





# DOG SHELTER

## Animal Care

### Protocol



#### Morning Routine

1. Shelter Manager walk through, observe all Dogs.
  - a. Log any abnormalities on **Animal Manager Schedule**.
  - b. Report any abnormalities to **Dog Shelter Leader**.
2. In Teams of 2 (Cleaner and Handler) *Always wear your whistle*.
  - a. One person walks dog for exercise: **Animal Care Schedule**.
    - i. Use slip leads only to walk dogs.
    - ii. Short walk for restroom purposes only.
      1. Pick up feces immediately and discard in outside trash.
  - b. One person preps and places food in cage.
  - c. Any Special requirements (i.e. Meds, Diet, etc.) will be on **Animal Care Schedule**  
**Allow time to eat; organize cleaning supplies; Personal Hydration**
  - d. One person cleans cage: (**Wear Rubber Gloves**, Change after every cage)
    - i. Remove ALL Water bowls and Food trays
    - ii. Wipe down cage to clean if any more is required; remove cage for scrubbing.
    - iii. After returning dog to cage, make sure latches are secure.
    - iv. **Log on Animal Care Schedule**
3. Use an organized system to ensure no animal is missed.
  - a. Cleaners: do not remove cage or clipboard unless necessary.
  - b. Handler: make sure dog returns to cage with proper clipboard.
4. **Change gloves** and move to next dog/cage.
5. When ALL dogs/cages have been exercised/cleaned; replace and fill water bowls.
6. Take all dirty items out to cleaning station (bowls, cages, etc.)
7. Double/triple check.
  - a. **Make sure all latches are secure** Update any changes to dry erase board.
  - b. Make sure animals and clip boards match with proper information.
  - c. Take animal photos if needed.
8. Turn off lights quiet time.

**Don't forget Personal Hydration!**  
**Report All Personal Injuries to the Dog Shelter Leader**

## Afternoon Routine "Enrichment"

1. Use an organized system to ensure no animal is missed.
2. This is a good time for long walks, exercise, and play.
  - a. Pick up feces immediately and discard in outside trash.
  - b. If the dog is timid and scared leave it alone.
3. Spot clean cages as needed.
4. Record any/all on **Animal Care Schedule**.
  - a. Examples
    - i. Walked/played or Too scared to take out
    - ii. Urinated, defecated or Did/didn't drink

**Don't Forget Personal Hydration!**

## Evening Routine

1. Prep and serve food to all dogs in cages.
  - a. Any Special requirements will be on **Animal Care Schedule**.

**Allow time to eat; organize cleaning supplies; Don't Forget Personal Hydration!**

2. In Teams of 2 (Cleaner and Handler) *Always wear your whistle*.
  - a. One person walks dog for exercise: **Animal Care Schedule**.
    - i. After returning dog to cage, make sure latches are secure.
  - b. One person cleans cage: (**Wear Rubber Gloves**, Change after every cage)
    - i. Remove empty Food trays.
    - ii. Wipe down cage clean if any more required; remove cage for scrub.
    - iii. **Animal Care Schedule**
3. Use an organized system to ensure no animal is missed.
  - a. Cleaners: do not remove cage or clipboard unless necessary.
  - b. Handler: make sure dog returns to cage with proper clipboard.
4. **Change gloves** and move to next dog/cage.
5. Take all dirty items to cleaning station (bowls, cages, etc.)
  - a. Return any clean/dry items to where they belong.
6. Double/triple check.
  - a. Update any changes to dry erase board.
  - b. Make sure animals and clip boards match with proper information.
  - c. **Make sure all latches are secure**; Any question; zip tie or change cage
7. Turn off lights bed time.

**Don't Forget Personal Hydration!**



# Steps for Intake

**(Intake Worker)** Finish the Intake of **one** owner/animal before moving on to the next intake. Do not leave Intake to go into the shelter!

- Have owner complete **top** of “Animal Intake” form. (1<sup>st</sup> page)
  - If the owner has **only one** animal for Intake: still use the (2<sup>nd</sup> page) of the Intake forms.
- Check owners Drivers License
  - If the owner has multiple animals: Intake worker will fill out the “Description Intake” form. (2<sup>nd</sup> page)
  - The owner needs to sign and date the “Liability Release” form at the **top**. Intake worker signs and dates the “Liability Release” form at the **top**. (3<sup>rd</sup> page)

**(Intake Worker: Returns Intake forms to the Intake Desk)**

**At least two people @ the Intake Desk**

First Person is to:

- Double check all three “Intake” forms.
- Write the “Animal Intake” Number of the top of each form that is used.
- Enter each new “Intake Number and / or Number and Letter” on the “Master Intake” form. Each animal has its own line on the “Animal Intake Master List”
  - If multiple number of animals by the same owner: example 1A, 1B, etc.
- Intake Worker returns the **pink** copies of the “Intake” forms to the Intake worker to give to the Owner.
- File “Animal Intake” paperwork by **Identification Number** into the ‘Animal Intake Binder’.
- \* If the animal’s owner is unknown, place a Post-It-Note on the outside edge of the paperwork.

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Second Person and First Person work together to:

- Complete “Animal Care Schedule” and place it on a shelter clipboard under the plastic sheet.
  - Use the family radio and call for specific number of animals going **into** the specific shelter.
  - Attach a white neck band on the clipboard for dogs.
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- \*\*When you have time, address all the paper work that has problems.



# Steps for Release

## Intake Desk

- Owner must show you their **pink** “Animal Intake” forms and identification.
- The owner needs to: sign and date the “Liability Release” form at the **bottom**.

### **Hand the owner a NVADG brochure!!**

- The Intake Desk worker needs to: sign and date the “Liability Release” form at the **bottom**.

Have the owner keep their **pink** Intake forms.

- Use the family radio and call for specific number of animals going **out** of shelter.
  - The shelter work is to bring the Animal Care Schedule and clipboard back to the Intake desk.
  - The Animal Care Schedule goes with **ALL** the white Intake paperwork into the **“Released Animal” binder** by Animal Identification #.
- Enter the released animal’s release **date** on the “Master Intake” list.
- Highlight the released animal on the “Master Intake” form.



# NVADG Small Animal Shelter

## Check List

Time Done	Action												
	<p><b>Initiate 214</b>  <b>Vest:</b> Animal Shelter Leader      <b>Check List:</b> Laminated  <b>Radios:</b> King / Family              <b>White Board:</b>  <b>Briefing on Assignment(s):</b></p>												
	<p><b>Sign In / Out Sheets</b> - Place at Intake desk  <b>Operational Period</b> _____  <b>Schedules:</b> Intake, Dog Shelter and Cat Shelter  <b>Assignments</b></p> <table border="0"> <tr> <td>• Assign: Cat Shelter Manager</td> <td><b>Name</b> _____</td> </tr> <tr> <td>• Assign: Dog Shelter Manager</td> <td><b>Name</b> _____</td> </tr> <tr> <td>• Assign: Intake</td> <td><b>Name</b> _____</td> </tr> <tr> <td>• Assign: Attack Trailer personnel</td> <td><b>Name</b> _____</td> </tr> <tr> <td>• Volunteer Coordinator</td> <td><b>Name</b> _____</td> </tr> <tr> <td>• Assistant:</td> <td><b>Name</b> _____</td> </tr> </table> <p><b>Staffing Needs</b>  Intake _____ # of individuals  Cat Shelter _____ # of individuals  Dog Shelter _____ # of individuals</p>	• Assign: Cat Shelter Manager	<b>Name</b> _____	• Assign: Dog Shelter Manager	<b>Name</b> _____	• Assign: Intake	<b>Name</b> _____	• Assign: Attack Trailer personnel	<b>Name</b> _____	• Volunteer Coordinator	<b>Name</b> _____	• Assistant:	<b>Name</b> _____
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• Assign: Attack Trailer personnel	<b>Name</b> _____												
• Volunteer Coordinator	<b>Name</b> _____												
• Assistant:	<b>Name</b> _____												
	<p><b>Coordinate with:</b></p> <ul style="list-style-type: none"> <li>• Animal Group Supervisor to establishing the shelter / operational period</li> <li>• Butte County Animal Control and Butte County Sheriff's</li> <li>• Hotline</li> <li>• Veterinarian(s) (Local, CVMA/VMAT)</li> <li>• Cat Shelter Manager and Dog Shelter Manager</li> <li>• Volunteer(s)</li> </ul>												
	<p><b>Set Up</b></p> <ul style="list-style-type: none"> <li>• ICS flow chart on white board – Create a Site Map</li> <li>• Acquire necessary items from trailer (white boards, NVADG sign-in sheets, forms, etc.)</li> <li>• Fencing / Enclosures</li> <li>• Triage Area / Veterinary Room (Veterinary Services documents to be returned to Intake)</li> <li>• Exotic Animal Area</li> <li>• Quarantine Area(s)</li> <li>• Assemble carries and cages</li> <li>• Cleaning Stations</li> <li>• Waste Disposal: general vs. contaminated</li> <li>• Donation area and policies</li> <li>• Visitors: Owners and Other</li> </ul>												
	<p><b>ICS 213 – Message (Requests)</b></p> <ul style="list-style-type: none"> <li>• Meals, Water / Ice, etc.</li> <li>• Personal Hygiene – Stations</li> </ul>												
	<p><b>Things To Consider</b></p> <ul style="list-style-type: none"> <li>• ICS 201 Incident Briefing</li> <li>• Traffic Flow: Ingress / Egress</li> <li>• Protocol signage</li> <li>• Leadership briefings</li> <li>• Overnight accommodations</li> </ul>												