports', 'Settings', and 'Help'; a main area with multiple tables and forms for data entry; and a bottom status bar. The tables appear to be for tracking animal intake, treatment, and housing.

Once the crate is reset you should either make it available for a new intake by adding a towel, food bowl, and water bowl on top to indicate it is ready for an intake or break it down and store in the appropriate area.

Cleaning / Small Mammal Carriers, Cat Traps & Boxes

Procedure No.: E-4-a-vi

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Items other than kennels and crates used to house animals, even for a short time, must be properly cleaned, sterilized, and stored. To ensure these items are cleaned they must be placed in the cat catch pen area behind the cat rooms. For small mammal kennels, cat traps, feral boxes, and carriers you need to follow these steps:

- Remove all large debris by hand.
- Rinse thoroughly to remove other debris.
- Spray on degreaser and allow to sit.
- Scrub stubborn organic matter with brush as needed.
- Rinse degreaser completely until there are no longer see soap bubbles.
- Spray Wysiwash on all surfaces.
- Allow to sit until dry.
- Place in appropriate storage.

This is another screenshot of the 'Sheltering' software interface, showing a different view or set of data tables. It includes the same top navigation bar and a main area with various data entry fields and tables for animal management.

- Feral boxes and carriers are kept in the cat catch pen area behind the triple cat rooms.
- Small mammal kennels are kept behind the UB kennels or storage room (currently Crate Room 2).
- Cat traps are kept in the garage hung up on the fencing.

Cleaning / Vehicles

Procedure No.: E-4-a-vii

Effective Date: 5/1/22

There are often times that the Sheltering Team will need to use a County vehicle for animal transport. Proper cleaning, disinfecting, and storage of County vehicles is necessary for the

STANDARD OPERATING PROCEDURES

Sheltering

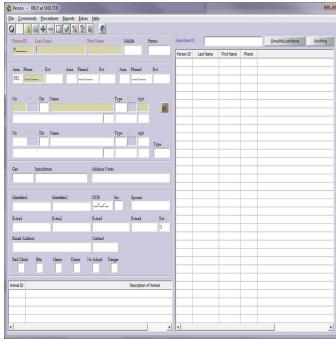
Last Revised Date: 5/1/22

health and safety of our animals. Each employee that uses a vehicle is accountable for following *Procedure B-9: County Vehicle Use* and *Procedure G-9: Vehicle Use & Care*.

STANDARD OPERATING PROCEDURES

Sheltering

5/1/22

A screenshot of a software application window titled "New - 101-101-101". The window contains several tabs: "Intake", "Admission", "Discharge", "Vaccination", "Treatment", "Lab", "X-ray", "Dental", "Surgery", "Behavior", "Training", "Foster", "Adoption", "Transfer", "Death", "Euthanasia", "Recovery", "Post-mortem", "Autopsy", "Genetics", "Reproduction", "Nutrition", "Housing", "Transportation", "Insurance", "Legal", "Financial", "Marketing", "Public Relations", "Community Outreach", "Volunteer Management", "Donor Management", "Fundraising", "Event Planning", "Facilities Management", "Maintenance", "Security", "Risk Management", "Compliance", "Quality Assurance", "Customer Service", "Employee Management", "Performance Evaluation", "Professional Development", "Health and Safety", "Emergency Preparedness", "Disaster Response", "Crisis Management", "Public Safety", "Law Enforcement", "Media Relations", "Press Releases", "Social Media", "Website Management", "Email Marketing", "Direct Mail", "Telemarketing", "Sales", "Marketing Research", "Market Analysis", "Competitor Analysis", "SWOT Analysis", "Business Plan", "Financial Statements", "Budgeting", "Forecasting", "Tax Preparation", "Accounting", "Payroll", "Human Resources", "Recruitment", "Training and Development", "Employee Handbook", "Code of Conduct", "Anti-Harassment Policy", "Equal Opportunity Policy", "Non-Discrimination Policy", "Privacy Policy", "Terms and Conditions", "Disclaimer", "Waiver of Liability", "Release of Liability", "Assumption of Risk", "Informed Consent", "Authorization to Release Information", "Authorization to Perform Procedures", "Authorization to Anesthetize", "Authorization to Euthanize", "Authorization to Donate Organs", "Authorization to Donate Tissues", "Authorization to Donate Cells", "Authorization to Donate Blood", "Authorization to Donate Plasma", "Authorization to Donate Bone Marrow", "Authorization to Donate Stem Cells", "Authorization to Donate Cord Blood", "Authorization to Donate Cord Tissue", "Authorization to Donate Cord Placenta", "Authorization to Donate Cord Blood Stem Cells", "Authorization to Donate Cord Blood Progenitor Cells", "Authorization to Donate Cord Blood Mesenchymal Stem Cells", "Authorization to Donate Cord Blood Endothelial Progenitor Cells", "Authorization to Donate Cord Blood Hematopoietic Progenitor Cells", "Authorization to Donate Cord Blood Neural Progenitor Cells", "Authorization to Donate Cord Blood Epithelial Progenitor Cells", "Authorization to Donate Cord Blood Mesodermal Progenitor Cells", "Authorization to Donate Cord Blood Ectodermal Progenitor Cells", "Authorization to Donate Cord Blood Germ Progenitor Cells", "Authorization to Donate Cord Blood Somatic Progenitor Cells", "Authorization to Donate Cord Blood Pluripotent Progenitor Cells", "Authorization to Donate Cord Blood Multipotent Progenitor Cells", "Authorization to Donate Cord Blood Unipotent Progenitor Cells", "Authorization to Donate Cord Blood Oligopotent Progenitor Cells", "Authorization to Donate Cord Blood Multipotent Progenitor Cells", "Authorization to Donate Cord Blood Unipotent Progenitor Cells", "Authorization to Donate Cord Blood Oligopotent Progenitor Cells".

Cleaning / Areas of Isolation for Infectious Disease

Procedure No.: E-4-a-viii

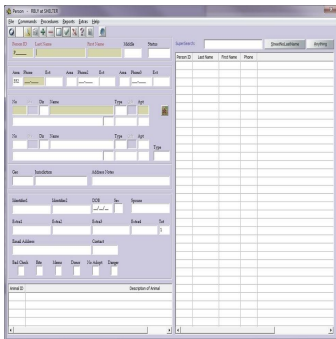
Effective Date: 5/1/22

Last Revised Date:

When our shelter is exposed to an infectious disease, we must take every step possible to limit exposure to the whole population by designating isolation areas and following proper disinfecting procedures. Once designated an isolation area, any employee who is assigned to clean and care for those animals must wear proper personal protective equipment (PPE) and follow any specific guidelines set out by the Shelter Veterinarian.

Proper PPE includes, but is not limited to:

- Tyvek overalls
- Booties/shoe covers
- Hair covers
- Latex Gloves – to be changed between animals
- Face Shield or Safety Goggles

A screenshot of a software application window titled "New - 101-101-101". The window contains several tabs: "Intake", "Admission", "Discharge", "Vaccination", "Treatment", "Lab", "X-ray", "Dental", "Surgery", "Behavior", "Training", "Foster", "Adoption", "Transfer", "Death", "Euthanasia", "Recovery", "Post-mortem", "Autopsy", "Genetics", "Reproduction", "Nutrition", "Housing", "Transportation", "Insurance", "Legal", "Financial", "Marketing", "Public Relations", "Community Outreach", "Volunteer Management", "Donor Management", "Fundraising", "Event Planning", "Facilities Management", "Maintenance", "Security", "Risk Management", "Compliance", "Quality Assurance", "Customer Service", "Employee Management", "Performance Evaluation", "Professional Development", "Health and Safety", "Emergency Preparedness", "Disaster Response", "Crisis Management", "Public Safety", "Law Enforcement", "Media Relations", "Press Releases", "Social Media", "Website Management", "Email Marketing", "Direct Mail", "Telemarketing", "Sales", "Marketing Research", "Market Analysis", "Competitor Analysis", "SWOT Analysis", "Business Plan", "Financial Statements", "Budgeting", "Forecasting", "Tax Preparation", "Accounting", "Payroll", "Human Resources", "Recruitment", "Training and Development", "Employee Handbook", "Code of Conduct", "Anti-Harassment Policy", "Equal Opportunity Policy", "Non-Discrimination Policy", "Privacy Policy", "Terms and Conditions", "Disclaimer", "Waiver of Liability", "Assumption of Risk", "Informed Consent", "Authorization to Release Information", "Authorization to Perform Procedures", "Authorization to Anesthetize", "Authorization to Euthanize", "Authorization to Donate Organs", "Authorization to Donate Tissues", "Authorization to Donate Cells", "Authorization to Donate Blood", "Authorization to Donate Plasma", "Authorization to Donate Bone Marrow", "Authorization to Donate Stem Cells", "Authorization to Donate Cord Blood", "Authorization to Donate Cord Tissue", "Authorization to Donate Cord Placenta", "Authorization to Donate Cord Blood Stem Cells", "Authorization to Donate Cord Blood Progenitor Cells", "Authorization to Donate Cord Blood Mesenchymal Stem Cells", "Authorization to Donate Cord Blood Endothelial Progenitor Cells", "Authorization to Donate Cord Blood Hematopoietic Progenitor Cells", "Authorization to Donate Cord Blood Neural Progenitor Cells", "Authorization to Donate Cord Blood Epithelial Progenitor Cells", "Authorization to Donate Cord Blood Mesodermal Progenitor Cells", "Authorization to Donate Cord Blood Ectodermal Progenitor Cells", "Authorization to Donate Cord Blood Germ Progenitor Cells", "Authorization to Donate Cord Blood Somatic Progenitor Cells", "Authorization to Donate Cord Blood Pluripotent Progenitor Cells", "Authorization to Donate Cord Blood Multipotent Progenitor Cells", "Authorization to Donate Cord Blood Unipotent Progenitor Cells", "Authorization to Donate Cord Blood Oligopotent Progenitor Cells".

Once cleaning in these isolation areas is complete, the employee must remove and dispose of PPE in a designated zone prior to moving to another section. In some circumstances designated staff will be assigned only the sick/isolation area and will also be quarantined from the general population. Cleaning in these areas should follow the procedure dedicated to that animal holding area in *Section E-4-a*.

Intake

Procedure No.: E-5

Effective Date: 5/1/22

The following considerations should be made when an animal is in the Lobby for intake:

- Front desk – Alert kennel staff if a feral box, carrier, or other equipment (e.g. shopping cart for litter of puppies, catch pole for aggressive dog, etc.) may be needed to facilitate movement from the Lobby area.
- Canines

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- Should be on a slip lead. ○ If finder has own leash, exchange for slip lead. ○ If dog has own collar/leash, remove this and apply slip lead for safety as we do not know about the integrity of the collar/leash. Store collar/leash on kennel.
- Felines
 - Cats in traps should be covered with a blanket or towel and placed off the floor to help reduce fear, anxiety, and stress.
 - Cats in traps should be transferred to feral boxes in the nearest available closed room (Interaction room, UF room, or Blue room).
 - Loose cats and cats in boxes or other containment devices should be transferred to a feral box, transfer cage, or plastic carrier as appropriate.

The following needs to be completed and entered into Chameleon as appropriate for each new animal entering the facility. Descriptions of each can be found in subsequent procedures.

- Animal Number assignment. See *Procedure B-15: Chameleon Introduction* for additional information.
- Photograph of the animal.
- Records and documents are uploaded, and appropriate personnel notified of animal entering shelter.
- Age
- Weight of the animal in pounds.
- Microchip Scanning
- Intake vaccines and preventatives. See *Procedure F-1: Vaccine and Parasite Control* for additional information.
- Behavioral Observations

Once this information is entered along with the kennel number, print and place Kennel Card on the clipboard on kennel housing the animal.

Intake / Photographs

Procedure No.: E-5-a

Effective Date: 5/1/22

Last Revised Date:

The screenshot shows the Chameleon software interface. On the left is a form with various input fields for animal information, including 'Animal ID', 'Date', 'Time', 'Weight', 'Age', 'Sex', 'Breed', 'Color', 'Microchip', 'Vaccines', and 'Preventatives'. On the right is a large table with multiple columns and rows, likely for tracking animal history or housing. The interface has a standard Windows-style menu bar and toolbar at the top.

All animals need to be photographed upon intake. Additional photographs will likely be needed once an animal is made adoptable, but the initial photograph is important so that staff and the public are able to appropriately identify the animal.

Examples of acceptable photos:

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This photo shows the full face of the animal, all four paws, and tail. This animal would be easily identified. This picture would need to be retaken if the animal became available for adoption.



These photos are of fractious cats. While not perfect as you cannot see the full animal, these could be used for possible identification. Despite the animal being contained in a trap, the photographer was able to capture an image without bars. The second photo was captured through the hole of a feral box.

Examples of unacceptable photos:



This was a friendly puppy. The photo is focused on the fence and the animal is blurry. Identification would be difficult.



This was a fractious cat. The photo is unfocused. Bars blur the image of the animal. Identification would be difficult.

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Intake / Photographs

Once an animal has been made adoptable, the photo should be able to leave a lasting impression on potential adopters. Below are recommendations from the ASPCA on proper adoption photographs.

Ten Tips for Taking an Effective Photo

1. Keep it positive. Negative or disturbing images can make adopters/donors feel sad and turn away. Happy shots showing animals ready for new homes or other results of your good work will make donors feel good about being part of your mission.
2. Use the best gear you have on hand. The latest smartphone will have good enough resolution for online and print requirements, just check the settings to be sure you're shooting in the largest format possible. Having a dSLR handy and someone who knows how to use it is a bonus but not necessary.
3. Stick to close-ups or shots with one or two compelling subjects. Whether it's people or animals, faces tell the stories.
4. When photographing animals for adoption, zoom in on the animal with no other subjects and as little background as possible.
5. Make sure animals and people are looking their best. You owe it to your animals to clean up their eyes and give them a quick brushing. And no person wants to be captured for all eternity just as she stuffs a cream puff in her mouth!
6. When taking photos of animals, have a second person on hand with plenty of treats and squeaky things to get the subject's attention. You want ears up, eyes bright, and happy expressions. Be sure the animal is comfortable and looks it.
7. Check the lighting. Fluorescent light makes for green faces. Soft, even, natural light is best (but no faces squinting into the sun or hiding in the shadows). All you need is a great window or a shady spot outdoors.
8. Watch out for the flash. If you must use a flash, be sure to avoid red-eye or the dreaded green or blue eyes that make your animals look straight out of a horror flick. Bouncing the flash off the wall or having the subject look slightly aside will do the trick.
9. Check the background. No trees or lamp posts growing out of heads and no crowds of people or random body parts to distract from the subject.
10. Crop and edit if necessary. The most basic image editing programs have tools to spruce up images by fixing red-eye or cropping out background clutter and other simple fixes.

(Copied from <https://www.aspcapro.org/resource/how-get-great-photos-your-available-animals>)

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Intake / Communication, Documents, and Records

Procedure No.: E-5-b

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Medical Records

Medical records should be scanned and attached as an Update in the Treatment Screen as shown in the example below. You must press **F9** to save prior to attaching the document. If you are unable to complete this step, the Animal ID of the patient needs to be written at the top of the records and they can be placed in the box outside of the treatment room.

Underage Puppies and Kittens

Notify appropriate personnel in charge of rescue and foster outreach to decrease time these animals spend in the shelter. Notify Medical Team to examine prior to leaving for foster.

Owner Surrender

See *Procedure D-4-b-iv: Owner Surrender* – All owner surrender animals should be accompanied by a surrender profile that is given to the appropriate supervisor for entry.

Foster Return

Animals returning permanently from foster should fill out a Foster Profile on the animal that is given to the appropriate supervisor for entry.

Ensure proper documentation as per *Field Operations Procedures* including, but not limited to bite reports, affidavits, cruelty exam forms, etc. are attached and filed in their appropriate locations.

1

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Weight in lbs	Age
0.25	1 week
0.5	2 weeks
0.75	3 weeks
1.0	4 weeks*
1.25	5 weeks
1.5	6 weeks
1.75	7 weeks
2.0	8 weeks**
2.25	9 weeks
2.5	10 weeks
2.75	11 weeks
3.0	12 weeks***

Age	Characteristics
3-6 days	Umbilical cord falls off
7-10 days	Eyes begin to open
4 weeks	All juvenile teeth are present*
10 weeks	Baby incisors begin to spread apart
12-14 weeks	Adult central upper incisors should erupt
14-16 weeks	Remaining adult incisors erupt

20 weeks	Adult incisors should be fully erupted, adult canines should be descending
5-6 months	Remaining adult teeth erupt
1 year	Teeth are clean and white
1-3 years	Teeth begin to show discoloration and mild tarter buildup
3-5 years	More noticeable tarter buildup
5-10 years	Tarter buildup, gum recession likely, may have mild whitening of lens of eye
10+ years	Tooth loss, excessive wear and/or heavy tarter expected, lenticular sclerosis common, likely to have other masses or growths present

* Vaccines should not be administered to animals less than 4 weeks of age (1lb in kittens).

** Surgery can only be performed on animals greater than 8 weeks of age (2lbs in kittens). ***

Adult incisors are typically seen erupting at this age in both kittens and puppies. This is the minimum age for Rabies vaccination.

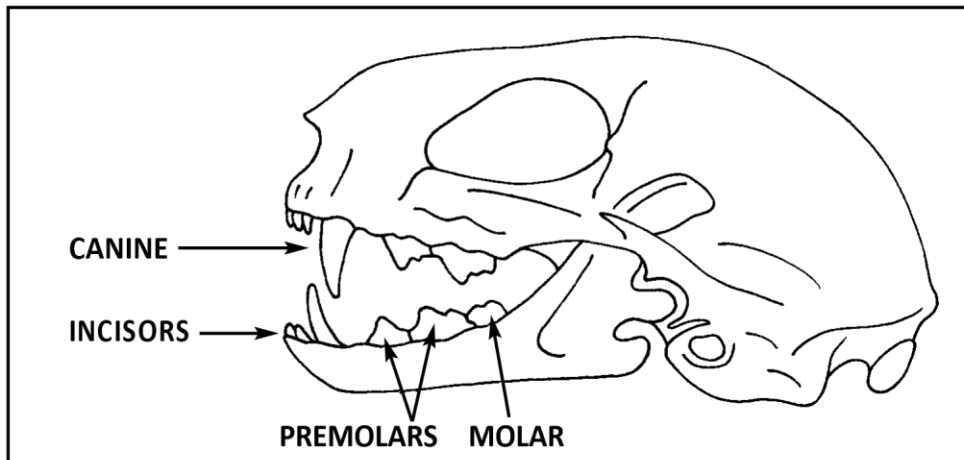
How to Determine a Cat's or Dog's Age

Examining teeth is one of the best ways to determine the approximate age of a cat or dog. Look at the degree of *growth* to determine the ages of kittens and puppies, and look at the degree of *wear* to determine the ages of adult cats and dogs. The diagram and chart below can help.

Be aware of two things that can throw off your estimate. First, an animal who has received dental care will have better-looking teeth than an animal who has not received such treatment. Second, variations exist among animals, even two from the same litter. Teeth are only a rough indicator of any animal's actual age.

Shelters are depositories for animals of all types and ages, from the cute, unweaned kitten whose eyes are barely open to the graying, noble 17-year-old shepherd mix who can hardly stand on his own. How can you figure out the age of an animal who falls somewhere in between these two extremes? Start by looking at the teeth.

Illustration by Susie Duckworth



Note: The location of teeth in a dog's jaw is similar to the cat's jaw shown here.

ESTIMATED AGE	CAT'S TEETH	DOG'S TEETH
2-4 weeks	Deciduous (baby) incisors coming in	No noticeable tooth growth
3-4 weeks	Deciduous (baby) canines coming in	Deciduous (baby) canines coming in
4-6 weeks	Deciduous (baby) premolars coming in on lower jaw	Deciduous (baby) incisors and premolars coming in
8 weeks	All deciduous (baby) teeth are in	All deciduous (baby) teeth are in
3½ - 4 months	Permanent incisors coming in	No noticeable permanent tooth growth
4-5 months	Permanent canines, premolars, and molars coming in	Permanent incisors coming in; some growth of premolars and molars
5-7 months	All permanent teeth in by 6 months	Permanent canines, premolars, and molars coming in; all teeth in by 7 months
1 year	Teeth white and clean	Teeth white and clean
1-2 years	Teeth may appear dull with some tartar build-up (yellowing) on back teeth	Teeth may appear dull with some tartar build-up (yellowing) on back teeth
3-5 years	Teeth show more tartar build-up (on all teeth) and some tooth wear	Teeth show more tartar build-up (on all teeth) and some tooth wear
5-10 years	Teeth show increased wear and disease; pigment visible on gums	Teeth show increased wear and disease
10-15 years	Teeth are worn and show heavy tartar build-up; some teeth may be missing	Teeth are worn and show heavy tartar build-up; some teeth may be missing

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Sheltering

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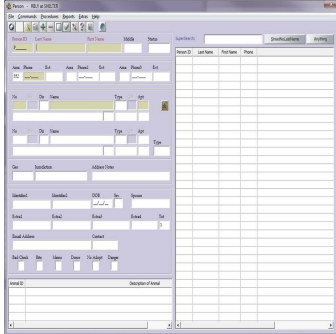
Sheltering

Intake / Collars

Procedure No.: E-5-d

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The image shows a screenshot of a software application window titled "Intake / Collars". The window is divided into several sections. On the left, there are input fields for "Animal ID", "Date", "Time", "Type", and "Weight". Below these are checkboxes for "Is Collared" and "Is Harness". There are also fields for "Collar Type" and "Harness Type". On the right, there is a large table with multiple columns and rows, likely for recording animal data. The table has headers for "Animal ID", "Date", "Time", "Type", "Weight", "Is Collared", "Is Harness", "Collar Type", and "Harness Type". The table is currently empty.

All collars and harnesses affixed to animals should be removed upon impound. They are to be labeled with the Animal ID and placed on the clipboard with the kennel card.

If you are unable to remove due to patient temperament, please note in the text portion of the intake exam "Unable to remove collar due to ...".

If the collar cannot be removed because it is embedded, seek veterinary assistance immediately.

The screenshot shows a software window titled 'Intake / Microchip Scanning'. It contains several input fields for animal details like name, breed, and date. Below these is a table with columns for 'Scanned on', 'Scanned by', and 'Scanned at'. At the bottom, there is a section labeled 'Finding a Microchip' with a 'Scanned on' field and a 'Scanned by' field.

1

Intake / Microchip Scanning

Procedure No.: E-5-e

Effective Date: 5/1/22

Finding a Microchip

All animals entering the shelter should be scanned for a microchip.

- If a chip is found, enter the number into the impound record and intake vaccination record. Enter **YES, CHIPPED** in the **Scanned on** field of the Kennel Screen. Start the process of microchip research. See *Procedure B-16: Microchip Research* for additional information.
- If no chip is found, indicate **YES, NO CHIP** in the **Scanned on** field of the Kennel Screen.
- If unable to scan due to various reasons, indicate **UNABLE TO SCAN** in the **Scanned on** field of the Kennel Screen. Note in the record that you were unable to scan and why. Please also make a note on the Kennel Card so that kennel staff will see this and can try again at a later time.

Scanner Use

Scanners should be checked prior to use and batteries changed if “Low Battery” is displayed on the screen.

- Test each scanner by scanning the test chips located in the intake room prior to attempting to scan the animal.
- Press and hold the **ON** button continuously while scanning and hold parallel to the animal.
- During scanning, rock the scanner slightly from side to side. This will maximize the potential for optimal chip orientation and successful detection.
- The scanner should be held in contact with the animal during the scanning process, either lightly touching the skin or just over the skin less than an inch away from contacting the animal.
- You should not scan any faster than 6 inches per second. GOING SLOW IS KEY to successful scanning. This is because global scanners must cycle through various modes to read all possible chip frequencies.
- The standard implant site is midway between the shoulder blades. Scanning should begin directly over this area.
- If the microchip is not detected here, you should scan down the back and sides, including the neck and shoulders all the way down to the elbows in the front and all the way down the hindquarters in the rear.

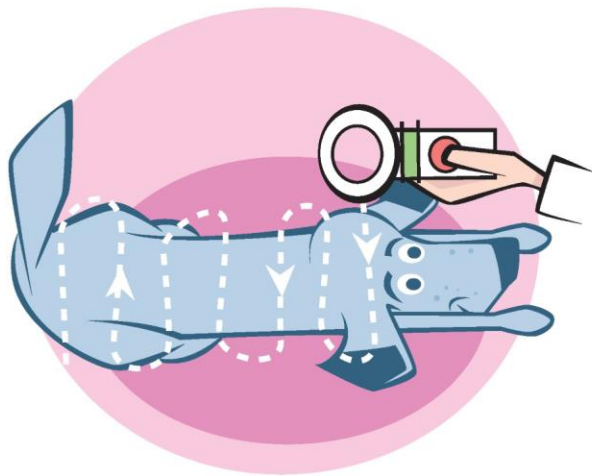
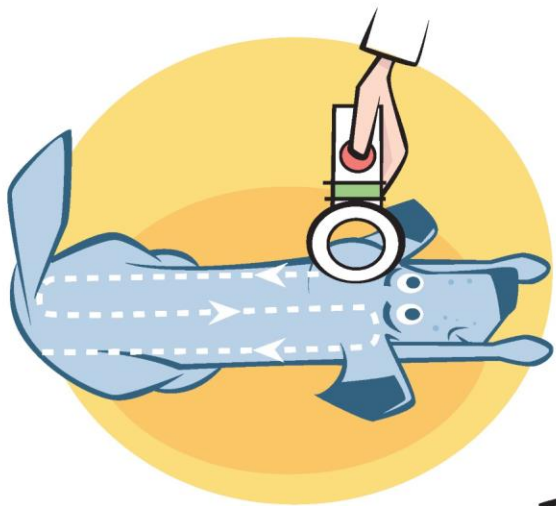
* See infographic on the following page for more information.

Do a good scan, Stan!

I may have a microchip, but sometimes those little suckers can be hard to find. But if you promise to scan me thoroughly so I can get home to my family, I'll try not to wiggle or lick too much while you wave that weird thingy at me!

And please ...

- Use a universal scanner that will detect all frequencies of microchip! That's super important. And make sure it has good batteries, because if they're weak, you could miss my chip.
- Don't scan me near stuff that may cause scanning interference, like computers, metal objects—including exam tables!—fluorescent lights or mailmen. (OK. I made that last one up.)
- Hold down the button the whole time you're scanning.
- Sometimes microchips slide around after they're injected. Mine may be in a different place than you expect. You want to check up and down my torso, neck and sides.
- Keep the scanner touching my skin or hovering as close as possible. Scan me slowly, moving the scanner in small, tight circles.
- BEEP! I'm going home!
- And please, if you're microchipping other adoptable animals, don't forget to pester their new people to keep their microchip info updated online. That way more of us will get home safely!
- If you find a chip, check petmicrochiplookup.org or call 1-800-HOME-AGAIN.



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Last Revised Date: 5/1/22

Intake / Intake Vaccines & Preventatives

Procedure No.: E-5-f

Effective Date: 5/1/22

The screenshot shows a software interface for animal intake. It includes fields for animal information (Name, Sex, Age, Breed, etc.), vaccination status (Vaccinated, Not Vaccinated), and a list of vaccinations (DA2PP, FVRCCP, Bordetella, etc.). There are also checkboxes for various tests (Flea, Tick, Heartworm, etc.) and a section for 'Notes'.

See charts below for age-appropriate vaccines and preventatives. Please reference appropriate charts and bottle labels for dosing of preventatives.

Administration of Vaccines and Preventatives

- FVRCCP and DA2PP vaccines are to be given subcutaneously in right front leg of the patient.
- Bordetella is a NASAL vaccine and should be dripped into the nose for proper vaccination. DO NOT INJECT THIS VACCINE as it can cause pain, swelling, liver necrosis and DEATH if injected.
- Revolution and Effitix are applied TOPICALLY between the shoulder blades.
- Strongid should be given ORALLY or mixed into wet food of fractious animals and left in their kennel.

Cat Intakes			
	< 4 weeks (< 1 lb)	4-8 weeks (1-2 lbs)	> 8 weeks (2+ lbs)
Strongid (by mouth)	0.2 mL	0.4 mL	See dosing chart
FVRCCP (blue cap)	DO NOT GIVE	Yes	Yes
Revolution (topically)	DO NOT GIVE	DO NOT GIVE	See dosing chart

Dog Intakes			
	< 4 weeks	4-8 weeks	> 8 weeks
Strongid (by mouth)	See dosing chart	See dosing chart	See dosing chart
DA2PP (brown cap)	DO NOT GIVE	Yes	Yes
Bordetella (purple cap)	DO NOT GIVE	Yes	Yes

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Last Revised Date: 5/1/22

Revolution (topically)

DO NOT GIVE

DO NOT GIVE

See dosing chart

Intake / Behavioral Observations

Procedure No.: E-5-g

Effective Date: 5/1/22

Included in every intake should be a note on behavior. This helps to better prepare staff that will be handling the animal after you.

Examples of descriptive behavior notes:

- Very friendly, rolled over for belly rubs.
- Friendly, allowed staff to do intakes.
- Timid, allowed staff to do intakes but growled.
- Required muzzle for vaccination.
- Aggressive, unable to do intakes or scan for a microchip. Catchpole used.
- Hissy kitten, does not like restraint.
- Vaccines given through cat trap due to cat striking and hissing.
- Vaccines given behind squeeze gate as patient attempted to bite.
- Allowed for intakes, attempted to bite when removing leash in kennel.

Feeding Guidelines / Canine BCS

Procedure No.: E-6-a-i


Effective Date: 5/1/22

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Sheltering

























Last Revised Date: 5/1/22

See the Purina chart below for Body Condition Scores (BCS) – dogs in our care should be a 4 to 5 out of 9 on this scale. If you note an animal gaining too much weight, decrease the amount fed. If an animal begins to lose weight inappropriately, please increase food and alert the Medical Team so that they can investigate further.



Body Condition System



1. Ribs, lumbar vertebrae, pelvic bones and all bony prominences evident from a distance. No discernible body fat. Obvious loss of muscle mass.		    	too thin
2. Ribs, lumbar vertebrae pelvic bones easily visible. No palpable fat. Some evidence of other bony prominence. Minimal loss of muscle mass.			
3. Ribs easily palpated and may be visible with no palpable fat. Tops of lumbar vertebrae visible; pelvic bones becoming prominent. Obvious waist and abdominal tuck.			
4. Ribs easily palpable, with minimal fat covering. Waist easily noted, viewed from above. Abdominal tuck evident.		    	ideal
5. Ribs palpable, without excess fat covering. Waist observed behind ribs when viewed from above. Abdomen tucked up when viewed from side.			
6. Ribs palpable with slight excess fat covering. Waist is discernible viewed from above but is not prominent. Abdominal tuck apparent.		    	too heavy
7. Ribs palpable with difficulty; heavy fat cover. Noticeable fat deposits over lumbar area and base of tail. Waist absent or barely visible. Abdominal tuck may be present.			
8. Ribs not palpable under very heavy fat cover, or palpable only with significant pressure. Heavy fat deposits over lumbar area and base of tail. Waist absent. No abdominal tuck. Obvious abdominal distention may be present.			
9. Massive fat deposits over thorax, spine and base of tail. Waist and abdominal tuck absent. Fat deposits on neck and limbs. Obvious abdominal distention.			

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Printed in U.S.A.

The screenshot shows a software application window titled 'Feeding Guidelines / Canine Feeding Guide'. It contains several input fields for dog information (Name, Breed, Age, Sex, etc.) and a large table with multiple columns for recording feeding data over time. The interface is designed for data entry and tracking.

Feeding Guidelines / Canine Feeding Guide

Procedure No.: E-6-a-ii

Effective Date: 5/1/22

Last Revised Date:

Feeding

- Dogs are to be fed twice daily, dividing their daily ration equally between the meals.
- Dogs with the conditions below should be supplemented with canned/wet food.
 - Geriatric
 - Nursing moms with pups
 - Small breeds
 - Dogs with known dental disease
 - Dogs being treated for emaciation under the direction of Medical Team

Multiple Dogs in Kennel

- If more than 1 adult dog shares a kennel, they should be separated for feeding.
- Puppies can be fed in the “saucer style” food dishes without separation so long as all puppies have equal access to food and there is no resource guarding from the litter.

Adult Feeding Chart

Adult Dog Size (lbs)	Dry Food Feeding Amount (cups)
3 - 12	1/2 cup
13 - 20	1
21 - 35	1.5
36 - 50	2
51 - 75	2.5
76 - 100	3.5
100+ lbs	4 cups plus 1/4 cup for each 10 lbs of body weight over 100 lbs

(Continued on following page)

STANDARD OPERATING PROCEDURES

Sheltering

Feeding Guidelines / Canine Feeding Guide

Puppy Feeding Chart

STANDARD OPERATING PROCEDURES

Sheltering

5/1/22

Weight at Maturity	1 1/2 - 3 Mos	4 - 5 Mos	6 - 8 Mos	9 - 11 Mos	1 - 2 Yrs
(lbs)	(cups)	(cups)	(cups)	(cups)	(cups)
3 - 12	1/2 - 1	2/3 - 1 1/3	1/2 - 1 1/2	Feed as Adult	Feed as Adult
13 - 20	1/2 - 1 1/4	1 1/8 - 2	3/4 - 1 1/3	1 - 1 1/2	Feed as Adult
21 - 50	1/2 - 1 1/2	1 1/2 - 2 3/4	1 1/8 - 2 1/3	2 - 3	2 - 4 1/4
51 - 75	5/8 - 2 1/3	1 1/2 - 4	1 1/2 - 3 3/4	2 1/2 - 4 3/4	2 5/8 - 6 1/4
76 - 100	1 - 2 2/3	2 7/8 - 3 3/4	2 7/8 - 6 1/3	3 7/8 - 7	5 5/8 - 11
100+ lbs	2 2/3 cups plus 1/3 cup for each 10 lbs of body weight over 100 lbs	3 3/4 cups plus 1/3 cup for each 10 lbs of body weight over 100 lbs	6 1/3 cups plus 1/3 cup for each 10 lbs of body weight over 100 lbs	7 cups plus 1/3 cup for each 10 lbs of body weight over 100 lbs	11 cups plus 1/3 cup for each 10 lbs of body weight over 100 lbs

Feeding Guidelines / Feline BCS

Procedure No.: E-6-b-i

Effective Date: 5/1/22

Last Revised Date:

See the Purina chart below for Body Condition Scores (BCS) – cats in our care should be a 5 out of 9 on this scale. If you note an animal gaining too much weight, decrease the amount fed. If an animal begins to lose weight inappropriately, please increase food and alert the Medical Team so that they can investigate further.

BODY CONDITION SYSTEM

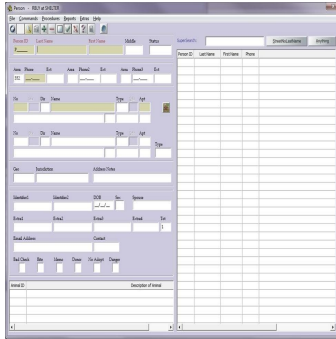
TOO THIN	1	Ribs visible on shorthaired cats; no palpable fat; severe abdominal tuck; lumbar vertebrae and wings of ilia easily palpated.	}	 1
	2	Ribs easily visible on shorthaired cats; lumbar vertebrae obvious with minimal muscle mass; pronounced abdominal tuck; no palpable fat.		 2
	3	Ribs easily palpable with minimal fat covering; lumbar vertebrae obvious; obvious waist behind ribs; minimal abdominal fat.		 3
	4	Ribs palpable with minimal fat covering; noticeable waist behind ribs; slight abdominal tuck; abdominal fat pad absent.		 4
IDEAL	5	Well-proportioned; observe waist behind ribs; ribs palpable with slight fat covering; abdominal fat pad minimal.	}	 5
	6	Ribs palpable with slight excess fat covering; waist and abdominal fat pad distinguishable but not obvious; abdominal tuck absent.		 6
	7	Ribs not easily palpated with moderate fat covering; waist poorly discernible; obvious rounding of abdomen; moderate abdominal fat pad.		 7
	8	Ribs not palpable with excess fat covering; waist absent; obvious rounding of abdomen with prominent abdominal fat pad; fat deposits present over lumbar area.		 8
	9	Ribs not palpable under heavy fat cover; heavy fat deposits over lumbar area, face and limbs; distention of abdomen with no waist; extensive abdominal fat deposits.		 9

Call 1-800-222-VETS (8387), weekdays, 8:00 a.m. to 4:30 p.m. CT

STANDARD OPERATING PROCEDURES

Sheltering

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The image shows a screenshot of a software application window titled "Animal Care". It contains a form with several sections. The top section has tabs for "General", "Medical", "Behavior", "Diet", and "Notes". Below these are fields for "Animal ID", "Name", "Breed", "Sex", "Age", and "Color". There are also checkboxes for "Spayed/Neutered" and "Microchipped". The bottom section has a table with columns for "Date", "Time", "Feeder", and "Amount". The table is currently empty.

Feeding Guidelines / Feline Feeding Guide

Procedure No.: E-6-b-ii

Effective Date: 5/1/22

Last Revised Date:

Feeding

- Each adult cat in a kennel should have its own bowl.
- If cat is not eating dry food, mix with wet based on feeding chart below.
- If a cat is not eating, please alert Medical Team as this can become an emergent situation and the cat could develop hepatic lipidosis and become very ill or die.

Feeding Chart

- Adult Cats – 1 cup dry food
- Kittens
 - 1 - 2 lbs – 1/2 cup dry kitten food plus 1/4 can pate style wet food
 - 2 - 4 lbs – 1 cup dry kitten food plus 1/4 can pate style wet food
- Nursing, Geriatric, URI, and Malnourished Cats
 - Add 1/2 can pate style wet food to dry

STANDARD OPERATING PROCEDURES

Sheltering

5/1/22

Feeding / Small Mammal Feeding Guide

Procedure No.: E-6-c

Effective Date: 5/1/22

Last Revised Date:

Feeding

Small Mammals have many different nutritional needs and must be fed the appropriate diet. All animals must always have fresh water. **Guinea Pigs**

- Fill metal food bowl half (1/2) full of Guinea Pig food only.
- Offer Timothy Hay at all times.
- Guinea Pigs require a Vitamin C rich diet or will develop scurvy. **Rabbits**
- Fill metal food bowl half (1/2) full of Rabbit food only.
- Offer Timothy Hay at all times – hay is essential to Rabbit health and provides roughage to reduce the likelihood of hairballs and gastrointestinal (GI) blockage. **Hamsters**
- Fill metal food bowl half (1/2) full of Hamster food only.

Ferrets

- Fill metal food bowl half (1/2) full of Ferret food only.

Please alert a supervisor if we are low on any of the diets above.
Animal Handling & Restraint / General

Procedure No.: E-7-a

Effective Date: 5/1/22

Last Revised Date:

The goal when handling any animal is safety and reduction of fear, anxiety, and stress for the animal and the handler. Do not handle/move an animal with unknown, aggressive, or fractious behavior unless you are trained to do so. Animals typically respond to gentle restraint and will exhibit negative behaviors if too much restraint is applied.

Each individual animal should be assessed separately for the best way to handle/restrain/move as needed for a given situation – always considering how best to reduce stress for the animal and safety for all involved.

STANDARD OPERATING PROCEDURES

Sheltering

5/1/22

Equipment Required

- All kennel and veterinary technicians should have a radio and leash on their person whenever handling animals.

Don'ts of Animal Handling

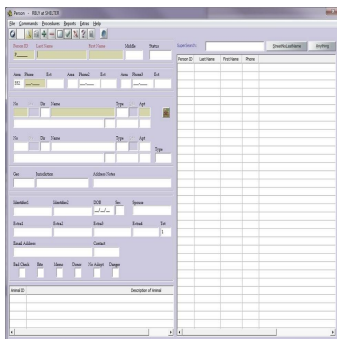
- Don't put your face directly in the face of any animal.
- Don't move in behind or crowd a dog, especially a fearful dog.
- Don't be distracted by other activities (talking, radio, phone, etc) while handling an animal.
- Don't sit on the floor while handling or examining an animal as you would be unable to move quickly away if the animal became aggressive/aroused and you risk injury.
- Don't drag animals with a leash or control pole.

General Dog Handling

- Use a standard leash when walking friendly dogs.
- If a dog refuses to walk (depending on the specific animal) the use of a cart, flatbed, carrier, or control pole can be utilized to facilitate movement.
- When handling a dog with unknown behavior, both handler and examiner should be on the same side of the animal if possible.

General Cat Handling

- Wrap cat in a towel or gently cradle in arms with gentle pressure to the scruff for movement of friendly cats.

The image shows a screenshot of a software application window titled "Animal Handling & Restraint / Special Equipment". The interface includes several input fields for animal information such as "Animal ID", "Name", "Breed", "Age", "Sex", "Color", and "Weight". There are also checkboxes for "Vaccinated", "Spayed", and "Neutered". A large table with multiple columns is visible on the right side of the window, likely for recording procedures or observations. The bottom of the window has a status bar with "Page 1 of 1" and "11".

- When moving a cat from one room to another, use a carrier, transport cage or box, or trap. Transport cages and traps should be covered with a sheet or towel to help reduce fear, anxiety, and stress.

- Fractious cats should be moved with transport boxes or covered traps to facilitate procedures and increase safety.

Animal Handling & Restraint / Special Equipment

Procedure No.: E-7-b

Effective Date: 5/1/22

Last Revised Date:

In the circumstance that an animal cannot be safely handled with a leash and/or gentle restraint, other equipment may need to be utilized.

STANDARD OPERATING PROCEDURES

Sheltering

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Muzzle

Muzzles should be reserved for non-aggressive animals that may react to a stimulus that needs to be applied. Caution should be used when applying the muzzle. Loosen straps entirely prior to application, clip behind ears and gently tighten.

Bite Gloves

Bite gloves should only be used when there is no safe way to contain the animal without touching it. Animals that would otherwise require bite gloves for handling should very likely be sedated prior to handling. Please see Medical Team if you have concerns or are unable to transfer and animal from one enclosure to another.

Squeeze Gate

Located in the Blue Room, the squeeze gate is used for dogs that cannot be muzzled but require injections (sedation or vaccination). To use the squeeze gate, lead the leashed dog into the opening with the leash near the hinge of the gate. Close the gate so the animal is unable to turn around and administer injection quickly but carefully.

Snappy Snare

Snappy snares should be used in timid animals that are otherwise averse to leashing. Simply feed the metal ring over the tip of the device and pull back to hand grip. Hold metal ring in place with finger. Once loop is around neck, release metal ring and pull to secure loop around neck.

Freeman Cage Net

- Remove the net from the cover and unravel so that the net is hanging straight down to the ground.
- Place hands on the grips at the end of the pole and close to the net.
- Slide the black plastic grip in the middle toward the net forming an open "D".
- Place open net over animal.
- Secure the net by sliding the middle handle back to its starting position.
- Roll the net to fully secure the animal.

Break Stick

Break sticks should only be used in extreme circumstances when all other methods to remove a dog from another dog have been exhausted. Using a break stick is dangerous and can result in a bite. To use the break stick, insert in the space between the jaw and back teeth and twist.

STANDARD OPERATING PROCEDURES

Sheltering

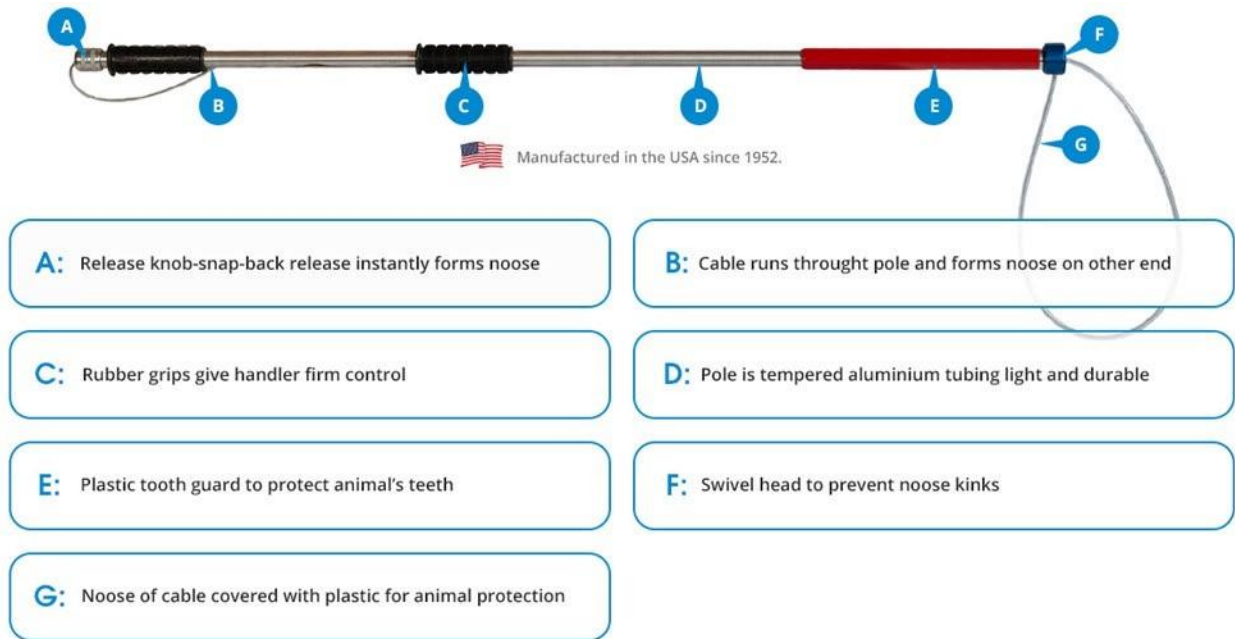
STANDARD OPERATING PROCEDURES

Sheltering

Animal Handling & Restraint / Special Equipment

Ensure that you have appropriate control of the animal prior to doing this to reduce the risk of a bite from redirection.

Control Pole



To operate:

- Pull excess cable from storage hole at upper end.
- Slip noose over animal's head and tighten sufficiently to restrain by pulling the end of the cable.
- Degree of tightness should simulate that of a typical collar and should not be so tight as to cut off circulation, strangle, or cause injury.
- Safety comes from being able to maintain a safe distance (i.e. length of pole) between you and an aggressive dog.
- Noose is opened once animal is in a secure location and no longer needs to be handled.
- This is done by pulling the release knob.

The screenshot shows a software application window with a title bar that reads 'Animal Handling & Restraint / Separate Fighting Dogs'. The window is divided into several sections. On the left, there are input fields for 'Dog ID', 'Name', 'Breed', 'Color', 'Sex', 'Age', 'Weight', 'Height', 'Length', 'Girth', 'Neck', 'Ear', 'Tail', 'Feet', 'Nails', 'Eyes', 'Ears', 'Nose', 'Mouth', 'Teeth', 'Tongue', 'Skin', 'Fur', 'Coat', 'Grooming', 'Health', 'Vaccines', 'Medications', 'Allergies', 'Diet', 'Exercise', 'Behavior', 'Temperament', 'Socialization', 'Training', 'Obedience', 'Agility', 'Fetch', 'Tug', 'Fetch', 'Tug', 'Fetch', 'Tug'. On the right, there is a table with columns for 'Date', 'Time', 'Location', 'Dog ID', 'Dog Name', 'Dog Breed', 'Dog Color', 'Dog Sex', 'Dog Age', 'Dog Weight', 'Dog Height', 'Dog Length', 'Dog Girth', 'Dog Neck', 'Dog Ear', 'Dog Tail', 'Dog Feet', 'Dog Nails', 'Dog Eyes', 'Dog Ears', 'Dog Nose', 'Dog Mouth', 'Dog Teeth', 'Dog Tongue', 'Dog Skin', 'Dog Fur', 'Dog Coat', 'Dog Grooming', 'Dog Health', 'Dog Vaccines', 'Dog Medications', 'Dog Allergies', 'Dog Diet', 'Dog Exercise', 'Dog Behavior', 'Dog Temperament', 'Dog Socialization', 'Dog Training', 'Dog Obedience', 'Dog Agility', 'Dog Fetch', 'Dog Tug', 'Dog Fetch', 'Dog Tug', 'Dog Fetch', 'Dog Tug'. The table is currently empty.

Animal Handling & Restraint / Separate Fighting Dogs

Procedure No.: E-7-c

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Active Dog Fight

There are many instances where more than one dog are in contact while in the shelter whether it is a dog-dog interaction, dogs being held in the Lobby, playgroups, etc. It is important to be vigilant during these times to avoid injury to dogs, employees, or visitors. If a dog fight has erupted, use the following procedure to safely separate them.

It is most important to stay calm and call for help. Make contact over the radio advising staff of your location or find another employee to assist. It is not safe or productive to attempt to separate two dogs alone. Below are two plans for separation:

Plan A: Use a barrier

Before you attempt to physically separate two fighting dogs, try these methods:

- Try spraying the dogs with a hose or dumping water on them.
- Throw a large blanket, towel, a tarp, or a jacket over both dogs. Some dogs will stop fighting when they can't see each other anymore.
- Try putting something between the fighting dogs (e.g. garbage can, large piece of wood or cardboard, crate bottom, etc.).

Plan B: Physically separate the dogs

If plan A does not work, you will have to physically separate the dogs. **It is not necessary or permitted to kick or try to hurt the dogs; the goal is to separate them.**

- You and another staff member should approach the dogs together to try to separate them at the same time.
- Take hold of your dog's back legs at the very top, just under the hips, right where the legs connect to the body. Avoid grabbing the lower legs. If you grab a dog's legs at the knees, the ankles, or the paws, you can cause serious injury.
- Like you'd lift a wheelbarrow, lift your dog's back end so that the back legs are lifted off the ground. When dog releases, move backwards, away from the other dog. As soon as you're a few steps away, turn the dog to face the opposite direction.
 - DO NOT PULL OR TUG ON THE DOG as this can cause a more severe fleshtearing injury.
- Once the dogs have been separated, keep them out of each other's sight.

Be aware you are at potential risk of injury yourself. It is possible to receive collateral damage if a dog redirects and bites you.

STANDARD OPERATING PROCEDURES

Sheltering

Animal Handling & Restraint / Separate Fighting Dogs

STANDARD OPERATING PROCEDURES

Sheltering

Playgroup Dog Fight – Dogs Playing for Life (DPFL) Method

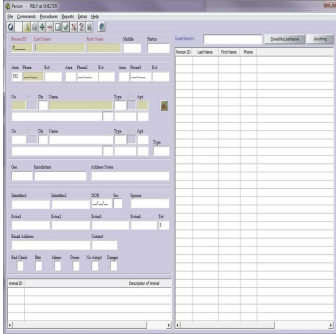
- Always use startling tools first: shake can, spray shield, air horn. If they have startled apart from each other, calmly take them by their attached leash or collar and move them apart.
- If startling fails, be quiet and calm. No yelling. If the air horn didn't work, neither will screaming at them. Yelling may escalate the fight.
- Do not hit the dogs. Causing them pain will not end a fight, but it may cause an escalation in aggression to dogs and/or people.
- Use any object to get between the dogs: trash can, chair, clip board, agility equipment, etc.
- If the dogs are still engaged, grab the dogs by the hind ends or their leashes, before you grab their collars (dogs may redirect onto you if touched while they are in a heightened state of fear or arousal).
- If the dogs are tightly engaged or holding on to each other, **DO NOT PULL DOGS APART**. Pulling can cause far more serious injuries – such as tearing – than the bite itself.
- Immobilize the dog who is holding on and “feed the bite” by controlling the back of their head and pushing into the other dog. Push in, don't pull apart.
- Be mindful of defensive mouths and remove your hands if necessary to avoid handler injury.
- Only pull dogs apart once they have let go of each other.

Do not let go of the dogs once separated. Safely remove dogs from yards for medical follow up if needed.

STANDARD OPERATING PROCEDURES

Sheltering

Last Revised Date: 5/1/22



Quarantined Animals

Procedure No.: E-8

Effective Date: 5/1/22

Animals who have bitten humans are often brought to our facility for holding during the bite quarantine period. All animals under quarantine are required to be accompanied by a bite report. The bite report, once filled out, is given to the Dispatcher, who scans the document into Chameleon and forwards the information to the Health Department. The Health Department will call dispatch at the end of the quarantine period to release the animal.

While the animal is in our care, it is imperative that we handle the animal as little as possible to protect our employees and the community from potential exposure to the rabies virus. Gloves should be worn when handling any materials from these kennels.

In general, cats should be placed in room 3 and dogs should be placed on the long side of the back row. In both cases, a "BITE HOLD" sign should be placed on the kennel.

KENNELS SHOULD BE LOCKED AT ALL TIMES.

The screenshot shows a software window titled 'Volunteer Management' with a menu bar (File, Edit, View, Tools, Help) and a toolbar. The main area contains a sign-in sheet with columns for 'Name', 'Date', 'Time', and several checkboxes for 'In', 'Out', 'Adopted', 'Foster', 'Medical', 'Event', 'Other', and 'Status'. There are also fields for 'Phone', 'Email', and 'Address'.

STANDARD OPERATING PROCEDURES

Sheltering

Volunteers

Procedure No.: E-9

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Volunteers are an integral part of Alachua County Animal Resources & Care's function and can help in many positive ways. Whether they are helping with adoptions, in medical, with special events, in the office, or by opening their home as a foster parent, they are helping to improve the lives of our shelter animals. While volunteers often work alongside staff daily, it is important to remember that volunteers are also part of our public image and need to be treated as we would treat other members of the public.

When volunteers come in, they must check in with the volunteer sign in book, or applicable volunteer management software, and collect a volunteer badge for easy identification along with their AR&C issued volunteer T-shirt. Volunteers are allowed in the public viewing areas, labeled cat rooms, laundry/dishes area, and, when appropriate, medical for specialized volunteers. If you see a volunteer outside of these permissible areas, direct them to an area that they are allowed in and explain the situation. Volunteers are never allowed to interact two animals together without the supervision and assistance of staff. If you witness any misconduct, report this to shelter management immediately.

STANDARD OPERATING PROCEDURES

Sheltering

Last Revised Date: 5/1/22

1

Adoption Flow / Meet Your Match

Procedure No.: E-10-a

Effective Date: 5/1/22

A screenshot of the ASPCA Meet Your Match software interface. The window is titled 'Meet Your Match' and contains various input fields and buttons for managing adoptions. It includes sections for 'New Match', 'Match History', and 'Match Details'. The interface is designed for staff to input and track adoption data.

Animal Resources & Care (AR&C) has begun to use a modified version of the ASPCA Meet Your Match adoption method. This procedure allows for adopters to choose a potential pet based on their personality notes by staff rather than their kennel presence. This method involves the adopters filling out a survey that details their experience level and what they are looking for in a companion animal. Once these surveys are turned in, the Customer Service Team will score and match the adopters with the right “Canine-ality” to best meet their needs.

Adopters will then be given the correlating notebook showing the pets available in their group. Each pet has a sheet noting their animal number (A#), name, age, weight, a photo, and a small paragraph detailing their canine-alties. Once the adopter has picked out a potential match, kennel staff will take them directly to a play yard to meet their pick outside of the kennel.

If the customer decides they do not want to fill out a survey, they are welcome to view all available pets on the Kiosk in the Lobby or from a notebook that includes all adoptable pets. Customers are not allowed to walk back in the kennels to lessen stress on the dogs.

Sorting Canine-ality

Sorting the dogs based on their personality takes a great deal of time and is important to follow the guidelines set out in the Meet Your Match handbook that includes how the dog reacts to:

- Being Left Alone
- In Greetings
- In a Crate
- In Play
- Their Food Motivation
- Their Manners

* See infographic on the following page for a list of the Canine-alties.

meet the canine-alities



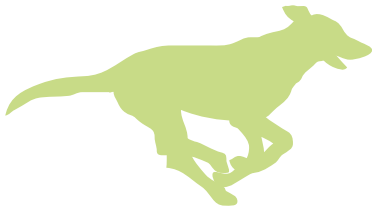
life of the party

I think everything is fun, interesting and meant for play, especially you. Anything you do, I'll want to do too. With my own brand of surprises, life with me will keep you constantly on your toes, and the fun is guaranteed. **socially motivated**



free spirit

Intelligent, independent, confident and clever, I prefer making my own decisions but will listen to you if you make a good case. We're partners in this adventure. Treat me like one and we'll both live happily ever after. **internally motivated**



go-getter

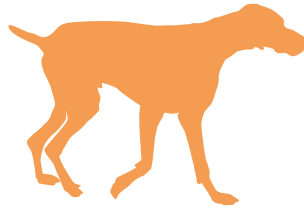
Want to get more exercise? Action is my middle name. My "Let's GO!" lifestyle will keep you motivated to get outside and move. I've got tons of energy; and just like the sun, I'm burning and working 24 hours a day, seven days a week. I'll run for miles, chase a ball for



hours, and still want to play at the end of the day. **externally motivated**

goofball

I'm a fun-loving, happy-all-the-time, glass-is-half-full kind of dog looking for someone who loves to laugh and play around. Must have a great sense of humor and some time to spend with me. I'm on a mission to please you. **socially motivated**



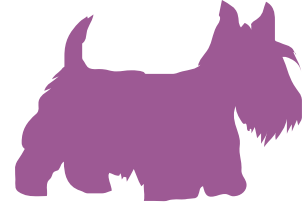
wallflower

Shy yet charming canine searching for patient owner with relaxed lifestyle. Looking for gentle guidance to help me come out of my shell. Treat me sweet and kind and I'll blossom. **internally motivated**



busy bee

I'm a naturally playful, curious, and trusting canine. Take me for a big walk every day; give me something to do. After my job's done, I'll curl up in front of the fire with you in the evenings. **externally motivated**



constant companion

Looking for an emotionally secure, mutually satisfying, low-maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever. **socially motivated**



couch potato

Like the easy life? Then I'm the perfect match for you. I'm a relaxed, laid-back kind of dog who enjoys long naps, watching movies, curling up on laps, and walking very short distances from the couch to the food bowl and back. **internally motivated**

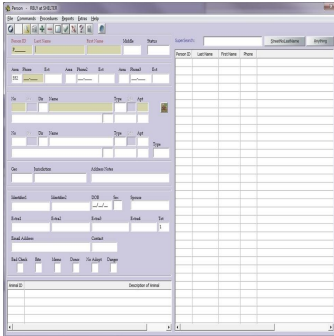


teacher's pet

I've got the whole package – smart, fuzzy, four legs, love to learn and live to please. Go ahead, teach me anything. Sit, stay, balance your checkbook, I can do it all. Keep me entertained and I'll be yours forever. **externally motivated**

STANDARD OPERATING PROCEDURES

Sheltering

A screenshot of a software application window titled "New - 10/1/2022". The window contains a form with various input fields and a table. The form includes sections for "New Animal", "New Breed", "New Owner", "New Address", "New Date", "New Time", "New Type", "New Color", "New Sex", "New Age", "New Weight", "New Height", "New Length", "New Width", "New Depth", "New Volume", "New Area", "New Perimeter", "New Circumference", "New Surface Area", "New Volume", "New Mass", "New Density", "New Pressure", "New Temperature", "New Humidity", "New Sound", "New Light", "New Color", "New Taste", "New Smell", "New Texture", "New Sound", "New Light", "New Color", "New Taste", "New Smell", "New Texture". The table has columns for "ID", "Name", "Breed", "Color", "Sex", "Age", "Weight", "Height", "Length", "Width", "Depth", "Volume", "Area", "Perimeter", "Circumference", "Surface Area", "Mass", "Density", "Pressure", "Temperature", "Humidity", "Sound", "Light", "Color", "Taste", "Smell", "Texture".

Last Revised Date: 5/1/22
Animals Leaving the Shelter

Procedure No.: E-11

Effective Date: 5/1/22

Materials to Go Home

When an animal is leaving the shelter, you must always check to see if there are any items that need to go with the animal including leashes, collars, crates, medications, etc. This will always depend on the situation of how the animal is being outcomed.

a. Adoptions

If an animal is adopted and going home, they may require:

- Slip leash
- Medications

b. Return to Owner (RTO)

If an animal is being reclaimed by an owner, they may require:

- Items they came in with (collar, leash, harness, etc.)
- Slip leash if no leash available
- Medications

c. Foster

If an animal is being sent into a foster home, they may require:

- Crate
- Litterbox
- Food/Formula
- Bowl
- Collar with AR&C tag
- Leash
- Harness
- Bed/Bedding
- Cat Carrier
- Towel
- Medications

Fosters are to sign the Foster Agreement form that states that these supplies are returned after the foster has been officially adopted.

(Continued on following page)

STANDARD OPERATING PROCEDURES

Sheltering

Animals Leaving the Shelter

d. Behavioral Issues

If an animal is being reclaimed or picked up and has a behavioral issue, they may require:

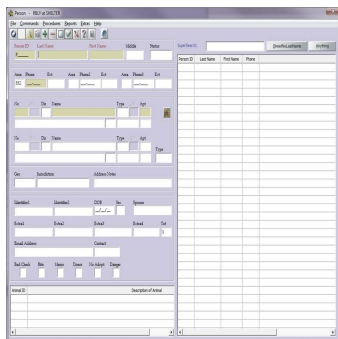
- Items they came in with (collar, leash, harness, etc.)
- Slip leash if no leash available
- Medications

These dogs may require the person picking up by moving to the loading dock for safe retrieval and, if necessary, an officer or supervisor to assist in moving the animal from their holding area.

e. Aggressive or Dangerous Dogs

If a classified Aggressive or Dangerous Dog is being reclaimed by an owner, they may require:

- Specially issued items by AR&C (muzzle, DANGER leash, etc.)
- Items they came in with (collar, leash, harness, etc.)
- Slip leash if no leash available
- Medications

The image shows a screenshot of a software application window titled "Animal Management". It contains several data entry fields and a large table. The fields include "Animal ID", "Name", "Breed", "Color", "Sex", "Age", "Status", "Intake Date", "Adoption Date", "Foster Name", "Foster Address", "Foster Phone", "Foster Email", "Foster Notes", "Foster Signature", "Foster Date", "Foster Initials", "Foster Address", "Foster Phone", "Foster Email", "Foster Notes", "Foster Signature", "Foster Date", "Foster Initials". The table has columns for "Animal ID", "Name", "Breed", "Color", "Sex", "Age", "Status", "Intake Date", "Adoption Date", "Foster Name", "Foster Address", "Foster Phone", "Foster Email", "Foster Notes", "Foster Signature", "Foster Date", "Foster Initials".

These dogs will need to be handled by those specified in *Procedure E-1-b: Quarantined, Aggressive & Dangerous* and will require the owner to pick up at the loading dock for safe retrieval. This may also require the owner to assist in retrieving their animal from its holding area.

Closing

Procedure No.: E-12

Effective Date: 5/1/22

Afternoon feeding begins at 3:00pm. Start by feeding the doubles and backrow kennels. Then feed any overflow areas (UB, intake room, etc.); they will need to be walked again. This should be done in between customer service calls.

Shutdown

- Waters need to be checked for every animal and filled as necessary. Cat food should be topped off as well.
- Ensure every dog has their guillotine door open. Check all play yards to make sure they are empty.
- Feral boxes need to remain open and accessible to any cats that are kenneled with them.
- Cats that are under 2 pounds need extra wet food OR slurry if young enough.

STANDARD OPERATING PROCEDURES

Sheltering

Last Revised Date: 5/1/22

- Lights turned off.
- The sidewalk in play yard 1 and both puppy play yards should be sprayed to remove embedded dirt and debris.
- Play yards should be tidy with toys removed from the grass and poop properly disposed of.
- All trash should be brought to the parking lot dumpster. Make sure to collect stray poop bags throughout the facility as well.
- Any clean laundry should be folded and put away. The laundry cart should be emptied.
- The last person out is responsible for locking the doors to the buildings and padlocking the gates.

CHECK THAT ALL DOORS AND LOCKS ARE SECURE BEFORE LEAVING

This includes:

- Front doors
- Adoption center front door
- Back door to play yards
- Backdoor to surgery
- Both sides of every catroom
- Three sides of doubles kennels
 - End of hallway and mid-walkthrough area on both sides.
- Loading dock
- Food Storage
- Blue Room
- Side door by employee restroom/locker rooms
- UB doors
- Doubles/UB Door from walkway
- Both trail gate locks

Sheltering

Closing

- Back of building gate
- Employee entrance gate
- Front Gates – verify they are closed and secure when last one leaving. If they do not close, the last person leaving must alert their supervisor and stay until there is a resolution and the facility is secure.

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

Vaccine & Parasite Control / General

Procedure No.: F-1-a

Effective Date: 5/1/22

All animals entering the facility must be scanned for microchip, vaccinated, weighed, given flea medication, and dewormed per established guidelines. Below are the guidelines for what

vaccinations, deworming medications, and external parasite preventions are to be administered. Please see the *Procedure E-5-c: Aging Animals* or Medical Team if you have any questions regarding the aging of animals.

* If you are unable to complete intakes, a medical note needs to be entered explaining that they were not done and WHY they were not completed.

** If an animal is injured or very ill, please let Medical Team know prior to completing intakes.

Cat Intakes			
	< 4 weeks (< 1 lb)	4-8 weeks (1-2 lbs)	> 8 weeks (2+ lbs)
Strongid (by mouth)	0.2 mL	0.4 mL	See dosing chart
FVRCCP (blue cap)	DO NOT GIVE	Yes	Yes
Revolution (topically)	DO NOT GIVE	DO NOT GIVE	See dosing chart

Dog Intakes			
	< 4 weeks	4-8 weeks	> 8 weeks
Strongid (by mouth)	See dosing chart	See dosing chart	See dosing chart
DA2PP (brown cap)	DO NOT GIVE	Yes	Yes
Bordetella (purple cap)	DO NOT GIVE	Yes	Yes
Revolution (topically)	DO NOT GIVE	DO NOT GIVE	See dosing chart

STANDARD OPERATING PROCEDURES

Medical

5/1/22

Boosters

Medical Team will schedule booster vaccinations as needed based on species and age. FVRCCP and DA2PP should be administered at least twice in the adult animal and every 2 weeks in kittens and puppies until 16 weeks of age with at least one booster occurring at or just past 16 weeks. Booster vaccinations in adults will be given with a dose of Strongid. Booster vaccinations in kittens will be given with a dose of Strongid and Ponazuril.

Heartworm Prevention for Dogs

Medical Team will also provide Ivermectin to canine patients >4 weeks old at the time of medical intake or after a heartworm test in dogs >6 months of age for the prevention of heartworm disease.

Medical

Vaccine & Parasite Control / General

Kitten Deworming

Medical Team will deworm kittens 4-16 weeks of age with a three-day course of Strongid and Ponazuril.

Monthly Preventions

- **Cats** – Once 2 pounds, patients will receive a dose of Revolution and Strongid monthly as scheduled by Medical Team.
- **Dogs** – Once over 8 weeks, patients will receive Ivermectin, Strongid and Effitix monthly as scheduled by Medical Team.

STANDARD OPERATING PROCEDURES

Vaccine & Parasite Control / Effitix Dosing Chart

Procedure No.: F-1-b

Effective Date: 5/1/22

Last Revised Date:

Effitix is to be applied to canine patients ONLY. Apply the appropriate amount based on weight of the dog between the shoulder blades on the back. This medication should be applied monthly for the prevention of ticks and fleas.

EFFITIX FOR DOGS	
Weight in lbs	Dose
5 - 10.9	0.5 mL
11 - 22.9	1.0 mL
23 - 44.9	2.0 mL
45 - 88.9	4.0 mL
89 - 132	6.0 mL

*** DO NOT APPLY TO CATS! WILL CAUSE SEIZURES OR DEATH. ***

STANDARD OPERATING PROCEDURES

Medical

The screenshot shows a medical software interface with a patient record on the left and a large dosing chart on the right. The patient record includes fields for Name, Sex, Age, Breed, and other medical history details. The dosing chart is a grid with columns for Date, Time, and Dose, and rows for each day of the month. The chart is currently empty, with only the first row filled with '1' in the Date column.

Vaccine & Parasite Control / Revolution Dosing Chart

Procedure No.: F-1-c

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Revolution is to be applied to feline patients. Apply the appropriate amount based on weight of the cat between the shoulder blades on the back. This medication should be applied monthly for the prevention of fleas and heartworm disease.

REVOLUTION FOR CATS	
Weight in lbs	Dose
< 2	DO NOT GIVE*
2 - 5	0.13 mL
5 - 15	0.38 mL
15+	0.50 mL

* Bathe in DAWN if fleas present.

STANDARD OPERATING PROCEDURES

Medical

Vaccine & Parasite Control / Strongid & Ponazuril Dosing

Procedure No.: F-1-d

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Strongid is dosed at 0.2 mL per pound.

Ponazuril is dosed at 0.1 mL per pound.

STRONGID & PONAZURIL DOSING		
For animals < 5 lbs, round up to nearest pound		
Weight in lbs	Strongid Dose	Ponazuril Dose
1	0.2 mL	0.1 mL
2	0.4 mL	0.2 mL
3	0.6 mL	0.3 mL
4	0.8 mL	0.4 mL
5	1 mL	0.5 mL
6 - 10	2 mL	*
10 - 20	4 mL	*
20 - 30	6 mL	*
30 - 40	8 mL	*
40 - 50	10 mL	*
50 - 60	12 mL	*
60 - 70	14 mL	*
70 - 80	16 mL	*

STANDARD OPERATING PROCEDURES

Medical

The screenshot shows a medical software interface with a patient information form on the left and a table of medical records on the right. The form includes fields for Patient ID, Name, Sex, Age, Breed, and various medical history checkboxes. The table has columns for Patient ID, Location, Procedure, Date, and a blank column for notes or results.

80 - 90	18 mL	*
90 - 100	20 mL	*
100 - 110	22 mL	*
110 - 120	24 mL	*

* Consult Medical Team prior to dosing patients greater than 5 lbs with Ponazuril.

Medical Screening / Overview

Procedure No.: F-2-a

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Animals will be presented to the Medical Team for examination and testing to ensure adoptable animals are in good condition and not suffering from any ailment or disease.

Adoption screening includes the following:

- Physical Examination – to include basic exam, aging, weight, BCS, and scanning for a microchip
- Review of any previous records
- Vaccinations as appropriate. If a veterinarian is present, they can administer a rabies vaccine in patients greater than 12 weeks of age
- Diagnostics as needed
- Treatments and/or prescription medications as needed

STANDARD OPERATING PROCEDURES

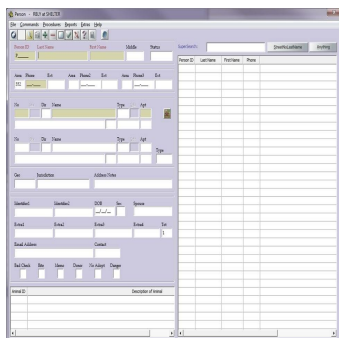
Medical

- Behavior notes
- ASILOMAR assignment
- Appropriate scheduling and administration of boosters and monthly preventatives •
Scheduling of surgery as needed

STANDARD OPERATING PROCEDURES

Medical

5/1/22



Medical Screening / Heartworm and Combo Testing

Procedure No.: F-2-b

Effective Date: 5/1/22

Last Revised Date:

Heartworm Testing for Dogs

All dogs greater than 6 months of age should be tested for heartworm disease and then given the appropriate dose of

Ivermectin for their size.

Testing Procedure:

- Using a heparinized 1mL syringe, draw a small amount of venous blood (0.1 - 0.2mL is usually sufficient).
- Open a Witness test and place one drop of blood followed by two drops of diluent into the well.
 - If negative, record results into Chameleon in the narrative of your exam and also into the Treatment Type in the lower left as HRT-WRM-T-D/C --> NEGATIVE.
 - If positive, check for microfilaria by putting a drop of blood onto a microscope slide and covering with a coverslip. View under the microscope.
 - If microfilariae are present, record results into Chameleon in the narrative of your exam and also into the Treatment Type in the lower left as HRTWRM-T-D/C --> POSITIVE --> MF+.
 - If microfilariae are NOT present, run an IDEXX Snap. This is done by placing 3 drops of blood and 4 drops of diluent into the mixing tube, inverting several times, and then pouring into the well of the test. When the liquid reaches the window, "snap" the test and wait for results as indicated in the literature.
 - If positive, record results into Chameleon in the narrative of your exam and also into the Treatment Type in the lower left as HRTWRM-T-D/C --> POSITIVE --> IDEXX Confirmed.
 - If negative, send additional sample to IDEXX for heat test. Record results into Chameleon in the narrative of your exam being sure to indicate both the positive and negative results and the intent to send a sample to IDEXX for heat testing. Enter into the Treatment Type in the lower left as HRT-WRM-T-D/C --> POSITIVE --> PENDING.

Scheduling after testing:

- Negative Dogs
 - Schedule monthlies for the next month (if date lands on a weekend, schedule for the following Monday).
 - Schedule an additional HW test 6 months in the future.

- Positive Dogs
 - Schedule monthlies for the next month (if date lands on a weekend, schedule for the following Monday).
 - Rx: Doxycycline Tablets @ 10mg/kg daily for 30 days and dispense to meds box.

STANDARD OPERATING PROCEDURES

Medical

Medical Screening / Heartworm and Combo Testing

- Rx: Panacur @ 1mL/5lbs daily for 5 days and dispense to meds box.
- Email the heartworm group (Sheltering Supervisor, Field Operations Supervisor, Shelter Veterinarian, and EVO Coordinator) with patient A number and add patient to the heartworm tracking document to facilitate planning for heartworm treatment.
- Please enter the text "Available on a foster-to-adopt basis" into the comment section of the kennel screen for that animal.

Combo Testing for Cats

Cats who are otherwise healthy are not currently screened for FeLV or FIV unless moving to group housing or if an adopter/placement partner has requested testing. Research suggests that kittens should not be tested until at least 12 weeks of age to avoid maternal antibody interference for FIV testing.

Testing Procedure:

- Using a heparinized 1mL syringe, draw a small amount of venous blood (0.1 - 0.2mL is usually sufficient).
- Open a Combo test and place one drop of blood followed by two drops of diluent into each well. See literature for times and how to read results.
- Record results into Chameleon in the narrative of your exam being sure to indicate both the FeLV and FIV results. Enter results into the Treatment Type in the lower left – this will require you to enter results for FELV and FIV separately.
- Enter "FeLV Positive" or "FIV Positive" if applicable in the comment section on the kennel screen for that animal.

If either test is positive, see Shelter Veterinarian for further instructions. Additional signage will be required on the kennels of patients positive for either condition and will require additional counseling at the time of adoption.

STANDARD OPERATING PROCEDURES

Medical

5/1/22

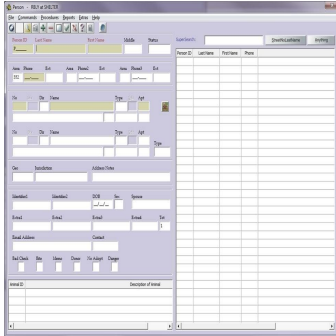
2

Medical Screening / Heartworm Treatment

Procedure No.: F-2-b-i

Effective Date: 5/1/22

Last Revised Date:



Dogs diagnosed with Heartworm (HW) disease will undergo the following protocol that is in-line with the AHWS Guidelines.

Positive Heartworm Test is Confirmed

- Rx: Panacur @ 1mL/5lbs daily for 5 days
- Rx: Doxycycline @ 10mg/kg twice daily for 30 days
- Scheduled monthly preventions

Patient becomes eligible for first injection when the following criteria have been met:

- Completed 30-day course of doxy
- Completed 30-day resting period post-doxy
- Has been selected by a foster/potential adopter and spent at least 2 weeks in the home to know that it is a good fit

Treatment Consists of the following:

- 1st Injection
 - Rx: Prednisone Taper @ 0.5mg/kg twice daily for 1 week, then daily for 1 week, then every other day for two weeks for a total of 28 doses
 - Rx: Gabapentin @ approximately 100mg for every 50lbs twice daily for 5 days for additional pain control
 - Rx: Trazadone PRN for patient's needing additional help with crate rest ○ 4 weeks of cage rest
- 2nd and 3rd Injections
 - Rx: Prednisone Taper @ 0.5mg/kg twice daily for 1 week, then daily for 1 week, then every other day for two weeks for a total of 28 doses
 - Rx: Gabapentin @ approximately 100mg for every 50lbs twice daily for 5 days for additional pain control
 - Rx: Trazadone PRN for patient's needing additional help with crate rest ○ 8 weeks of cage rest
 - Adoptions can be processed 4 weeks after the last injection as the greatest chances of complications occur during that time

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

Medical Screening / Fecal Exam

Procedure No.: F-2-c

Effective Date: 5/1/22

Screening for Intestinal Parasites

We do not routinely screen for intestinal parasites, but dewormers are given at intake and with any additional boosters that animals receive. If a patient has loose stool, a fecal floatation is done as part of the workup. Anyone who sees a patient with loose stool should try and collect a sample for Medical Team.

Fecal Floatation Procedure:

- Using the fecal loop, collect enough feces to fill the large loop.
 - Using the fecal loop and fecasol, rinse the sample into the cup and then use the loop to agitate the sample.
 - Fill the sample cup with fecasol until a meniscus forms and then place a coverslip on top.
 - Wait 10 minutes.
 - Wearing gloves, lift the coverslip onto a microscope slide and examine under the microscope.
- No Parasite Ova Seen
 - Record results in the narrative section of the exam as NSF or NPOS.
 - See *Procedure F-11-a: Diarrhea and Vomiting* to see what additional treatment may be warranted.

○ Parasite Ova Identified

- Record results in the narrative section of the exam.
- Rx: Panacur @ 1mL/5lbs daily for 3 days and schedule reweigh and repeat dose in 3 weeks.

Medical Screening / Parvo Testing

Procedure No.: F-2-d

Effective Date: 5/1/22

Last Revised Date:

STANDARD OPERATING PROCEDURES

Medical

5/1/22

Screening for Parvo

We do not routinely screen for parvovirus unless we see clinically relevant signs and symptoms associated with the disease. This would include unvaccinated puppies with lethargy, diarrhea, and vomiting. Not all signs are present in the early stages of this condition.

Testing Procedure:

- WEAR GLOVES!
- Using the fecal swab contained in the Parvo Snap test, first swab the oropharynx, and then insert the test swab into a freshly obtained fecal sample or rectally.
- Cover swab and follow instructions in the testing booklet to complete test.

Negative Results

Animals testing negative but who are symptomatic should be seen immediately by a veterinarian as there are other life-threatening but treatable conditions that can cause similar symptoms.

Positive Results

It is possible to see a false positive in an asymptomatic patient up to 10 days after vaccination for DA2PP. However, positive cases should still be isolated from the remaining population. If proper isolation is not possible, animals who test positive may be euthanized to prevent the spread of disease through the shelter population.

If conditions enable treatment, the following general protocol can be applied to treatment of the animal.

- Patient will need to be in isolation and all materials generated in the isolation area disposed of appropriately. These materials cannot enter other parts of the facility.
- Medications to be prescribed:
 - Panacur @ 1mL/5lbs daily for 7 days
 - Convenia injection @ 0.045mL/lb
 - Metronidazole @ 10mg/kg twice daily for 14 days
 - SQ fluids daily until patient is hydrated and maintaining hydration
 - Cerenia SQ daily for 3-5 days until vomiting stops
 - Provable on wet food daily for duration of metronidazole
 - Famotidine or other gastro protectant as long as vomiting continues

STANDARD OPERATING PROCEDURES

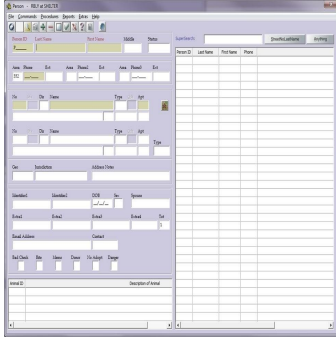
Medical

Last Revised Date: 5/1/22

Medical Screening / Skin Scrape

Procedure No.: F-2-e

Effective Date: 5/1/22



Screening for Demodex

Demodex is a mite that normally lives in the hair follicles of dogs. Certain circumstances (e.g. illness, stress, rapid growth, etc.) can lead to the overgrowth of these mites in the skin of the animal resulting in patchy hair loss.

Testing Procedure:

- Place a drop of mineral oil onto a microscope slide.
- Dull a 10 blade by rubbing it against its metal packaging.
- Dip the blade into the mineral oil.
- Tent a small area of skin at the margin of healthy fur and hair loss and scrape the blade horizontally (perpendicular to the normal cutting direction) across the area, repeating until a small amount of blood can be seen. Continue to squeeze and scrape to “milk” the demodex from the hair follicles.
 - Demodex live in the area of the skin where blood vessels are found, and if the sample doesn’t bleed a little, you have not gone deep enough to obtain an adequate sample.
- Deposit the sample onto the microscope slide and view at 10x. A positive case will have one or more of the creatures shown below.

STANDARD OPERATING PROCEDURES

Medical

5/1/22



<https://d3i3l3kraiqpym.cloudfront.net/wp-content/uploads/2015/12/15172501/Demodex-folliculorum.jpg>

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

Medical Screening / Skin Scrape

Negative Results

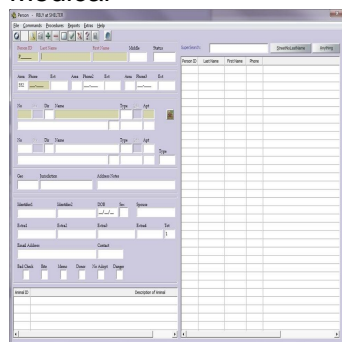
- If still suspicious of demodex, apply Bravecto.
- If suspicious of ringworm, collect a DTM sample.
- If skin is red/irritated and appears infected, see *Procedure F-11-c: Skin Infections* for additional medications.

Positive Results

- If positive, apply Bravecto.
- If skin is red/irritated and appears infected, see *Procedure F-11-c: Skin Infections* for additional medications.
- Enter "Demodex Positive" into the comment section of the kennel page for that animal and schedule a recheck for 4 weeks to do an additional skin scrape if patient has persistent hair loss.

STANDARD OPERATING PROCEDURES

Medical

A screenshot of a medical software interface. It features a top navigation bar with tabs like 'Patient', 'Medical', 'Lab', 'Imaging', 'Billing', and 'Reports'. Below this is a patient information section with fields for Name, DOB, Sex, Race, and others. A large table with multiple columns and rows is visible, likely for recording medical data or lab results. The interface is clean and professional, typical of veterinary medical software.

Medical Screening / Eye Stain

Procedure No.: F-2-f

Effective Date: 5/1/22

Screening for Corneal Ulcers

Patients that are found to be squinting should have their eyes stained to check for corneal ulcers. In addition, any animal being prescribed an eye medication that contains a steroid for conjunctivitis should have their eyes stained prior to administration as steroids will make ulcers worse and can cause the eye to rupture!

Testing Procedure:

- Open a fluoresceine stain package taking care to not touch the orange end.
- Put a drop of sterile eye wash onto the orange tip.
- Touch the tip of the stain to each eye just above the iris on the white part of the eye.
- Rinse eyes thoroughly with sterile eye wash.
- Turn off the exam room lights. Using the blue light setting on the ophthalmoscope, shine on the surface of the eye looking for areas of yellow stain uptake.
- Record results in the narrative section of Chameleon.
 - No stain uptake
 - Stain uptake – be sure to include which eye and where in the eye.
 - ** If stain uptake is in a circular pattern where the stain is a thin circle and the central area has no stain uptake, let the Shelter Veterinarian know immediately. This is called a descemetocoele and there is only one layer of cells preventing the eye from rupturing!!



Example of a descemetocoele

<https://tse1.mm.bing.net/th/id/OIP.tgQWVA5isikU5YLB6eXi4AHaE7?w=254&h=180&c=7&r=0&o=5&dpr=2&pid=1.7>

Negative Results (No Stain Uptake)

- If the eye is red and appears painful, Rx: BNP with HCl twice daily for 1 week with recheck.
- Add note in the computer and on the label that says if eye worsens discontinue this medication and alert Medical Team immediately.

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

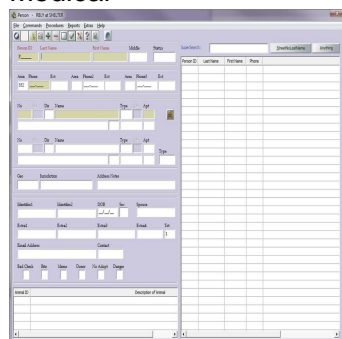
Medical Screening / Eye Stain

Positive Results

- If a descemetocoele exists, consult the Shelter Veterinarian immediately.
- Otherwise, Rx: BNP twice daily for 1 week with a recheck. Consult the Shelter Veterinarian to ask if serum should also be prescribed.

STANDARD OPERATING PROCEDURES

Medical



Medical Screening / Ear Cytology

Procedure No.: F-2-g

Effective Date: 5/1/22

Screening for Ear Infections and/or Mites

Dirty ears are common in the animals coming into the shelter. If no redness or irritation exists, they can be noted in the chart and cleaned. If there is redness, irritation, swelling, or lichenification present, record these results and perform an ear cytology. In cats, performing a mite prep is also of importance.

Ear Cytology Testing Procedure:

- Use cotton swab to obtain a sample (use a separate swab for each ear).
- Label a microscope slide with R and L and gently roll the sample from the right ear adjacent to the R and from the left ear adjacent to the L.
- Using a lighter, heat the sample from below to adhere the cells to the slide. Use caution not to burn yourself!
- Wipe any singe from the back of the slide.
- Stain the slide in the 3-part stain labeled for ears.
 - Allow sample to soak in the blue for at least 1 minute.
 - Dip the sample 10xs in the pink and 10xs in the purple, allowing excess stain to fall from the slide.
 - Rinse the slide by turning the faucet on low and running gently flowing water over the side of the slide that does NOT have the sample on it.
- Review slide under high power with oil on the microscope, paying particular attention to note yeast, bacteria (rods or cocci) and the presence of neutrophils or neutrophilic streaming.

Negative Results (NSF)

Clean ears well and schedule a recheck in a week to ensure issue has resolved.

Positive Results

Apply Otipack as directed based on weight of the animal. Ears do not need to be cleaned prior to treatment, but if they are, they need to be fully dry prior to application of the Otipack.

Schedule an ear cleaning in 14 days with a recheck ears the next day. If neutrophils/neutrophilic streaming are present, see *Procedure F-11-c: Skin Infections* and prescribe antibiotics as directed.

* If Otipacks are out of stock, dermalone or a similar product can be used twice daily with ear cleanings every other day.

Medical Screening / Ear Cytology

Ear Mite Prep:

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

- Place a drop of mineral oil onto a microscope slide.
- Obtain a chunk of sample from the ear. Using the wooden end of the cotton swab, break up the sample and distribute over the slide.
- View under the microscope on low power. These mites will be short and stocky.

Negative Results (NSF)

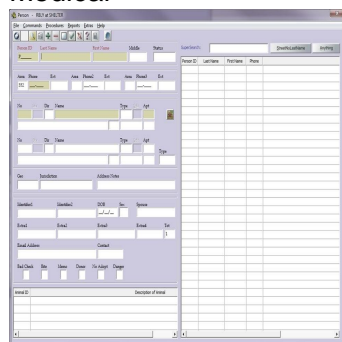
Clean ears well and schedule a recheck in a week to ensure the issue has resolved.

Positive Results

Apply Otomite to both ears. Recheck in 1 week.

STANDARD OPERATING PROCEDURES

Medical

The image shows a screenshot of a medical screening software interface. It features a sidebar with various input fields for patient information, including name, date, and location. The main area contains a table with columns for patient ID, name, date, and location. The table is currently empty.

Medical Screening / DTM

Procedure No.: F-2-h

Effective Date: 5/1/22

Screening for Ringworm

Circular patchy hair loss is characteristic in animals with ringworm infections. A DTM should be pulled in these cases. A Wood's

Lamp that has warmed up for at least 10 minutes can be used to view the lesions to see if the hairs around the periphery fluoresce. Only 50% of positive cases will glow under this light, and so it is important to follow up with a DTM.

DTM Procedure:

- DTM plates are kept in the refrigerator. Remove one from its packaging and label the side that holds the medium with the A number of the patient and the date.
 - We label this side in case the lid falls off so that the identification is always with the sample.
- Pluck hair from the periphery of the lesion using a pair of sterile hemostats.
- Gently stick the hairs to the medium without pressing the hemostats to the gel.
- Place into the incubator.
- Create a new logbook entry for the patient.
- Daily, observe the cultures for new growth and color change. If new growth AND color change are noted, pull a sample using a piece of scotch tape. Stain with new methylene blue and adhere to a microscope slide. View under hi power magnification for the presence of fungal hyphae.
- New DTM cultures are pulled for all patients weekly.

Negative Results (NSF)

DTM cultures need to grow out for 21 days in order to be considered negative. Patients are cleared from ringworm if their initial test is negative or if they have two negative results a minimum of 1 week apart.

Positive Results

Patients start treatment for ringworm (lyme dip) twice weekly once suspect. If a patient has three consecutive positive cultures, see the Shelter Veterinarian for dosing of itrafungol solution for cats. If there comes a time when lyme dip is unavailable as manufacturing has ceased, see Shelter Veterinarian for new treatment protocol.

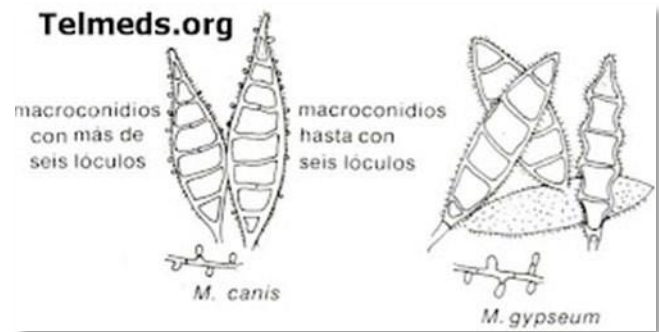
There are two common types of ringworm, *M. canis* and *M. gypseum*. *M. canis* is more likely to be transmitted between patients or patients and people. *M. gypseum* is typically found in the soil and mainly affects those with weakened immune systems. In the diagram below, *M. canis* is on the left and will have more than 6 openings vs *M. gypseum* on the right that only has 6. It is important to note the species of ringworm (if known) in the chart.

Medical Screening / DTM

STANDARD OPERATING PROCEDURES

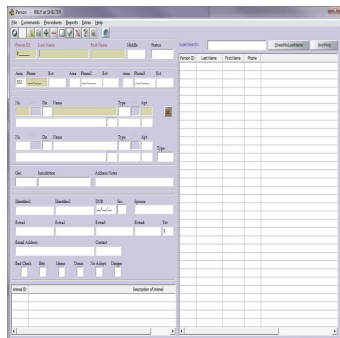
Medical

Last Revised Date: 5/1/22



STANDARD OPERATING PROCEDURES

Medical



Pre-Surgical Screening

Procedure No.: F-3

Effective Date: 5/1/22

Each animal is screened prior to surgery to ensure that it is the correct animal, that they are in good health, that they have not already been altered prior to admission to the shelter, and that there are no additional holds on the animal.

Pre-surgical Screening Checklist

- Before getting the patient:
 - Is the animal in a quarantine or isolation area?
 - If so, verify with Shelter Veterinarian prior to pulling animal.
 - Is mandated hold time over?
 - If not, reschedule surgery.
 - Is patient at least 8 weeks old?
 - If not, reschedule surgery.
 - If a microchip was noted, has it been researched?
 - If not, reschedule and research chip.
 - Has the medical adoption screening taken place?
 - If not, add services to the surgery sheet.
 - Are additional services beyond spay/neuter needed at this time? ▪ Add to surgery sheet as needed.
- Getting the patient:
 - View in kennel for signs of illness or aggression.
 - If present, alert Shelter Veterinarian for further instructions.
 - Fill out “Leash walk only” signs for dogs and date 10 days in the future. Leave these on the inside and outside of the kennel.
 - Weigh to ensure patient is > 2 pounds.
 - Scan for a microchip.
 - If new chip is found, STOP, enter information into the computer, and research chip.
 - Complete any additional services that can be done prior to sedation.
 - Verify patient is intact.
 - Place patient in surgery kennel and note location and any additional information on the surgery sheet.
 - Place a kennel card on the surgery kennel door for identification.

STANDARD OPERATING PROCEDURES

Medical

5/1/22

Drugs for Routine Spay & Neuter / Overview

Procedure No.: F-4-a

Effective Date: 5/1/22

Last Revised Date:

In order to streamline the process of sedation and pain management in surgical patients, the following shall apply. See charts associated with dosing in the following procedures.

Canine Spay/Neuter

- DKB (dexdomitor, ketamine, and butorphanol) IM or IV for sedation prior to intubation
- Isoflurane gas maintenance
- Meloxicam injection pre-op
- Lidocaine (intratesticular for males prior to surgery, splash block on body wall post-op for females)
- Oral Meloxicam for 3 days post-op

Feline Spay/Neuter

- DKB IM
- Isoflurane gas maintenance as needed
- Meloxicam injection pre-op

The screenshot shows a software window titled 'New - 03/14/2012'. It contains a form for patient information with fields for Name, Sex, Breed, Age, and Date. Below these are fields for Address and Phone. A large table on the right side of the window is used for recording procedures, with columns for Date, Time, and a description of the procedure.

Drugs for Routine Spay & Neuter / Canine

Procedure No.: F-4-b

Effective Date: 5/1/22

Last Revised Date:

CANINE DKB and MELOXICAM DOSING

Weight in lbs	DKB IV	DKB IM	Meloxicam 5mg/mL Injection	Oral Meloxicam (some listed as tabs)
1	X	0.10 mL	0.05 mL	0.03 mL
2	X	0.10 mL	0.05 mL	0.06 mL
3	X	0.10 mL	0.05 mL	0.09 mL
4	X	0.10 mL	0.05 mL	0.15 mL
5	X	0.15 mL	0.10 mL	0.15 mL
6	X	0.20 mL	0.10 mL	0.20 mL
7	X	0.20 mL	0.10 mL	0.20 mL
8	X	0.25 mL	0.15 mL	0.20 mL
9	X	0.25 mL	0.15 mL	0.25 mL
10	X	0.30 mL	0.20 mL	0.30 mL
11	X	0.30 mL	0.20 mL	0.30 mL
12	X	0.35 mL	0.20 mL	0.35 mL
13	X	0.40 mL	0.20 mL	0.40 mL
14	X	0.40 mL	0.25 mL	0.40 mL
15	X	0.45 mL	0.25 mL	0.45 mL
16	0.25 mL	0.45 mL	0.30 mL	0.50 mL
17	0.25 mL	0.50 mL	0.30 mL	0.50 mL
18	0.25 mL	0.55 mL	0.30 mL	0.55 mL
19	0.30 mL	0.60 mL	0.35 mL	0.55 mL
20	0.30 mL	0.60 mL	0.35 mL	0.60 mL
21	0.30 mL	0.60 mL	0.40 mL	0.60 mL

STANDARD OPERATING PROCEDURES

Medical

5/1/22

22	0.30 mL	0.65 mL	0.40 mL	0.65 mL
23	0.35 mL	0.70 mL	0.40 mL	0.70 mL
24	0.35 mL	0.70 mL	0.40 mL	0.70 mL
25	0.40 mL	0.75 mL	0.45 mL	0.75 mL
26	0.40 mL	0.80 mL	0.45 mL	0.80 mL
27	0.40 mL	0.80 mL	0.50 mL	0.80 mL

STANDARD OPERATING PROCEDURES

Medical

Drugs for Routine Spay & Neuter / Canine

CANINE DKB and MELOXICAM DOSING				
Weight in lbs	DKB IV	DKB IM	Meloxicam 5mg/mL Injection	Oral Meloxicam (some listed as tabs)
28	0.40 mL	0.85 mL	0.50 mL	0.85 mL
29	0.40 mL	0.90 mL	0.50 mL	0.85 mL
30	0.50 mL	0.90 mL	0.55 mL	0.90 mL
31	0.50 mL	0.90 mL	0.55 mL	0.90 mL
32	0.50 mL	0.95 mL	0.55 mL	0.95 mL
33	0.50 mL	1.00 mL	0.60 mL	1.00 mL
34	0.50 mL	1.00 mL	0.60 mL	1.00 mL
35	0.50 mL	1.00 mL	0.60 mL	1.10 mL
36	0.50 mL	1.10 mL	0.65 mL	1.10 mL
37	0.60 mL	1.10 mL	0.65 mL	1.10 mL
38	0.60 mL	1.10 mL	0.70 mL	1.10 mL
39	0.60 mL	1.20 mL	0.70 mL	1.20 mL
40	0.60 mL	1.20 mL	0.70 mL	1.20 mL
41	0.60 mL	1.20 mL	0.75 mL	1.20 mL
42	0.60 mL	1.30 mL	0.75 mL	1.30 mL
43	0.70 mL	1.30 mL	0.75 mL	1.30 mL

44	0.70 mL	1.30 mL	0.80 mL	1.30 mL
45	0.70 mL	1.40 mL	0.80 mL	1.30 mL
46	0.70 mL	1.40 mL	0.85 mL	1.40 mL
47	0.70 mL	1.40 mL	0.85 mL	1.40 mL
48	0.70 mL	1.40 mL	0.85 mL	1.40 mL
49	0.70 mL	1.50 mL	0.90 mL	1.50 mL
50	0.70 mL	1.50 mL	0.90 mL	1.50 mL
51	0.80 mL	1.50 mL	0.90 mL	1.50 mL
52	0.80 mL	1.60 mL	0.95 mL	1.60 mL
53	0.80 mL	1.60 mL	0.95 mL	1.60 mL
54	0.80 mL	1.60 mL	0.95 mL	1.60 mL
55	0.80 mL	1.70 mL	1.00 mL	1/2 tab
56	0.80 mL	1.70 mL	1.00 mL	1/2 tab
57	0.90 mL	1.70 mL	1.00 mL	1/2 tab
58	0.90 mL	1.70 mL	1.00 mL	1/2 tab
59	0.90 mL	1.80 mL	1.00 mL	1/2 tab

STANDARD OPERATING PROCEDURES

Medical

Drugs for Routine Spay & Neuter / Canine

CANINE DKB and MELOXICAM DOSING				
Weight in lbs	DKB IV	DKB IM	Meloxicam 5mg/mL Injection	Oral Meloxicam (some listed as tabs)
60	0.90 mL	1.80 mL	1.10 mL	1/2 tab
61	0.90 mL	1.80 mL	1.10 mL	1/2 tab
62	0.90 mL	1.90 mL	1.10 mL	1/2 tab
63	1.00 mL	1.90 mL	1.10 mL	1/2 tab
64	1.00 mL	1.90 mL	1.20 mL	1/2 tab
65	1.00 mL	1.90 mL	1.20 mL	1/2 tab
66	1.00 mL	2.00 mL	1.20 mL	1/2 tab
67	1.00 mL	2.00 mL	1.20 mL	1/2 tab
68	1.00 mL	2.00 mL	1.20 mL	1/2 tab
69	1.00 mL	2.00 mL	1.20 mL	1/2 tab
70	1.00 mL	2.10 mL	1.20 mL	1/2 tab
71	1.10 mL	2.10 mL	1.30 mL	1/2 tab
72	1.10 mL	2.20 mL	1.30 mL	1/2 tab
73	1.10 mL	2.20 mL	1.30 mL	1/2 tab
74	1.10 mL	2.20 mL	1.30 mL	1/2 tab
75	1.10 mL	2.30 mL	1.30 mL	1/2 tab
76	1.10 mL	2.30 mL	1.40 mL	1/2 tab
77	1.20 mL	2.30 mL	1.40 mL	1/2 tab
78	1.20 mL	2.30 mL	1.40 mL	1/2 tab
79	1.20 mL	2.40 mL	1.40 mL	1/2 tab
80	1.20 mL	2.40 mL	1.40 mL	1/2 tab

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

3

Drugs for Routine Spay & Neuter / Feline

Procedure No.: F-4-c

Effective Date: 5/1/22

FELINE DKB and MELOXICAM DOSING

Weight in lbs	DKB IM	Meloxicam 5mg/mL Injection (0.3mg/kg)	Buprenorphine 0.15mg/mL (0.02mg/kg)
1	0.2 mL	0.05 mL	0.06 mL
2	0.2 mL	0.05 mL	0.12 mL
3	0.3 mL	0.05 mL	0.18 mL
4	0.3 mL	0.10 mL	0.24 mL
5	0.4 mL	0.10 mL	0.30 mL
6	0.4 mL	0.15 mL	0.36 mL
7	0.4 mL	0.20 mL	0.42 mL
8	0.4 mL	0.20 mL	0.48 mL
9	0.4 mL	0.25 mL	0.55 mL
10	0.5 mL	0.25 mL	0.61 mL
11	0.5 mL	0.30 mL	0.67 mL
12	0.5 mL	0.30 mL	0.73 mL
13	0.5 mL	0.30 mL	0.79 mL
14	0.5 mL	0.35 mL	0.85 mL
15	0.5 mL	0.40 mL	0.90 mL

* Pregnant, aggressive, and fearful animals may require higher doses.

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

Euthanasia / Euthanasia Decisions

A screenshot of a software application window titled "Euthanasia Decisions". The window contains a form with various input fields and checkboxes. At the top, there are tabs for "Euthanasia", "Adoption", and "Transfer". Below these, there are sections for "Animal Information" (including Name, Breed, Sex, Age, and Date of Birth), "Owner Information" (including Name, Address, and Phone), and "Euthanasia Decision" (including checkboxes for "Is the animal a candidate for adoption?", "Has the owner requested euthanasia?", "Is the animal injured wildlife or suspect for rabies?", and "Has an emergency veterinarian evaluated the animal?"). There is also a section for "Veterinarian Information" (including Name, Address, and Phone). The bottom of the window features a large table with multiple columns for recording data.

Procedure No.: F-5-a

Effective Date: 5/1/22

Euthanasia decisions are not taken lightly and can be made in one of the following ways:

- The Shelter Veterinarian has determined that the animal is unhealthy/untreatable and is suffering.
- A panel has met to review the animal's history and determined that the animal is not a candidate for adoption. In the case of panel, two department supervisors must sign off on the euthanasia request prior to the euthanasia.
- An owner has requested a euthanasia and has provided documentation that there is an ongoing issue or condition.
- An Officer has brought in injured wildlife and/or an animal suspect for rabies that is unable to be contained for quarantine.
- An emergency veterinarian has evaluated the animal and determined that it is unhealthy/untreatable and has spoken with the Director and determined that euthanasia is necessary.

STANDARD OPERATING PROCEDURES

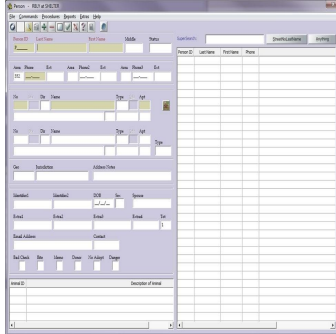
Medical

Last Revised Date: 5/1/22

Euthanasia / Pre-Euthanasia

Procedure No.: F-5-b

Effective Date: 5/1/22

The image shows a screenshot of a software application window titled "New - 01/01/2022". The window contains a form for patient information and a table for medical history. The form includes fields for "Patient ID", "Name", "Breed", "Age", "Sex", "Color", "Microchip", "Vet", "Date", "Time", "Location", "Outcome", "Status", "Notes", "Signature", and "Date". The table has columns for "Date", "Time", "Location", "Outcome", "Status", "Notes", "Signature", and "Date". The form is currently blank, and the table is empty.

Only Veterinarians, and Veterinary Technicians and other employees that are euthanasia certified by the Florida Animal Control Association (FACA), shall perform euthanasia.

Euthanasia requires two employees be present (only one need be a veterinarian or FACA certified). If there is any question or discrepancy in records at the time of euthanasia, STOP and speak with a supervisor.

Prior to euthanasia the following steps need to be completed:

- A supervisor shall review records and enter "EUTH" into the Outcome Type along with appropriate ASILOMAR and condition.
- Verification of identity of the patient via kennel number, description, and microchip (if present).
- Scan for microchip – if one is found that was not previously noted, STOP and speak with a supervisor.
- Verify that "EUTH" is listed in the Outcome Type.
- Proceed with euthanasia as noted in *Procedure F-5-d: Humane Euthanasia*.

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

Euthanasia / Drug Documentation

Procedure No.: F-5-c

Effective Date: 5/1/22

A new medical note needs to be entered into Chameleon for any animal that is euthanized. The medical note needs to include the following:

- Date
- "Patient was humanely euthanized."
- Drug amounts and bottle numbers
- Initials of employee

All fields of Outcome Information need to be filled to completion.

TQ and Euthanasia Solution need to be logged in the drug logs adjacent to the drug box in the Blue Room, in the medical record, and in the Outcome Information for the patient.

In cases where more than one bottle of euthanasia solution or TQ are used on one animal both bottle numbers need to be listed in the paper log and electronic logs. For example, if A123456 received 2.0mL TQ from Bottle 22-1 and 3.0mL TQ from Bottle 22-2 it is entered as two entries in the paper logs as normal, but the electronic log in Chameleon would read as TQ Amount: 5.0 and TQ Bottle: 22-1/22-2.

Outcome Information											
Person To P166670											
Type	Subtype	Cond	Date	Time	Weight	E Dose	TQ	E Bottle	TQ Bottle	By	Receipt No
EUTH	UNHLT_UI	AGGRES	03/22/22	08:41	50	6.0	3.0	55	22-1	EF	

Euthanasia / Humane Euthanasia

Procedure No.: F-5-d

STANDARD OPERATING PROCEDURES

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Last Revised Date: 5/1/22

Effective Date: 5/1/22

Euthanasia should be completed in the Blue Room (or medical area if necessary) with the signs flipped to “Euthanasia in Progress” and both doors closed.

Only Veterinarians, and Veterinary Technicians and other employees that are euthanasia certified by the Florida Animal Control Association (FACA), shall perform euthanasia.

Euthanasia requires two employees be present (only one need be a veterinarian or FACA certified). If there is any question or discrepancy in records at the time of euthanasia, STOP and speak with a supervisor.

Temperament of certain animals may make it difficult to move to the euthanasia space prior to sedation. Every effort should be made to provide a safe and fear-free experience for the handlers and animals involved in the euthanasia process. This may include tranquilization of animals in their kennels prior to moving to the appropriate euthanasia space, especially in cases of animals that require control pole for safe handling and that do not react well to the control pole. In these cases, the animal should be sedated in its kennel and then transported to the euthanasia space via flatbed once sedation has taken effect.

Any animal with previous history of aggression should be muzzled if safe to do so.

Routes of Drug Administration

- Intramuscular (IM) – only TQ, DO NOT ADMINISTER EUTHANASIA IM
- Intravenous (IV) – preferred method for euthanasia
- Intraperitoneal (IP) – requires 3 times the dose of IV or IC injections
- Intracardiac (IC) – unconsciousness and lack of pain reflex must be confirmed prior to injection

Prior to ALL euthanasia, patients should be sedated via IM or IV injection of TQ or DKB. In cases of extremely ill or injured animals, confirmation of unconsciousness and lack of pain reflex can be confirmed prior to euthanasia without sedation.

TQ Mixing and Dosing

Medical Team will mix and label new bottles of TQ by adding 2mL of 100mg/mL Xylazine to a 10mL bottle of 100mg/mL Ketamine. A label will be applied in sequential order with the year and bottle number (Bottle 22-10 for the 10th bottle made in 2022). See TQ Dosing Guide for appropriate dosing.

Euthanasia Solution Dosing

Animals should be dosed at 1mL/10 pounds with at least 1mL additional added to the total volume. Each animal responds differently to medications. There may be times when additional drugs are needed to confirm death. This dosing should be used as a guide.

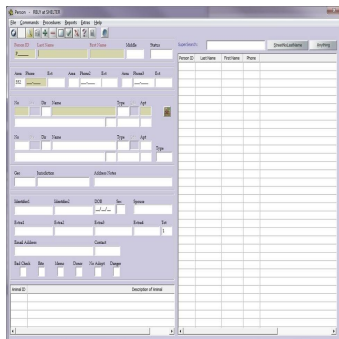
STANDARD OPERATING PROCEDURES

Medical

Euthanasia / Humane Euthanasia

Other important information

- Death must be confirmed on all animals euthanized by non-veterinarians via intracardiac standstill.
- Pregnant animals must be euthanized via IV injection ONLY and will likely require higher doses of TQ and euthanasia solution.
- IV, IC, and IP injection are the only modes of euthanasia supported by the 2013 HSUS document for euthanasia in shelters.



STANDARD OPERATING PROCEDURES

Medical

Euthanasia / TQ and Euthanasia Dosing Guide

Procedure No.: F-5-e

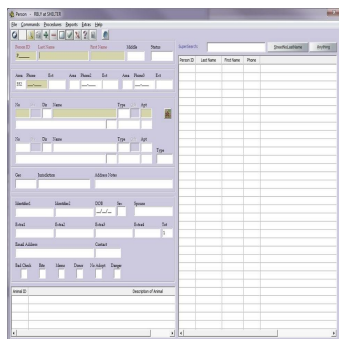
Effective Date: 5/1/22

Last Revised Date: 5/1/22

Weight in lbs	TQ Dose	Euthanasian Solution Dose
5	0.3 mL	1.5 mL
10	0.6 mL	2.0 mL
15	0.9 mL	2.5 mL
20	1.2 mL	3.0 mL
25	1.5 mL	3.5 mL
30	1.8 mL	4.0 mL
35	2.1 mL	4.5 mL
40	2.4 mL	5.0 mL
45	2.7 mL	5.5 mL
50	3.0 mL	6.0 mL
55	3.3 mL	6.5 mL
60	3.6 mL	7.0 mL
65	3.9 mL	7.5 mL
70	4.2 mL	8.0 mL
75	4.5 mL	8.5 mL
80	4.8 mL	9.0 mL
85	5.1 mL	9.5 mL
90	5.4 mL	10.0 mL
95	5.7 mL	10.5 mL
100	6.0 mL	11.0 mL
105	6.3 mL	11.5 mL
110	6.6 mL	12.0 mL
115	6.9 mL	12.5 mL
120	7.2 mL	13.0 mL
125	7.5 mL	13.5 mL
130	7.8 mL	14.0 mL
135	8.1 mL	14.5 mL
140	8.4 mL	15.0 mL

145	8.7 mL	15.5 mL
150	9.0 mL	16.0 mL
155	9.3 mL	16.5 mL
160	9.6 mL	17.0 mL
165	9.9 mL	17.5 mL
170	10.2 mL	18.0 mL

* This is a guide. Individual animals may require higher doses to sedate and/or euthanize.



1 STANDARD OPERATING PROCEDURES

Medical

Surgery Suite / Equipment, Set-up, and Usage

Procedure No.: F-6-a

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The shelter consists of 12 surgery dog kennels, 8 surgery cat kennels, a radiology room, a treatment room, and surgical suite. All equipment should be checked prior to surgery and maintenance done as needed.

Scavenger Machine

- Located on the interior wall of the surgery suite.
- Turn on power prior to operating any anesthesia machines.

Oxygen Tanks

- Located on the left/south wall of the radiology room.
- Check air regulator on top of the tank in use – tanks must be changed once at 500psi.
- The left pressure gauge should be between 40 and 50.
- The right pressure gauge needs to be above 500psi to do surgery.
- Turn the regulator at the top of the tank clockwise to turn on.
- Changing Tanks
 - Turn off tank.
 - Release pressure from the system.
 - Remove metal cap from new tank.
 - Remove plastic cover from connection port.
 - Loosen nut on tank at regulator valve with tool in radiology closet.
 - Remove regulator from old tank.
 - Replace regulator on full tank and tighten nut.
 - Call NextAir to order a replacement tank (phone number and account number on the treatment room telephone).

Anesthesia Machines

- Do not turn on unless scavenger is on.
- Connect oxygen lines from wall to oxygen supply ports.
- Connect patient breathing hoses to anesthesia machines – ensure proper circuit in place.
- Check isoflurane levels and add as needed.

Materials in Prep Area

To properly prep patients for surgery, the following materials should be within reach of the prep table.

- Clippers, surgical scrub and solution, alcohol bottle, towels, sharps container, wall vacuum, and garbage can
- Nail clippers and Kwik-stop

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STANDARD OPERATING PROCEDURES

Medical

Surgery Suite / Equipment, Set-up, and Usage

- Bottle of corn oil or artificial tears
- E-tubes
- Vaccines
- Microchips
- Surgery sheet

Materials Near Surgery Tables

- Suture, peroxide, sharps containers, pulse oximeter, disinfectant, cat mask

Ultra-Sonic Instrument Cleaner

- Located on countertop next to sink.
- Close drain port located on the back of ultra-sonic machine.
- Fill ultra-sonic machine with surgical instrument cleaner solution and water.
- Mix Miltex (surgical instrument cleaner) 1 capful (1/4 fl. oz) per gallon of water.
- Turn machine on (on/off switch located at the bottom right side).
- Rinse and scrub instruments in sink.
- Place instruments in the ultra-sonic cleaner.
- Set ultra-sonic cleaner for 15 minutes using timer located on front of machine.
- Remove instruments from ultra-sonic cleaner.
- Place instruments in instrument milk for 30 – 40 seconds.
- Place instruments on towel in designated drying area.

Autoclave

- Located just inside the surgery suite.
- Place wrapped surgical packs into autoclave.
- Fill water reservoir with distilled water until the water level indicator reaches the green level.
- Turn on the power switch "P" on the front panel to power on the control circuit.
- Load the material to be sterilized into chamber.
- Lift the lever and close the door.
- Select the program marked "packs".
- Press the start key.
- Sound will emit notifying user of cycle start.
- Door will unlock when cycle is complete.

- Carefully open the door and unload the sterilized material from the chamber.
- Remove packs and store in designated area following completion of cycle.

Miscellaneous Items

Clean in sink after soaking in Trifectant bucket. Rinse thoroughly.

- Patient breathing hoses
- Endotracheal tubes

The screenshot shows a medical software interface with a form for patient information and surgical pack contents. The form includes fields for Patient ID, Last Name, First Name, and Date. It also has a section for 'Surgical Pack Contents' with a table for recording items. The interface is titled 'STANDARD OPERATING PROCEDURES' and 'Medical'.

2 STANDARD OPERATING PROCEDURES Medical

Surgery Suite / Surgical Pack Contents

Procedure No.: F-6-b

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The following are lists of instruments and materials that need to be placed in their respective surgical packs. Once appropriately wrapped, packs should be taped shut with the name of the pack and initials of wrapper, and a small piece of indicator tape applied to the outer wrap prior to sterilization in the autoclave.

Canine Neuter

- Outer wrap
- Inner wrap
- Surgical drape
- Gauze (4)
- Indicator strip
- Curved Kelly Hemostats (2)
- Mayo scissors
- Needle Drivers
- Towel clamps (2)
- Thumb forceps

Canine Spay

- Outer wrap
- Inner wrap
- Surgical drape
- Indicator strip

- Gauze (8)
- Needle Drivers
- Towel Clamps (2)
- Thumb forceps
- Metzenbaum scissors
- Mayo scissors
- Curved Kelly hemostats (4)
- Curved Carmalt hemostats
- Spay hook

Feline Spay

- Outer wrap
- Inner wrap
- Surgical drape
- Indicator strip
- Gauze (4)
- Needle Drivers
- Mayo scissors
- Spay hook
- Thumb forceps
- Curved mosquito hemostats (2)
- Small towel clamps (2)

- Curved Kelly
hemostats

Feline Neuter Group Pack

- Gauze (1 per pair
hemostats)
- Curved Kelly or
mosquito hemostats

The screenshot shows a medical software window with a title bar 'Dr. Connelly - Dr. Connelly - Dr. Connelly'. It contains several input fields for patient data (Name, Species, Breed, Sex, Age, Weight, Height, etc.) and a large table with multiple columns for recording data over time. The table has headers like 'Date', 'Time', 'Temp', 'HR', 'RR', 'SpO2', 'MAP', 'Pain', 'Anesthesia', 'Sedation', 'Vitals', 'Procedures', 'Notes', and 'Signature of Vet'.

Surgery / Prep and Monitoring

Procedure No.: F-7-a

Effective Date: 5/1/22

Preparing an animal for surgery includes administering injections, intubation, shaving, scrubbing, and monitoring animal's vital signs. Patients need to be monitored at all times while under anesthesia.

Monitoring Vital Signs

Electronic pulse oximetry machines will be used for continuous monitoring of patients, but manual verification of vitals should be done every few minutes as machines do not always show the true status.

- Heart Rate – Locate heart and count number of beats for six seconds; multiply number by 10.
 - Small Dogs 80-160 bpm ○ Large Dogs 60-100 bpm
 - Cats 160-220 bpm
 - Heart Rate at 50 or below should be reported to a veterinarian immediately and may require isoflurane to be turned off, reversal, or emergency drugs (in that order).
- Respiration Rate – Locate chest and count breaths for 15 seconds; multiply number by 4.
 - Ideal respiration rate should be between 8 and 20 breathes per minute.
- Mucus Membranes – Visualize mucus membranes on animal.
 - Mucus membranes should be pink in color.
 - Calculate a capillary refill time by lightly pressing the mucus membrane.
 - Refill time should be within one to two seconds.
- If you observe any distress, pale mucus membranes, prolonged capillary refill time, or the calculations of heart or breathing rates differ from normal ranges, notify Veterinarian immediately for assistance.

Preparation of a Surgical Patient

- Place towel underneath animal on prep table.
- Administer IV or IM anesthesia, mask down if necessary.
- Intubate or mask down animal as appropriate.
- Secure and inflate cuff on e-tube if intubated.
- Turn animal on side.
- Connect tube to anesthetic machine.
- Set Isoflurane to 2% and Oxygen to 2%.
- Place Pulse Oximeter clip on animal's tongue, ear, or paw pad.
- Lubricate eyes with corn oil or artificial tears.

STANDARD OPERATING PROCEDURES

Medical

Surgery / Prep and Monitoring

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

- Administer vaccines, draw blood for tests, microchip and/or ear tip community cats as indicated on surgery sheet.
- Clip nails.
- Express bladder in female patients and cryptorchid males.
- Shave surgical site (animals will need to be rotated to their backs to do this).
- Vacuum abdominal area.
- Alternate Chlorohexidine scrub and solution for a total of 3 scrubs with each to prepare the surgical area.
- Cover the surgical area with a clean, unused gauze soaked in chlorohexidine solution.
- Animal will remain on prep table until surgery table is ready.
- When surgery table is ready, turn off and disconnect anesthetic machine, and move animal to surgery table.

Moving Animal to Surgery Table

- Place towel and animal on surgery table.
- Connect tube to anesthetic machine.
- Set Isoflurane to 2%.
- Place Pulse Oximeter clip on animal's tongue.
- Secure legs with ties if needed.
- Set-up pack per Veterinarian's discretion.

Surgical Recovery

After surgery is completed, all animals will be placed in recovery. Animals will be monitored closely during this time.

- For dogs:
 - After disconnecting animal from anesthetic machine, remove from table and place on the "beach" located against the wall in surgery. Deflate cuff of endotracheal tube. Do not remove tube until the dog is waking up (chewing, swallowing, lifting head, etc.).
- For Cats:
 - After disconnecting animal from anesthetic machine, remove from the table and place on the "beach" if friendly or in feral box if ear-tipped.

Surgery / General Surgical Procedure

Procedure No.: F-7-b

Effective Date: 5/1/22

Listed below are the basic anesthesia, surgery, and post-op procedures for common surgeries.

Canine Spay

- Anesthesia – DKB IV or IM, intubated and maintained on Isoflurane/Oxygen
- Pre-op – meloxicam injection
- Surgery – Routine OVH, 3-layer closure with absorbable suture, tattoo
- Post-op – Meloxicam oral for 3 days

Canine Neuter

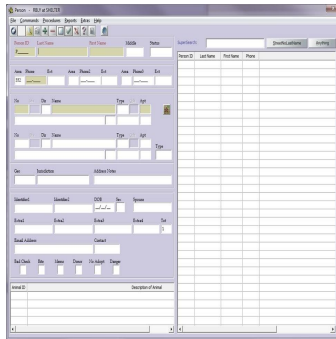
- Anesthesia – DKB IV or IM, intubated and maintained on Isoflurane/Oxygen
- Pre-op – meloxicam injection
- Surgery – Routine pre-scrotal neuter, 2-layer closure with absorbable suture, tattoo
- Post-op – Meloxicam oral for 3 days

Feline Spay

- Anesthesia – DKB IV or IM, intubated and maintained on Isoflurane/Oxygen
- Pre-op – meloxicam injection
- Surgery – Routine OVH, 3-layer closure with absorbable suture, tattoo
- Post-op – none (Buprenorphine prn)

Feline Neuter

- Anesthesia – DKB IV or IM, intubated and maintained on Isoflurane/Oxygen prn
- Pre-op – meloxicam injection
- Surgery – Routine Castration with no closure, tattoo
- Post-op – none (Buprenorphine prn)



STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

Emergency Drugs

Procedure No.: F-8

Effective Date: 5/1/22

Listed below are the basic anesthesia, surgery, and post-op procedures for common surgeries.

Crash Kit

The following medications are kept in a clear tray on the top right-hand side of the refrigerator for use in emergencies.

- Epinephrine 1mg/mL ○ Function – increases heart rate and contractility, increases blood pressure ○ Dose – 0.01 mg/kg IV for cardiac resuscitation
- Dopram (Doxapram HCl) 20mg/mL ○ Function – Respiratory stimulant ○ Dose – 1.1mg/kg post-anesthesia; 0.1mL in neonates
- Atropine 1/120gr ○ Function – adjunctive treatment of bradycardia ○ Dose – 0.04mg/kg IV q 3-5 min OR 0.08-0.01mg/kg intratracheal

Other Rescue Drugs

Oxytocin (found behind crash box in refrigerator) – used to increase uterine contractions or encourage milk let-down post-partum.

Antisedan – Reversal for dexdomitor can be found adjacent to the autoclave in the surgery suite. The dose for the reversal is generally 1/6th of the DKB dose received at the time of induction.

Furosemide (Disal) 50mg/mL – diuretic, located in the injectables cabinet.

Dexamethasone-SP 4mg/mL (Dexium-SP) – anti-inflammatory, immunosuppressive agent, glucocorticoid.

Lidocaine 2% – local anesthetic for blocks, antiarrhythmic 2-4 mg/kg.

DIK Procedures

Procedure No.: F-9

STANDARD OPERATING PROCEDURES

Medical

Last Revised Date: 5/1/22

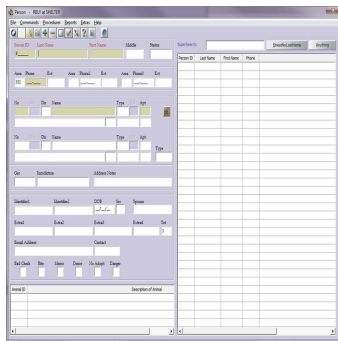
Effective Date: 5/1/22

If an animal is found dead in kennel, complete all items on this list.

- Notify a supervisor immediately – the Shelter Veterinarian should also be contacted to ensure that there is no additional testing that needs to be completed due to possible transmissible disease.
- Update Chameleon to indicate “DIED” in the “Outcome Information” section.
- Bag as appropriate and move to the freezer unless a condition is met from “special cases” below.

Special Cases

- Rabies Quarantine
 - Supervisor must have dispatcher call Health Department to notify of the death.
 - DO NOT PLACE IN THE FREEZER.
 - Animal should be prepared for testing by a trained employee.
- Cruelty/Investigations
 - Supervisor should speak with AR&C Director and/or Field Operations Supervisor to determine if body needs to be transported for forensic necropsy.
 - Known Transmissible Disease
 - Must be bagged in kennel and special care taken to move without contaminating other areas.

The image shows a screenshot of a software application window titled "Chameleon". It contains a form with various fields for animal information, including "Animal ID", "Name", "Breed", "Sex", "Age", "Color", "Status", and "Outcome". The "Outcome" field is currently set to "DIED". There are also sections for "Notes" and "Comments". The interface includes a menu bar at the top and a toolbar with icons for file operations.

Compounded Drugs for In-House Use

Procedure No.: F-10

Effective Date: 5/1/22

Compounded drugs can be used to treat shelter patients ONLY. These medications cannot be dispensed to the public at time of adoption due to pharmacy laws in the State of Florida.

Cerenia Drops

- Use: Helps with inflammation in cats with bloody nasal discharge.
- Dosing: 1 drop each nostril BID for 7 days. DO NOT SHARE MEDICATION BETWEEN CATS. Keep refrigerated.
- Mixing Instructions: Pull 0.1ml Cerenia and 0.9 ml Saline into a 1mL syringe. Place in a paper bag to protect from light. Discard after 7 days. Keep refrigerated.

Doxycycline 25mg/mL

- Use: Treat URI in cats and small dogs, and for Heartworm positive small dogs.
- Dosing:

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- Give 0.2ml per pound PO daily for URI.
 - Give 0.2ml per pound PO twice daily for HW+.
- Mixing Instructions: In a 30mL yorker, add 10ml water, 10mL syrup, and 500mg Doxycycline (use the capsules). Wrap container in vet wrap and label to protect from light. Discard after 7 days. Keep refrigerated. Shake well before each use.

Gabapentin 100 mg/mL

- Use: For pain relief for cats and small dogs.
- Dosing: Give 0.05 ml per pound PO twice daily (10mg/kg dose).
- Mixing Instructions: In a 30mL yorker, add 10 ml water, 10 ml syrup, and 2,000 mg Gabapentin (5 capsules of 400 mg). Discard after 7 days. Keep refrigerated. Shake well before each use.

Ivermectin 100 mg/mL

- Use: Monthly HW prevention in DOGS ONLY! Use expiration date on bottle of Ivermectin 1%. Refrigeration not necessary.
- See dosing chart on bottle. Use caution in Collie-type breeds.
- In a large yorker, mix 1 ml Ivermectin 1% solution and 99ml Propylene Glycol.

Metronidazole 62.5 mg/mL

- Use: For diarrhea in cats and small dogs.
- Dosing: Give 0.2ml per pound per pound by mouth twice daily for 7 days.
- Mixing Instructions: In a 30mL yorker, mix 10ml water, 10ml Syrup and 1,250 mg Metronidazole (5 tablets of 250 mg). Tablets need to be crushed well with mortar and pestle prior to adding to liquids. Discard after 7 days. Keep refrigerated. Shake well before each use.

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Veterinary Directives / Diarrhea and Vomiting

Procedure No.: F-11-a

Effective Date: 5/1/22

Last Revised Date:

When diarrhea is noted, it is also important to note the age of the animal (puppy/kitten or adult), the demeanor of the animal (depresses, sickly, normal/happy/playful), and any known history of vomiting or possible foreign body ingestion so that the Medical Team can assess the patient appropriately.

In all cases of vomiting when the patient is not acting like their normal selves, contact the Veterinarian IMMEDIATELY.

For all adult animals – perform fecal floatation.

For dogs and cats > 4 months

- If BAR (normal/happy/playful) ○ Panacur x 5 days regardless of fecal result; if POS on fecal, schedule another 5 days in 3 weeks' time; recheck @ end of meds
- If BAR, but stool is bloody ○ Panacur as above
 - Metronidazole BID x 7 days, recheck @ end of meds
 - < 30lbs give 1/2 tablet of 250mg
 - 30-60lbs give 1 tablet of 250mg
 - 60+ give 1.5 tablets of 250mg
- If patient is depressed/sickly/ADR
 - CALL DOC FIRST ○ If vomiting – find out if patient has ingested.

For puppies and kittens < 4 months

- If BAR ○ First prescribe Strongid and Ponazuril x 3 days
 - If not resolved, add Fortiflora for 4 days (1/2 packet on wet food BID) ○ If still not resolved, add Metronidazole suspension @0.2mL/lb BID x 10 days + Fortiflora +/- fluids if dehydrated ○ +/- Convenia if patient is also underweight for age and appears unthrifty (see Medical Team)
- If patient is depressed/sickly/ADR
 - CALL DOC FIRST ○ If puppy patient is vomiting – isolate immediately and test for Parvo.

Veterinary Directives / Upper Respiratory Infections

Procedure No.: F-11-b

Effective Date: 5/1/22

Last Revised Date:

The incidence of upper respiratory infections in cats and dogs increases when animals experience stress. There are numerous pathogens that cause upper respiratory infections in animals. Most patients with URI will exhibit nasal discharge with the potential for ocular discharge and coughing/sneezing.

For all animals with URI

- If URI is noted, enter the following into Chameleon.
 - Status – UNAVAIL
 - Comment – URI noted on <insert date>
 - Hold – Y
 - Request – MED OBSERV
- Move to appropriate housing per the Medical Team.

For cats and kittens

- Check mouth for ulcers! Calicivirus is a very contagious disease that requires isolation. All cats with URI symptoms should be checked for oral ulcerations.
 - Ulcers present:
 - Start Doxycycline Suspension @ 0.2mL/lb for 2 weeks, ▪ Give Convenia injection @ 0.045mL/lb.
 - Check daily for appetite – not eating is an emergency in cats as they can develop hepatic lipidosis. If patient is not eating, try syringe feeding pate style food mixed with water (or KMR if the patient <6 weeks). Cerenia injection can be giving for up to 3 days if patient also has vomiting or appears nauseous (excessive drooling).
 - Check hydration status daily and give subcutaneous fluids as needed.
 - If patient has bloody nasal discharge – dispense a syringe of Cerenia nasal drops.
 - If patient has ocular discharge – dispense BNP twice daily for 1 week with a recheck.
 - Schedule first recheck at 14 days, then weekly until clear.
 - No oral ulcers:
 - Start Doxycycline Suspension @ 0.2mL/lb for 1 week.
 - Check daily for appetite (see above).
 - Check hydration status daily (see above).
 - If patient has bloody nasal discharge – dispense a syringe of Cerenia nasal drops.
 - If patient has ocular discharge – dispense BNP twice daily for 1 week with a recheck.
 - Schedule recheck weekly until clear.

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Veterinary Directives / Upper Respiratory Infections

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For dogs and puppies

- Be aware of signs of distemper (crusty ocular discharge, copious amounts of nasal discharge, fever, lethargy, neurologic signs) and alert Shelter Veterinarian if these exist in a patient. Patient should be isolated from ALL other animals and a respiratory panel sent to IDEXX.
- Dispense Doxycycline @ 10mg/kg daily for 7 days and schedule a recheck.
- If patient has ocular discharge – dispense BNP twice daily for 1 week with a recheck.
- See Shelter Veterinarian if patient becomes excessively lethargic.

Veterinary Directives / Skin Infections

Procedure No.: F-11-c

Effective Date: 5/1/22

Last Revised Date:

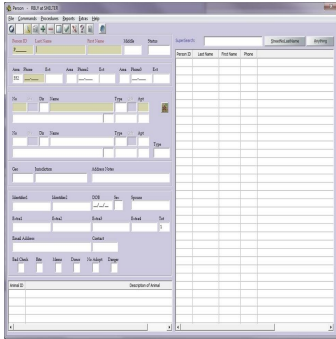
If an animal comes in with a wound that does not need immediate medical attention or with erythematous, scabby, or purulent skin lesions, antibiotic therapy should be initiated.

- Schedule vet check if Shelter Veterinarian is not present.
- Dosing and drugs are based on weight:
 - Dogs < 20 lbs and Cats – give Convenia injection @ 0.045mL/lb
 - Dogs 20 to 35 lbs – Cephalexin 250mg by mouth twice daily for 14 days
 - Dogs 36-60lbs – Cephalexin 500mg by mouth twice daily for 14 days
 - Dogs 61-85lbs – Cephalexin 750mg by mouth twice daily for 14 days
 - Dogs > 85lbs – Cephalexin 1000mg by mouth twice daily for 14 days
- Schedule recheck for 14 days.

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Veterinary Directives / Fear, Anxiety, and Stress

Procedure No.: F-11-d

Effective Date: 5/1/22

Last Revised Date:

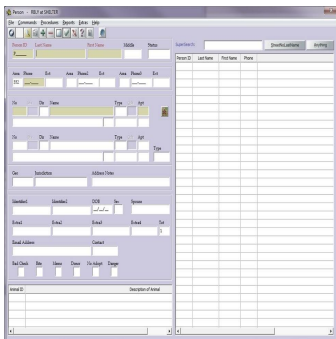
Shelters are common places for animals to exhibit signs of fear, anxiety, and stress (FAS). These signs may include aggression, hiding, lip licking, cowering, lethargy, and many others. It is imperative to treat signs of FAS immediately upon discovery as long-term stress can have deleterious effects on physical and behavioral health. In most cases, fostering outside of the shelter may be a better choice for the animal.

For Cats

- Ensure a proper hiding area is present in the kennel.
- Cover one side of the kennel to block view.
- Consider Feliway Diffuser for the room.

For Dogs

- Trazadone is a behavioral modification drug that can help reduce FAS.
- Schedule Trazadone 100mg Tablets for twice daily for 1 week with a “recheck behavior/refill medication” reminder for the day of the last dose.



○ < 20 lbs – 1/2 tab ○ 20-70lbs – 1 tab
○ 70+ – 1.5 to 2 tabs depending on severity of signs.

- Consult Sheltering Team and/or attempt veterinary exam to determine if patient is ready.

If FAS signs are still present, see Shelter Veterinarian for other options.

Veterinary Directives / Pain or Limping

Procedure No.: F-11-e

Effective Date: 5/1/22

Last Revised Date:

If an animal appears to be painful or limping, please alert Medical Team. The following doses of medication can safely be dispensed to patients until a veterinary exam can be completed.

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For Cats

- Injectable meloxicam – see surgery chart for dosing information
- Oral Gabapentin Solution – 0.2mL/lb.

For Dogs

- Gabapentin ○ In general, 100mg/50lbs, can be increased with veterinary approval
- Carprofen (1mg/lb daily) ○ Dogs < 20lbs – see meloxicam dosing guide for surgery
 - Dogs > 20lbs – use appropriate whole, 1/2, or 1/4 tablet to achieve appropriate dose

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General / Radio Etiquette

Procedure No.: G-1-a

Effective Date: 5/1/22

Last Revised Date:

A screenshot of a software interface, likely for a radio communication system. It features a top menu bar with options like 'File', 'Edit', 'View', 'Tools', 'Help', and 'About'. Below the menu is a toolbar with icons for various functions. The main area is divided into several sections: a 'Status' section on the left with fields for 'Name', 'Phone', 'Email', and 'Address'; a 'Messages' section in the center with a list of messages and a 'Send' button; and a 'Log' section on the right with a list of logs and a 'Clear' button. The interface is designed for easy navigation and data entry.

Radios are essentially a lifeline for Animal Control Officers (ACO) and Investigators. They provide constant communication with the fellow officers, investigators, and dispatch. The radios are assigned by a supervisor to an individual. ACOs use the radios to indicate when they are arriving and leaving a call and to request assistance from others when needed. The following procedures are mandatory and apply to the proper use of assigned radios, thus promoting safe and open communication.

- Every officer must always wear their portable radio while on duty and treat as a piece of personal protective equipment.
- Animal Control Officers must have their vehicle and portable radios powered on and accessible while on-duty. Radio malfunctions shall be reported to your direct supervisor immediately. This includes your assigned portable radio and the dash-mounted radio in your assigned vehicle.
- Situations when wearing a radio is not required:
 - When an Animal Control Officer is working a special event that doesn't require the officer to be in uniform.
 - When an Animal Control Officer is performing euthanasia duties (for safety purposes).
- Radio communication will be established by stating your badge number or stage location, followed by the person you are trying to contact. Example: "Station 8 to 49?". Wait for a response to ensure the receiving unit is ready for you to convey the message.
- Speak slowly and clearly using plain language or 10-codes. If clarification is necessary, repeat the entire question/statement. Consider contacting someone via phone to elaborate or clarify details so not to tie up the airwaves.
- Radio communication should be brief, direct, and non-emotional. Personal comments, foul language, and jokes are prohibited over the air.
 - Reminder that radio communications are monitored by the Combined Communications Center (CCC), so messages need to be professional and to the point.
 - Press the orange button on top of handheld radio to open the airwaves

DURING

AN EMERGENCY ONLY. This will broadcast everything you say into the main CCC dispatch room. Make sure to state your emergency and your location repeatedly.

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- Officers are expected to convey to dispatch when they start/end their shift, start/end breaks, and when they are enroute to, arrive, and depart a scene. They also should update dispatch if they are pulling over to complete notes, when they complete a call, and when they are enroute to the next call or shelter. Common 10 codes to use for this are as follows.

(Continued on following page)

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General / Radio Etiquette

- 10-86 Starting Duty ○ 10-87 Ending Duty ○ 10-8 In Service ○ 10-10 Out of Service ○ 10-64 10-minute Break ○ 10-82 Meal Break ○ 10-4 Acknowledge ○ 10-54 Negative

- 10-9 Repeat ○ 10-16 Transporting ○ 10-19 Return to Shelter ○ 10-51 Enroute To ○ 10-90 Unloading ○ 10-95 Gas/Vehicle Maintenance ○ 10-96 At Shelter ○ 10-97 On Scene



General / Ten Codes & Disposition Codes

Procedure No.: G-1-b

Effective Date: 5/1/22

Last Revised Date:

10-1	Receiving Poorly	10-31	In Pursuit
10-2	Receiving Well	10-33	Emergency Traffic
10-3	Stop Transmitting	10-35	Confidential Information
10-4	Acknowledge	10-36	Correct Time
10-5	Relay Information	10-38	Request Assistance
10-6	Busy	10-39	Message Delivered
10-7	Out of Service	10-42	Home
10-8	In Service	10-43	Any Calls Holding
10-9	Repeat	10-45	Phone Message
10-10	Out of Service, Subject to Call	10-48	End of Message/Did You Copy?
10-11	Dispatching too Rapidly	10-51	Enroute To
10-12	Visitor Present	10-52	ETA
10-13	Hazardous Weather/Road Conditions	10-54	Negative
10-14	Unit Check (Security Check)	10-56	Meet
10-15	In Custody	10-63	Thank You
10-16	Transporting	10-64	10-minute Break
10-17	Follow Up	10-65	Copy Call/Information
10-18	Do Quickly!	10-66	Cancel
10-19	Return to Shelter	10-77	Situation Under Control
10-20	Location	10-82	Meal Break
10-21	Call by Telephone	10-86	Starting Duty
10-22	Disregard	10-87	Ending Duty
10-23	Stand By	10-89	On Pager
10-24	Trouble - Send Help	10-90	Unloading
10-25	In Contact With	10-95	Gas/Vehicle Maintenance
10-26	Message Received	10-96	At Shelter
10-28	Run License Tag	10-97	On Scene
10-30	Against Rules/Regulations	10-98	Completed Call
1	Courtesy Notice	11	Talked to Owner
		21	Relocated

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2 - Patrolled Area	12 - Talked to Complainant	22 - Resolved
3 - Hit by Car	13 - Talked to Neighbor	23 - Unfounded
4 - Could Not Catch	14 - Verbal Warning	24 - Cleared by Phone
5 - Could Not Locate	15 - Written Warning	25 - Approved Yard Check
6 - No Loose Dogs	16 - Citation Issued	26 - Failed Yard Check
7 - Dangerous Dog	17 - Impoundment Notice	27 - General Completion
8 - Impounded	18 - Abandonment Notice	28 - Dead on Arrival
9 - Owner Not Home	19 - Returned to Owner	30 - Returned to Field
10 - Complainant Not Home	20 - Educated	

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General / Electronic Team Communication

Procedure No.: G-1-c

Effective Date: 5/1/22

Last Revised Date:

Electronic forms of communication, including email, text messaging, voice messaging, and group chats have become an important forum to communicate with management, coworkers, and the citizens of Alachua County.

Each member of the Field Operations Team will be assigned an email account. Employees are expected to check their email accounts at least once daily.

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- Emails sent and received are subject to public records laws.
- County email accounts are to be used only for official County business.

Each member of the Field Operations Team will be assigned a County-issued cellular phone and be:

- Required to set up their outgoing voice message with the following:
“Hello, you have reached the voice mailbox of (Officer’s Name) with Alachua County Animal Resources & Care. Please leave a phone number and a detailed message, and I will return your call at my earliest convenience. If this is an emergency, please hang up and dial 911. I’m typically on duty (scheduled days and hours of work). If you need immediate assistance, please call the AR&C Dispatcher at 352-264-6880.”
- Voice messages are to be responded to within 24 hours of receipt or beginning of first shift thereafter.
- County-issued cellular phones are to be used only for official County business.



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Scheduling

Alachua County Animal Resources & Care has Officers/Investigators on duty 7 days a week, year-round, from 8:00am - 6:00pm except for Thanksgiving Day and Christmas Day. In addition, we provide stand-by/call-out coverage on those holidays and between 6:00pm and 8:00am nightly. The Field Operations Team, including Officers and Investigators, work one of three shifts from 8:00am - 6:00pm, four days per week. The three shifts are Sunday through Wednesday, Monday through Thursday, and Wednesday through Saturday.

Officers/Investigators are scheduled for a stand-by/call-out shift on a day-by-day rotation through the team (that have cleared trainee status) contiguous with their four day scheduled work week. Morning pick-ups from BluePearl and the UF Small Animal Hospital coincide with the stand-by/on call shift, with the exception of Sundays and County holidays. The on-call Officer/Investigator's shift is scheduled for 6:30am - 4:30pm following a night of stand-by/call-out and will begin by contacting those emergency clinics.

Time Management

At the start of each daily shift, Officers/Investigators shall log into the Chameleon dispatch view screen. The following information MUST be entered at the start of shift:

- Date (Date of shift)
- Shift type (Officer/Investigator)
- Officer ID (Chameleon badge number)
- Time start (Time the officer/investigator begins shift for the day)
- Vehicle Number (Assigned County vehicle for the shift)
- Mileage start (Vehicle mileage at beginning of shift)
- Time end (Time the officer/investigator ends shift for the day)

Officers/Investigators are expected to convey to dispatch when they start/end their shift, start/end breaks, and when they are enroute to, arrive, and depart a scene. They also should update dispatch if they are pulling over to complete notes and when they complete a call and are enroute to the next call or shelter.

Officers/Investigators shall log themselves, or contact dispatch, to log out of service any time they are not available to respond to calls. To log out of service, click on the truck icon next to your name on the assigned dispatch box. Click "OK". In the shift comment section, change "OUT OF SERVICE" to the appropriate activity. After adding the appropriate activity, click OK. This will log you out of service.

Officers/Investigators shall log back into service after they complete the activity for which they logged out of service. Click on the truck icon. The user choice box will appear. Click "OK" twice to show you are back in service. The vehicle ending mileage shall be entered by the

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Field Operations
General / Scheduling and Time Management

employee after they complete their daily shift. Chameleon will automatically log you out at the end of your shift based on the “end time” entered at the start of shift.

Officers/Investigators are expected to be on the road enroute to their first call within 30 minutes of start of shift. This allows time for communication exchange with the Dispatcher/supervisor(s)/Medical Team and setting up their call box, grabbing supplies or specimen, and finalizing any notes/paperwork before heading out. A well-practiced Officer is expected to complete, on average, 1 call per hour throughout the day. This parameter is set to ensure officers are staying on task and performing in a timely manner.

All employees are required to report and be ready to begin work at the time scheduled by their supervisor. It is usual practice for officers to use two, 15-minute, paid breaks combined as their lunch break. If an officer wishes to use unpaid time for a break, this must be reflected on your timesheet. See *Procedure B-17: Breaks* for additional information.

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General / Ethics and Professionalism



Procedure No.: G-1-e

Effective Date: 5/1/22

Last Revised Date:

Purpose

Field Operations personnel will behave in an ethical and professional manner. This is an essential element of gaining and maintaining the confidence and respect of the community. If an animal services agency cannot gain and maintain the confidence of the residents in the community it serves, its effectiveness will be greatly curtailed, and its ability will be questioned. Strong ethical standards and professionalism are characteristics that enhance the effectiveness of an animal services agency and gain the public's support.

Animal Control Officers and Investigators are ambassadors of the Animal Resources & Care department. It is stressed that they work as a resource to the community for support in caring for domestic animals in a humane way before code enforcement. Officers/Investigators are encouraged to educate the public before issuing warnings and/or citations. We want to give the community an opportunity to correct their actions, if the animal is not in immediate danger, before taking higher measures.

Definitions

Ethics:

- The disciplined dealing with what is good and bad, and with moral duty and obligation.
- The principles of conduct governing an individual or group.
- A set of moral principles or values.
- A theory or system of moral values.

Moral:

- Principle of right and wrong in behavior.

Professionalism:

- The conduct, aims, or qualities that characterize a profession or a professional person.

Methodology

With the number of employee-resident contacts that occur in each day, it is important that all personnel strive to maintain an image of professionalism and strong ethical standards to maintain the public perception of field operations, Animal Resources & Care, and Alachua County. Field personnel will respect and protect privileged information and respect the rights of citizens to access public records. No matter how efficient or effective the administration, an

agency is judged by the conduct of its personnel. Therefore, it is imperative to have positive contact with our residents. Because of the public misconceptions about what Animal Resources & Care does, personnel must continually strive to maintain the highest standards of professional and ethical conduct.

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Field Operations

General / Ethics and Professionalism

Front line personnel have a tremendous impact on the public attitude and the perception of the effectiveness, professionalism, and ethical conduct of Animal Resources & Care. The relationship between AR&C and the public is negatively affected by employees who:

- Are overly aggressive
- Harass individuals
- Exercise poor judgment
- Handle animals roughly
- Show little or no compassion
- Show favoritism for an individual or a group of individuals
- Use rough or profane language
- Use provocative actions or gestures
- Make derogatory remarks
- Display a “holier than thou” attitude

Any personnel exhibiting these kinds of behavior are subject to disciplinary action.

Positive interaction promotes respect for personnel as individuals and for Animal Resources & Care as a whole. Whatever the circumstance, personnel are expected to maintain a professional image. Traits that foster this image are:

- Tactfulness
- Courteousness
- Fairness
- Respectfulness
- Considerateness
- Helpfulness
- Friendliness
- Firmness
- Compassion

Often, an initial impression becomes a lasting impression. Physical factors that can affect the initial impression include:

- Personal appearance
- Vehicle/Equipment appearance
- Initial introduction • Driving habits
- Facial expression
- Eye contact
- Attitude

The behavior of personnel also affects whether Animal Resources & Care is viewed as a professional organization. Behavior that promotes professionalism includes:

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- Keeping emotions under control
- Allowing the violator and complainant to talk
- Refraining from arguing with or threatening the violator
- Avoiding putting the violator on the defense

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Field Operations

General / Ethics and Professionalism

- Using correct procedures
- Keeping promises to follow-up
- Making personal contact with complainants and violators whenever possible •
Making direct and positive statements

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Field Operations

Last Revised Date: 5/1/22

General / Anonymous Complaints



Procedure No.: G-1-f

Effective Date: 5/1/22

Purpose

Code enforcement is a function of local government intended to enhance the economy and quality of life of counties and municipalities by protecting the health, safety, and welfare of the community. Local governments designate code inspectors or code enforcement officers to investigate potential code violations, provide notice of violations, and issue citations for noncompliance.

CS/SB 60 amends the county and municipal code enforcement statutes to prohibit county and municipal code inspectors and code enforcement officers from initiating an investigation into violations of city or county codes or ordinances based upon an anonymous complaint. It also requires that an individual making a complaint of potential violation provide his or her name and address to the local government body before an investigation may occur.

The prohibition does not apply if the code inspector or code enforcement officer has reason to believe the alleged violation presents an imminent threat to public health, safety, or welfare or imminent destruction of habitat or sensitive resources.

Methodology

To ensure that anonymous complaints are handled in a manner consistent with Senate Bill 60 the following shall apply.

- CS/SB 60 prohibits animal code enforcement officers from investigating anonymous complaints.
- A name and address are required for investigation.
- If a phone number, email address, or alternate way of contacting the complainant is available, they shall be contacted to obtain the required information. The complaint should not be closed without making every effort to contact the complainant.
- If the officer has reason to believe that there is an imminent threat to public health, safety, or welfare then investigation may be initiated from an anonymous complaint. This threat has been interpreted by the County Attorney's Office to include a threat to animal health, safety, or welfare.
- Anonymous complaints that do not contain any contact information or the complainant cannot be contacted to obtain the required information should be evaluated individually to determine if there is an imminent threat based upon the information provided.
- The details of the complaint are most important; not the type of complaint it is labeled in Chameleon.

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- If there is any question as to whether a complaint poses an imminent threat, please contact the Field Operations Supervisor for discussion.
- If an anonymous complaint does not pose an imminent threat and the complainant cannot be reached to obtain additional information, the activity number must be forwarded to a supervisor for evaluation and potential closure without investigation.

General / Courtroom Demeanor

Procedure No.: G-1-h

Effective Date: 5/1/22

Purpose

Animal Resources & Care employees are required to appear in County Court to give testimony as part of their job duties. Courtroom etiquette is valuable in the representation of the Officer/Investigator and the department.

Methodology

Courtroom etiquette will establish the Officer's/Investigator's professionalism and gain the respect of the Court.

The following is prohibited when testifying in a courtroom proceeding:

- Disruptive behavior such as talking, laughing, or shouting will not be tolerated. Unless addressing the Court, ALL other conversations should be carried on outside the courtroom.
- Use of cellular phones and other electronic devices are prohibited in the courtroom. All phones MUST be turned off or placed in a silent/vibrate mode, or they are subject to confiscation by the Court Security Officers.
- Unless otherwise approved by the Court, in writing, the use of recording devices in the courtroom is prohibited.
- Weapons of any sort are prohibited.
- Timely arrival to court is required. Entering the courtroom after the judge has taken the bench is disruptive and an inconvenience to attorneys, courtroom staff, and the Court. You should make every effort to be in Court early. If you are running late to Court, you must contact your supervisor.
- Eating, drinking, and chewing gum are prohibited in the courtroom.
- Hats and sunglasses shall be removed before entering the courtroom.

You are expected to:

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- Dress appropriately. All AR&C employees entering the courtroom shall be dressed in uniform or clothing reasonably befitting the dignity and solemnity of the court. Clothing should be neat and clean.
- Stand when addressing the Court, unless otherwise advised.
- Be respectful of the Judge, the court staff, and opposing counsel.



- Treat the Court, court staff, and your opposing counsel as you wish to be treated with respect and dignity.
- Maintain a minimum level of formality.
- In Court and on the record, opposing counsel, and the County Attorney will not be referred to on a first name basis.

Training Schedule for New Officers

Procedure No.: G-3

Effective Date: 5/1/22

It is vital for new, incoming, Officers/Investigators to understand the work and time that is invested in the shelter to maintain and reduce stress of the animals. The following training schedule will help enlighten the new field personnel on the need to reduce animal intakes and how to read animal body language before going into the field.

- 1 week shadowing and helping the Sheltering Team
- 1 week shadowing and helping the Medical Team
- 1-2 days at front desk working with the Customer Service Team
- 1-2 days shadowing the Dispatcher
- Completion of Fear-free Shelter Online Program (~4-6 hours)
- 1-month training/ride along with Certified Animal Control Officer(s)
 - 1st week – Ride along/observations of Training Officer
 - 2nd week – Start computer entry
 - 3rd week – Start handling calls and all of computer entry
 - 4th week – Run calls while being shadowed by Training Officer



- Successful passing of 40-hour ACO Certification Course offered by the Florida Animal Control Association (FACA) within 6 months of hire
 - Euthanasia Certification Course offered by FACA within 6 months of hire
 - Florida Notary Public Commission within 6 months of hire
- Field Safety

Procedure No.: G-4

STANDARD OPERATING PROCEDURES

Field Operations

Last Revised Date: 5/1/22

Effective Date: 5/1/22

All Field Operations personnel should observe the following safety guidelines while in the field.

A primary concern is officer safety. Officers/Investigators shall be ready to assist any colleague in need of backup.

- Your vehicle is your safety zone. Before exiting the truck, you should take a few seconds to look over the nearby area and allow time for any aggressive dogs or owners to respond to your arrival. You should be sure to check areas of limited visibility for loose animals and be aware of partially open doors.
- If there is a dog on a chain or runner, determine the length of the tie-out before approaching the animal. Avoid entering a chained animal's area, when possible.
- Do not become focused on one animal; there may be other animals in the area.
- Care should be exercised around females with pups or in heat.
- If approached by multiple animals, do not leave the vicinity of the vehicle until the aggressiveness of the animals can be determined.
- Always be aware of the animal's reaction to the appearance of its owner. Some may become more aggressive; some may become more docile.
- If a resident with an aggressive animal becomes hostile, move away from the animal's area, and ask for the animal to be confined. Do not trust the resident to control the animal with a leash or by holding its collar.
- When knocking on a door, always step away from the door and off porches and entryways to avoid being trapped or bitten by animals that suddenly appear. Backing off also allows additional reaction time and safety from aggressive animals and owners.
- Never leave the vehicle without a defensive tool (control pole) in your hand.
- When responding to calls concerning contained cats and if animal is owned, try to have owner put cat in the carrier.
- For cats in traps, always try to place carrier against something solid when transferring cat from trap to carrier. Cats tend to go from lighted places to dark when frightened. Placing a towel over the cage may be helpful in persuading cat to leave trap. If the cat in the carrying cage or trap is growling, hissing, or showing signs of fear or aggression, covering the trap or cage with a towel of other material to block the cat's view can often reduce the fear or aggression.
- Reaching into the cage or trap with gloves, net, or other capture equipment should always be a last resort.
- Make sure the door on the carrier containing cat is secure to prevent escape into cage on truck before loading in truck.

Dog Behavior

Understanding the visual cues evident in a dog's behavior can help avoid being seriously injured.

STANDARD OPERATING PROCEDURES

Field Operations

STANDARD OPERATING PROCEDURES

Field Operations Field

Safety

Aggressive Behavior:

- Ears rotated forward
- Tail up ("flagging")
- Bared teeth, snarling, growling
- Lunging, snarling, biting
- Piloerection (raised hair)
- Heightened muscle tension
- Pupillary dilation
- Standing with weight forward
- Excessive reactivity to stimulus (you)

Defensive Aggressive Behavior:

- Exaggerated submission (tail tucked, ears flattened back, body oriented away)
- More defensive when stimulated
- May lunge, growl, or bite with continued stimulation
- Maintain "indirect" eye contact
- Heightened muscle tension
- Pupillary dilation

Non-Aggressive Behavior:

- Ears neutral or back
- Tail relaxed, down, or wagging
- Relaxed muscle tone
- Sitting posture or lying down
- Licking lips, "smiling"

Cat Behavior

As with dogs, understanding visual cues in a cat's behavior can help avoid being seriously injured. The most important features to focus on are the general stance of the cat, such as standing up or crouched down on the floor; the tail carriage, (up, down, or swishing, etc.); piloerection or fluffing up of the hair on the body; and the facial patterns, particularly the ears, eyes, and mouth.

Offensive Aggressive Behavior:

- Standing position with the pelvis higher than the head.
- Tail down. May be swishing.
- Ears up but rotated back.
- Piloerection or fluffing up of the hair on the body.
- Pupils somewhat dilated.
- Mouth usually closed.

These are seen most often in inter-male encounters, territorial disputes, possessive, maternal or predatory situations.

Field Safety

Defensive Aggressive Behavior, as the cat becomes more defensive:

- Eyes become more squinted.
- Pupils increasingly dilated.
- Mouth may be open, exposing the canine teeth.
- Ears become progressively more flattened against the head.
- Hair on body becomes fluffed out.
- Vocalization such as, growling, meowing aggressively, or hissing.
- A defensively aggressive cat may show the classic “Halloween cat” posture, standing tall, back arched, ears laid back, mouth open, tail either up or down and hissing.

Fearful behavior:

- Cat may be lying down or crouched.
- Head positioned low to the ground.
- Tail held low or tucked around or under body.
- Ears laid back or flattened to the side.
- Eyes dilated.
- May either freeze or flee.

As the fearful cat becomes more defensive, there may be growling, aggressive meowing, or hissing, the mouth may be opened or closed, and the hair may be bristled or flat. If approached, the cat may roll on her back, with paws up and claws out, growling, meowing, or hissing. The cat is likely to bite and is not safe to handle.

Non-aggressive behavior:

- Approaches with tail up.
- Meowing or purring sounds.
- Ears are fully forward.
- Eyes are fully open.
- Body and face appear relaxed.
- May rub head on officer.
- May vocalize with purring or friendly meowing.
- May lie down and rollover on back stretching out paws and rolling back and forth.



STANDARD OPERATING PROCEDURES

Field Operations

Dispatching / General

Procedure No.: G-5-a

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The purpose of this procedure is to assure that new incoming calls are assigned and responded to in a timely manner and by priority. This procedure is being implemented to enable Animal Resources & Care (AR&C) to track call types, animal types, and the high-volume call zones to prevent delays in response times. Therewith AR&C can improve customer service and prevent animals from suffering unnecessarily. Officers shall check the main screen for incoming new calls between every call, and self-dispatch accordingly if it hasn't already been dispatched to you.

The Activity Window

This screen can be reached from the main Chameleon screen, the Kennel Window, the Dispatch Window, the Bite Window, or the Citation/Violation Window. As the Activity Window touches all these others, you will potentially need to use them as part of searching, creating, dispatching, or working calls. Additionally, you can reach the tag window from this screen, which may also be used in searching, creating, dispatching, or working calls.

Searching for an Existing Call or for Prior History

There are a few ways to search for existing calls, and all should be utilized prior to creating a new call.

Search by Caller

Since we will very rarely have anonymous calls, you can pop-up (press F4 or click the arrow) on the Caller ID field (red box below). This will take you to the person screen, where you can search for the caller. How to do a person search is located below. Once you have selected the person, you can press Enter, which will bring over the caller's information to the activity screen. You can then search by pressing F12.

- Note that doing this will bring over all the caller's info, including their address. If you only want to search by the person ID, you will need to either enter it separately, or delete the address information from the activity screen after carrying over the information.

Search by Address

You can also search by entering just the address. Enter the first line of the address (No, Dir, Name, Type, and Apt [if used]) and press F12 (blue box below).

- Check both the caller's address and the address they called about, in case one or the other was used.

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Search by Owner

If you have the owner's information, you can pop-up (press F4 or click the arrow) on the Owner ID field (yellow box below). Locate the owner as described in the person search below, and once selected, press enter. You can then press F12 to search for all activities that person has been attached to as an owner.

Search by Animal

If you have the animal's ID number, you can search by animal. Enter it into the Animal ID field (green box below) and press F12 to see all activities that animal has been attached to.

- Be aware that this search is not foolproof. If an animal has had multiple IDs created, or more than one animal was stored on an activity, you may not get an accurate search result.

The screenshot shows the 'Activity - SYSADM at SHELTER' window. The form is divided into several sections. At the top, there are tabs for 'VIOLATION', 'BITE', and 'KENNEL'. Below these are fields for 'Activity No', 'Seq', 'Type', 'Subtype', 'Priority', 'Danger', 'Total Type', 'Tag No', and 'Extra1'. A 'Phone' field is also present. The 'Owner ID' field is highlighted with a yellow box. Below this is a table for 'Animal Description' with columns for 'No', 'Dir', 'Name', 'Type', 'Color', and 'Apt'. The 'Animal ID' field is highlighted with a green box. Below this is a table for 'Owner Description' with columns for 'No', 'Dir', 'Name', 'Type', 'Color', and 'Apt'. The 'Owner ID' field is highlighted with a yellow box. At the bottom, there is a large table for 'Activity Details' with columns for 'Activity No', 'Seq', 'Type', 'Caller ID', 'Phone No', 'Owner ID', 'Animal ID', 'No', 'Dir', 'Street', 'St Type', 'Apt', 'City', 'Zip', 'Color', 'Breed', and 'Tag No'. The interface also includes a 'Status' dropdown set to 'NEW', a 'Call' date/time field, a 'New' date/time field, and various other fields for 'Dispatch', 'Working', 'Complete', 'Clerk ID', 'Officer ID', 'Cancel By', 'Reason', and 'ChamAlert'. There are also 'Qty Result' fields and 'Miles' input. At the bottom right, there are buttons for 'ACTIVITY SEARCH' and 'LICENSE SEARCH'.

Creating a New Activity

Start with a clear screen by pressing F11. This is the most important thing, as doing so will prevent accidentally overwriting another call.

This will drop the cursor on the Type field (red box below), and you can begin entering your activity. Select the best type for the call (specific examples will follow) then press Tab (from here on, assume you press tab to get to the next listed field, unless otherwise noted). Enter the

STANDARD OPERATING PROCEDURES

Field Operations

Dispatching / General

Subtype (yellow box below), if needed. Not all call types have a subtype, but you should try to use one if possible. Next, enter the Priority (blue box below). Next, you can enter the number and type of animals (pink box below) that the call is about. These fields can also be left blank if they are not applicable to the call.

The next box to mention is the Danger box (purple/white arrow). Putting a Y in this box will flag the call and address as dangerous. This marker should be used with caution, as flagging an address as dangerous will cause all other calls to the address as dangerous as well. However, if there is a persistent danger, you should think about using this flag.

The screenshot shows the 'Activity - SYSADM at SHELTER' window. The menu bar includes File, Windows, Commands, Procedures, Reports, Extras, and Help. The status bar shows 'Ready'. The form fields are as follows: Activity No (A_), Seq (1), Type (), Subtype (), Priority (), Danger (), Total Time (1), Tag No (DOG), and Extra1 (). A red box highlights the Activity No field, a yellow box highlights the Subtype field, a blue box highlights the Priority field, and a pink box highlights the Total Time and Tag No fields. A purple arrow points to the Danger field.

Go to the Caller ID (red box below). Pop-up and either find the caller or create them (see Person Window section). Press Enter afterwards to carry over their information. If they are calling about a specific address, you can enter it in the address section on the activity screen (purple box below). If they do not have a specific address, you can use theirs as a starting point, or use a close match (such as 100 block of 23 St.) and use the Common Place Name (yellow box below) for clarity (NW corner of NE 100 Ave and NE 23 St.).

- Common Place Name is also used for contact info on the rare call we receive that will be anonymous, and CCC Alerts.

In the Comment field (blue box below), try to summarize the reason for the call. This field is not large, so be clear, but short. Once you store the call you can create a memo to write a more indepth description. Geo and Jurisdiction fields (pink box below) should be filled in for easier dispatching. Geo is the quadrant (NW, SW, etc.) with the addition of inner or outer (typically anything outside of Gainesville city limits will be outer). Jurisdiction should be the city (Gainesville, Micanopy, Newberry, etc.) or should be unincorporated.

If the animal and/or owner are known, they can be added to the respective fields (green box below). If the owner and animal are known, you can try searching them from the Tag Window (see Tag Window section). To get there, pop-up (press F4 or the arrow) in the Tag No field (white/orange arrow below). If found, you can press enter on the tag screen and both the owner and the animal information will be carried to the activity screen.

- Note, if you do this before entering the caller info, the owner info will carry to the caller info instead.

(Continued on following page)

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The screenshot shows a dispatching software interface with the following fields and highlights:

- Activity No:** A dropdown menu with 'A' selected.
- Seq:** A dropdown menu with '1' selected.
- Type:** A dropdown menu with 'DOG' selected.
- Subtype:** A dropdown menu.
- Priority:** A dropdown menu.
- Danger:** A dropdown menu.
- Total Type:** A dropdown menu with '1' selected.
- Tag No:** A dropdown menu.
- Extra1:** A text input field.
- Phone:** A text input field.
- Caller ID:** A dropdown menu with 'P' selected, highlighted by a red box.
- Common Block Name:** A text input field, highlighted by a yellow box.
- Cross Street Low:** A text input field.
- Cross Street High:** A text input field.
- Comment:** A text input field, highlighted by a blue box.
- Geo:** A dropdown menu, highlighted by a pink box.
- Jurisdiction:** A dropdown menu, highlighted by a pink box.
- Map Page:** A dropdown menu.
- Extra2:** A text input field.
- Extra3:** A text input field.
- Extra4:** A text input field.
- Extra5:** A text input field.
- Animal ID:** A dropdown menu with 'A' selected, highlighted by a green box.
- Animal Description:** A text input field.
- Owner ID:** A dropdown menu with 'P' selected, highlighted by a green box.
- Owner Description:** A text input field.

An orange arrow points upwards towards the 'Tag No' field.

Notification of CCC alerts comes in through Everbridge notifications. These SMS messages work on an “escalation” method. You will receive a notification on your phone first, then it will be forwarded via email. Do not reply to the receipt of the text message as the forwarding of the CCC alert in email form will not happen if it’s acknowledged prior to the email being sent. The Dispatcher uses the email to copy and paste into Chameleon activity notes.

The Dispatcher should work to prioritize customer service and respond to or forward ALL calls that has come through the 6880 or 3557 line as soon as possible. Make sure to return all voice mails if a number has been left for a call back.

Pending calls should be for no more than 2 weeks later depending on the nature of the call. Most pending scenarios should be fore 1-2 days or 1 week. Please use your best judgment or consult with an experienced officer or supervisor if you are unsure how long you should pend a call.

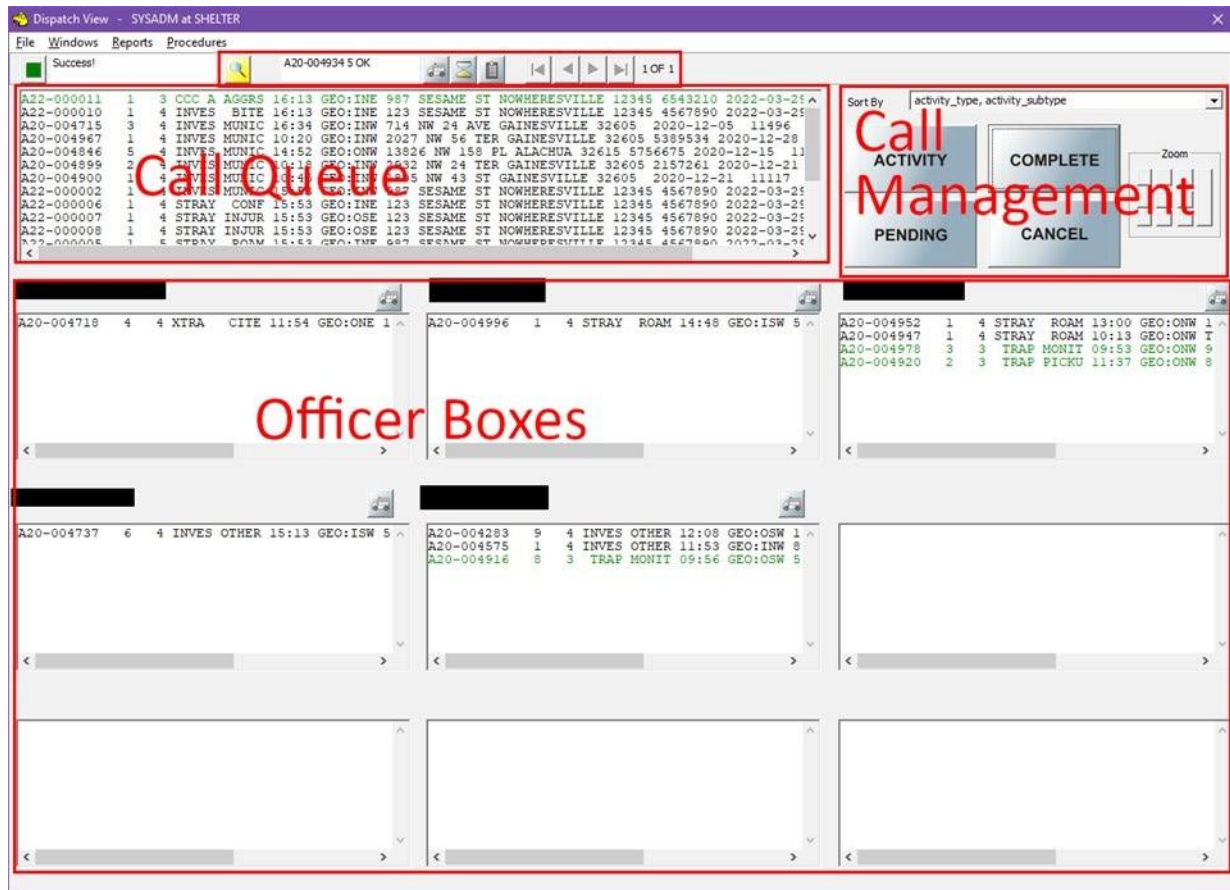
(Continued on following page)

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Field Operations

Dispatching / General

The Dispatch Window



Using the Dispatch Window

Although you can enter all your times and results directly in the activity screen, the dispatch window makes it easier on everyone, in addition to allowing the dispatcher to keep track of where their officers are and what they are doing. The screen looks intimidating, but there are only three main parts, and one minor one.

New calls, and activated pending calls, go into the queue. From here the Dispatcher, or the Officers, can select calls to put into their individual queues (or boxes). Each officer on duty will have an assigned box in the officer box area, identified by their zone, ID number, and their last name. The Dispatcher will manage calls using the queue, the officer boxes, and the call management area. Officers can also be set on and off break/lunch using the vehicle icon for their box. Clicking it once will mark the officer out of service, but still on duty. Clicking it again will put them back to work.

The little minor area is how the dispatcher sets up the officers working, activates calls, and makes notes on the officer's time logs. More specifically:

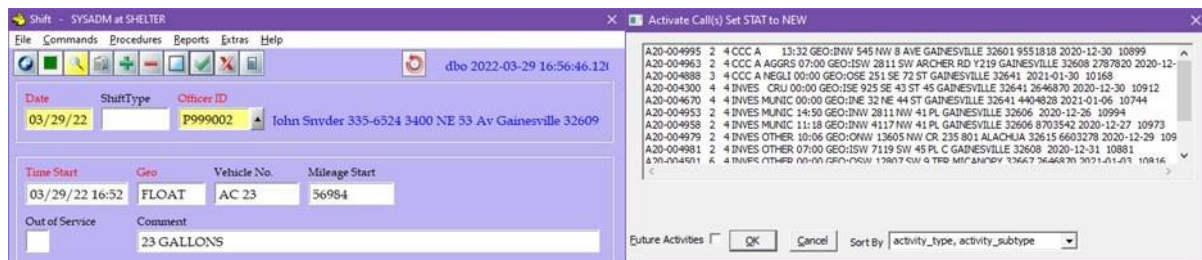
- By selecting a method of sorting in the call management area and clicking the magnifying glass, the dispatcher can order the calls to their preference.
 - Recommended sorting is by call number, or priority.

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- Clicking the vehicle icon in the top area brings up the shift window. From here the dispatcher can put officers on shift, and even schedule them in advance. This is also where starting mileage, vehicle used, hours worked, and gas usage is collected. (See image to bottom left.)
- Clicking the hourglass icon shows all pending calls. These can also be sorted, and calls can be selected from the list to activate them. To do so, simply click as many or as few as needed, and click okay. (See image to bottom right.) ○ If you need to look at calls that have been pended for future dates, click the future activities checkbox.



- Finally, clicking the clipboard icon brings up the roster for the day. From here you can quickly mark officers off duty, without having to go through the shift window. To do so, click one or more officers and then click off duty. You will have the option of entering ending mileage. Whether you enter it or not, clicking okay will set the officer to off duty, removing them from shift and the dispatch window.

Below are screen shots to help with Dispatching calls

When a call is created, or activated from pending, its status is listed as new, and it appears in the queue. To look at a call for more information or to verify information on the call, you can click on it (grabbing it) and then click on the activity button (dropping it). Doing so will bring up the activity window, so you can check out what info is there.

- You will notice the pointer icon, which is a hand in the dispatch window, changes when you are holding a call.

To dispatch a call to an officer, grab it and drop it in the officer's box. This will change the call's status to dispatched and adds the time it was given to the activity screen. Additionally, the ID of the officer who was given the call will be added to the activity. (Bottom left most image.)

To set an officer working on a call, double click it. An asterisk will appear between the sequence and the priority, showing that call is active. In the activity screen, the call will now show working, and the time that the officer began working the call. (Bottom middle left image.)

To complete a call, click the call and drop it on the Complete button. This closes the call, setting the status as completed and adding the completed time. When you complete a call, you have the option to add up to 6 result codes. (See just below.)

(Continued on following page)

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Field Operations

Dispatching / General

Qty	Result	Qty	Result	Qty	Result	Qty	Result	Qty	Result	Qty	Result
1											

OK Cancel

You can also pend a call, which completes the current sequence, but generates another to be run again. To do this, click the call and drop it on the Pending button. You will get the same option to add results, with the addition of setting a future date for the call to be run. (See just below.) Like completing a call, this will set the current sequence to completed, and adds the completed time. (Bottom middle and middle right images.)

Qty	Result	Qty	Result	Qty	Result	Qty	Result	Qty	Result	Qty	Result	Review Date
1												

OK Cancel

If a call has been created in error or is cancelled by the caller, you can cancel it by clicking it from an officer's box or the queue and dropping it on the cancel button. Doing so bring up a screen asking for the reason the call is being cancelled. This will then set the call to cancelled and fill in the complete date with the time it was cancelled. (Bottom right most image.)

Cancel Reason

OK Cancel

(Continued on following page)

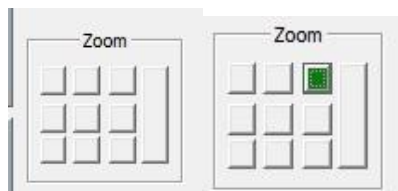
STANDARD OPERATING PROCEDURES

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Status: DISPATCHED	Status: WORKING	Status: COMPLETED	Status: PENDING	Status: CANCELLED
Call: 03/29/22 15:53	Call: 03/29/22 15:53	Call: 03/29/22 15:53	Call: 03/29/22 15:53	Call: 12/15/20 14:52
New: 03/29/22 15:53	New: 03/29/22 15:53	New: 03/29/22 15:53	New: 03/31/22 00:00	New: 12/30/20 11:34
Dispatch: 03/29/22 17:07	Dispatch: 03/29/22 17:07	Dispatch: 03/29/22 17:07	Dispatch: / / - : -	Dispatch: / / - : -
Working: / / - : -	Working: 03/29/22 17:11	Working: 03/29/22 17:11	Working: / / - : -	Working: / / - : -
Complete: / / - : -	Complete: / / - : -	Complete: 03/29/22 17:17	Complete: 03/29/22 00:00	Complete: 03/29/22 17:21
Clerk ID: SYSADM	Clerk ID: SYSADM	Clerk ID: SYSADM	Clerk ID: DBO	Clerk ID: KELLY
Officer ID: P999002	Officer ID: P999002	Officer ID: P999002	Officer ID: P	Officer ID: P
Cancel By:	Cancel By:	Cancel By:	Cancel By:	Cancel By: DBO
Reason:	Reason:	Reason:	Reason:	Reason: NO LONGER N
ChamAlert:	ChamAlert:	ChamAlert:	ChamAlert:	ChamAlert:
Qty Result	Qty Result	Qty Result	Qty Result	Qty Result
		1 NOTIC		
		1 IMPND		
		1 COMP		

If you need more room to check an officer's calls, or want to look at just one officer's box, click the appropriate quadrant in the Zoom section. When you do, only that officer's box will appear. To see all of the boxes again, click the long bar in the zoom section.



Dispatch View - SYSADM at SHELTER

File Windows Reports Procedures

Drag Aborted! Ready.

1 OF 1

Activity No.	Qty	Result	Activity	Time	Location	Address	City	State	Zip	Phone	Activity No.
A20-004567	2	4	STRAY	09:39	GEO:INW	3520 NW 13 ST	5195552	2020-11-25	11743		
A20-004715	3	4	INWES	16:34	GEO:INW	714 NW 24 AVE	GAINESVILLE	32605	2020-12-05	11496	
A20-004899	2	4	INWES	10:18	GEO:INW	2932 NW 24 TER	GAINESVILLE	32605	2157261	2020-12-21	
A20-004900	1	4	INWES	10:45	GEO:INW	1805 NW 43 ST	GAINESVILLE	32605	2020-12-21	11118	
A20-004937	1	4	INWES	10:20	GEO:INW	2027 NW 56 TER	GAINESVILLE	32605	5689554	2020-12-28	
A20-004993	1	4	XTRA	13:09	GEO:ONW	23107 NW 5 PL	NEWBERRY	32669	2785176	2020-12-30	105
A20-004994	1	4	XTRA	12:53	GEO:ONW	16010 NW 90 ST	ALACHUA	32615	3181776	2020-12-30	105
A22-000007	1	4	STRAY	15:53	GEO:OSE	123 SESAME ST	NOWHERESVILLE	12345	4567890	2022-03-29	
A22-000008	1	4	STRAY	15:53	GEO:OSE	123 SESAME ST	NOWHERESVILLE	12345	4567890	2022-03-29	
A22-000009	1	3	WILD	15:53	GEO:OSE	123 SESAME ST	NOWHERESVILLE	12345	4567890	2022-03-29	
A22-000010	1	4	INWES	16:13	GEO:INE	123 SESAME ST	NOWHERESVILLE	12345	4567890	2022-03-29	
A22-000011	2	4	YTH	16:13	GEO:INE	123 SESAME ST	NOWHERESVILLE	12345	4567890	2022-03-29	

Sort By: activity_no

ACTIVITY COMPLETE

PENDING CANCEL

Zoom

Float P999002 SNYDER

Activity No.	Qty	Result	Activity	Time	Location	Address	City	State	Zip	Phone	Activity No.
A22-000005	1	5	STRAY	15:53	GEO:INE	987 SESAME ST	NOWHERESVILLE	12345	4567890	2022-03-29	01:35
A22-000006	1	4	STRAY	15:53	GEO:INE	123 SESAME ST	NOWHERESVILLE	12345	4567890	2022-03-29	01:35



STANDARD OPERATING PROCEDURES

Field Operations

Dispatching / Stray Roam

Procedure No.: G-5-b

Effective Date: 5/1/22

Last Revised Date: 5/1/22

These calls are among the top calls you will receive. This is your standard: dog running at large, stray contained animal, stumbling raccoon, etc.

Domestic

- If this is a stray animal on school grounds:
 - STRAY/SCHOOL
 - Priority 3
 - Specify number and type of animals
 - Include description of animal, and where on school grounds it is in Comment

Activity No	Seq	Type	Subtype	Priority	Danger	Total	Type	Tag No	Extra1
A22-000004	1	STRAY	SCHOOL	3		1	DOG		
Phone: 123 456-7890 Caller ID: P309600 Not A Real School 456-7890 123 Sesame St Nowheresville 12345									
No	St	Dir	Name	Type	Qdr	Apt	Common Place Name		
987			SESAME	ST			CONTACT SRO AT 987-654-3210		
NOWHERESVILLE				FL	12345		Cross Street Low: Cross Street High:		
Comment: BROWN AND WHITE FLUFFY DOG ON BASKETBALL COURT									
Geo	Jurisdiction		Map Page	Extra2	Extra3	Extra4	Extra5		
OSW	UNINCORPORATE								

- If this is a stray dog/puppy and it is running at large:
 - STRAY/ROAM
 - Priority 4 or 5
 - Specify number and type of animals
 - Include description in Comment, as well as direction dog was headed in

(Continued on following page)

Dispatching / Stray Roam

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Activity No	Seq	Type	Subtype	Priority	Danger	Total	Type	Tag No	Extra1
A22-000005	1	STRAY	ROAM	5		1	DOG		
Phone: 123 456-7890 Caller ID: P309598 Not An Anon Caller 456-7890 123 Sesame St Nowheresville 12345									
No	St	Dir	Name	Type	Ord	Apt	Common Place Name		
987			SESAME	ST					
NOWHERESVILLE				FL	12345		Cross Street Low	Cross Street High	
Comment: BLACK AND WHITE RETREIVER HEADED SOUTH ON SESAME									
Geo	Jurisdiction	Map Page	Extra2	Extra3	Extra4	Extra5			
INE	UNINCORPORATE								

- If this is a stray cat/kitten and it is running at large:
 - “We do not pick up free roaming cats. They must be trapped or confined in some fashion for us to pick them up. Be aware, Animal Resources & Care participates in the TNR (trap, neuter, return)/RTF (return to field) program, so the cat(s), if unadoptable, will be sterilized, ear tipped, and returned to the area . Alachua County does not remove and/or relocate cats. If you would like additional information or resources, (or for high number of cats) we recommend contacting Operation Catnip (OCN) at 352-380-0940. Unfortunately, Alachua County cannot provide traps or trapping services, but traps may be obtained through OCN or any Feed & Seed or Tractor Supply or Rural Supply store.”
- If this is a confined stray of any kind:
 - First, verify it is indeed a stray and not an owned animal and if cat, verify it is not ear-tipped.
 - “AR&C does not remove or relocate ear tipped cats. If they are healthy and thriving, then someone is caring for them in the area.”
 - STRAY/CONF ○ Priority 4
 - Specify number and type of animals
 - If cat(s) make sure caller is aware of TNR/RTF program.
 - If located at a vet office, include office’s closing time in Comment.
 - Vet offices should already be aware of the fact, but may need to remind them, that any confined calls we receive after 3:00pm (15:00 hours) may not get picked up same day.

(Continued on following page)

STANDARD OPERATING PROCEDURES

Field Operations

Dispatching / Stray Roam

Activity No	Seq	Type	Subtype	Priority	Danger	Total	Type	Tag No	Extra1	
A22-000006	1	STRAY	CONF	4		2	CAT			
Phone: 123 456-7890 Caller ID: P309598 Not An Anon Caller 456-7890 123 Sesame St Nowheresville 12345										
No	Sz	Dir	Name	Type	Qdr	Apt	Common Place Name			
123			SESAME	ST						
NOWHERESVILLE				FL	12345		Cross Street Low		Cross Street High	
Comment: 2 CATS TRAPPED - CALLER IS AWARE OF RTF - CATS ARE NEXT TO GATE										
Geo	Jurisdiction	Map Page	Extra2	Extra3	Extra4	Extra5				
INE	UNINCORPORATE									

- If this is a sick or injured animal:
 - STRAY/SICK or STRAY/INJURED depending on circumstances
 - Typically, priority 3, unless this is an old/existing injury in which case 4
 - Specify number and type of animals
 - If this is a cat, specify if a trap is needed
 - Include description of animal and injury or sickness

Activity No	Seq	Type	Subtype	Priority	Danger	Total	Type	Tag No	Extra1	
A22-000008	1	STRAY	INJURED	4		1	CAT			
Phone: 123 456-7890 Caller ID: P309598 Not An Anon Caller 456-7890 123 Sesame St Nowheresville 12345										
No	Sz	Dir	Name	Type	Qdr	Apt	Common Place Name			
123			SESAME	ST			CALLER MAY BE ABLE TO CAPTURE			
NOWHERESVILLE				FL	12345		Cross Street Low		Cross Street High	
Comment: GREY STRIPED CAT WITH BROKEN TAIL, MAY NEED TRAP - OLD INJURY										
Geo	Jurisdiction	Map Page	Extra2	Extra3	Extra4	Extra5				
OSE	UNINCORPORATE									

STANDARD OPERATING PROCEDURES

Field Operations

5/1/22



Dispatching / Aggressive or Dangerous Dog

Procedure No.: G-5-c

Effective Date: 5/1/22

Last Revised Date:

To be used if a dog has attacked or killed another animal or charged a person (attacking would fall under Bite). This may also be used by Investigators when they are gathering information/evidence for a Dangerous/Aggressive Dog case. Follow up calls will be run as sequences to the original call.

- INVESTIGAT/AGGRS or INVESTIGAT/DAN
- Priority 3 or 4, depending on circumstances
 - Priority 3 if dog is still on scene and loose, or if dog has killed another animal
 - Priority 4 if dog is no longer on scene, incident did not just take place
- Specify number and type of animals
- Get description(s) of aggressor dog(s)
- After storing activity, create a memo:
 - Try to get names and contact info for witnesses, if possible
 - Try to write as much information as possible about the incident

STANDARD OPERATING PROCEDURES

Field Operations

Last Revised Date: 5/1/22

Dispatching / Cruelty or Negligence



Procedure No.: G-5-d

Effective Date: 5/1/22

This type will most likely be used by Investigators during an investigation but may be applicable if there are extreme circumstance (beyond a typical welfare check) or if the caller has credible concrete information about an animal being abused physically. Follow up calls will be run as sequences to the original call.

- INVESTIGAT/CRU or INVESTIGAT/NEGLI
- Typically, priority 3 (animal is in severe distress or imminent death) or 4
- Specify number and type of animals
- Summarize situation
- After storing activity, create a memo with as much detail as possible.

STANDARD OPERATING PROCEDURES

Field Operations

Last Revised Date: 5/1/22

Dispatching / Welfare Checks



Procedure No.: G-5-e

Effective Date: 5/1/22

These calls are among the top calls you will receive. This is your standard: dog tied up in yard, dog has no food/water/shelter, dog is skinny, etc.

- INVESTIGAT/MUNIC
- Typically, priority 4, unless there is an urgent concern
- Specify number and type of animals.
- Include reason for call in Comment. Welfare Check is good, but what specifically are we worried most about?

Activity No	Seq	Type	Subtype	Priority	Danger	Total	Type	Tag No	Extra1
A22-000002	1	INVESTIGAT	MUNIC	4		3	DOG		
Phone	Caller ID								
123	456-7890	P309598 Not An Anon Caller 456-7890 123 Sesame St Nowheresville 12345							

No	SE	Dir	Name	Type	C/dt	Apt	Common Place Name
987			SESAME	ST			
NOWHERESVILLE				FL	12345		
Comment				Cross Street Low			
3 DOGS TIED OUT NO F/W/S				Cross Street High			

Geo	Jurisdiction	Map Page	Extra2	Extra3	Extra4	Extra5
INW	UNINCORPORATE					

Animal ID	Animal Description
A	
Owner ID	Owner Description
P309599	TOTALLY A BAD OWNER (987) 654-3210 987 SESAME ST NOWHERESVILLE 12345

See Procedure G-1-f: Anonymous Complaints for additional information.

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Last Revised Date: 5/1/22

Dispatching / Abandonment



Procedure No.: G-5-f

Effective Date: 5/1/22

The procedure for an abandonment call varies depending on the circumstances and location of the abandoned animal(s).

- If Abandoned at Vet/Boarding Facility
 - First, determine if the facility has fulfilled the proper notification process. If not, ask them to do so (or we will have to hold the animal for longer).
 - STRAY/CONF ○ Priority 4
 - Be sure to get owner info and include on call or in memo
- If Abandoned with a Caretaker ○ INVESTIGAT/ABAN
 - Priority 4, if animal is being properly cared for; otherwise, 3
 - Obtain all possible contact information for owner to include with call or in memo
- If Abandoned Alone ○ INVESTIGAT/ABAN ○ Priority 3
 - Obtain all possible contact information for owner to include with call or in memo.



Dispatching / Wildlife or Livestock

Procedure No.: G-5-g

Effective Date: 5/1/22

Wildlife

- If roaming or contained:
 - Verify it is not a rabies vector and acting strangely/ill/injured. If it is, refer to sick or injured wild animal.
 - If trapped, advise them to release the animal themselves, if they can safely. Relocating wildlife is against Florida State Statutes.
 - Alternatively, "Wildlife calls are handled through Florida Fish and Wildlife. Their number is 888-404-3922."

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Last Revised Date: 5/1/22

- Alternatively, refer the caller to contact a trapping or pest removal company. We do not recommend, but we can give them Trutech (855-497-3634) or Critter Control (352-372-3922) to start with.
- If this is a sick or injured animal:
 - Depending on size and type, (deer, alligator) “For large/dangerous wildlife, you will need to contact Florida Fish and Wildlife at 888-404-3922, or the Alachua County Sheriff’s Department at 352-955-1818.”
 - If smaller wildlife:
 - WILD/SICK or WILD/INJURED depending on circumstances
 - Priority 3
 - Specify number and type of animals
 - Verify if there is exposure to either pets or people and include in the Comment field if there is.

Activity No	Seq	Type	Subtype	Priority	Danger	Total	Type	Tag No	Extra1	
A22-000009	1	WILD	SICK	3		1	FOX			
Phone	Caller ID									
123	456-7890	P309598 Not An Anon Caller 456-7890 123 Sesame St Nowheresville 12345								
No	SF	Dir	Name	Type	Qdk	Apt	Common Place Name			
123			SESAME	ST						
NOWHERESVILLE				FL	12345		Cross Street Low		Cross Street High	
Comment										
FOX HAVING SEIZURES - CALLER THINKS THEIR DOG TRIED TO PLAY WITH FOX - POSS EXPOSURE										
Geo	Jurisdiction	Map Page	Extra2	Extra3	Extra4	Extra5				
OSE	UNINCORPORATE									



Livestock

- “Animal Resources & Care is not equipped to handle livestock. For livestock calls, please contact the Alachua County Sheriff’s Office at 352-955-1818 and ask for the Rural Deputy Unit.”
- Dispatching / Bite

Procedure No.: G-5-h

Effective Date: 5/1/22

Bite calls will come in one of two ways, via faxed bite report (most common) or over the phone/via CCC Alert. Either way, entering an activity for them is the same.

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
Last Revised Date: 5/1/22

- We do not run bite calls on out of county pets, bites from animals other than dogs/cats, or LEO K9s who bite while on duty/during police action (apprehending suspects) ○ If the victim is out of county but the pet is in county, we do run a bite call ○ If the LEO K9 bit while not on duty/during police action, consult with supervisor
- INVESTIGAT/BITE or CCC ALERT/BITE (see CCC Alerts section for more info)
- Typically, priority 4, if CCC Alert or by phone, may be 3, depending on circumstance (if animal is still actively attacking usually, or if animal is still in area and aggressive)
- Specify number of animals
- Comment should include date of bite if from a faxed bite report, and if animal is unknown stray or bite occurred at vet hospital or if bite animal is deceased
- Victim should be listed as caller (if victim is a minor child, I still enter them as caller, with a note on their person screen that they are a minor child)
- Address should be Victim's address unless victim lives out of county or bite was through vet hospital, otherwise, owner's address should be listed
- Owner of animal and animal, if known should be entered in respective fields
- For exposures (either animal vs vector or person with secondary exposure) use INVESTIGAT/EXPOSURE
- Once the call is completed, the Bite Window (see Bite Window for more info) should be filled out.

Activity No	Seq	Type	Subtype	Priority	Danger	Total	Type	Tag No	Extra1
A22-000010	1	INVESTIGAT	BITE	4		1	DOG		
Phone	Caller ID								
123	456-7890	P309598	Not An Anon Caller 456-7890 123 Sesame St Nowheresville 12345						

No	St	Dir	Name	Type	Cdr	Apt	Common Place Name
123			SESAME	ST			
NOWHERESVILLE			FL	12345			
Cross Street Low							Cross Street High
Comment							
DATE OF BITE 3/25/22 - DOG HAS BITTEN BEFORE							

Geo	Jurisdiction	Map Page	Extra2	Extra3	Extra4	Extra5
INE	UNINCORPORATE					

Animal ID	Animal Description	
A630680	NOT A BAD DOGE WHITE/GRAY N BOUV FLANDRES MIX	
Owner ID	Owner Description	
P309599	TOTALLY A BAD OWNER (987) 654-3210 987 SESAME ST NOWHERESVILLE 12345	

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The Bite Window

You can reach the bite investigation window from the main page of Chameleon, from the bite button in an activity, or by clicking the bite icon on an animal or person who has one. This screen should be filled out for each bite victim, not just each incident, so if one call has three victims, you would fill out the screen three times.

Filling out the screen is like filling out a paper report, and many of the fields are identical. The bite screen, however, captures additional information not captured on a standard bite report, which can be useful if investigators need more details.

Starting at the top of the screen, you should select the Type of bite (orange box below). The next fields are for the date and time the bite occurred, and the date the bite was reported to us (green box below). The next fields are for the Activity No and Seq, as well as Tag No (blue box below). Unfortunately, neither the information from the activity screen nor the information from the tag screen carries over to the bite screen, so you will have to manually input all the victim/owner/animal information.

This screenshot shows the top portion of the 'Bite Window' form. It includes several input fields with colored boxes highlighting specific areas: a yellow box for 'Bite No', an orange box for 'Type', a green box for 'Bite Date' and 'Report Date', and a blue box for 'Activity No', 'Seq', and 'Tag No'. A 'Status' dropdown is also visible on the right.

The next section is for the owner of the biting pet, and the biting pet itself. Enter the owner and animal from the activity screen in the respective fields (blue box below). If the animal has bitten before, you can either put a number, or simply yes in the Prior Bites field (yellow box below). Valid Vac (orange box below) is if the animal has a valid rabies vaccine. Incident Location (purple box below) is where the bite took place (preferably an address, although owner's home, victim's home, etc. will work).

- Geo and Jurisdiction (green box below) on the bite screen is basically useless unless we intend to start mapping bites, which would require addresses in the Incident Location box.
- Controlled By (pink box below) [I don't know about this one, although if we don't use it for anything, I can change it to Vet, as in the vet who gave the last rabies vac.]

This screenshot shows the middle portion of the 'Bite Window' form. It includes fields for 'Owner ID' and 'Animal ID' (both highlighted with blue boxes), 'Prior Bites' (yellow box), 'Valid Vac' (orange box), 'Controlled By' (pink box), and 'Incident Location' (purple box). There are also fields for 'Extra1', 'Extra2', 'Extra3', 'Geo', 'Jurisdiction' (green box), 'Price', and 'Receipt No'.

The next section is for your victim information. In the Victim ID you will want to enter your victim from the activity, and optionally, the parent's ID in the Guardian field (yellow boxes below). The next two fields (pink box below) are intended to gather information about the victim, and include the victim's age, and relation (to the dog owner). The next three fields (blue box below) are intended for information about the bite itself, however they are not very large, so you must decide what you type.

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- For the Location, Severity, and Circumstance fields
- Although there is an animal victim field, we do not use it, as dog vs dog are not investigated as bites.

The treatment area (orange box below) is generally not used but can be filled out with who the person sought medical care/treatment with (if any), when, and what kind of treatment was received.

- If we start regularly using this it could be useful if a person required sutures, staples, or surgery.

The synopsis area (purple box below) is a much larger area for notes about the bite, including circumstances. However, any long notes can be added as a memo to a stored bite number. Additionally, once the bite number is stored, pictures of the bite, or documents regarding the bite, can be attached via ChamCam to the bite.

The screenshot shows a software interface for reporting bite incidents. The interface is divided into several sections:

- Victim Information:** Includes a dropdown for "Victim ID" (set to "P"), and fields for "Age", "Relation", "Location", "Severity", "Circumstances", "Extra4", and "Extra5".
- Animal Information:** Includes a dropdown for "Ani Vic" (set to "A"), a dropdown for "Guardian" (set to "P"), and a dropdown for "Witness" (set to "P").
- Treatment:** A section highlighted with an orange box, containing fields for "By", "Date", and "Desc".
- Table:** A table with columns: "Bite No", "Activity No", "Owner ID", "Victim ID", and "Date".
- Synopsis:** A large text area highlighted with a purple box for detailed notes.

We only use part of the quarantine area. The Begin Date is the date the animal started quarantine, By is who began the quarantine, Responsible ID is who is responsible for the animal during the quarantine, and location is where the animal is being quarantined (if here at shelter, this usually includes the kennel ID number).

The rest of the information is not generally filled in, but it would be best practice to begin doing so.

The End Date is when the quarantine period was ended. Abated By is who ended the quarantine (this should be the Health Department only unless something happens to the animal). If the animal is instead euthanized, Euth Date and Euth By should be filled in. As we do not notify victims, the Notify and Notified By will remain blank.

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Although we do not do the testing ourselves, we can still fill out the Lab area, at least in part.

ToLab Date would be when it was sent to the lab/Health Department. (not pictured)

Transported is who transported the specimen for testing. Head Date fill out when we are notified by the Health Department about the results. Head Result is what the result was.

Quarantine	
Begin Date	By
<input type="text"/>	<input type="text"/>
Responsible ID	
<input type="text" value="P"/>	
Location	
<input type="text"/>	
End Date	Abated By
<input type="text"/>	<input type="text"/>
Euth Date	Euth By
<input type="text"/>	<input type="text"/>
Notify Date	Notified By
<input type="text"/>	<input type="text"/>

Lab	
ToLab Date	Specimen No
<input type="text"/>	<input type="text"/>
Exam Date	Disposition
<input type="text"/>	<input type="text"/>
Head Date	Head Result
<input type="text"/>	<input type="text"/>

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Dispatching / Bite

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Dispatching / Nuisances

Procedure No.: G-5-i

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Last Revised Date:

"Barking is a noise complaint; these calls are among the top calls you will receive. We can go to the owner's home to check conditions, to see if there is a reason for the dog barking that can be remedied. We can also educate the owner as to the noise ordinance. However, to cite the owner, we need at least two sworn affidavits from two unrelated neighbors. We can have an officer provide the affidavits to you, or you can download a fillable affidavit form from our website."

- INVESTIGAT/MUNIC for check conditions (as outlined above) or INVESTIGAT/BARK for barking alone
- Priority 4 for check conditions or 5 for barking

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Dispatching / Trap

Procedure No.: G-5-j

Effective Date: 5/1/22

Trap calls are usually reserved for sick or injured animals, or dogs that are too feral or timid/scared to capture otherwise.

- Delivery ○ TRAP/DELIVER
 - Priority 5 or 6, unless injured/sick animal then 3 or 4
- Monitor ○ TRAP/MONITOR
 - Priority 3 or 4, should be checked twice daily, unless citizen is monitoring as well, or trap is in safe location (i.e., indoors)
- Pickup ○ TRAP/PICKUP ○ Priority 5 or 6

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Last Revised Date: 5/1/22

Dispatching / Deceased Animal in Right-of-Way

Procedure No.: G-5-k

Effective Date: 5/1/22

Last Revised Date:

We do not pick up deceased animals. The exception is if the deceased is a rabies vector, died recently, and there is potential exposure.

- The following is some verbiage that can be used for these calls: “Animal Resources & Care does not pick up deceased or hit by car (HBC) animals. If you give me the location of where the animal is, I can provide you a phone number for whom you can contact.”
 - Animal is located on a city road – Contact 352-334-2330
 - Animal is located on a county road – Contact 352-374-5245 ext. 1215
 - Animal is located on a state road – Contact 352-381-4300
 - Animal is located on a private road – Contact 352-377-0800
 - Animal is located on private property – Property owner’s responsibility. Bury it (at least 2 ft. deep) or contact a wildlife removal company.



The following statutes are about dead animals: Florida State Statutes Chapter 386 conditions affecting public health, Florida State Statutes Chapter 823.041 Disposal of bodies of dead animals.

Dispatching / CCC Alerts

Procedure No.: G-5-l

Effective Date: 5/1/22

These are calls that come in through Everbridge Alerts, via text and/or email. They are sent by the Combined Communication Center (CCC) that LEO uses, AKA the 911 system. They can cover any and all types of call.

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- First verify that the Alert has all the necessary information. We have in past received calls with no contact info, no location, and only a vague description of what the call is about.
- CCC ALERT/(Subtype that best fits call)
- These can range from priority 3 to 5, depending on call.
 - Bites, confined, aggressive, sick/injured, or wild animals, animals on school grounds, or animals in vehicles would be 3
 - Munics/Check conditions would be 4 ○ Roams would be 4-5
- Specify number and type of animals
- Caller ID is CCC (P002166)
- Include the contact info for the original caller in the Common Place Name field
- After creating call, create a memo with the text of the alert

The screenshot displays the 'SYSADM at SHELTER' software interface. The main window shows a call entry form with the following details:

- Activity No:** A22-000011
- Seq:** 1
- Type:** CCC ALERT
- Subtype:** AGGRS
- Priority:** 3
- Danger:**
- Total Type:** 3
- Tag No:** DOG
- Extra1:**
- Phone:** 987 654-3210
- Caller ID:** P002166
- Common Place Name:** Aso/Gpd Communications 955-1818 2621 SE Hawthorne Rd Gaine
- Status:** NEW
- Call Date:** 03/29/22 16:13
- New Date:** 03/29/22 16:13
- Dispatch:** / / : :

Below the main form, there is a section for 'No', 'Dir', 'Name', 'Type', 'Apt', 'Common Place Name', 'Cross Street Low', and 'Cross Street High'. The 'No' field is 987, 'Dir' is SESAME, 'Type' is ST, 'Apt' is 12345, 'Common Place Name' is GOOD SAM 123-456-7890, 'Cross Street Low' is NOWHERESVILLE, and 'Cross Street High' is FL.

The 'Comment' field contains the text: '3 DOGS FROM THIS ADDRESS JUMPED FENCE AND ATTACKED PERSON AND THEIR DOG'.

Below the comment field, there is a section for 'Geo', 'Jurisdiction', 'Map Page', 'Extra2', 'Extra3', and 'Extra4'. The 'Geo' field is INE, 'Jurisdiction' is UNINCORPORATE, 'Map Page' is blank, 'Extra2' is blank, 'Extra3' is blank, and 'Extra4' is blank.

The 'Animal ID' field is A, and the 'Animal Description' field is blank. The 'Owner ID' field is P309599, and the 'Owner Description' field is TOTALLY A BAD OWNER (987) 654-3210 987 SESAME ST NOWHERESVILLE 12345.

At the bottom, there is a table with columns: Activity No, Seq, Type, Caller ID, Phone No, Owner ID, Animal ID, No, Dir, Street, St Type, Apt, and Cr. The first row contains the following data: A22-000011, 1, CCC ALERT, P002166, 6543210, P309599, 987, SESAME, ST, 12345, and NOWHERESVILLE.

A secondary window titled 'Memo - SYSADM at SHELTER' is open, showing a memo creation form. The 'Memo No' field is M22-000002, the 'Memo ID' field is A22-000011, the 'ID Type' field is ACTIVITY_N, the 'Date' field is 03/29/22, the 'Type' field is NOTE, and the 'Subtype' field is blank. The 'Author' field is SYSADM. The 'Memo Text' field contains the text: 'this would be text of ccc alert'.

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Dispatching / Miscellaneous Calls



Procedure No.: G-5-m

Effective Date: 5/1/22

Most of the remaining call types fall under XTRA SERVE, which is a basic catch-all for everything else that doesn't fit one of the other call types.

- AA PET – Formerly BluePearl was known as Affiliated Pet and this name is a throwback to that. Previously was used for the morning vet check (BluePearl and UF) but I don't know if it is still being used, or if it has been replaced by STRAY/CONF or TRANSPORT/ANIMAL. Priority 4 typically.
- CITE – For calls whose sole purpose is to issue a citation. Priority 6 typically, unless by special request.
- COURT – When officers have court they use this code, whether attending in person, or by zoom. It is also used when dropping citations off at the courthouse. Priority 4.
- EUTHANASIA – When officers need to perform euthanasia. Priority 4.
- MAND VET – For calls that are our officers following up on a mandatory vet exam that has been issued, but not yet received back. Priority 4 typically.



- RTF – As it says on the tin, dropping off RTF cats. Priority 4 typically, but cats should be released early in the morning.
- TAG DLVRY – When a vet has run out of tags (or has certificates to pick up) and licensing cannot get there soon enough. Hopefully will not be a common activity. Priority 4 or 5.

Dispatching / Sequence Calls

Procedure No.: G-5-n

Effective Date: 5/1/22

Creating a New Sequence on an Activity

If a call has been closed by accident, or we receive new information and want to reopen a closed call, we need to create a new sequence. To do so:

- Open the original activity
- Delete the Sequence (Seq) Number
- Change any call information necessary, such as type, subtype, priority, or address
- Change the Status to New

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- Skip the Call date. This is the day the original call came in and should not be changed.
- Change the New date to today's date (click in the field and press F5 to make it easy)
- Delete the Dispatch, Working, and Complete dates
- Delete the Officer ID, [Cancel By, Reason, and ChamAlert if needed], and all result codes.
- Press F9 to store the new sequence



- You will get an alert asking if you are sure. Click 'yes' to proceed and create the new sequence

Do not ever press F8 after changing an existing call. Do not press F9 on a call you have changed without removing the activity number (unless you are making a sequence).

Dispatching / Tag Search

Procedure No.: G-5-o

Effective Date: 5/1/22

Searching License Tags

Start with clear screen (press F11 to clear screen). In the Tag No field (red box above), type the license number in the following format:

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- Tag has a year: Use format LXX-XXXXXX where the LXX is the last two digits of the year and the XXXXXX is the tag number. If the tag number has less than 6 digits (it should if it has a year) precede the number with zeros. ○ Example: Tag number 5682 with year 1999 would be searched L99-005682
- Tag does not have a year: Use format XXXXXX where the XXXXXX is the number on the tag.
 - Example: Tag number 734962 would be searched 734962

The tag must say Alachua County License to search, as we only record microchips and Alachua County Licenses in our system. Once you have entered the number, press F12 to search.

Searching Microchips

Start with clear screen (press F11 to clear screen). In the Tag No field, type the microchip number without any spaces, stars, dashes, etc.

- If the chip number on the reader comes up as FDX-(number), do not enter the FDX- when searching.

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Dispatching / Tag Search

- If the chip number is 15 digits, the first 3 may appear on a separate line depending on the scanner; be sure to include these three digits.

Once you have entered the number, press F12 to search.

Storing Microchips

- First, locate the owner and animal, or create them if needed. (see Person Window and Animal Window for more info)
- Once you have both owner and animal listed in the tag screen in the appropriate fields, enter the microchip number in the Tag No field.
 - (Do not use the Person ID at the bottom of the entry screen, only the one at the top.)
- In Tag Type, select the appropriate microchip type
 - If chip is 15 digits long and starts with:
 - 985 use MC HOMEAGAIN
 - 977 use MC AVID
 - 982 use MC 24PETWATCH
 - 98102 use MC PETLINK
 - Anything else, use MC OTHER
 - If chip is 10 digits long and:
 - Starts with 0A1, use MC 24PETWATCH
 - (Note, chips will never contain with the letter O, it is always a zero)
 - Starts with 0D0D, 000, or 0A0, use MC OTHER
 - Anything else, use MC HOMEAGAIN
 - If chip is 9 digits long and only has numbers, use MC AVID
- In Subtype, choose FIELD
- Leave Status as CURRENT
- Press F5 in both the Tag Date and Tag Exp, and set Term as 0
- Press F9

Linking an Animal to an Owner w/o a Chip or Tag

- First, locate the owner and animal, or create them if needed.
 - (Creating people and animals is detailed below).
- Once you have both owner and animal listed in the tag screen in the appropriate fields, enter LINK in Tag Type
 - (Do not use the Person ID at the bottom of the entry screen, only the top.)
- In Subtype, choose FIELD
- Leave Status as CURRENT
- Press F5 in both the Tag Date and Tag Exp, and set Term as 0 • Press F9



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Dispatching / Person Window: Searching & Creating

Procedure No.: G-5-p

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Searching for a Person

The absolute best way to search is to use the SuperSearch function (red box above), as it searches every single field in the person entry screen. This is also the default field when bringing up the person screen or upon clearing the screen (pressing F11).

- To use SuperSearch, enter each search term separated by commas (not spaces). For example, name,streetname,etc
- To search phone numbers using SuperSearch, you will need to search two ways, first with the numbers all together with no hyphen (XXXXXXX) and if not found, with the hyphen (XXX-XXXX). Area code is typically unnecessary when searching.
- To search by phone number (green box outline), enter the number in the first (yellow) field. This will only search the phone entry fields but will search all three of them. You only need number, not area code.

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Dispatching / Person Window: Searching & Creating

- To search by address (blue box outline), enter the street number, street name, and apartment number [if applicable]; direction and type are not needed. Be aware this will only search the primary address, not the secondary address.
- To search by name (purple box outline), enter your terms in the yellow fields.
 - For ease when searching name (due to hyphenated/joint names) you may try searching only the last name (if uncommon) or to search last name and first initial (instead of entire first name).
 - You can also search for a partial name by using the percent sign (%) character.
 - For instance, you can search (Last Name field) Smith% (First Name field) John, and will receive hits on John Smith, John Smithson, John Smithers, etc.

However you choose to search, once you have entered your search criteria, press F12 to search.

Do not use the bottom / second address field for old addresses, notes, or comments. If this field is filled out, it is the address used for mailings (like receipts, notices, etc.). Because of this, if you have both a physical address and a mailing address for a person, the second field should be used for the mailing address.

- In the case of individuals that have a temporary address and a permanent address (typically students), you have two options. You can use the second field for the permanent address or have the permanent address in a note attached to the person.

Additional Notes (pink box outline)

- Geo and Location are the same fields as on the Activity screen, and if filled out in the person screen, will carry over to the activity screen.
- Address notes can be used for quick reference about an address, such as if there is a question on an apartment or house number, to alert others to a secondary address in notes, to flag an account as Law Enforcement (if so flagged, information is protected and cannot be released), or other short comments. This field is not large enough for long notes.
- Identifier 1 and 2 are typically used to capture driver's license information. Identifier 1 should be the primary person on account.
- DOB is for the primary person on account
- Extra fields can be used to capture additional phone numbers, or for the DOB for additional owner on account.
- Email address should only be used for email addresses. Do not use it for notes or comments. This field can only hold one email address. Contact should be the name of the primary contact person.
- The other fields are flags and can be activated by typing a Y in the box and updating or storing. There are two of them that you should be aware of most.
- No Adopt – This will put a flag with an image of a dog with a red ⊖ on it.
 - If you flag this icon, you should also store a memo with it. It means that the person has been barred from adopting for some reason. Clicking it will bring up the citation/violation window.
- Danger – This will put a flag with an image of red skull and crossbones on it.

- If you flag this icon, you should also store a memo with it. It means that caution should be used when dealing with the person, their property, or their pets.

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Dispatching / Person Window: Searching & Creating

There are two additional flags that will automatically appear if there is an associated record.

- Memo – Looks like a piece of paper and means there are notes associated with the record.
- Bite – Looks like a dog head. Means there is a bite record associated and clicking it will bring up the bite screen.

If there is an image associated with the person record, the paperclip icon will have a green outline at the base.

Creating a Person

After thoroughly searching and determining that the caller/owner is not in our system, you need to create them.

- Press F11 to clear the screen. Since this sets you at the search feature, either press Alt+1 and Tab over, or click in the Last Name field.
- Beginning at the Last Name field, fill in the information block by block. The screen shot to right shows the necessary information.
- The minimum fields needed to store a record are first name, last name, and zip code, but the more data entered the better.
- Press F9 to store the person.
- For officer use, including a Geo and Jurisdiction is helpful and can save time later down the line.

The screenshot shows a software window titled "Person - SYSADM at SHELTER". The interface includes a menu bar (File, Commands, Procedures, Reports, Extras, Help) and a toolbar with various icons. The form is divided into several sections:

- Person Information:** Fields for Person ID (P309601), Last Name (LAST), First Name (FIRST), Middle, and Status.
- Phone Information:** Three sets of fields for Area, Phone, and Ext. The first set is populated with 123, 456-7890, and an empty extension.
- Address Information:** Fields for No. (123), Dir. (empty), Name (SESAME), Type (ST), City (NOWHERESVILLE), State (FL), and Zip (12345).
- Additional Fields:** A section at the bottom with fields for No., Dir., Name, Type, and Apt.



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Dispatching / Entering Animal Profile

Procedure No.: G-5-q

Effective Date: 5/1/22 Last Revised Date: 5/1/22 **Entering**

Animal Profile

Animal ID	Animal Name	Sex	DOB	Yr	Mon	Current Age	Condition
A630681	GOOD DOGE	S	02/28/20	2	02	2 Years	NORMAL

Type	Primary Color	Secondary Color	Looks Like
DOG	BLUE FAWN	MIX	MASTIFF

Breed	Size	Coat	Ears	Nose	Tail
GREAT DANE	X-LRG				

- Press F11 to clear the screen. This sets you at the top (the animal's name).
- Beginning at the name field (which is optional) fill in the information block by block. The screenshot above shows the necessary information.
- Required fields to store an animal are gender, type, primary color, looks like color, primary breed, looks like breed, and size. All of these fields have pop up lists associated with them. They also have shortcut abbreviations for speedier entry.
- Press F9 to store the animal.



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Field Response to Calls

Procedure No.: G-6

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The following checklists are to help ensure an Officer/Investigator has fulfilled all duties of a call.

- a. Stray Roam / Aggressive dog calls with no injuries
 - Contain the animal.
 - Make sure there hasn't been any bites or fights with the animal.
 - Scan the animal for a microchip, do microchip research including filling in template on Chameleon.
 - Check for any history on the animal or owner.
 - Take the animal home if owner is found.
 - Educate or issue warning/citation to owner at Officers' discretion.
 - Impound animal if no owner found, do intakes, and place in appropriate locations.
 - See *Procedure D-4: Intake Procedures* and *Procedure E-5: Intake Procedures* for additional information.
 - Let Medical Team know if animal needs to be seen.
- b. Welfare checks
 - Contact complainant by phone or in person to find out what is the actual compliant.
 - Contact the owner and check for any violations.
 - Check for tethering, food, water, shelter, rabies vaccine, and County license(s).
 - Issue a written warning or citation at your discretion. See *Procedure G-1-e: Ethics and Professionalism* for additional information.
 - Document everything seen or discussed with complainant and owner in Chameleon. Upload any relative pictures into Chameleon.
- c. Abandonments
 - Find out from the complainant how long the owner has been gone.
 - If you can see the animal, take pictures of it.
 - If the animal is inside an enclosed yard or residence, contact an Investigator or, if none available, supervisor.
 - Post a 24-hour abandonment notice.
 - You can place food and water down for the animal provided you document it!
 - At the end of the notice period, return and impound the animal if it is not locked inside a residence or enclosed yard.
 - If the animal is inside a residence or enclosed yard, contact an Investigator or, if none available, supervisor.
- d. Wildlife Calls
 - We don't handle nuisance wildlife calls or snakes/reptiles. Refer them to a local pest control company.

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Field Response to Calls

- For injured wildlife that is not a rabies vector or a snake/reptile call: Florida Wildlife Care (352) 371-4400 or Florida Wildlife Commission (888) 404-3922.
 - If it is a rabies vector animal that is sick or injured, bring it to the shelter for euthanasia or notify a wildlife rehabilitator.
 - Notify Health Department and Medical Team if animal needs to be tested for rabies.
- e. Nuisance Calls ○ It is encouraged for Officers/Investigators to educate the public on County ordinances regarding animals that are nuisances.
- An officer may proceed with issuing a citation for nuisances if two notarized affidavits/witness statements are received from two unrelated addresses or an officer has also witnessed such nuisance. (See Section 72.21 of the Alachua County Code.)
- f. Trap Calls ○ Make sure, when setting up a trap, to chain it to a solid object (tree, fence, utility pole) so it will not be stolen.
- Ensure the trap has an AR&C tag on it and pend the trap for AM and PM checks.
 - Make sure to get permission from the Field Operations Supervisor if setting up more than one trap.
 - We do not trap OC/RTF cats unless they are sick or injured. ○ We only set up traps for dogs that are too feral to catch otherwise.
 - Place the trap in a location where the animal will be out of direct sunlight, standing water, inclement weather. ○ It is encouraged to cover a trap with a towel/blanket to encourage a cat to enter the trap and remain calm within the trap. ○ When moving a cat in a trap, cover the trap with a towel to reduce stress.
- g. Bite Calls (See *Procedure G-7: Reports and Documentation for additional information.*)
- Complete a **bite report** with accurate contact information for the parties involved.
 - **Contact all parties involved**, usually a victim and an animal owner, and try to answer the **who, what, when, where, and why** of it all.
 - A summary or synopsis of what happened should be included in your activity notes and/or on the bite screen.
 - Take **photos** of the **biting animal(s)** and **victim's injuries**.
 - Get **proof of current vaccination** and **County license**.
 - If not current, a **written warning (WW)** should be issued giving no more than 2 weeks for compliance.
 - The WW can be issued when you go back for recheck at the end of an HQ to avoid confusion about vaccinating for rabies during the quarantine period. However, the WW should be completed and ready for issuance so that this doesn't slip through the cracks. WW for shelter quarantines should be issued at time of confiscation and compliance will be part of the reclaim process.
 - Obtain/disperse **Affidavits** from all parties who witnessed the bite, particularly when injuries are severe and/or there is disagreement/contention over what happened. Many of these cases progress into an aggressive or dangerous dog case, and evidence like sworn statements (affidavits) are crucial.

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Field Response to Calls

- Obtain **medical reports** detailing the victim's injuries (human or animal). Again, particularly when injuries are severe, and it may progress to an aggressive or dangerous dog case. One suggestion might be that you hand them a business card and ask that they have a copy emailed to your address.
- **Confiscate the animal** typically when the bite occurred OFF property. Be sure to let the owner know of their option to board, at their expense, with their veterinarian, but you must transport.
 - The main exception to this rule are cases wherein the dog is properly leashed, and the bite is provoked. In these cases a HQ may be allowed at your discretion.
 - **Issue an impound notice.** ○ **Review and have the owner sign a home quarantine agreement** typically when the bite occurred ON property.
 - The main exception to this rule are cases wherein there's a history or pattern of aggressive behavior. In these cases, confiscation should be considered. Keep in mind the default in section 72.19 is confiscation, and HQ is solely at our discretion.
- **Issue citations as warranted**
 - **72.12** Failure to physically control (\$250), **72.21** Animal creating a public nuisance (\$250), **72.22 & 23** Failure to vaccinate & license (\$50+\$125), and if the owner is not cooperating - **72.09** Obstruction of enforcement officer (\$250) or **72.19** Failure to comply with quarantine (\$200).
 - Citations are still at the issuing officer's discretion. Circumstances, owner's level of cooperation, person history, etc. must all be taken into consideration.
- **Notify an Investigator** when injuries are severe (human or animal), and an aggressive or dangerous dog case is a consideration.

h. Field Owner Surrender

Animal Resources & Care regulates and impounds stray animals that reside within Alachua County. Owners requesting to surrender their animals to AR&C should be referred through the appropriate channels and/or the Customer Service Team for further arrangements. If an Officer/Investigator feels it's necessary to accept an owner surrender in the field, the following should be considered:

- Is the animal sick or injured and the owner unable to provide care for the animal? And is the animal suffering?
- Has the animal(s) bitten someone and requires quarantine, and the owner is unable to provide the quarantine?

The follow items are needed from the owner before accepting the animal:

- ID and address verification of Alachua County residency
- All medical paperwork for the animal including microchip information and sterilization status
- At least 2 quality pictures ○ Owner Surrender Form filled out



Be sure to document the reason for the owner surrender in the OS Reason and SubType fields of the Kennel Record.

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Reports and Documentation

Procedure No.: G-7

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The purpose of this procedure is to provide guidelines on how to prepare Officer/Investigator reports and notes. The notes should depict all the facts, be well written, and include all the elements of the case that are pertinent. All reports and notes are subject to Florida's Sunshine Laws and are public records. Field Operations personnel could also be called to testify in a court proceeding on the information recorded in their case reports.

All reports must be completed properly to ensure all relevant information is documented. Use templates in Chameleon when they are applicable to ensure information is not missed. Reports shall include the following information in the narrative/format shown below.

- On (date) at (military time) hours, I responded to (address) to investigate (call type). (Detailed report to follow).
- Officer first initial and last name, Badge #, Officer title, and ALL animal owner and witness information shall be included in all reports.
- Reports shall be written in sequential order, detailing the steps taken during your investigation.
- If an animal is to be confiscated or impounded, the report MUST contain detailed notes as to the ordinance or statute violated, or the reason for the confiscation or impoundment.
- If contact is made with an animal owner, a person identification number (PID) must be created with all identifiers that are available at the time.
- If the caller/complainant is a witness in an investigation, a person identification number (PID) must be created with all available identifiers at the time.
- If a complaint (ALL call types) has any information on the caller/complainant, the responding Officer/Investigator MUST attempt to make contact via the phone number and address provided. The officer's report must state whether contact was made or was attempted and how, along with all details of any conversation or attempted contact.
- If the officer must respond to multiple addresses during an investigation, the officer must create additional sequences for each additional address responded to in sequential order.
- A history search MUST be conducted on ALL calls. If there are any previous complaints at the address within the past year, mailing the information is not an acceptable method of closing out the call. The only time mailing info to close out a call is acceptable is when there is an anonymous nuisance call with no complaints at the address over the past year OR when a caller specifically asks for information to be mailed (affidavit, educational, etc.). The caller will still be contacted via phone in such cases.
- Photographic evidence provides irrefutable documentation of a violation and is invaluable when submitted as part of a case file. Photographs should be taken

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whenever possible to document a violation, as well as to document the non-existence of a violation. (See Photographic Evidence section below for more details.)

- As a reminder, Officers/Investigators are ambassadors of the Animal Resources & Care department. It is stressed that the officers work as a resource to the community for

Reports and Documentation

support in caring for domestic animals in a humane way before code enforcement.

Officers are encouraged to educate the public before issuing warnings and/or citations.

We want to give the community an opportunity to correct their actions, if the animal is not in immediate danger, before taking higher measures.

- Follow the Bite Report directions (below) to ensure the proper steps have been taken.
- Be sure to add a note in Chameleon for everything that was done regarding an activity.

The following describes important steps associated with the listed forms and reports:

Impound Notices – After an impound notice is issued, bring the white copy and place it in the black tray tower to the left of the dispatch station. It has a place specifically for impound notices. The Dispatcher will then scan the form and file it in the filing cabinet at the end of the month.

Owner Surrenders – If an owner surrender is done in the field, bring the completed owner surrender form and incoming dog/cat profile to the front desk. There is a tray that holds owner surrenders to the right of the large printer/ fax machine. It is labeled and usually overflowing with completed forms.

Affidavits – Bring the white copy and place it in the black tray tower to the left of the dispatch station. It has a place specifically for affidavits. The Dispatcher will then scan the form and file it in the filing cabinet at the end of the month.

Warnings – Bring the white copy and place it in the black tray tower to the left of the dispatch station. It has a place specifically for warnings. The Dispatcher will then scan the form and file it in the filing cabinet at the end of the month. Make sure that you attach the warning to the Person ID in the computer.

Citations – The yellow copy goes to the defendant. Staple or paperclip the other 3 copies together and place them in the black wall folders near the Field Operations Supervisor's office. There will be a folder marked specifically for completed citations. The white copy of the citations gets filed with the Clerk of Court and the pink copy comes back to dispatch to be put in a filing cabinet.

Bite Reports – Bite reports come in one of 2 ways.

- Coming in from the fax machine:
 - Dispatch checks the fax machine every morning for any faxes that come in overnight and periodically though out the day.
 - The bite report is brought back to dispatch and an activity number is created which is then written on the top of the bite report.
 - The Dispatcher scans the bite report and faxes it to the Health Department.
 - Wait for the fax confirmation and staple it to the back of the bite report to show that the report was faxed to the Health Department.

- Bring the bite report back to dispatch and place it on top of the black tower in the cabinet above the dispatch station. ○ The bite report stays there until the animal is placed under quarantine (see below) or the 10-day period is up.
- If the animal is never found or we are unable to place it under quarantine, the Dispatcher will move the report from the black tower into the brown accordion folder next to it at the end of the 10 days.

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- At the end of the month, the Dispatcher will pull the reports from the brown accordion folder and file them in the filing cabinet in dispatch.
- A Bite report generated from an active call in the field (e.g. called into dispatch by complainant, told to officer on arrival for different call, or through Everbridge):
 - If an Officer/Investigator responds to bite call in the field, it is their responsibility to generate a bite report including writing the activity number on the top of the form.
 - The officer is to bring the form back inside the building and scan it and fax it to the Health Department.
 - Wait for the fax confirmation and staple it to the back of the bite report to show that the report was faxed to the Health Department.
 - Bring the bite report back to dispatch and place it on top of the black tower in the cabinet above the dispatch station.
 - The bite report stays there until the animal is placed under quarantine (see below) or the 10-day period is up.
 - If the animal is never found or we are unable to place it under quarantine, the Dispatcher will move the report from the black tower into the brown accordion folder next to it at the end of the 10 days.
 - At the end of the month, the Dispatcher will pull the reports from the brown accordion folder and file them in the filing cabinet in dispatch.
- An animal is brought in over the counter and the finder advises that they were bitten:
 - Have the animal placed in a quarantine kennel ASAP. ○ Front desk is responsible for completing a bite report and bringing the completed report to the Dispatcher.
 - An activity number is not generated but a bite screen does need to be filled out by the Dispatcher.
 - Write the bite number from the bite screen on the top of the bite report and fax it to the Health Department.
 - The Dispatcher will also need to scan the bite report into the system. ○ Attach the fax confirmation to the bite report and file it in the brown accordion file in the cabinet above the dispatch computer.
- Placing an animal on a home quarantine (HQ):
 - An Officer/Investigator will have the owner complete a home quarantine form.
 - The officer will bring the completed form to dispatch and pull the related bite report from the stack on the top of the black tower in the cabinet above the dispatch computer. ○ The officer should update the bite report with any update

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information including owner information, dog's current location, and rabies information if possible.

- The officer should write the bite number from the bite screen on both the bite report and the quarantine form, and the activity number should be written on the quarantine form.
- The officer should then fax both forms to the Health Department.
- The officer will then staple the bite report, home quarantine form, and fax confirmation together.
- The completed forms will be filed away in the brown accordion folder in the cabinet above the dispatch computer.

Reports and Documentation

- If an animal is impounded for quarantine:
 - The Officer/Investigator will issue the owner an impound notice on scene.
 - The officer is responsible for pulling the related report from the black tower in the cabinet above the dispatch computer or generating the bite report in the field depending on the circumstances.
 - A bite number should be generated in the bite screen for the activity and written on the top of the bite report.
 - The officer should update the bite report with any owner information and indicate that the dog is at the shelter for quarantine.
 - The officer should fax the updated bite report to the Health Department.
 - Staple the fax confirmation to the bite report and file the completed bite report in the brown accordion file in the cabinet above the dispatch desk.

After a bite report has been generated, the physical copy should not leave dispatch unless it's being taken to the fax machine and should be brought straight back afterwards.

The Dispatcher is responsible for ensuring the scan copies are renamed and filed in the appropriate folder on the V:\ drive.

The Dispatcher is responsible for pulling the previous month's bites and filing them away in the filing cabinet.

The Dispatcher is also responsible for pulling the bites from the filing cabinet at the end of the year and moving them to the storage closet.

Mandatory Vet Exam forms – Fill out sheet on clip board near Field Operations Supervisor's office with Activity number, date "Mand Vet" issued, due date for "Mand Vet", and reason for Mand Vet. When the Field Ops Supervisor receives the returned Mand Vet form, they will consult with the Shelter Veterinarian before entering into Chameleon and notifying the issuing officer.

Photographic Evidence – Photographic evidence provides irrefutable documentation of a violation and is invaluable when submitted as part of a case file. Photographs should be taken whenever possible to document a violation, as well as to document the non-existence of a violation.

To properly document a scene or animal(s), you must obtain multiple shots taken from various vantage points and angles. It is important to document the scene 'as is' prior to taking any corrective action, as well as after corrective action has been taken. Also take pictures of any

notices posted on a door. Take a picture zoomed in close enough to read the notice and away to show that the notice was posted at the correct address.

Pictures taken with smartphones are timestamped, however the timestamp does not transfer over when downloaded to Chameleon. It is recommended to download a free timestamp camera app on your smartphone when taking photos as evidence, so the information is placed on the face of the picture.

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After-Hours Emergency Response

Procedure No.: G-8

Effective Date: 5/1/22

Last Revised Date: 5/1/22

Officers/Investigators are scheduled for a stand-by/call-out shift on a day-by-day rotation through the team (that have cleared trainee status) contiguous with their four day scheduled work week. In order to ensure that operational needs and management directives are being met, an email with the subject line “STAND-BY SCHEDULE CHANGE REQUEST”, except in cases of unforeseen emergency, must be submitted at least two (2) weeks in advance of any changes to the stand-by (aka on-call) schedule. Such emails shall be sent to the Field Operations Supervisor and copied to the Officer/Investigator that has agreed to cover your shift.

All Officers/Investigators will participate equally in the stand-by/call-out schedule. A certain amount of trading shifts will be permitted in order to effectively navigate the challenges of life, but at the end of the day this responsibility shall be distributed equitably across the entire team. It is the employee’s responsibility to secure coverage of their stand-by shift(s) in advance of elective leave such as vacations.

Officers/Investigators must respond to animal complaints even during off-duty hours. The Stand-by/Call-out Officer/Investigator is required to respond in the following situations:

- Any type of complaint that poses an immediate threat to public safety or the safety of an animal, such as an animal in traffic or on the roadway.
- Sick, injured, or potentially rabid animals.
- Animal bites to humans or other domestic animals, except for animals that have bitten their owners without any third-party involvement.
- Law Enforcement, Fire Rescue, or other public safety agencies are requesting assistance.
 - When in doubt, request a direct call from the Law Enforcement Officer or Fire Rescue personnel on scene.
- Animals at large that pose a threat to other domestic animals or people.
- Any calls involving exposure or potential of exposure to rabies vector species (e.g. raccoons, skunks, bats, foxes, and coyotes).
- Complaints of animal cruelty or abuse where the animal needs immediate attention.
- Animals recently adopted from the shelter or in foster care suffering from post-surgical complications such as ripped sutures, bleeding, or discharge from the incision site. Initially, inquire if the owner can safely transport the animal to the County’s authorized vendor. If the owner is unable to transport, the officer on stand-by will do so.
- The animal has a documented history of aggression and is about to escape their containment or is running at large
- The animal’s owner(s) have a documented history of animal abuse, neglect, or the owner’s inability to properly confine animals.
- Shelter emergencies.

After-Hours Emergency Response

If an Officer/Investigator obtains an animal that needs immediate medical attention and an owner cannot be contacted, contact the Field Operations Supervisor or department Director for authorization to take the animal to BluePearl for treatment.

If an animal is impounded and needs medical attention that is not immediate, follow normal intake procedures and notify Medical Team by writing it on the designated clip board and placing the clip board on the metal medical table.

If no medical treatment is needed, follow normal intake procedures.

Each stand-by officer will maintain a log that contains the following information:

- Officer's name
- Employee number
- Start date and time
- Finish date and time
- Complaint number, date, address/location, start time, finish time, and total hours for each call completed.

This log will be used for payroll purposes and without the information stated above, the stand-by

officer may not be paid. The Stand-by/Call-out (SBCO) Form is on the network under V:\public\Field Officers.

SBCO forms are to be turned in to the supervisor by 09:00 the following morning. Late forms will be added to the next pay period. If the SBCO form is late more than once, the officer may face disciplinary action.

Stand-by/Call-out pay is calculated in accordance with the applicable *Collective Bargaining Agreement (CBA)*.

Any situation that occurs on stand-by that is out of the ordinary or may cause problems later must be reported to the Field Operations Supervisor by 09:00 the following day.

All Officers/Investigators are expected to leave their residence within ten minutes of receiving a call from the law enforcement agency that requires an after-hours response. Officers are required to maintain residence within a forty-minute drive of the shelter to ensure that all officers are able to arrange an adequate response time for emergencies when on stand-by. If officers live outside the forty-minute radius, they are expected to provide accommodations (via staying with friends or relatives, etc.) that will allow them to comply with the forty-minute radius policy throughout their assigned stand-by shift. Any relocation of residence outside of the response radius without adequate provision for continued ability to cover stand-by shifts will be considered a loss of prerequisite for the officer position and will result in proposed termination.

Stand-by officers may take their vehicles home if they reside within Alachua County during the scheduled stand-by/call-out shift. Special arrangements may be made for those officers residing outside the county. The county vehicle may be used for personal business while the officer is on stand-by as it is necessary for the officer to have an adequate response time. At no time is an officer allowed to have any non-county employee in their vehicle during stand-by.



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Vehicle Use and Care

Procedure No.: G-9

Effective Date: 5/1/22

Last Revised Date: 5/1/22

The use of County vehicles requires a Florida driver's license and must be present with the operator of the vehicle. All County vehicles are to be driven in a safe and courteous manner and all operators are to adhere to all local traffic laws. Assigned vehicles for Officers/Investigators are to be used as a workstation and should be treated with respect as a workstation.

Taking home or parking a County-owned vehicle at the nearest County property for a Standby/Call-out shift is a privilege and not an employee right. County vehicles will only be used for official departmental business and transportation to and from assigned place of duty. If you are involved in an accident, follow the County policy for reporting accidents. Check that the current insurance and registration cards are in the designated envelopes in the vehicle before driving.

a. Logbooks
Officers/Investigators are required to fill out a vehicle inspection report at the beginning of their weekly shift and at the end of their weekly shift in order to help identify when vehicle damage occurs or when maintenance is needed. There are 3 carbon copies for each report. Turn in one of the 3 carbon copies at the beginning of your weekly shift (e.g. Monday) with the pre-trip column filled out, and a second carbon copy with the post-trip column filled out at the end of your weekly shift (e.g. Thursday). There is a folder on the wall near the Field Operations Supervisor's office for these to be placed. Notify Field Operations Supervisor if you discover any new damage, defects, or items needing to be fixed. Officers are to regularly check to ensure the climate control is working in the animal transport bays.

b. Vehicle and Equipment Responsibilities

Each operator of a County vehicle is responsible for the following *Alachua County Policy No. 6-7: Motor Vehicle/Equipment Operation Procedure* along with the following: Turn off vehicle, lock vehicle, return keys to designated key basket in dispatch. Remove laptops, cell phones, and handheld radios from the vehicle and store indoors in a safe location. Move any heat sensitive equipment to an area of the vehicle where it isn't exposed to direct sunlight or remove from vehicle entirely. Drawers are available for Field Operations personnel in the dispatch room to store your items.

The officers have various items in their trucks for which they are responsible to maintain their integrity, ensure they are well stocked, and clean properly. These items include Personal Protective Equipment (exam gloves, disposable gowns or Tyvek jumpsuits, first aid kit, etc.), animal handling equipment (towels, control poles, snappy snares, Freeman nets, bite gloves, leashes, etc.), fire extinguishers, flashlights, jumper cables, and bungee cords. Officers are responsible for keeping trucks clean inside and out, and

STANDARD OPERATING PROCEDURES

Field Operations

for maintaining a professional image to the public. This includes removing and disposing of Vehicle Use and Care

trash daily, removing items from the dashboard, organizing paperwork, ensuring any materials used on an animal are disinfected and stored neatly and securely.

c. Disinfection and Cleanliness (See *Procedure E-4: Cleaning* for additional information.)

After an animal is removed from the vehicle, officers shall clean and disinfect the kennel, traps, and transfer cages to prevent the spread of contagious disease. No other animals are to be placed in the kennel/enclosure/bay until it is disinfected. (This cannot wait until the following morning in the event an unforeseen emergency comes up and you must put animals in a vehicle).

- Remove all solid materials and discard.
- Scrub the kennels, traps, or transfer cages with a detergent (Dawn) or degreaser and water. Be sure to scrub all surfaces including the top of the kennel and the doors.
- Rinse all kennels, traps, or transfer cages.
- Apply Trifectant, Rescue (Accel), or Wysiwash Sanitizer. Spray the entire kennel, trap, or transfer cage with disinfectant.
- Allow disinfectant to sit for a minimum of 10 minutes before being wiped dry with a towel.
- If you transport an animal back to the shelter and find it did have a contagious disease, immediately disinfect using this procedure. Do not run another call or wait until the end of the day to disinfect.
- Do not transport domestic animals and wildlife/rabies vectors at the same time in the same vehicle.

d. Electronics

Officers/Investigators are issued a county cellphone, laptop, handheld radio, microchip scanner, and digital thermometer. These items are sensitive to intensive, prolonged heat/cold and action should be taken by officers to protect them. Make sure when vacating your vehicle, at the end of a shift, these items are removed from line of sight or removed and stored in a safe location inside the shelter/home. If an electronic item is not working, notify your supervisor for repair or replacement. Electronic items such as cellphones or computers are NOT to be used by the driver while the vehicle is in motion.

The fuel level of your vehicle should be checked before and after each shift. Please be courteous and fill the tank if it's approaching a quarter tank. This will ensure that there is fuel available in the event of an emergency.

If you see the milage is due for an oil change, please notify the Field Operations Supervisor so it can be scheduled for preventative maintenance (PM). When turning in the vehicle to Fleet Management for PM, notify them of anything that needs tending to such as air conditioning for the cab and/or animal kennels. Officers will be responsible for checking fluid levels and visually inspect truck daily for possible low tire pressure or objects hanging from the undercarriage.

f. Vehicle Replacement

STANDARD OPERATING PROCEDURES

Field Operations

Vehicle Use and Care

As trucks are retired and replaced through the vehicle replacement fund, the officer assigned to the truck to be retired will receive the new truck. This will help with inventory and give the officer most in need a reliable truck. If that officer declines the offer to switch trucks, the offer then goes to the officer with the 2nd truck in line to be replaced and so on.

If a truck becomes available because an officer is terminated or resigns, that truck shall be offered to the officer whose truck is next in line to be replaced. If that officer declines the offer to switch trucks, the offer then goes to the officer with the 2nd truck in line to be replaced and so on.

g. Transporting Animals

Animals are to be transported in a humane manner which takes into consideration animal safety, escape prevention, climate control, and transit time.

- Transport sick or injured animals to the shelter as soon as possible.
- Neonatal kittens should be kept warm and not placed in a bay with air conditioning running. ○ A good rule of thumb for transit time is 1 hour per 1 month of age for puppies and kittens up to 4 months old. ○ Select an appropriately sized cage/crate for the animal being transported so as not to cause injury to the animal.
- More than one dog may be transported in the same cage/crate provided they were previously co-housed and are able to make normal postural adjustments. ○ Dogs are not to be transported in cages with other species. ○ Double check to ensure the doors to cat traps/feral boxes are closed and the kennel door is secured. ○ Cats are to be transported individually, one per cage/crate except nursing queens with their kittens in the same cage/crate.
- Cats are not to be transported in cages with other species.