

Intake Operations

❖ Animal arrives at shelter.

- **Strays** (*Any animal that comes to our shelter that is not accompanied by a lawful / legal owner.*)
 - Fill out intake form with detailed description of the animal, and where it was found.
 - Place the intake form in binder (file by breed).
 - Make ID band and place ID on the animal.
 - Fill out cage card, assign specific cage, and place it along with daily animal care log, in a protective bag.
 - Take animal to medical personnel, if medical attention is needed.
 - Set up animal in appropriate stray animal area.
 - Attach cage card to the front of the cage with zip tie.

- **Owned** (*Any animal that comes to our shelter that is accompanied by a lawful / legal owner, over the age of 18.*)
 - Have owner read and sign the shelter agreement contract.
 - File the signed copy in a binder by last name, and give the owner a copy of the contract.
 - Fill out intake form with detailed description of the animal, any all contact information for the owner.
 - Make two matching ID bands, one for the owner and one for the pet.
 - Only one person from the family can enter the shelter to care for the animal.
 - The person wearing the ID band is the only one that will be admitted into the shelter.
 - The person wearing the ID band must also be at least 18 years of age, and present a drivers license or state ID before they will be allowed into the shelter.
 - Place ID on the animal.
 - Ask owner for proof/dates of last vaccines (Rabies, Distemper, Parvo, Bordatella vaccines, deworming, flea preventatives, etc.), and current veterinarian.
 - Ask owner about any health issues or medications the animal(s) should be taking.
 - Ask owner if the animal has any behavioral issues.
 - Explain to owner that they are solely responsible for there pets well being. No one will handle their pet unless it is ill and need medical attention (Staff will be the only ones that will have authorization to handle the animals, and only after permission is given by the shelter manager).
 - Explain to the owner that if they fail to follow the shelter care agreement that they signed (not providing care for their animal(s), or not following rules), they may not be allowed back into the shelter or there animal may be removed and transported to the nearest animal shelter.
 - Explain To the owner that their pet(s) need to be cared for twice per day. Once between 7:00-10:00 am and the second between 4:00 - 6:00 pm. The hours between 10:00am and 4:00pm are designated as quiet time, and no one will be allowed in those areas. If for any reason the owner is unable to care for their pet that day they should notify shelter manager ASAP so that short-term alternative arrangements can be made.
 - Explain to the owners that they are responsible for the actions of their pet, and to ensure that their pet does not injure other people or pets.

- Explain the hours the shelter will be open, and that after the shelter closes, the shelter will be off limits to all people except personnel.
- Explain to the owner that the designated animal care giver must sign their dog in and out of the shelter section with a picture ID twice per day. Cats will not be allowed out of their cages.
- Fill out cage card, assign specific cage, and place it along with daily animal care log, in a protective bag.
- Take animal to medical personnel, if medical attention is needed.
- Escort the owner and their pet to the appropriate owned animal area to set up their pet.
- Attach cage card to the front of the cage with zip tie.
- Show the owner where the cleaning supplies are located and how to properly clean the cage and food and water bowls.
- Show the owner where the food products are stored, and how to appropriately feed their animal.
- Show the owner where the garbage containers are located, and how to properly dispose of waste products and fecal matter.
- Show owner where the dog walking areas are, as well as, where the poop bags are located, and explain that it is there responsibility to clean up after their pet.
- Escort the owner back to the sign in table and make sure they know how to properly check in, fill out daily care logs, How to check there dog in and out for walks, and address any other questions or concerns.
- Quickly explain the process of reclaiming there pet at the sign in station when they are able to take there animal home.

Daily Operations and Care

❖ Shelter Hours

- Shelter will be open to the public from 7:00am-10:00am and from 4:00pm-6:00pm to clean feed and walk their animals.
- People looking for lost pets may enter the shelter between the hours of 7:00am and 6:00 pm.

❖ Staffing

- Shelter will be manned 24hrs per day.
- The shelter will have a day shift and a night shift.
 - Day shift will be from 6:00am – 7:00 pm
 - Night shift will be from 6:30pm – 6:30 am

❖ Daily routine

- 6:00am each morning a sense of all animals in the shelter will be taken and reported to the shelter manager.
- 6:30 am a quick staff meeting between day shift and night shift to communicate any information that may be need for the next shift. Any reports and important information will be given to the shelter manager.
- 7:00 am shelter will open to owner to provide daily care to their pets, and people looking for their lost pets.
- 7:00am-6:00pm shelter staff will escort people who are looking for lost pets, through the stray areas.
- 7:00am – 10:00am shelter staff should be:
 - Daily care for stray areas.
 - Monitoring walking and potty areas.
 - Monitoring / teaching owners the proper way to clean the cages, and feed animals.
- 10:00am owned animal areas will be closed for “quiet” time.
- 10:30 am staff will do a walk through and note on animal care sheets if an owner failed to care for their pet, and will then notify the shelter manager. Shelter manager will then assign staff the clean cage and care for the animal. The animal care sheet will be signed by the shelter manager, and a “Failure to Comply” notice will be placed in the plastic cage card bag. A notation will be entered on the back of the admission sheet for that owner and pet with a detailed description of which rule was broken, the date, and time.

- 10:30 am to 4:00pm shelter staff will be:
 - Make rounds around the shelter looking for:
 - Open food containers.
 - Improperly discarded waste.
 - Correct cage selection for the size and breed of each animal.
 - Safety concerns or issues.
 - Monitoring animal health and reporting issues to the shelter manager or veterinarian on staff.
 - Restocking areas (food, cleaning products, paper work, etc.)
 - Checking to see if proper paperwork is in good condition, hanging on the proper cage, with the proper animal.
 - Cleaning municipal areas in the shelter.
 - Empty trash cans.
 - Monitoring entrance and exit locations.

- 4:00pm – 6:00pm shelter staff should be:
 - Daily care for stray areas.
 - Monitoring walking and potty areas.
 - Monitoring / teaching owners the proper way to clean the cages, and feed animals.
 - Monitoring entrance and exit locations.

- 6:00 pm shelter closes to the public.

- 6:00pm A sense of all animals in the shelter will be taken and reported to the shelter manager.

- 6:30 pm a quick staff meeting between day shift and night shift will be held to communicate any information that may be need for the next shift. Any reports and important information will be given to the shelter manager.

- 7:00pm – 6:00am shelter staff will be:
 - Make rounds around the shelter looking for:
 - Open food containers.
 - Improperly discarded waste.
 - Correct cage selection for the size and breed of each animal.
 - Safety concerns or issues.
 - Monitoring animal health and reporting issues to the shelter manager or veterinarian on staff.
 - Restocking areas (food, cleaning products, paper work, etc.)
 - Checking to see if proper paperwork is in good condition, hanging on the proper cage, with the proper animal.
 - Cleaning municipal areas in the shelter.
 - Empty trash cans.
 - Monitoring entrance and exit locations.

❖ Daily care and maintenance

➤ Feeding

- Feeding will be done by owner twice a day 7:00 am -10:00 am and 4:00 pm - 6:00 pm.
- Shelter staff will feed and care for stray animals within the shelter.
- Daily Care Sheet for each animal will be marked to indicate eating, drinking, urinating, defecating, and cage behavior.
- If the animal is not cared for shelter staff will:
 - Report lack of care to shelter manager.
 - Perform daily duties.
 - Place a notification from the shelter manager in the plastic bag with cage card and on the admission form for the pet.
 - Attempt to contact the owners
 - If neglect continues for 48hrs, owner will not be allowed in the shelter and shelter staff will take over the care for that animal or transport them to the local animal shelter.

➤ Water

- Animals in the shelter will be offered fresh water by 10:00am by either a shelter staff if it is stray or an owner if the animal is owned.

➤ Walking and exercise

- Dogs will be walked twice a day for at least 20min by the pet's owners.
- Shelter staff will walk all stray animals.
- The shelter will designate specific location for walking dogs. Plastic bags will be available to clean up fecal mater (this is the responsibility of the person walking the dog).
- Animal Care Logs should be marked indicating walking time, urinations, defecations (amount and consistency), and any behaviors that may be of concern.
- If the animal is not cared for by owners shelter staff will:
 - Report lack of care to shelter manager.
 - Perform daily duties.
 - Place a notification from the shelter manager in the plastic bag with cage card and on the admission form for the pet.
 - Attempt to contact the owners
 - If neglect continues for 48hrs, owner will not be allowed in the shelter and shelter staff will take over the care for that animal or transport them to the local animal shelter.

➤ Kennel cleaning

- Kennels should be cleaned by owner twice a day 7:00am-10:00am and 4:00pm-6:00pm.
- Shelter staff will clean and care for stray animals within the shelter.
- If a cage needs cleaned between the hours of 10:00am – 4:00pm and 6:00pm – 7:00am, the shelter staff must first contact the shelter manager to obtain permission to remove the animal to clean the cage

- If the animal is not cared for by owners shelter staff will:
 - Report lack of care to shelter manager.
 - Perform daily duties.
 - Place a notification from the shelter manager in the plastic bag with cage card and on the admission form for the pet.
 - Attempt to contact the owners
 - If neglect continues for 48hrs, owner will not be allowed in the shelter and shelter staff will take over the care for that animal or transport them to the local animal shelter.

➤ *Aggressive or Overly Fearful Animals*

- Aggressive animal will be housed in a separate area from the rest.
- Only trained staff or owners with permission from the shelter manager are allowed to handle these animals.
- If inappropriate or unsafe handling, of these animals occurs, corrective action will be taken by the shelter manager.

➤ *Waste Removal*

- Clearly designated potty areas will be assigned and marked appropriately.
- Plastic bags and trashcans will be readily available.
- The person walking a dog is responsible for making sure all waste/fecal matter is bagged and properly disposed of.
- Trash cans should be emptied as often as possible to prevent infestations and smell.
- If potty areas are lined with plastic and layered with shavings, the plastic should be discarded daily.