

# Job Aid **Dog Lead**



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Name:	_Date:	<b>Event:</b>

\* 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 Dog Lead binder on site for future reference.

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Time	
Done	
	POSITION OVERVIEW
	The Dog Lead (Area Lead) is responsible for managing the welfare of dogs and the safety of volunteers and the public at the emergency Small Animal Shelter for Animal Branch Operations (ABO).
	<ul> <li>ELEMENTS INCLUDE:</li> <li>Sheltering and Care of Dogs</li> <li>Train and Supervise Dog Volunteers</li> <li>Identifying and requesting resources.</li> <li>Assist with Animal Medical as directed.</li> <li>Assist in Reunification as directed by Shelter Lead.</li> <li>Management of public in all aspects when in the Dog Shelter.</li> <li>Dog Shelter Staffing Needs: Recommended 2 volunteers to 11 dogs, 4 volunteers 22 dogs, etc. (AM &amp; PM staffing is important)</li> <li>This is a volunteer position that oversees the well-being of dogs and the general organization of the dog area of the Shelter. Follow protocols outlined in the Job Aid and as directed by Shelter Lead. Protocols</li> </ul>
	<ul> <li>will be dependent on the size of the incident and the number of volunteers available.</li> <li>Attend Morning Briefing - Shelter Lead will post time on ICS Whiteboard.</li> </ul>
	DOG LEAD REPORTS TO
	Small Animal Shelter Lead (Shelter Lead)
	WHO REPORTS TO DOG LEAD
	<ul> <li>Assistants you have assigned.</li> <li>Dog Room Managers.</li> <li>Dog Volunteers until Room Managers are assigned.</li> </ul>
	REPORTS TO MAINTAIN
	<ul> <li>Small Animal Care Schedule (Shelterly-Animal Care Schedule)</li> <li>Animal Counts: 1000 and 1700 (times may vary)</li> <li>Availability: of Kennels / Magnum Kennels / Other (per room)</li> <li>Animal Location Inventory</li> <li>Daily Medical Treatment Log, Veterinary binder (kept in comms room).</li> <li>Animal Shelter Nightly Routine</li> </ul>
	FORMS AND GUIDES
	<ul> <li>Dog Lead binder: Contains Job Aids with Protocol / SOG's.         <ul> <li>Dog Lead Job Aid - use one per shift, document all details, (Tasks (Pending) &amp; Notes).</li> <li>Area Lead Storage Clipboard.</li> </ul> </li> <li>ICS 214 Activity Logs / Electronic - update your ICS 214 through 'Check-IN' App.</li> <li>ICS 213 General Message handwritten to Shelter Lead.</li> <li>Animal Care Schedule (Shelterly-Animal Care Schedule)</li> </ul>
	<ul><li> Isolation Time Checked sheet</li><li> Animal Shelter Nightly Routine</li></ul>

- Kennel Cards (Caution, Clean, Dirty, Special Diet, etc.) Dog Lead Vest (Orange) and Room Managers Vest (if assigned) Family Radios for Dog Shelter 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 Family Radio: Complete a radio check with Intake and Shelter Lead. Shelterly Access o Request access through your Shelter Lead. • WhatsApp for Shelter **COORDINATE WITH** Shelter Lead Dog 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 Dog 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 / Magnum Kennels / Other, (Post Counts). □ Roll out the dog carriers that are in Dog General for Evac Teams. When time allows, assemble clean dog carriers for Evac teams to take. ☐ Prepare for Animal Intake. ISO Area: Dog ISO recommended to be in room 1 and/or room 3 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 Animal Care Schedule. Write on blue tape (Date – Owner – Animal #) and tape to food. Attach a Special Diet a kennel card to the Kennel / Magnum Kennels / other. Dog Walking Area: inspect and secure fencing and all gates. Post Dog Signage and Protocols, as necessary. Supplies: White Neck Tags, Small Animal Care Schedules, Kennel Cards, Clipboards, Room Whiteboard, Water Bowls, Watering Cans, Paper Food Trays, Can Opener, Slip Leads, Blankets, Dog Beds, Disposable Gloves, Spray Bottle, Paper Towels, 5-gallon Buckets, Wet and Dry Feed (adult and puppy). ASSIGNMENTS / DUTIES Use this Job Aid to track notes and tasks pending. Place it in the Dog 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 completing your ICS 214.
  - Train Dog Volunteers on Dog Shelter Protocols and SOG's
  - 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 as necessary.
- Post Animal Counts 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
  - o 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 DOGS**

#### **Upon Intake:**

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

#### **Upon Release:**

Animal Care Schedules are to come to the Intake desk to be filed at Intake.

- Review Animal Care Schedule, be prepared to answer questions from the owners.
- o Intake: <u>Only if applicable</u> will make a copy of Animal 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 / Magnum Kennels / Other (Post Counts).

# **<u>Dog Walking and Cleaning:</u>** (Volunteer and Animal Safety is Priority)

- Work in teams of 2 (Cleaning and Walking)
  - Use an organized system to ensure that no dog is missed.
- Walking Dog:
  - One volunteer walks the dog. (Adjust as needed for safety!)
  - Only use slip leads to walk dogs.
    - For strong Dogs, double slip lead with 2 volunteers.
  - No nose-to-nose contact with other dogs.
  - No treats or toys
  - Short walks pick up feces immediately and discard poop bag in outside trash.
- Cleaning Kennel:
  - One volunteer cleans the kennel while the dog is being walked.
  - Document any urine and feces in the kennel.

# Change gloves after each kennel.

- Pre-clean heavily soiled areas by removing excess organic debris paper towels.
- Use pre-mixed Rescue Solution prepared by BCAC-ACO.
  - Spray 6 8 inches from surface, <u>visibly wet surfaces thoroughly.</u>
- All surfaces must remain wet for 8 minutes.
- Air Dry or wipe surfaces if needed immediately, use paper towels.
- \*If **extreme waste**, take the kennel to Wash Station secure <u>Animal Care Schedule</u> to a new kennel.
- Replace pee pads if used.
- O Dump water, wipe with paper towel, refill with fresh water
  - If the water bowl is soiled, take it to the Wash Station.
- Dump garbage after 8 to 10 kennels.
- o Document on Animal Care Schedule: (use military time).
  - O Time / AR# / Walked / Pooped and Pee
  - Time / AR# / Cleaned / Pooped in kennel.
  - Time / AR# / Drinking

#### **Daily Considerations:**

- Dogs are <u>not</u> to be housed in the same kennel unless approved by the owner.
- Place cardboard between the kennel, cover top with sheet if necessary
- Walking Dogs exercise as directed by Dog Lead, approved by Shelter Lead
  - o consider if necessity, time, stress and injury to animals and/or volunteer.
- Refill waters and clean kennels as needed, document if necessary.
- Puppies: Clean as often as necessary.
  - Assign a different volunteer to puppies than adults. (I.e., Cat Shelter Worker)
- Keep traffic to a minimum.
- Ensure quiet time with lights turned off.
- Keep Air Scrubbers on in all rooms.

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

Attach Animal Care Schedule to new housing.

- Kennels / Water Bowls / Other:
  - 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 visibly wet surfaces thoroughly.
    - Use wash tubs with Rescue Solution for scrubbing,
  - o Rinse well with clean water.
  - o Air dry or dry with paper towel
  - o Magnum Kennels: Use 2 oz. of Rescue Disinfectant Concentrate / 1 gallon of water in a bucket.
  - o Scrub all areas of the magnum kennels 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 dogs and dog facilities.
  - Consider all entrance and exit gates, post signage as necessary.
- Check water and make sure all kennels / magnum kennels / other are locked and secure.
- Routinely check dog walking fence line.

# **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.
  - 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)
- Animal Care Schedule
- 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: Animal Care Schedule, by the Veterinarian.

# **<u>Isolation Areas:</u>** Use Isolation Time Check sheet.

- Use designated tubs, garbage cans and post protocols, and signage.
- Follow ISO Protocols, consult with Shelter Lead, if necessary.
- Dog ISO room will be determined by discussion with Shelter Lead, based on current situation.
- Area Leads are to identify and designate alternate volunteers for ISO Areas.

#### **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 move stacked kennels out of Dog Calm, stack in driveway storage area.
  - 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.
- Make note and alert Shelter Lead if appropriate.
  - Shelter Lead will escalate to Animal Medical Aid, if appropriate.

#### **Animal Documentation:**

How to perform Documentation: Team of 2

Document on Animal Care Schedule.

- Neck Tags:
  - Date Owner Name Animal # (write on tag and attach to dog)
- Pictures (Animal Documentation team will take all pictures.)
- Test microchip reader with a non-inserted microchip.
- Scan for microchip and document Microchip Number.
  - Write the Microchip Number on the Animal Care Schedule.

#### Microchipping Animals: Determined by Butte County Animal Control.

- Test microchip reader with a non-inserted microchip.
- Scan for microchip and document microchip number on the Animal 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 Animal Care Schedule.
    - Add microchip Number to Animal Details in Shelterly.
  - Attach the microchip information strip to the Animal Care Schedule.
  - o **Only Use**: Microchip 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.
  - Vegans and Vegetarians may not always be accommodated.
- Consumable Dog Supplies: Paper Food Trays, Wet and Dry food (adult and puppy), etc.
- Other Supplies: Water Dishes, Water Pitchers, Slip Leads, etc.
- Non-Consumable: Fencing, Magnum Kennels, and other equipment.
- <u>Staffing:</u> AM and PM Staffing is important! 2 shifts per day (volunteers still need to sign up).
  - o Recommended 2 volunteer for 11 dogs, 4 volunteer for 21 dogs, etc.

# SHIFT CHANGE / TRANSFER OF DUTIES

	• Dog Lead Job Aid, use one per shift, at the end of day, place it in your Lead binder (Tasks (Pending)			
	& Notes).			
	<ul> <li>Provide turnover briefing to position replacement.</li> <li>Provide details regarding ongoing activities and planned activities to be accomplished during</li> </ul>			
	the upcoming operational period.			
	o If possible, shadow position replacement for better transition.			
	Dog Lead binder:			
	<ul> <li>Completed Job Aids and copies of submitted ICS 213's for position replacement.</li> </ul>			
	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.			
	<ul> <li>You are the Area Lead, determine your needs for volunteer staffing numbers to allow you to</li> </ul>			
	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.			
	DEMODILIZATION (Cheek Off or Completed)			
	DEMOBILIZATION (Check Off as Completed)  Cleaning, Disinfecting, and Restaging Dog Shelter: If possible before volunteers leave.			
	<u>Cleaning, Distinecting, and Restaging Dog Sherter:</u> It possible before volunteers leave.			
	☐ Remove all used Kennels / Water Bowls / Other and take items to the Wash Station.			
	o Pre-clean heavily soiled areas by removing excess organic debris, paper towels.			
	<ul> <li>Use pre-mixed Rescue Solution prepared by BCAC-ACO.</li> </ul>			
	o Submerge or thoroughly wet with Rescue Solution for 8 minutes.			
	<ul> <li>Spray surface, making sure to <u>visibly wet surfaces thoroughly.</u></li> </ul>			
	<ul> <li>Use wash tubs with Rescue Solution for scrubbing,</li> </ul>			
	o Rinse well with clean water.			
	o Air dry or dry with a paper towel.			
	o Verify all Dog Shelter items are taken back to the Dog Shelter.			
	Magnum Kennels: Use 2 oz. of Rescue Disinfectant Concentrate / 1 gallon of water in a bucket. Scrub			
	all areas of the magnum kennel with a rag and let dry.			
	☐ Floor: Mop with a similar Rescue Solution and let dry.			
	Carpet: Vacuum, then spray with pre-mixed Rescue Solution.			
	Slip Leads, disinfected and stored in designated areas.			
	☐ Water Bowls, stored in designated areas.			
	<ul> <li>5-gallon buckets - Watering Cans, empty and store.</li> <li>Rescue Solution spray bottles, store remaining solution in designated area.</li> </ul>			
	<ul> <li>□ Rescue Solution spray bottles, store remaining solution in designated area.</li> <li>□ Dog Carriers: disinfected, disassembled, put-on carts, and roll cart back in shelter.</li> </ul>			
	□ Dry Dog Food: Donate to owners the left-over bagged dog food when possible.			
	☐ Keep Canned Dog Food on the counter in Dog General.			
	☐ Take all Animal Nightly Route, Isolation Time sheet to Shelter Lead			
	☐ Return Family Radio, Clipboard, Vest etc.			
	☐ Other			
	Restocking Supplies:			
	Animal Care Schedules, paper food trays, paper towels, disposable gloves, ink pen, highlighters, blue			
	tape, etc.			
	Air Scrubbers:			
	☐ Clean all filters inside the air scrubber.			
I				

<b>ae:</b> (Prir	nt)	AR#:	Phone #:	
	NOTES			

Date: \_\_\_\_\_\_ Time In: \_\_\_\_\_ / Time Out: \_\_\_\_\_ Species: \_\_\_\_\_