



Visitor Protocols



Public

- Be professional, represent NVADG with a caring and positive attitude
- Lost and/or Found Animal direct to Intake
- No public vitiation
- No tours of the shelter / facility
- No photo
- Never give disaster information
- Never speak about the cause of the disaster. Refer them elsewhere
- Report any issues to Butte County Animal Control/Animal Shelter Lead **immediately**
- Butte County Animal Control is in charge. We are a volunteer mutual aid resource that they officially requested

Media

- Inform Butte County Animal Control and/or Animal Shelter Lead
- PIO or Animal Shelter Lead must accompany the Media team at all times.
- Be aware when TV cameras are on site. This is how the community will be assured their pets are safe

Animal Owners

- Be polite, respectful and patient, this could be their worst day ever
- Butte County Animal Control set visiting hours
- No owner visits for the first 48 hours, except with Butte County Animal Control Approval!
- One visitor per visit (must be at least 18 years of age)
- Dogs are brought to fenced walking area and the Dog Shelter Worker always stays with the owner and dog
- Cat Shelter Worker brings the owner to the cat shelter and always stays with the owner
- Large Animal Shelter, a Barn Worker is always to stay with the owner

Veterinarian

- Animal Shelter Lead along with Butte County Animal Control will determine the need to contact veterinarian on a case by case basis
- Veterinarians are to Sign In and meet with Animal Shelter Lead and be assigned a volunteer to help with any needs
 - Use the Veterinary Medical Binder: **Daily Medical Treatment Log**
- Veterinarians are responsible for making clinical judgments regarding the health of the animal and the need for medical treatment. Use of prescription drugs may be authorized only by a veterinarian
 - Drugs and vaccines should be stored under conditions recommended by the manufacturer. Products should be examined periodically to ensure cleanliness and current expiration date
 - Lock up all controlled substances
- Veterinarian is to document **original diagnosis** and follow up medical care on the Animal Care Schedule
- Including name of product administered, name of the individual administering product, and the name of the supervising veterinarian
 - Also document the information **Daily Medical Treatment Log**: Animal ID #, Owners Name, Shelter Location ,Health Observation, Time Observed, Volunteer Name, Veterinarian/RVT, Examination Time
- After addressing any documented possible medical needs on the **Daily Medical Treatment Log**
 - **Complete an entire Shelter walk through meeting with all Leads in all animal areas.**
- Return the Veterinary Medical Binder to the original location at the end of the visit