



## ***North Valley Animal Disaster Group Standard Operating Guidelines***

Title: DOG SHELTER

Objective: Support safety, efficiency, health and reunification efforts

Description: Meet the needs of animals that are temporarily homeless and/or evacuated as the result of a disaster situation. Provide for the health, safety and, security of these animals until they can be reunited with their owners.

### **Dog Shelter Lead Check List**

- Initiate 214
- Check List is available in the forms tub
- Vest: Dog Shelter Lead
- Radios: 1- Family Radio
- Briefing on Assignments:
- ICS Whiteboard: Update as necessary

Operational Period is determined by Butte County Animal Control

Supervise: All Dog Room Leads

Review: with Dog Shelter Workers all Dog Shelter Protocols and SOGs

Assign: Room Leads as necessary (need vest & family radio) and update ICS Whiteboard

Staffing Needs: 2 shifts per day (Recommended 2 people to 11 dogs, 4 people 22 dogs, etc.)  
(AM & PM staffing is important)

### **Coordinate with:**

- Small Animal Shelter Lead, other Shelter Leads, Veterinarian Staff as necessary
- Shelter Leads: Morning Briefings
- Intake Lead: Review Intake and Release Protocol
- BCAC and Small Animal Shelter Lead establishes the Owner Visiting Hours. Follow Owner Visiting Protocols, no visiting the first 48 hours

## Set Up

- Assemble cages, use cardboard between cages as needed, assemble carriers for evacuation teams
- Dog Walking area: security fencing
- Design a floor plan, develop a whiteboard Cage Numbering System
- Dog General: Consult with Small Animal Shelter Lead before using rooms in the hallway for Quarantine, Isolation, or other
- Supply storage areas, designate cleaning supplies, and ACOs makes Rescue spray bottle solution for in shelter cage cleaning
- Post Signage and Protocols
- Supplies: Slip Leads, Neck Tags, Small Animal Care Schedules, Cage Cards, Clipboards Digital Camera, Small Whiteboard, Microchip Scanner, Feed (adult and puppies), Paper Food Trays, Water Bowls, Watering Cans, Paper Towels, Poop Bags, Disposable Gloves, and Protective Gloves

## Things to Consider

- LOOSE DOG = 3 blasts of a whistle. Close all doors and gates!
- Opening & Closing Safety Inspection: visual inspection of all dogs and dog facilities
- Nightly Routine sheets are to be completed each night before closing: any new medical assessment findings are to be recorded on Daily Medical Treatment Log, Animal Care Schedule and Cage Card applied, completed sheet returned to the Nightly Routine clipboard
- Follow all animal medical treatment procedures that are documented on the Animal Care Schedule by the Veterinarian
- Do not move dogs to different rooms without informing Intake in writing of their new location
- Complete the Animal Location Inventory form by room after PM feeding. Place form in Small Animal Shelter Location Inventory Binder at Intake
- Daily Animal Count (Dogs) by 1000 & 1700, post on ICS Whiteboard
- Know your cage availability (by room), get cage availability to the Small Animal Shelter Lead
- Animal Care Schedules are to come to the Intake desk upon release: Review what is on the Animal Care Schedule, so you are prepared to answer questions from owners
- ICS 213 form (List very detailed & specific information) - give to Small Animal Shelter Lead
- Meals: estimate the counts for breakfast, lunch, dinner, and following morning. Get head counts to Small Animal Shelter Lead

- Training new volunteers on Dog Shelter Protocols and SOGs
- Remind Dog Shelter workers to sign-up on MyVolunteerPage.com
- NVADG – overnight Dog Shelter workers, 24-hour shift may be necessary
- Report All personal injuries to the Small Animal Shelter Lead

### General Considerations

- Opening Safety Inspection: visual inspection of all dogs and the dog facilities by **Dog Shelter Lead**
  - Review the Nightly Routine sheet from previous night
  - Write any dog health concerns on **Animal Care Schedule**
    - Any new medical assessment findings are to be recorded on the Daily Medical Treatment Log then attach Vet Visit Needed cage card
  - Report any safety abnormalities to **Small Animal Shelter Lead**
- Dog Shelter Lead Assigns Dog Room Leads as necessary (need vest & family radio) and update ICS Whiteboard
- Dog Shelter Lead Reviews Dog Shelter Protocols with Dog Shelter workers
- Dog Shelter Lead works with Veterinary Staff as necessary
  - Follow all animal medical treatment procedures that are documented on Animal Care Schedule by the Veterinarians
- **LOOSE DOG = 3 blasts of a whistle. Close all doors and gates**
- Label cages with CAGE CARDS if needed
  - Clean – Dirty – Caution – Vet Visit Needed – Special Food – Shelter Lead Only
- Label Special Food (Date - Owner – Animal ID #)
- Do **Not** move dogs to different rooms without informing Intake in writing of their new location
- Dog Walking area: security fencing
- BCAC and Small Animal Shelter Lead establishes the Owner Visiting Hours. Follow Owner Visiting Protocols, no visiting the first 48 hours
- **Daily Animal Count (Dogs) by 1000 & 1700**, post on ICS Whiteboard
- ICS 213 form (List very detailed & specific information) - give to Small Animal Shelter Lead
- Complete the Animal location Inventory form by room after PM feeding
  - Place form in Small Animal Shelter Location Inventory Binder at Intake
- Nightly Routine sheets are to be completed each night before closing: any new medical assessment findings are to be recorded on Daily Medical Treatment Log, Animal Care Schedule and Cage Card applied, completed sheet returned to the Nightly Routine clipboard
  - Check water
  - Make sure all cages are secure
- Closing Safety Inspection: visual inspection of all dogs and the dog facilities by Dog Shelter Lead

## **Immediate Dog Shelter Set Up**

- Open Dog General and get Dog Shelter Lead Vest and Family Radio from comms room
- Cut cardboard to fit between cages, separate cages as necessary
- Have carries assembled and ready for evac teams to use
- Make a feeding and cleaning station
- Put Signage up on doors
- **Draw Dog Shelter floor plan on whiteboard and put dogs Animal ID# in proper spot**
  - Count dogs and recheck whiteboard numbers to crosscheck count when time allows
- Decide where Isolation, Quarantine and overflow will be with the **Small Animal Shelter Lead**

## **Feeding Dogs** (Feed the dogs once they have **ALL** been walked and the cages cleaned!)

- Feed all dogs dry food in a new paper food tray. Feed appropriate amount for size and condition of dog.
  - **Check for special needs food**
  - Document dry food eaten on the **Animal Care Schedule**, use military time
  - Remove paper food tray when finished
  - Feed twice daily
- Walk all dogs approximately one hour after feeding
  - Use an organized system to ensure no animal is missed
- Double/ Triple check
  - **Make sure all latches are secure**
  - Update any changes to whiteboard
  - Make sure animals and clipboards match with proper information
  - **Double check that all dog photos, microchip scanning, and dog neck tags are completed**
- **Turn off lights for Quiet Time**

## AM Cleaning and Walking Dogs

In Teams of 2 (Cleaner and Walker) Use an organized system to ensure no animal is missed

- **One person walks dog** (Only use slip leads to walk dogs)
  - No nose to nose contact with other dogs
  - Short walk for restroom purposes only
  - Pick up feces immediately and discard in outside trash
  - Update Animal Care Schedule when dog is returned to its cage
  - Spot cleaning/ walking thought out the day as directed by Dog Shelter Lead
  - No Treats / No Toys
  - **One person cleans and** dumps water, wipe water bowl with paper towels and **fill ½ way** and then document on the **Animal Care Schedule**
- **DOCUMENT any URINE and FECES in cage**
- Clean cage with paper towels and use a **Rescue** (made by ACO) spray bottle, wipe thoroughly
  - Always dry the cage, use paper towels
- Replace pee pads if they are used
- **REMOVE DISPOSABLE GLOVES AND MOVE TO NEXT CAGE**
- Dump garbage after 8 to10 cages
- Take dirty empty cages to the Cleaning Station and clean with Rescue (made by ACO)
  - Return any clean/dry items to where they belong
- Do **Not** remove cage or clipboard unless necessary
- Do **Not** move dogs to different cages and/or rooms without informing your Dog Lead and update whiteboard
- No personal photos of animal and/or people (respect personal privacy)

## Dog Intake and Release

- Intake Lead: Review Intake and Release Protocol with **Dog Shelter** workers
  - **Listen for Intake on radio to inform you of Dog Intake**
- Dog Shelter Lead and / or Dog Room Lead will tell the Dog Shelter worker which cages to use
  - Put dog in the cage and attach clipboard to cage
  - Check for any special instructions and attach appropriate cage cards to clipboard
- Update Yellow Intake Form with detailed description of animal then transfer information to Animal Care Schedule (Place yellow Intake form in tray for BCAC)
- Make sure all dogs have food and water
- Take **Pictures** with (Date-Owner-Animal ID#) written on small whiteboard, check box on Animal Care Schedule
- **Scan** for microchip, check box on Animal Care Schedule once completed
- Put **Neck Tags** on dog with (Date-Owner-Animal ID #) written on the neck tag, check box on Animal Care Schedule once completed
- Intake uses Family Radio to request specific dogs for release
  - Animal Care Schedules are to come to the Intake desk upon release: Review what is on the Animal Care Schedule, so you are prepared to answer questions from owners
  - Once dog has gone home remove the Animal ID # from the whiteboard
  - Clean dog cage and place a **Clean** cage card in the cage

Attached: Dog Shelter Lead Checklist

Date: January 11, 2020

Author: Kim Groom



# NVADG Dog Shelter Lead

## Check List

| Time Done | Action  |
|-----------|---|
|           | <b>*All Shelter Workers must wear a name tag*</b>   |
|           | <p><b>Initiate 214</b></p> <p><b>Vest:</b> Dog Shelter Lead</p> <p><b>Radios:</b> 1- Family Radio</p> <p style="text-align: right;"><b>Check List:</b><br/> <b>ICS Whiteboard:</b> Update as necessary<br/> <b>Briefing on Assignments:</b></p>   |
|           | <p><b>Operational Period</b> _____</p> <p><b>Supervise:</b> All Dog Room Leads</p> <p><b>Review:</b> with Dog Shelter Workers all Dog Shelter Protocols and SOGs</p> <p><b>Assign:</b> Room Leads as necessary (need vest &amp; family radio) and update ICS Whiteboard</p> <p><b>Staffing Needs:</b> <i>2 shifts per day (Recommended 2 people to 11 dogs, 4 people 22 dogs, etc.)</i><br/>           (AM &amp; PM staffing is important)</p>  |
|           | <p><b>Coordinate with:</b></p> <ul style="list-style-type: none"> <li>• Small Animal Shelter Lead, other Shelter Leads, Veterinarian Staff as necessary</li> <li>• Shelter Leads: Morning Briefings</li> <li>• Intake Lead: Review Intake and Release Protocol</li> <li>• BCAC and Small Animal Shelter Lead establishes the Owner Visiting Hours. Follow Owner Visiting Protocols, no visiting the first 48 hours</li> </ul>   |
|           | <p><b>Set Up</b></p> <ul style="list-style-type: none"> <li>• Assemble cages, use cardboard between cages as needed, assemble carriers for evacuation teams</li> <li>• Dog Walking area: security fencing</li> <li>• Design a floor plan, develop a whiteboard Cage Numbering System</li> <li>• Dog General: Consult with Small Animal Shelter Lead before using rooms in the hallway for Quarantine, Isolation, or other</li> <li>• Supply storage areas, designate cleaning supplies, and ACOs makes Rescue spray bottle solution for in shelter cage cleaning</li> <li>• Post Signage and Protocols</li> <li>• Supplies: Slip Leads, Neck Tags, Small Animal Care Schedules, Cage Cards, Clipboards<br/>             Digital Camera, Small Whiteboard, Microchip Scanner, Feed (adult and puppies), Paper Food Trays, Water Bowls, Watering Cans, Paper Towels, Poop Bags, Disposable Gloves, and Protective Gloves</li> </ul>   |
|           | <p><b>Things to Consider</b></p> <ul style="list-style-type: none"> <li>• <b>LOOSE DOG = 3 blasts of a whistle. Close all doors and gates!</b></li> <li>• Opening &amp; Closing Safety Inspection: visual inspection of all dogs and dog facilities</li> <li>• Nightly Routine sheets are to be completed each night before closing: any new medical assessment findings are to be recorded on Daily Medical Treatment Log, Animal Care Schedule and Cage Card applied, completed sheet returned to the Nightly Routine clipboard</li> <li>• Follow all animal medical treatment procedures that are documented on the Animal Care Schedule by the Veterinarian.</li> <li>• Do not move dogs to different rooms without informing Intake <b>in writing</b> of their new location</li> <li>• Complete the Animal Location Inventory form by room after PM feeding. Place form in Small Animal Shelter Location Inventory Binder at Intake</li> <li>• Daily Animal Count (Dogs) by 1000 &amp; 1700, post on ICS Whiteboard</li> <li>• Know your cage availability (by room), get cage availability to the Small Animal Shelter Lead</li> <li>• Animal Care Schedules are to come to the Intake desk upon release: Review what is on the Animal Care Schedule, so you are prepared to answer questions from owners</li> <li>• ICS 213 form (List very detailed &amp; specific information) - give to Small Animal Shelter Lead</li> <li>• Meals: estimate the counts for breakfast, lunch, dinner, and following morning. Get head counts to Small Animal Shelter Lead</li> <li>• Training new volunteers on Dog Shelter Protocols and SOGs</li> <li>• Remind Dog Shelter Workers to sign-up on <b>MyVolunteerPage.com</b></li> <li>• NVADG – overnight Dog Shelter Workers, 24-hour shift may be necessary</li> </ul> |

