

Job Aid **Cat Lead**



Name:	Date:	Event:

* Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section. Completed Job Aid will be reviewed with new volunteer at Transfer of Duties. Copy will be placed in dedicated Cat Lead binder on site for future reference.

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Time	
Done	
	POSITION OVERVIEW
	The Cat Lead (Area Lead) is responsible for managing the welfare of Cats and the safety of volunteers
	and the public at the emergency Small Animal Shelter for Animal Branch Operations (ABO).
	ELEMENTS INCLUDE:
	Sheltering and Care of Cats
	Train and Supervise Cat Volunteers
	Identifying and requesting resources.
	Assist with Animal Medical as directed.
	Assist in Reunification as directed by Shelter Lead. Manual Control of the
	Management of public in all aspects when in the Cat Shelter. On the Cat Shelter.
	• Cat Shelter Staffing Needs: Cat Shelter Staffing Needs:
	 Recommended 1 volunteer to 15 cats, 2 volunteers 25 cats, etc. (AM & PM staffing is important)
	 This is a volunteer position that oversees the well-being of Cats and the general organization of the Cat
	area of the Shelter. Follow protocols outlined in the Job Aid and as directed by Shelter Lead. Protocols
	will be dependent on the size of the incident and the number of volunteers available.
	Attend Morning Briefing - Shelter Lead will post time on ICS Whiteboard.
	CAT LEAD REPORTS TO
	Small Animal Shelter Lead (Shelter Lead)
	WHO REPORTS TO CAT LEAD
	Assistants you have assigned.
	Cat Room Managers
	Cat Volunteers until Room Managers are assigned.
	REPORTS TO MAINTAIN
	Cat Care Schedule (Shelterly-Animal Care Schedule)
	• Animal Counts: 1000 and 1700 (times may vary)
	Availability: Kennel / Condo / Other (per room)
	Animal Location Inventory
	Daily Medical Treatment Log, Veterinary binder (kept in comms room).
	Animal Shelter Nightly Routine
	FORMS AND GUIDES
	Cat Lead binder: Contains Job Aids with Protocol / SOG's.
	• Cat Lead Job Aid - use one per shift, document all details, (Tasks (Pending) and Notes).
	o Area Lead Storage Clipboard.
	• ICS 214 Activity Logs / Electronic - update your ICS 214 through 'Check-IN' App.
	• ICS 213 General Message handwritten to Shelter Lead.
	Cat Care Schedule (Shelterly-Animal Care Schedule)

Isolation Time Checked sheet. Animal Shelter Nightly Routine Kennel Cards (Caution, Clean, Dirty, Special Diet, etc.) Cat Lead Vest (Orange) and Room Managers Vest (if assigned) Family Radios for Cat Lead and Room Managers (if assigned) Microchip Number Data by Incident form (Only use if directed by Shelter Lead / ABO.) TECHNOLOGY – you need to have Personal Cell Phone with charger Family Radio **Shelterly Access** o Request access through your Shelter Lead. WhatsApp for Shelter **COORDINATE WITH** Shelter Lead Cat Volunteers, Assistants and Room Managers (if assigned) Intake Lead Veterinarian(s) as directed by Shelter Lead Animal Documentation Team as directed by Shelter Lead Animal Shelter Safety Assistant Reunification Team as directed by Shelter Lead SET UP / START OF INCIDENT (Check Off as Completed) Delegate these duties as volunteers are assigned to Cat Shelter. ☐ Family Radio: Complete a radio check with Intake and Shelter Lead. ☐ Assemble kennels as necessary, use cardboard between kennels. □ Room Whiteboard: Post Date and Time o Floor Plan: Design animal housing grid, location of animal by Animal #s. o Animal Counts: Post by Species, and post by Owner and O'unID (Owner Unidentified). o Availability: Kennel / Condos / Other, (Post Counts). Prepare for Animal Intake. ISO Area: is in room 2 in Dog General Hallway at Del Oro. o Discuss with the Shelter Lead options to determine alternate ISO areas, as required for current situation. Cleaning Station: 5-gallon buckets, spray bottles, paper towels, disposable gloves etc. o Rescue spray bottle solution for kennel cleaning, BCAC-ACO makes Rescue solution. Feeding Station: can opener, paper food trays. o Label Special Diet food: document on the Cat Care Schedule. Write on blue tape (Date – Owner – Animal #) and tape to food. Attach a Special Diet a kennel card to the kennel / condo / other. □ Post Cat Signage and Protocols, as necessary. **Supplies:** White Neck Tags, Cat Care Schedules, Kennel Cards, Clipboards, Room Whiteboard, Litter pans, cat litter (non-clumping) Water Bowls, Watering Cans, Paper Food Trays, Can Opener, Sheets, Cat Hammocks, Blankets, Disposable Protective Gloves, Spray Bottle, Paper Towels, 5-gallon Buckets, Wet and Dry Feed (adult and kitten). **ASSIGNMENTS / DUTIES** Use this Job Aid to track notes and tasks pending. Place it in the Cat Lead binder at the end of your shift. The

Job Aid can be used for shift change transfer of duties. This information will assist you in 'Check-OUT' and

Train Cat Volunteers on Cat Shelter Protocols and SOG's

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completing your ICS 214.

- Assign an Assistant and Room Managers if needed based on population and availability of volunteers. Room Managers get vests and family radio.
- Identify needs and request supplies and volunteers. See Requesting Resource section.
- Attend Area Lead Morning Briefings. Give input update, if necessary.
- Post <u>Animal Counts</u> by 1000 and 1700, or other established times.

TRAIN AND SUPERVISE VOLUNTEERS

Remember to treat volunteers the way you want to be treated. Encourage volunteers and help them find the duties that they are good at doing.

Volunteer Protocol Reminders:

- All volunteers must have a NVADG badge, Butte County Employee Badge, or a BARC badge (Mutual Aid). **No badge**, send volunteer directly to Shelter Lead.
- Official Dress: Uniforms (Shirts) / Name Tags / Badges / Long Pants / Closed Toed Shoes.
- Train new volunteers in the Animal Documentation process.
- Remind them to have a plan to shower and wash clothes before interacting with their own animals (to reduce disease transmission).
- Remind volunteers to drink enough water and take breaks.
- No unauthorized Volunteers housed at Operational Sites.

Staffing: Remember how to schedule your future shifts via 'Sign-UP'

- At Activation volunteers are notified of the locations that are requesting volunteers.
- All NVADG volunteer staffing is centralized in ABOC.
 - They need to know where volunteers are working and who is available to help fill staffing needs.
- "GO" to the location where they have training / experience.
- After day 2 or 3: Each location will have a link to a 'Sign-UP' form for Volunteers to use.
- The link to 'Sign-UP' to an active Shelter location is sent out by text and email.
- Or log into **Volunteer Impact** portal at myvolunteerpage.com, on the homepage.

Remember WhatsApp, and Radio Etiquette

- Only respond when appropriate.
- Connect directly for one-on-one conversation.

Remind Volunteers how to Check-In and forms to complete: (Volunteer Sign In Area) Grab & Go - Tote

- 'Check IN using electronic Check-IN' and 'Check-OUT' App
 - Volunteers must Sign IN first and before leaving Sign OUT electronically.
 - Includes ICS 214, and Mileage Claim, volunteers must check the box to send it to their email.
 - Email is from: norcalziggy@gmail.com. (Check your spam.)
 - Volunteers can update up to 30 days, from the last day of activation.
- NVADG Sign In sheet (paper), Volunteers must Sign In first and before leaving Sign Out.
 - O At the end of day, take a picture.
- NVADG Mileage Claim form / ICS 214's (paper), located and kept in the Grab & Go Tote.
 - o Recommend they take a picture for their personal records.

NVADG Incident Injury / Accident Report form: (Located in ALL Grab & Go – Totes)

- The form is to be filled out by the Area Lead and the injured volunteer. Coordinate with Shelter Lead.
 - Make a copy of the form for injured volunteer.
 - The Animal Shelter Safety Assistant can assist if this position is active.
 - Serious Injuries: Call 911 and Contact Shelter Lead immediately!
- Ensure the area / incident is safe.

SHELTERING CATS

Upon Intake:

- If directed by Cat Lead, convert Shelterly-Animal Care Schedule to Cat Care Schedule.
 - o Cat Care Schedule stays attached to Kennel / Condo / Other.
- Update Animal in Breed / Description: characteristics (blue eyes, spotted belly).
- Ensure Animal Documentation of every animal.

Upon Release:

- Cat Care Schedules are to come to the Intake desk to be filed at Intake.
 - Review Cat Care Schedule, be prepared to answer questions from the owners.
 - Intake: <u>Only if applicable</u> will make a copy of Cat Care Schedule (Vaccinations, Microchipping, Veterinary care instructions, and other pertinent information) for the owner.
- Remove Neck Tag.
- Remove Animal # from the Room Whiteboard upon release.

Room Whiteboard: (one per room)

Post, Date, and Time

- Floor Plan: Design animal housing grid to locate animal by Animal #.
- Animal Counts: Post by Species, and also post by Owner and O'unID (Owner Unidentified).
 - Post count at 1000 and 1700 (times may vary).
- Availability: Kennel / Condo / Other (Post Count).

Morning Cat Shelter Feeding:

- Document evening food consumption on Cat Care Schedule (use military time).
 - Throw away all food trays and food.
 - Feed every cat wet food.
- Feed all cats wet food (.25 of wet cat food) in a new paper food tray.
 - One can of food makes four trays. (l oz. can).
 - o Label Special Diet food: document on Cat Care Schedule.
 - Write on blue tape (Date Owner Animal #) tape to food.
 - Attach a kennel card to the Kennel / Condo (Special Diet)
 - Feed Special Diet instructions only (slurry = dry + wet food).
- Feed dry food 1/3 cup in a new paper food tray.
- Dump water, wipe the water bowl with paper towels.
 - o Fill to 50% with fresh water.
- Document on Cat Care Schedule:
 - o Time / AR# / Eating _____% and Drinking _____%
 - O Time / AR# / Cleaned / Urine (+ or -) and Feces (+ or -)

Use percentage (%) as in 75% means 34 of the food was eaten.

• AMOUNT OF FOOD EATEN, and WATER DRANK

<u>Cat Kennel / Condo Cleaning:</u> (Volunteer and Animal Safety is Priority)

- Change gloves after each kennel!
- Document urine, and feces (+ or -) on Cat Care Schedule.
- Remove and dump the litter box.
 - Refill with two scoops of clean litter. (Enough to cover bottom).
- Shake out all the hammocks.
 - o If the hammock is too dirty, place it in a bag for washing, replace with a clean one.
- Wipe the kennel / condo with a paper towel that is wet using water, as necessary.
- *Only use Rescue Solution when a kennel / condo needs to be cleaned for a new cat.
 - Pre-clean heavily soiled areas by removing excess organic debris, paper towels.
 - Use pre-mixed Rescue Solution prepared by BCAC-ACO.
 - Spray on a paper towel, <u>visibly wet surfaces thoroughly.</u>
 - All surfaces must remain wet for 8 minutes.
 - Air Dry or dry surfaces if needed immediately, use paper towels.
 - *If there is extreme waste, take the kennel to Wash Station.

- Attach Cat <u>Care Schedule</u> to the new kennel.
- Throw away pee pads and replace it with a new pee pad.
- Return the clean litter box with litter.
- Do Not throw away morning food, until evening feeding.
- Take the trash bag out before it gets too heavy.
- Sweep floors and restock carts.

Cats Routine Throughout the Day:

- Cats are <u>not</u> to be housed in the same kennel unless approved by the owner.
- Place cardboard between the kennel / condo, hang sheet if necessary.
- Refill waters and clean kennels / condos as needed, document if necessary.
- <u>Kittens:</u> Clean as often as necessary.
 - o Assign a different volunteer to kittens than adults. (I.e., Dog Shelter Worker)
- Keep traffic to a minimum.
- Ensure quiet time with lights turned off.

Evening Cat Shelter Routine:

- Document daytime food consumption on Cat Care Schedule.
 - o Throw away all food trays and food.

Feed every cat **DRY** food.

- o If the cat is **NOT** eating the dry, add a .25 can of wet cat food, in separate tray.
- Fill water bowls with 50% with fresh water.
- Document on Cat Care Schedule:
 - o Time / AR# / Eating _____% and Drinking _____%
 - O Time / AR# / Cleaned / Urine (+ or -) and Feces (+ or -)

Wash Station: (Designate a volunteer to help at Wash Station when possible.)

Attach <u>Cat Care Schedule</u> to new housing.

- Kennels / Water Bowls / Other:
 - o Pre-clean heavily soiled areas by removing excess organic debris, paper towels.
 - Use pre-mixed Rescue Solution prepared by BCAC ACO.
 - Submerge or thoroughly wet with Rescue Solution for 8 minutes.
 - Spray surface, making sure to <u>visibly wet surfaces thoroughly.</u>
 - Use wash tubs with Rescue Solution for scrubbing,
 - o Rinse well with clean water.
 - o Air dry or dry with paper towel
 - o Magnum Condos: Use 2 oz. of Rescue Disinfectant Concentrate / 1 gallon of water in a bucket.
 - o Scrub all areas of the magnum condo with a rag and let dry.

GENERAL PROCESSES

Opening and Closing Safety Inspection:

- *Be careful when opening all doors each morning!
- Visual inspection of all Cats and Cat facilities.
 - Consider all entrance and exit gates, post signage as necessary.
- Check water and make sure all kennels / condos / other are locked and secure.

Animal Shelter Nightly Routine sheets:

- Area Leads: Complete Animal Shelter Nightly Routine sheets each night before closing.
- **Ensure** all medical concerns are documented and attended to.
 - o The Completed sheet returned and remains on the Animal Shelter Nightly Routine clipboard.

Loose Animal:

• Three blasts of a whistle signify a loose animal. Close all doors and gates!

Daily Medical Treatment Log:

Document any new medical assessment findings on:

• Daily Medical Treatment Log in Veterinary binder (kept in Comms)

- Cat Care Schedule and in Shelterly's Medical Notes. Use Shelterly Tutorial.
- Kennel Card applied, (Vet Visit Needed)
- Animal Shelter Nightly Routine

Animal Medical Treatment Procedures: (Create a Medical Whiteboard as needed.)

- Approved Volunteers only! (Shelter Lead)
- Follow all animal medical treatment procedures that are documented on: Cat Care Schedule, by the Veterinarian.

Isolation Areas: Use Isolation Time Check sheet.

- Use designated tubs, garbage cans and post protocols, and signage.
- Follow ISO Protocols, consult with Shelter Lead, if necessary.
- ISO Area: is in room 2 in Dog General Hallway at Del Oro.
 - Shelter Lead will determine alternate ISO Areas, if necessary.
- Area Leads will identify and designate alternate volunteers for ISO Areas, as necessary.

Zoonoses:

 Specific Procedures: Shelter Lead and Veterinarian will be decided on a case by case or room by room situation.

Animal Location Inventory:

- Completing the Animal Location Inventory forms after PM feeding.
 - o Completed forms are put in the Animal Location binder, kept at Intake.
- Any movement of animals must be updated by Area Leads on Animal Location Inventory form. Return form to Animal Inventory binder, kept at Intake.

Animal Grooming:

- No animal services by volunteers and/or personal Veterinarians as in Nail Trimming, Grooming, Bathing, etc.
- Shelter Lead approval as directed by ABOC, for very special cases.

Contacting Owners: Use Owner Contact Protocol.

- Shelter Lead will approve the individuals that can contact owners.
- Document the Date, Time, your Name, AR#, and Outcome of the call.
 - Animal Intake form: Write on the back of the form with clear details.
- Notify Intake Lead to update Shelterly.

Owner Visiting Hours:

- Follow Owner Visiting Protocols: **NO Visiting the first 48 hours.**
 - Owner must use the **Owner** Sign In / Out sheet.
- ONLY one owner, 18 years or older, must be accompanied by a shelter volunteer.

Kennels stored in Dog Calm: Del Oro Only

- In a large event build additional kennels.
 - o Request additional volunteers, if necessary.
- Restage kennels in their place that are two high. Stay away from all electrical panels!

Waste Disposal:

- Proper decontamination of equipment and facilities.
- Personal decontamination.
- Consider proper handling of general, contaminated waste and recycling.

Overheated Animals: Provide water and shade immediately.

- Owners and/or Evac Teams with multiple animals can and should assist Area Leads.
- Evac Teams and/or Owners need to assist with animals if extreme conditions are present.
- Make note and alert Shelter Lead if appropriate.
 - Shelter Lead will escalate to Animal Medical Aid, if appropriate.

Animal Documentation:

How to perform Animal Documentation: Team of 2

Document on Cat Care Schedule.

- Neck Tags:
 - O Date Owner Name Animal # (write on tag and attach to cat)
- Pictures (Animal Documentation team will take all pictures.)

- Test microchip reader with a non-inserted microchip.
- Scan for microchip and document the Microchip Number on Cat Care Schedule.

Microchipping: Determined by Butte County Animal Control.

- Test microchip reader with a non-inserted microchip.
- Scan for microchip and document Microchip Number on Cat Care Schedule.
- No Microchip: Butte County Animal Control determines and delegates administering Microchips.
 - Once the microchip is inserted, verify that it can be scanned and numbers match.
 - o Document microchip number on the Cat Care Schedule.
 - Attach the microchip information strip to the Cat Care Schedule.
 - Add microchip Number to Animal Details in Shelterly.
 - Only Use: Microchip Number Data by Incident form.

REQUESTING RESOURCES

<u>ICS 213 General Message:</u> (File 1-copy of submitted handwritten ICS 213 form, in your Area Lead binder.) List incredibly detailed and specific information - Give to Shelter Lead.

Check your binder for resource recommendations.

Check the facility for resources before ordering.

Use different ICS 213's form for:

- <u>Volunteer Meals:</u> Estimate the counts for breakfast, lunch, dinner, for 48 hours.
 - O Vegans and Vegetarians may not always be accommodated.
- Consumable Cat Supplies: Paper Food Trays, Wet and Dry food (adult and puppy), etc.
- Other Supplies: Water Bowls, Water Pitchers, etc.
- Non-Consumable: Fencing, Magnum Kennels, and other equipment.
- Staffing: AM and PM Staffing is important! 2 shifts per day (volunteers still need to sign up).
- Recommended 1 volunteer to 15 cats, 2 volunteer 25 cats, etc.

SHIFT CHANGE / TRANSFER OF DUTIES

- Cat Lead Job Aid, use one per shift, at the end of day, place it in your Lead binder at the end of your shift. (Tasks (Pending) & Notes).
 - o Provide turnover briefing to position replacement.
 - Provide details regarding ongoing activities and planned activities to be accomplished during the upcoming operational period.
 - o If possible, shadow position replacement for better transition.
- Cat Lead binder:
 - o Completed Job Aids and copies of submitted ICS 213's for position replacement.

THINGS TO CONSIDER

- ICS System: Chain of command, 'Report To' system is proven to be effective in saving lives.
 - Report To: Shelter Lead.
- Everything is dependent on the size of the incident and the number of volunteers you have available. Work with Shelter Lead to prioritize and adjust, as necessary.
 - You are the Area Lead, determine your needs for volunteer staffing numbers to allow you to handle lead responsibilities.
- ASK FOR HELP IF YOU NEED IT!

TRANSFERS

- Plan for transfer of animals to long term shelters as directed by Shelter Lead.
 - Work with Intake on the process.

DEMOBILIZATION (Check Off as Completed)

Cleaning, Disinfecting, and Restaging Cat Shelter: If possible before volunteers leave.

- ☐ Remove all used Kennels / Water Bowls / Condos / Other and take items to the Wash Station.
 - o Pre-clean heavily soiled areas by removing excess organic debris, paper towels.
 - Use pre-mixed Rescue Solution prepared by BCAC-ACO.
 - o Submerge or thoroughly wet with Rescue Solution for 8 minutes.
 - Spray surface, making sure to visibly wet surfaces thoroughly.

Date:	Time In: / Time Out: Species:
Name: (Prin	AR#: Phone #:
	NOTES
	TASKS (PENDING)
	Air Scrubbers: Clean all filters inside the air scrubber.
	☐ Cat Care Schedules, paper food trays, paper towels, disposable gloves, ink pen, highlighters, blue tape, etc.
	Restocking Supplies:
	□ Other
	Return Family Radio, Clipboard, Vest etc.
	 Keep Canned Cat Food on the counter in Cat General. Take all Animal Nightly Route, Isolation Time Checks to Shelter Lead
	Dry Cat Food: Donate to owners the left-over bagged Cat food, when possible.
	☐ Cat Carriers- disinfected, disassembled, put-on condos in Cat shelter.
	 □ Watering Cans, empty and store. □ Rescue Solution spray bottles, store remaining solution in designated area.
	□ 5-gallon buckets□ Watering Cans, empty and store.
	☐ Water Bowls, stored in designated areas.
	☐ Carpet: Vacuum, then spray with pre-mixed Rescue Solution.
	☐ Floor: Mop with a similar Rescue Solution and let dry.
	☐ Condos: Use 2 oz. of Rescue Disinfectant Concentrate / 1 gallon of water in a bucket. Scrub all areas of the condo with a rag and let dry.
	Verify all Cat Shelter items are taken back to the Cat Shelter.
	Air dry or dry with a paper towel.
	 Use wash tubs with Rescue Solution for scrubbing, Rinse well with clean water.
	Use week take with Decays Colution for completing

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