Cochise County Sheriff's Office Policy Manual
Animal Shelter/Operations

Purpose

This manual serves as a comprehensive and detailed reference for all employees of the Cochise County Animal Shelter. It aims to establish clear expectations, outline job responsibilities, and ensure consistency in the performance of duties. The policy seeks to uphold the highest standards of animal care, public safety, and legal compliance, providing guidance to both new and experienced staff.

HOURS OF OPERATION

General
The hours of operation are designed to ensure that all animals in our care are properly and humanely cared for and that the public has adequate and ample opportunity to conduct business at The Cochise County Animal Shelter

Business Hours
The Cochise County Shelter is open Monday through Friday from 7:00 am to 3:00 pm. Saturday kennels open 10:00 a.m. to 12:00 in the Summer and 10:00 a.m. to 2:00 in the Winter

Adoption Kennel Hours Open
10:00 a.m. Monday through Saturday

Adoptions: It is our policy for staff to escort potential adopters (public) into the yard and always remain with the public when dogs are running loose. Children must be escorted and supervised by their parents. We do not allow the public to enter the hallway of the adoption building

For emergencies after hours in Cochise County please call non-emergency dispatch at 520-803-3550.

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DISPOSITION OF ANIMALS

General

Domestic animals housed at the Cochise County Animal Shelter leave in one of following ways: they're adopted, returned to owner, euthanized, rehabilitated or transferred. Wild animals are released, sent to a certified rehabilitator or euthanized.

Adoption
Information about animals adopted from the Shelter must be recorded on the computer record. This includes the date of adoption and the name, address and telephone number of the adopter.

Return to Owners
Owners claiming a stray animal as their own must provide evidence of ownership such as pictures that document ownership over time (i.e. puppy thru adult pictures), proof of rabies or licensing, and/or medical records.

The owner's name, address, and telephone number and the date of return should be noted on the computer record. A copy of a valid I.D is required.

If someone claims an animal after the stray hold date or there is lacking proof of ownership, the La Paz Shelter can choose to adopt the animal pending an approved application and the animal is spayed or neutered prior to adoption.

Euthanasia
When deemed necessary for medical, behavioral, or space reasons, domestic and wild animals may be euthanized. Unweaned, critically ill, or seriously injured domestic animals may be euthanized prior to conclusion of the stray holding period to prevent any additional suffering.

Rehabilitation
Domestic animals, such as chickens, and wild animals may be placed in rehabilitative care. The name of the wildlife rehabber and the date of release should be noted on the computer record.

Transfer
Animals are released to shelter and rescue partners, if the receiving agency is approved by the Cochise County Animal Shelter.

Process
SURRENDER:
Greet the person: "Is this your animal?" "Where is the animal?" If it is in the car - ask if the animal is on a leash or in a carrier? All canines under 1 year are given a Parvo Test, and must stay in the car until test is processed.

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If the animal is not on a leash or carrier, provide the owner with a leash or transfer cage for the animal. Instruct the owner to secure the animal in the car with the doors shut, i.e., dog on the leash or cat in the carrier before they open the car doors.

The animal will then be checked into our system by Staff. At that time, the owner will be asked health and behavioral questions in regard to the animal being surrendered. The owner will then sign the surrender form relinquishing all rights to said animal to the Cochise County Animal Shelter. Also a copy of the owner's picture ID will be attached to the animal's paperwork.

If the animal is a STRAY, follow them to the car and escort them and the animal to the front desk of the shelter, if staffing allows. You may need to get the assistance of an animal care technician if the animal is fractious or you feel that you cannot control the animal.

FIRST . An I.D. must be obtained and copied. And a stray Animal Affidavit paperwork, Continue to enter the stray with the regular intake procedure if we accept it, example copy of this paperwork on the next page.

ALL animals received in Intake, whatever the length of time of stay, MUST be entered in the system.

CHECK THE LOST LOG

Intake Procedures for Feral Cats

Feral cats brought in over the front counter or from an animal control vehicle should be transported in a wire transfer cage (animal control} or the trap (front office) already covered with a towel or sheet to minimize stress. NOTE: Feral cats are considered Free roaming. and it is not our policy to take feral cats. It is up to shelter staff to determine if we can accept a feral cat.

Counseling Owner Relinquished Intakes

When someone is bringing in another person's animal:

- We must call the owner at the time of relinquishment to get a verbal release. We read the release statement to them from the intake paperwork and then indicate the date and time of the verbal release. We also must write on the intake slip the name and driver's license number of the person who brought in the animal.
- If the animal is obviously not adoptable (animal is sick, animal has bitten people, etc.) the person handling the intake must inform the owner that the animal will not be placed for adoption and will be euthanized. We do not want to give people a false sense of what we can do. This will give them an opportunity to take the animal somewhere else. If they choose to leave the animal it will be considered a request for euthanasia with appropriate paperwork and fees.

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When someone brings in a stray and wants it back after the stray period:

- Explain the stray hold state law. (72 hours or 3 days if no known owner. 120 hours or 5 days if the animal has an owner or a collar or microchip. Ask them to fill out an Adoption application on the animal and we will inform them when the animal is available for adoption.

Completing the Intake Process:

After creating a record in the computer for the animal, print out the receiving contract, and place the document in the plastic jacket on the kennel where the animal resides.
NOTE: Every time an animal is moved to another kennel the paperwork in the jacket must follow the animal at all times.

When owner relinquished animals come in with collars, the collars are to be removed.

When strays enter with collars, any ID, rabies tag, license information on the collar or the tags are entered into the computer and the front office staff then starts tracing the information to find the owners. Stray animal collars are removed and then placed in a zip lock bag with the animal number noted on the outside of the bag with a Sharpie pen. Bagged collars are then kept with the animal in the plastic jacket with the intake paperwork. If the animal is moved to adoption, then the collar is moved to the front office. It is the goal of the Cochise County Animal Shelter to return all strays entering the Shelter to their owners and to provide assistance to those who have lost pets or to individuals who have found animals. We define reasonable attempts to contact the owner as:

- checking lost reports;
- checking found reports;
- Facebook posting with limited description

If the owner is known, reasonable attempts include phone calls and internet messages.

Holding Animals for Law Enforcement

We occasionally hold animals while their owners are being detained by law enforcement. It is critical that we get the following information from the Police or person delivering the animal:

- name and badge number of police person or Animal Control Officer
- name of owner,
- contact phone numbers of the owner,
- location of owner, any known relatives, etc.
- The owner may request their animal be released to friends or relatives, you must get a verbal release and who will be picking up the animal. When releasing the animal, you are required to obtain a copy of their license or ID card to confirm identification.

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- If a person is incarcerated longer than the 120-hour holding period Animal Control Officer's will be responsible to get authorization to release animal to family members, friends or a signed document relinquishing the animal to LaPaz county Animal shelter.

Holding Period for Lost Animals
Intake Customer Service Reps are to record the date each animal is available for release on the animal's record. The stray hold is 3 days (72 hours) for stray, 5 days (120 hours) for tagged/microchipped stray.

Quarantine -Dog Bite
Animal Control will bring in dog-bite-dogs that are to be quarantined for 10 days at the shelter (per ARS) if no proof of rabies is presented, If current rabies is provided Animal Control has the option to home quarantine the animal at their discretion. Staff should monitor bite dogs habits, disposition and eating and drinking habits, looking for any signs of illness or behavior changes. Bite dogs are housed at a cost of
$10 per day. It is not customary for staff to allow owners to see or play with dogs under quarantine. Decisions to allow owners to see their animals should be made by staff and Animal control officers report taking into consideration if bite was a provoked or non-provoked.

Sick or Injured Stray Animals
The management/Veterinarian will determine the correct treatment for the pet.
- If the pet is severely injured or ill, management/Veterinarian will determine if euthanasia is appropriate.
- Pets that, in the opinion of management/Veterinarian, are experiencing extreme pain or suffering, may be euthanized after the staff has exhausted reasonable efforts to contact the owner.
- If the pet is wearing identification, management/Veterinarian will determine appropriate treatment to make the pet comfortable while reasonable attempts are made to contact the owner.

The pet MUST BE HELD FOR AT LEAST 24 HOURS, as we attempt to track the owner. All attempts must be documented on the animal's computer record. If the animal cannot be kept calm or free of pain during this period or the animal is dying, management must decide whether to euthanize the animal.

Matching Animals

The description of the animal, date lost or found, location where animal was lost or found, and any forms of identification are important factors used for matching animals. Our goal is to assist the person who is looking for their lost pet!

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Taking a Lost Pet Report

- Ask the person if they have previously filled out a lost report.
  - If they have, ask them when (we keep reports for 30 days from the date of the report).
  - If they filled out a report within the last month, check to be sure the report is on file.
  - If the report is still active for that animal, escort the person through the shelter.
  - If their report has expired, they need to fill out a new report before they can be escorted through the shelter.

Only if the client care staff feels there is a match will the person filing the report be escorted directly to the animal that may be a match.

- All reports must be reviewed by the staff to ensure the information is clear, the description is clear and the contact information is complete.

- Explain to the patron they should visit the shelter every day to check. We do check daily but there are many animals and sometimes descriptions do not match.
- Explain the stray hold period.
- Explain that their lost report will be held in our system for 30 days from the day it was fil
- Encourage them to post flyers around their neighborhood and to ask the mailperson or paper delivery person to look for the lost pet too.
- The staff member or volunteer who took the report will at this time check the Intake Log to see if there are any matches.
- When there is time, Intake staff or trained volunteers should call people who have filed lost and found reports to see if they have found their animal or found the owner. Many times they forget to call us back.

Calls from Citizens Reporting Lost Animals

Any time an individual calls to report a lost animal, fill out a lost pet report. You will need the following information:

- Date Lost
- Area Lost
- Full description: breed, sex, spayed/neutered, color, age, hair
- Was the animal wearing a collar, tags, or has aa microchip
- Full name of reporting person
- Contact information for reporting person.

Checking Lost Reports Daily

The following daily checks need to be made:

- Lost reports against found reports
- Lost reports against Shelter on hand animals

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These checks are done by walking through the shelter with the lost reports in front of you and looking at each animal to see if there is a possible match.

FOUND ANIMALS
Animals with Traceable Identification

- The Intake staff who intakes the animal will enter all the information in the animal's record, and create a memo and HOLD in the record that you have started tracing the identification.

- That same person will start tracing the identification information to locate the owner (call the vet hospital to trace the tag even if it is long distance, call the owner listed on the ID tag, call the microchip company and find out the owner's information if it is available).

- Make notes in the animal's record that the attempts have been made and the result. i.e. contacted owner - current contact information, what the status is of being picked up, your name and date.

- If able to contact the owner, explain the fees, what our hours are, that the animal must leave the shelter in a carrier or on a collar and leash.

- If there is no response from the phone call or from an agreement by the owner to come in to reclaim the animals within 3 days of the initial contact. then management may make the decision for disposition.

- A note is made in the animals' record of all attempted contacts with owner.

The animal computer record should reflect the date and time the animal was found, the initials of the employee, and the date lost reports were first checked.

Matching
The description of stray animals that have been brought to the Shelter by citizens or through the animal control department should be immediately cross-checked with lost animal reports.

If a match is made, owners should be promptly called and notified of the process involved for the release of the animal. Should the owner be unreachable by telephone, Animal Control personnel will post a notice at the door of the residence.

- A Hold is put on the animal's record of a possible match and returns to owner.
- A note is put on the cage card of the animal with the date and name of the staff person writing the information.

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- The possible owner is provided with the information or steps he/she must take to finalize the return to owner.

Office staff should educate citizens reporting lost animals about the benefits of spaying or neutering, the hazards of leaving animals outside unattended and the importance of identification.

Calls from Citizens Reporting Found Animals.

When individuals call or visit the Shelter to report a found animal, office staff will complete the appropriate form and obtain as much detailed information as possible.

Lost animal reports should be promptly checked.

- If a match is made, the person should be referred to the owner of the animal.
- If no match is made, office staff should encourage the person to report the found animal to other local shelters, to post signs in the area the animal was found and to advertise in a local newspaper and social media.

Processing Reports

Lost/found reports are kept in a current file until a match is made or 30 days after the report was filed. Staff and volunteers should call owners of lost animals and citizens reporting found animals on a frequent basis to see if they found their pet or found the owner as way to clear out reports and/or update the lost/found reports.

Return to Owners: Proof of Ownership

Our mission is to GET THE ANIMAL HOME. Therefore, the following guidelines have been put into place. Proof of ownership can be determined in many ways:

- ID tag, rabies tags or license tags
- Veterinary records
- Pictures
- Bill of sale
- Registration papers

If the above are lacking, take into consideration:

- Where the animal was lost compared to where found
- Zip code
- Description
- Coordinating dates
- How the animal reacts to the person
- Neighbors identification You may also try:
- Calling the vet or the groomer
- A call to a neighbor or friend

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- Notify your manager about all ownership disputes.

Animals are personal property and cannot be withheld from an owner without due cause.
Persons claiming a stray animal as their own must provide proof of ownership (see above). Pictures will be accepted only if they can show time, i.e. several pictures taken over time. Furthermore, pet owners may have to pay certain fees to reclaim the animal. If there are vet fees the owner will be responsible for those fees.

Boarding Fees
For every calendar day a stray animal is housed at the Shelter over the legal hold period, a boarding fee of $10 per animal per day will be charged to the owner.
Owners of unsterilized pets that do not have a current license, will be charged a license fee for unsterilized animals
In cases where a stray animal is being returned to an owner and the animal entered the Shelter without identification, office staff should explain to the individual the importance of identification and encourage the person to purchase a tag. In addition, owners should be cautioned about leaving animals outside unattended. Owners of unsterilized pets that do not have a current license are to be encouraged to spay or neuter their animals. They must also purchase a County License and provide a current rabies certification.

- Cats should be placed in a carrier to ensure they make it home safely. Cats do not require a County license or a rabies certificate.

MEDICAL PROTOCOL FOR INCOMING ANIMALS
Enter all medical treatments, including injections, topical treatments, and oral treatments into the animal's computer record when they are administered. In addition, Handwriting treatments on intake records such as dewormed/date, dewormer used, vaccination stickers/date. Flea and tick treatments, treatment used, how administered ie topical, oral and date. Those records stay in the plastic jacket on the animal's kennel. This is a quick and easy record for staff and volunteers to use without having to log into the computer.

Healthy and Potentially Adoptable Dogs
- Perform a visual and hands-on physical examination, nose to tail and record directly into the computer system or the intake form. Note ticks/fleas, body weight such as overweight or underweight, malnourished, hair loss etc.

Follow information on Shelter Guest Intake Form ATTACHED.

REMINDER:
- All female cats & dogs should be shaved to check for spay scar or tattoo
- Check for spay scar or for neuter. If observed, note in computer or intake form.
- Scan for microchip, and check for tattoo or ID

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- Administer vaccines.
- Administer internal parasite treatments if applicable.
- Place in canine kennel for short observation and evaluation period
- Based on examinations, place the animal in the appropriate wing.
- All puppies under 12 months old must be Parvo tested on Intake, if Parvo symptomatic.

Healthy and Potentially Adoptable Cats

- Perform a visual and hands-on physical examination, nose to tail and record directly into the computer system or the intake form.

Follow information on Shelter Guest Intake Form ATTACHED

REMINDER:
Note if ear is notched, which indicates that the cat belongs to a feral cat colony (Flag this animal so we can call caregivers in the area to see if this is their cat.)

- Note if declawed or polydactyl.
- Check for spay scar or for neuter. If observed, note in computer or intake form. Scan for microchip, and check for tattoo or other ID.
- Administer vaccines.
- Place in feline kennel for short observation and evaluation period.
- Based on examination, place the animal in the appropriate wing

IT IS THE RESPONSIBLILITY OF THE INTAKE STAFFTO HAVE ALL PAPERWORK COMPLETE AS SOON AS POSSIBLE. ANY FOOD OR BEDDING DONATIONS RECEIVED IN THE OFFICE/LOBBY MUST BE TAKEN TO THE FOOD STORAGE.

IT IS THE RESPONSIBILITY OF STAFF, TO LEAVE THE OFFICE AREA CLEAN AND ORDERLY FOR THE NEXT MORNING. FRESH WATER AND LINENS SHOULD BE PLACED IN THE NIGHT KENNELS FOR THE POLICE DEPARTMENT OR SHERRIFF

HOUSING DECISIONS AFTER INTAKE
Housing Areas CANINE

Quarantine/Agency Assist Wing: these kennels house bite case dogs and Agency Assist Cases for Cochise County Animal Control. Animals in this area should not be handled by anyone except experienced Kennel Staff.

Animals that look sick should only be handled by Kennel Staff. It is very important to strictly follow our protocols for preventing the spread of disease because the animals housed here are identified as sick by the vet or staff

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Puppies and Nursing females: Those kennels are off limits to the public. Staff and volunteers must follow strict protocols to ensure safety of those animals until all vaccination protocols are complete, and the litter is available for adoption.

Adoption Wings: - these are the wings where the animals that have been deemed adoptable by the organization are housed. Volunteers can visit these areas without being escorted by the shelter staff.

WHEN A DOG IS MOVED FROM ONE KENNEL LOCATION TO ANOTHER, IT'S FOLDER MOVES WITH THE ANIMAL

Housing Areas FELINE

Adoption room: This is the room where the animals that have been deemed adoptable by the organization are housed. If the public is interested in a cat, an employee or volunteer will take the adoptee into the cat room so the customer can spend time with it.

Stray/Short-Term Housing: (Stray) Kennels housing cats that are either strays in their hold period or owner-relinquished who need to be spayed or neutered if necessary. The public should not enter this area without a volunteer or staff present. Some of these cats may have infectious disease and it is imperative that they are not held or touched.

Isolation Wing/Quarantine/Agency Assist: This is the wing housing sick, contagious and under-weight animals who are under Vet and Intake Specialist Care. Volunteers do not work in this area unless designated by management. No public may enter this area.
WHEN A CAT IS MOVED FROM ONE LOCATION TO ANOTHER, THE FOLDER ALSO MOVES TO THE NEW LOCATION.

Immediately notify the Intake Specialist/Medical or Kennel Supervisor of any animal who shows any signs of illness so that the animal can be moved to the isolation area. We cannot house sick animals in the healthy sections because this puts healthy animals at risk of disease.

Decisions about euthanasia of shelter animals, when practical, should be made by a team consisting of personnel from: Medical, Clinic & Kennel Techs, and Staff.

- Prognosis of the animal
- Behavior of the animal
- Length of time at the shelter

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Our goal is to release as many live animals as possible, but we are not a sanctuary, we do have to euthanize some animals.

LIMITING TRANSMISSION OF DISEASE

Animals come to the shelter from many different levels of care; some known and some unknown, but mostly unknown. Most shelter animals have not received prior benefit of routine preventive health care. The stress of entering a shelter, the shelter environment itself, and several other factors contribute to an increased risk for developing illness.
When animals arrive at the shelter, they are evaluated with a physical examination, vaccinated, treated for internal and external parasites, and may be treated for injury and illness.

We vaccinate upon entry to limit widespread disease in the population and protect each individual animal as much as possible, but vaccines are not a guarantee against infection. Disease can be transmitted in several ways, and we must work diligently to prevent transmission as much as possible. The 5 main modes of disease transmission are:

- Direct contact (one animal to another, such as nose to nose)
- Fomite (indirect) transmission (germ transmission on an inanimate object, such as a mop, hand, shirt)
- Aerosol (in the air, such as via a fan)
- Droplet (sneezing, coughing, less than 1 meter distance transmission)
- Vector (via a flea, mouse, tick)

Common diseases seen in shelter environments include: feline upper respiratory infection and canine infectious upper respiratory disease (kennel cough). These are spread mainly through aerosol, droplet transmission and through fomite transmission, such as via the hands, feet, and even on clothing of staff and volunteers.

For this reason. please wash your hands (use hand sanitizer) between handling each animal and/or wear disposable gloves. You do not have to sanitize your hands between the mother and puppies or kittens in a litter, but you must do so before you Interact with another dog or cat.

Other diseases, such as parvovirus in dogs and panleukopenia (the cat form of parvo virus), are spread mainly through fomite transmission of bodily secretions, such as vomit and feces. These viruses are very environmentally hardy and can be difficult to eradicate from the shelter environment if proper sanitation procedures are not in place.
Staff or volunteers who observe animals exhibiting any signs of illness (such as diarrhea, vomiting, sneezing, coughing, nasal discharge etc.) should immediately notify the kennel supervisor, Intake Specialist, or a Kennel Tech. immediately.

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Every-day Practices that Help Prevent Spread of Disease

- Report any animal that appears sick to the kennel supervisor, vet clinic or Intake Specialist immediately.
- Wash your hands between animals.
- Do not let animals housed apart interact or touch noses.
- Immediately pick up all feces once a dog has defecated in its housing.
- After picking up feces, wash and then disinfect the kennel floor
- Any time you disinfect, rinse or wipe the area thoroughly.
- Wash the laundry and dishes according to the posted written protocol.
- Don't keep dirty dishes lying around - take them to the dirty dish bin quickly.
- Change trash liners on a regular basis; don't let the trash receptacles overflow.
- Sanitize equipment such as coaxing sticks between cats; disinfect control poles and pooper scoopers between use.
- Do not move cleaning utensils (scoopers, squeegees, trash cans, scooper cans, spray bottles) from designated wing..

If we all follow the same procedures the risk of having a disease problem will be greatly minimized.

CANINE KENNEL DUTIES

Morning Duties

- Pick up beds, blankets or dirty laundry.
- Scrape feces, debris, toys from kennels
- Transfer animal to one side of suite and pull guillotine down
- Dump bowls, spray kennel with Kennelsol or Rescue also making sure that the areas under dog & water bowls and guillotine area are sprayed, washed & squeegeed if necessary. DO NOT WASH HAIR DOWN THE DRAINS, ALL KENNELS MUST BE SCRAPED FOR FECES and DEBRIS BEFORE WASHING.
- Open guillotine, transfer animal to other side, close guillotine
- Wash walk areas & squeegee if necessary. Kennelsol or Rescue should be used on walkways
- Provide Clean fresh water daily and feed
- **ALL ADOPTION KENNELS MUST BE COMPLETE BY 10:00 WHEN ADOPTION KENNELS OPEN TO THE PUBLIC.**
- **WHEN AN ANIMAL IS ADOPTED, THE KENNEL MUST BE CLEANED IMMEDIATELY BEFORE ANOTHER DOG MOVED INTO THAT KENNEL.**

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Nursery Wing

It is extremely important that this kennel is cleaned first by Kennel Techs. Puppies and Nursing moms should not be laying in feces waiting to be sanitized after the main population.

- Pick up blankets, take to laundry if not too soiled. If very soiled throw in garbage bags and dispose of in the dumpster
- Pick up bowls and food dishes, wash
- Transfer animals to large side of suites, close guillotines
- Scrape feces on small side of suites, CLEAN AND DISINFECT THOROUGHLY. DO NOT WASH HAIR DOWN DRAINS, KENNELS MUST BE SCRAPED BEFORE WASHING.
- Wash & squeegee if necessary. Towel Dry Kennel if necessary
- Open guillotines, transfer animals to small side of suites
- Scrape feces, disinfect, wash and squeegee
- Lay new linens, freshwater bowls and feed
- Wash walk areas. Walkways can be kennel-soled
- NURSING MOMS ARE FED 3 TIMES PER DAY, PUPPY CHOW AND WET FOOD. LITTERS ARE FED 3 TIMES PER DAY, WHEN PUPPIES ARE BEING WEANED AND CAN EAT THE GRUEL, FOOD SHOULD BE PLACED IN A LARGE FLAT FEEDING BOWL FOR EASY ACCESS FOR PUPS.
- Ample Fresh water must be provided daily

NURSERY KENNELS MUST BE REGULARLY SCRAPED AND CLEANED THORUGHOUT THE DAY. IT IS EXTREMELY IMPORTANT TO KEEP PUPPIES CLEAN TO CONTROL SICKNESS.

All puppies born in the shelter must be parvo tested at six weeks old.

Quarantine

- Follow the same procedures as above

Staff cannot change these assignments. If you are not able to work in the area assigned, discuss the situation with the kennel supervisor.

WORKING IN THE CANINE FOOD PREP/ KITCHEN AREA

- Please keep this area clean and neat.
- If supplies of treats run low, inform the office manager.
- Keep the stock of canned dog food on the shelves complete, re-stocking as needed.

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- All dirty dishes must be washed in Dawn water and then rinsed with bleach water. Air dried.
- Please do not leave open bags of dog food lying around. All food should be in bins either labeled "dog food" or "puppy food", and dated.
- Use a bleach spray or bleach wipes to keep counters clean; be sure to mix the bleach fresh each day.
- When food holding containers are empty, re-fill with appropriate food type. If food bins are half full do not continue to add new food on top. Wait for bin to empty before replacing with new bag.
- Sweep up any spilled dog food after each feeding.
- Sweep food storage and empty trash daily

Afternoon Duties

After Clean-up, On-going Duties

- Spot clean animals after morning deep clean. Check throughout the day.
- Check water for all animals in canines
- Verify guillotine doors are up and animals have access to inside.
- Bathe and groom animals as needed
- Socialize those animals that are frightened or scared
- Feed animals at the designated time. If an underweight dog needs to be fed twice a day there should be a sign on its gate.

It is critical that we evaluate the canine population in our care daily. This is done primarily by the Shelter Staff in their daily walk through and Kennel Techs during operations. If you notice that there is something that is unusual, diarrhea, blood in the stool or urine, sneezing, runny nose, make note so staff can medicate

Closing Duties

- Spot check dogs one last time/ scoop kennels
- Check water, Check Guillotines
- Put away supplies in the appropriate place

CANINE ENVIRONMENTAL ENRICHMENT:

Benefits of Canine Enrichment:
Enrichment helps dogs and puppies maintain their mental, physical, and emotional health so that they remain good adoption candidates and don't become behaviorally at risk.

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Examples of Enrichment for Dogs and Puppies:

- Very hard rubber chewable toys. Kong toys, if the appropriate size is given to each dog, are too rigid to be chewed into pieces.
- In addition, volunteers should be encouraged to use "dog walk time" to its greatest advantage and as much more than simply the chance to eliminate.
- Individual exercise opportunities should average 15-20 minutes, including leash time, talking, petting, and interactive play. Active "people time" allows an outlet for mental AND physical energy through focused, interactive play.
- By focusing on a specific task (repeatedly returning a ball, Kong, or Frisbee; playing "hide-and-seek" with treats or toys, etc.), dogs are able to expel much more pent-up mental and physical energy in a limited amount of time and space. Therefore, they greatly reduce stress due to confinement, isolation, and boredom.

Here are some basic health and safety requirements for dog and puppy toys:

- Toys must be easily and thoroughly able to be disinfected or be disposable after single use. Disinfect toys before giving them to another animal using the procedure used to disinfect dishes.
- Toys must be sturdy construction and appropriate materials so that they pose no danger if ingested or damaged. NO TENNIS BALLS allowed NO RAWHIDES or bones that can split.

CAT MORNING CLEANING

Check in on Isolation Wing, give animals some food and water. These are mainly Pediatric cats who need food first In the morning.

Adoption Rooms

- Pull litter trays, empty in trash can. Take dirty trays to kitchen tub
- Brush the cat bed inside and out, if bed is dirty take to laundry and replace it with clean bed.
- Wipe cat trees and wipe walls, if necessary, mop. Do not use Kenneslsol, Pinesol, Lysol or Fablioso for Cats, those products are toxic. Rescue is fine and diluted bleach is fine. See mixing instructions in cat room. Bleach must be mixed daily to be effective
- Put in clean litter boxes and give cats clean water and kibble. Kittens and sick cats get wet food. Clean/disinfect litter trays in the kitchen
- Always wear a set of new disposable gloves for each cat

WHEN A CAT IS ADOPTED, THE CONDO THAT HOUSED THAT ANIMAL MUST BE DEEP CLEANED IMMEDIATELY, AND ANOTHER ANIMAL MOVED UP TO THAT CONDO.

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CAT TREES in adoption rooms should be made of wood or plastic or any product that can be cleaned and disinfected daily. No carpeted cat trees in free roaming cat room.

Stray/Short Term Housing

- Remove litter tray from stainless kennels, dump in the trash can
- Remove food and water bowls, dump excess food in trash can. Water bowls are emptied in kitchen sink
- Spot clean kennels with rags that are soaked in Dawn & water. Clean the gates thoroughly.
- Shake blankets. Only if a blanket is soiled should it be removed from kennel and replaced with a clean one. Remember, cats do not like to be disturbed. so there is as little disruption as possible.
- Always wear a set of new disposable gloves for each cat.

Isolation

This is a wing housing many pediatric cats, or sick animals. A deeper, more thorough cleaning is required.
All water & food bowls are cleaned in the Isolation Wing kitchen area.
These bowls stay in this wing. All litter trays are cleaned and kept in this area also.
Linens from this wing go in the trash. This is a shelter policy to alleviate cross contamination.

- Clean stainless housing as above.
- Always wear a set of new disposable gloves for each cat

WORKING IN THE FELINE FOOD PREP/ KITCHEN AREA

- Please keep this area clean and neat.
- If supplies are low, please notify Office Manager.
- Keep the stock of canned cat food on the shelves complete, re-stocking as needed.
- All dirty dishes must be washed in Dawn water and then rinsed with bleach water. Air dried.
- Please do not leave open bags of dog food lying around. All food should be in bins either labeled "cat food" or "kitten food" and dated.
- Use a bleach spray or rescue to keep counters clean; be sure to mix the bleach fresh each day.
- Keep the tops tight on the food holders
- When these food holding containers are empty, re-fill with appropriate food type.
- Sweep up any spilled cat food after each feeding.
- Mop and sweep floor on a daily basis.

It is critical that we evaluate the feline population in our care daily. This is done primarily by the Shelter Staff in their daily walk through and Kennel Techs during operations. If you notice that

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there is something that is unusual, diarrhea, blood in the stool or urine, sneezing, runny nose, etc, inform the Staff or Office Manager.

FELINE ENVIRONMENTAL ENRICHMENT:

Benefits of Enrichment for Cats and Kittens:
While kenneled in Healthy Hold (an average of two to five days), Isolation, or Quarantine, cats and kittens have limited handling contact, although they also have some interaction with people as staff and patrons walk through the area- usually responding to the animals by talking to them. Many of these animals are high-energy and need outlets for mental and physical energy. Cats and kittens are usually more inclined than dogs and puppies to invent play with "found toys," even without a playmate.

Examples of Active Toys:
- hard, round plastic shower curtain rings, linked in pairs and attached to gate bars (high enough to encourage jumping and reaching)
- small rolling balls (with or without bells inside) to move around the cage floor and to hide under a towel - a single shower curtain ring can also serve this purpose

Here are some basic health and safety requirements for cat toys:
- Toys must be easily and thoroughly able to be disinfected or be disposable after single use. Disinfect toys before giving them to another animal using the procedure used to disinfect dishes.
- Rolling toys must be too large to fit between cage bars.
- Any toys for kittens or cats must be safe; that is, of sturdy construction and appropriate materials so that cats cannot ingest toy parts or injure themselves with the toy or its components.

Providing a Secure Area:
Provide as needed a hiding area for cats, specifically for cats or kittens who appear frightened. Consider hanging a towel over the front of the cage to allow the cat to relax.
- At the end of the day tum off all light in cat room
- A night light left on is preferred

This building houses other animals, rabbits, birds, ferrets' reptiles, etc.
- Pull trays out of cages and hutches, dump waste. Replenish with pellets, litter or newspaper, whatever should be used for each animal.
- Clean bowls and replace food
- Sweep and mop floor.
- At the end of the day, tum off light. A night light is preferred

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PREPARING A LIST OF ANIMALS FOR TRANSFER TO PARTNER SHELTERS OR BREED RESCUE

- Animals are selected for possible transfer during Staff meetings.

- Animals are selected based on their ability to be adopted by the receiving agency, time at the shelter, health, and how they are doing in this environment. We will also transfer animals that have borderline behavior concerns that are workable in a different environment.

- We do not transfer problem animals just so we do not have to euthanize them.

The following must be done by the person preparing the list.

- Check the lost reports for each of the animals on the list for possible matches.

- Give the list to the staff who will contact our partner shelters and our approved breed rescue list.

- Upon disposition change the status for each animal to Rescue either in or out of collation. Enter a note in the memo field that the animal is being transferred to (enter the group name and contact information and the date) or being exported to (enter what agency), and your name and date.

- For animals transferred between shelters, disposition as a Transfer.

- Breed rescue groups are given up to 5 days to pick up the animals.

SPAY/NEUTER SURGERY

Adult animals scheduled for surgery are fasted from the night before. Water should not be withheld. After recovering from surgery, animals are returned to their clean kennel/cage.
The animal's computer record and/or intake form is updated to indicate the animal is now spayed or neutered.
After surgery, first meal should be small amounts of wet food. No playtime with others, do not allow surgery site to get wet. A cone or t-shirt should be provided if necessary to cover sutures. Ideas for covering surgical sites are covered with the aftercare instructions.

ADOPTIONS

Guidelines for adoption procedures and the handling of adoption applications/surveys ensure that potential adopters are given an equal opportunity to adopt. Staff is responsible for adhering to

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adoption procedures, for reviewing and approving or declining adoption applications and for handling adoption contracts and fees.

When Adopters enter the shelter to view animals they should never be allowed to enter the center hallway (isle) through the office. Staff should take them to the outside kennels for viewing and should remain with the potential adopters and remove animals from their kennels with a rope leash. Children should be always escorted by their parents. If adopters have other dogs in their homes. then it is customary to perform a meet and greet with both animals ensuring a good match.
Staff should make sure hoses are rolled up, trash is empty and obvious trip hazards are minimized prior to the public entering the shelter.

Adoption procedures. The following procedures are designed to help place an animal in a suitable home.

- **Application/Survey.** Potential pet adopters must complete an adoption survey before meeting the animals available for adoption outside their kennel or cage. This information provides staff with a better understanding of the pet adopter's past animal history, their expectations for a pet, lifestyle, and the environment in which a new animal would be placed.

- **Family/household members**. Because the decision to adopt a lifelong companion is a big step in one's life, it is recommended that family and household members participate in the selection of a pet.

  - If possible, children under the age of 8 years should be observed interacting with the proposed animal.
  - Adult members of the household must be a part of the selection. This can be completed with a phone call when one of the adults cannot come to the shelter.

- **Consultation.** Once an animal is selected, the computer record is reviewed for information about that animal and to inform the applicant of any current holds on the animal or medical issues.
  - If there are holds, explain them to the applicant and encourage the applicant to complete the process and be a back up adoption.
  - Staff will work with the applicant and the animal they are interested in and engage in a dialog with the applicant to determine if this is a suitable match.

- **Spay/Neuter.** We prefer that animals available for adoption have been spayed or neutered. This is not always possible. Animals not altered at time of adoption should be scheduled by Staff within 30 days of adoption for surgery. Young puppies/kittens can be scheduled out for a longer period. It is imperative that the vaccine protocol for puppies/kittens be complete prior to surgery. The shelter allows adopters to bring puppies/kittens back to the shelter

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at prearranged times to complete the vaccination process. Typically, at 1 month (4 week) intervals until core vaccinations are complete. Computer records must be updated after each vaccination.

- ALL DOGS adopted must be current on rabies vaccinations. Puppies that are under 3 months of age and adopted must be taken to a Vet for rabies vaccinations. As they no longer fall under the rabies vaccinator law requirements
- ALL DOGS adopted that live in Cochise County for a minimum of 30 days must have a county dog license

Processing an adoption application/survey. The adoption process is designed to give Shelter staff more information about the adopter's household, expectations, and experience with animals and generally assist in making a good match between animals and home.

- First applicants. Adoption of animals from the Shelter is on a first-come, first-served basis. An individual or family who has selected an animal and whose home appears to be acceptable are accepted for an immediate adoption.

Any time there is an application on a specific animal that is not finalized by an adoption that same day, the animal's status must be changed to hold. This places a hold forthat person on that animal 24 hours to allow the applicant to complete the adoption. We require a $10 deposit to hold an animal that will be applied to the adoption or accepted as a donation if the adoption is not completed.

Back-up applicants. We will accept back up applicants on animals who will be eligible to adopt that animal if the applicant ahead of them forfeits. Back-up applications are filed with animal paperwork. In addition, a note should be placed in the kennel jacket, so staff and volunteers know there is a backup applicant.

- **Adoption Status Hold.** There may be occasions where an application is pending because other family members want to visit the selected pet or for other reasons. A hold MUST be completed for that person in that animal's record.

o Applicants are given until close of the next visiting day on the selected animal to complete the needed steps.
o The staff person reviewing the application will ensure the Adoption Form is complete, indicating the time period we will hold the application. IT IS CRITICAL lHAT STAFF EXPLAIN lHE DOCUMENT AND IT IS CLEAR TO TI-IE APPLICLANT WHAT THEY NEED TO DO AND IN WHAT TIME FRAME.
o The information must also be indicated in the animal's record with the specifics on what they need to do and in what time frame
o Holds can be extended ONLY if there is no other person as a back up on that animal.

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• **Declining an applicant**. Staff should carefully review each application. In the event an individual appears unstable or intoxicated or does not agree to abide by reasonable adoption conditions, the application may be declined. Justification should be given to the individual and, if handled tactfully, can be an excellent opportunity to educate.

o Staff should write the reason for denial on the application, which should be retained in paper form.

• **Finalizing an adoption.**
The final adoption process includes witnessing the adoption contract, payment of adoption fees, issuance of medical information
o Review the contract completely, including all the medical information at the bottom; get client's initials where required and signature at the end.
o If an adopter is renting, adopter should provide landlords contact information so shelter staff can verify animals are accepted as part of the rental agreement.
o If the animal has recently had surgery, (up to 14 days) read the surgical information sheet to the adopter. They must initial each paragraph and sign the bottom and date.
o Supply an E Collar if necessary or provide paperwork on ways to protect surgical site
o Collect payment.
o See ARK Manual for complete instructions
• **Adoption contract.** Adopters are required to carefully read the adoption contract and affix their signatures to this document indicating agreement to its terms, conditions, and spay/neuter and health exam requirements. A staff member will witness and date the contract.
• Be sure to explain where the medical information is and remind them to take their copy of the contract to their veterinarian on the first visit, or you can set up an appointment with our Vet. The pet adopter will receive his or her copy of the contract.

• **Medical information**. All medical information is kept current in the animal's record. This information is to be given to the adopter, so their veterinarian knows what we have done for the animal. le. Vaccinations, deworming, flea/tick medications etc.

o When the animal's previous medical history is released to the adopter, staff will eliminate any reference to the previous owner's name and address.

• **Documentation.** The animal's record is updated to record the date of adoption and the name, address, and telephone number of the adopter. Any pending applicants listed on the tracking slip should be notified that the animal has been placed in a new home.

• **Refunds.** No matter how careful the Shelter is in attempting to match the right pet with the right family, there will be occasions where animals will be returned to the Shelter. Adoption fees are nonrefundable. Managers can override this policy.

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ISSUES OF CONCERN FOR ADOPTIONS

Issue	Agency Polley	Rationale and Comments
Commitment of family and/or other adult household members		
Multiple Owner Give Up		
Outside-only Dog		
Guard Dog		
Other Animals in Household		
Fences and Dog Houses		
Chaining		
Yard Checks		
Outside Cat or Inside/Outside Cat		
Declawing		

FOSTER PROGRAM

We want every animal brought to us to have a chance for a long and happy life. Because of our limited resources and personnel, we cannot care for the many sick, injured and very young but otherwise adoptable animals as we would like to. Foster care will allow some of the young ones to grow and the sick and injured to heal.

The Foster Care Program brings caring individuals and needy animals together, providing special care in a home setting until the animals are ready for adoption.

Animals eligible for foster care:

- Very young kittens and puppies that are approved by the management.
-
- Animals with a treatable illness, with reasonable intervention

- Animals with a treatable injury, with reasonable time and treatment

- Single raised kittens and puppies, when they can be added to an existing group of siblings with a mother to learn cat/dog behavior.

- Others as approved by management.

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Animals usually not eligible for foster care:

- Animals with serious medical problems and poor prognosis for recovery or rehabilitation

- Animals with serious behavior problems, such as serious aggression issues that put humans or other animals at risk of harm

Foster to Adopt:

The foster to adopt program allows a potential adopter to take an animal home for a limited time ensuring the animal is a good fit for their family. Fill out the Foster to Adopt form and clearly identify the day the animal should be brought back to the shelter if not adopted or if adopted when the adoption paperwork needs to be completed. Typically, limited time is 5 days. Extensions may be given by shelter management for special circumstances.

STAFF FOSTERING

- Staff fostering the animals need to understand that ongoing decisions about care will remain in the hands of the shelter and are dependent on financial resources and prognosis for recovery.

- Any animal that leaves the shelter in foster care must be recorded as such. The hard copy of the animal's record is filed in the Animals in Foster file (this is in front of the shelter with all the outcomes) with the name and contact person who is the foster provider and a note in the computer record about where the animal is and the date the animal went into foster.

- When the animal is returned to the shelter, the file hard copy is retrieved and placed with the animal and the computer record is updated showing the animal has been returned.

Volunteer Fostering

- When an animal is a candidate for foster, we use trained and supervised volunteers who are approved for foster.

- The approval for the animal to be fostered must first be obtained by management.

- The Volunteer Coordinator working in concert with the foster care volunteers will work to find a foster provider.
- Volunteers fostering the animals need to understand that ongoing decisions about care will remain in the hands of the shelter and are dependent on financial resources and prognosis for recovery.

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- Volunteers also need to be aware that the shelter makes all medical/surgical decisions about foster animals. The shelter provides contact for medical emergencies. Volunteers will not be reimbursed if they take an animal to another veterinarian for exam, diagnostic testing, treatment, etc.

- Any animal that leaves the shelter in foster care must be recorded as such. The hard copy of the animal's record is put in the files up front with the name and contact person who is the foster provider and a note in the computer record about where the animal is and the date the animal went into foster and the date that the next examination/recheck is due.

- When the animal is returned to the shelter, the file hard copy is retrieved and placed with the animal and the computer record is updated showing the animal has been returned.

- It is common for the shelter to provide items such as litter, formula and food for foster's

EUTHANASIA DECISIONS

We offer all animals refuge, regardless of whether we believe that animals are adoptable. We are dedicated to preventing animal suffering and cruelty and to providing quality care for every animal.

Humane euthanasia of animals - a practice acknowledged by most animal protection organizations as an acceptable means for alleviating or preventing suffering - is still necessary due to the surplus of animals received at our shelter and those in the surrounding communities. Euthanasia is not a decision we take lightly, but one we must make, nonetheless.

We sincerely wish that every animal that comes to us could be adopted to a caring, responsible home. Unfortunately, there aren't enough quality homes for placement. We evaluate the health and temperament of each animal on an individual basis. We use our experience and protocol to evaluate an animal's needs and balance those needs with the greater good of the animal population in our care.
Since euthanasia is the final act of kindness that can be shown to an animal, it is the policy of the Cochise County Animal Shelter that animals be handled with respect and sensitivity and protected from stress, fear, discomfort, and pain.

Each animal who comes to us is evaluated in entirety, considering both behavior and medical conditions. Euthanasia must be considered:

- When an animal is felt to be suffering mentally, emotionally or physically with a poor prognosis, protracted painful recovery, or incurable illness.

- When an animal is deemed to pose an unacceptable danger to other animals, itself, or the public

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We also recognize the adaptability of animals in shelters may be impacted by:

- temperament
- previous history, age, breed, health
- ability to cope with kennel stress
- space, time of year
- foster care resources, human resources, budget
- personal attachments by staff and volunteers
- requirements ordered by the courts or Animal Control

Our evaluation process assesses an animal's behavior, temperament and health. The evaluation process is a tool to help the Management Team assess an animal's behavior and health. This information is used to determine if an animal is healthy, treatable, or unhealthy/untreatable:

- Animals that rate high in the evaluation are healthy and adoptable.
- Treatable animals may be borderline but could respond with treatment.
- Unhealthy animals are clearly sick or are unsafe for the community.

Animals may display behavior patterns or have physical conditions that would make them difficult to care for at the shelter or in a home environment. Some animals may be dangerous to people or other animals, and it would not be in the best interest of our organization or the community to place such animals.
Information from the behavior and health evaluations is included in the decision-making process. Management reviews euthanasia decisions. When there are conflicts about a euthanasia decision, the management/staff team will review the case and make a final decision.

Evaluators clearly document the specific reasons for euthanasia decisions based on the language used in the guideline. All animals slated for euthanasia will be scanned for a microchip and checked for a tattoo. If the animal is a stray, a final search will be conducted in lost animal reports.

THE DECISION MAKERS

- If an animal is sick or it is showing signs of an oncoming illness, the animal is moved to the isolation area for that species, space allowing, notations are made on an animal's kennel card and in the computer record as to the type of illness and its severity.
- If an animal's illness is contagious (i.e. it may infect the entire kennel or human health) or if the animal is suffering, the management may authorize euthanasia and note accordingly.

CRITERIA FOR EVALUATING ANIMALS FOR EUTHANASIA

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Cochise County Sheriff's Office Policy Manual
Animal Shelter/Operations

It is critical for staff and volunteers who do not make euthanasia decisions to understand the pain, emotion, and guilt associated with this role. The decision-makers face a difficult task, and their selections must be respected, even if they are different from your own.

We strive to be compassionate, fair, and professional as we accept the responsibility for managing the thousands of homeless animals that enter our shelter each year. Making euthanasia decisions is difficult and emotional for those who must choose.

Stray Animals
Strays are kept for either 3 or 5 days before we can make the decision to place the animal up for adoption or consider euthanasia. However, if the animal is suffering due to severe injury or illness, the animal may be euthanized before hold period ends with a veterinarian's approval. Records must be clearly noted with the medical reasons for euthanasia. (See next page for the full policy.).

Owner-surrendered Animals
The Shelter is not authorized to euthanize for the public. Citizens requesting this service should be referred to a veterinarian. There may be occasions when a pet owner requests euthanasia but the staff member reviewing the animal feels that it is adoptable. The employee may discuss this with the owner and should consult a Supervisor/Staff. If the owner remains adamant, staff have the option to accept the animal into the shelter or refer them to a veterinarian.

Purebred Animals
Because many breeds have rescue groups, purebreds are not to be euthanized without first attempting to place the animal in rescue. All efforts must be exhausted before euthanizing these animals. However, if the animal is aggressive or ill, he or she may be euthanized without consulting rescue.

Illness or Injury
Animals can be considered for euthanasia if:
- their injuries or illness is untreatable
- treatment is cost prohibitive for the average person (i.e. severely broken bones, broken backs, and extensive burns)
- keeping the animal alive would result in pain or a poor quality of life.

Other circumstances may also affect euthanasia decisions:
- If a veterinarian has noted that an animal has a serious illness, that animal is to be selected for euthanasia over a healthy animal.
- If an animal is suffering, euthanasia is to be performed on the same day. The kennel staff must advise the veterinarians immediately of any sick, injured, or suffering animal.

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- If the animal has an injury or condition that is painful but not life-threatening, he or she is to be medicated to relieve the pain. However, if evaluating for space reasons, injury or illness may be considered a reason for euthanasia.

Stray Animals Euthanized before Stray Period or Brought in Dead on Arrival (DOA).

When an animal is euthanized before the stray period expires, communicate this information to the front office in case any owner comes in looking for that animal.

In addition:

- Update the euthanized animal's computer record.

- Copy the intake form with the reason the euthanasia was performed and obtain a picture of the animal. Take these to the front office and place them in the 3-ring binder labeled "STRAY EUTHANASIA/DOA".

If the animal is taken to an emergency clinic and euthanized at the clinic, it is the responsibility of staff to request a picture and make the copy of the form and bring it to the binder in client care.

- Bag the animal and place the bag in the Freezer with a HOLD sign filled out and taped to the bag. This will prevent the animal from being picked up by the crematory service until the stray period is over.

Any DOA's picked up are handled in the same manner.

The STRAY EUTHANASIA/DOA binder should be reviewed staff against any lost reports filed in addition to the shelter inventory. After the stray hold has expired, the intake form and photo can be discarded.

Animals In Adoption Area

Euthanasia decisions must be made when there are animals in the healthy hold area of the shelter who are adoption candidates and need to move to adoption. Animals who have been in the adoption area who may fall in one of these categories may need to be considered for euthanasia:

- Dogs whose behavior is becoming worse: i.e. leaping up, trying to escape, trying to bite, and charging the gate.
- Dogs who have been up for adoption for a long period of time and are becoming lethargic, aggressive, or barrier aggressive.

Aggressive Animals

Any animal regardless of its size, sex, or breed who is known to be aggressive or exhibits signs of aggression towards people or other animals may be euthanized. Determination of aggression can be made from past history, day-to-day interaction with the staff and volunteers.

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Aggression includes:

- defensive and threatening behaviors
- actual attacks
- lunging at humans
- baring teeth
- exhibiting other characteristics that may make it a poor family companion for the average adopter

Generally, cats need more time to adjust to the surroundings and noises. They should be placed in a quiet cage, with the front covered with a towel, and then re-evaluated after they have been given time to relax.

Wildlife

Generally, most wildlife comes to us injured, and rehabilitation is not possible or extremely difficult or stressful for the animal. If available, a licensed wildlife rehabilitation facility or rehabilitator is located.

Summary

Euthanasia is an emotional and heart-wrenching process for those involved. It's a decision no one wants to make or carry out. But, we also know there isn't another option unless the animals are housed indefinitely in a cage or kennel off premises. Quality-of-life is our guiding principle. We don't believe in warehousing animals for the sake of saving their lives.

SAFETY RULES

PERSONAL SAFETY

Following these common sense rules will help prevent many accidents.

- **Report all injuries**, no matter how slight, to your supervisor and fill out an accident report.

- All Operations personnel and administrative persons working with animals are required to purchase and wear **skid**- or **slip- resistant shoes**.

- Do not attempt to lift/push objects or animals that are too heavy-ask for help. Bend at the knees and hips and lift with your legs. Adjustable tables should be lowered to the floor for animals weighing over 75 lbs., or for any employee unable to lift an animal onto a table.

- Identify and remember the location of fire extinguishers, fire alarm pull boxes, and emergency exits. NEVER block these areas with materials or equipment. Keep floors and aisles free of debris at all times.

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- Use personal protective equipment as described below:
- Goggles, safety glasses, gloves must be worn when working with chemicals,
- Maintenance staff will wear customary safety equipment when performing applicable tasks.
- Horseplay is prohibited.
- Seat belts are to be worn at all times when driving on business, whether in agency vehicles or personal automobiles.

- When restraining animals over 60 lbs. seek assistance if necessary. (See the Animal Handling SOP for detailed instructions.)

- Any person known or observed to be under the apparent influence of drugs or alcohol will not be allowed to work, and will be subject to discipline, up to and including termination.

- Any person willfully violating safety procedures and/or endangering the safety of other employees will be subject to discipline, up to and including termination.

HOUSEKEEPING AND CLEANING

- All employees are responsible for maintaining the general orderliness and cleanliness of their work areas. Keep floors and aisles free of debris at all times. Housekeeping is an important part of maintaining a safe work environment. It reduces the spread of disease harbored by clutter and waste and eliminates tripping and falling hazards.

- Do not eat, drink, apply cosmetics, or store food in areas where animals are handled. These practices encourage the spread of disease.

- ALWAYS wash your hands in between handling animals to minimize the transmission of disease, and after handling chemicals to avoid potential allergic reactions.

- Non-hazardous spills are to be cleaned up promptly, and a "Wet Floor/Caution" sign placed in the area until the floor is dry. Aisles should be kept clear at all times.

HAZARDS AND HAZARDOUS SUBSTANCES

- Report all hazards to a supervisor immediately.

- Only properly trained employees are to undertake any repair work.

- Do not overload outlets.

- Know the safety precautions for each chemical BEFORE you use it. The Material Safety Data Sheets (MSDS) sheets can be found in the Office

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ANIMAL HANDLING SAFETY

This information is a general overview of safe animal handling practices. It is not intended to replace actual safe animal handling training. When handling animals, be sure to:

- take your time,
- don't over stimulate the animal, and
- remember that the animal may perceive a threat, even though you do not intend to threaten.

If you do not feel comfortable handling an animal, DON'T!! Get a supervisor or fellow staff person to help you-don't risk getting dragged, scratched, or bitten!

CATS

- When removing a cat from a kennel, be sure to get the cat's attention before opening the gate.
- Allow the cat to check out your fingers before you pick it up. The cat should come to you, not the other way around. Talk to the cat calmly and softly to avoid over-stimulating the cat.
- When handling a cat, control the head and neck at all times. Hold the cat finnly-left hand controlling the head and neck, right elbow supporting/gripping the hindquarters, right hand controlling the front paws. Take a moment to readjust your grip if you need to. Keep the cat's face away from other cats. (You can reverse this procedure if you are left-handed.)
- Always use a carrier to transport the cat more than a few feet.
- Watch for signs of stress/fear-enlarged pupils, thrashing tail, growling, hissing, and attempting to hide or escape. If these signs appear, carefully remove the cat from the source of stress- into a less stressful kennel.
- If a cat is fearful, do not make direct eye contact. Approach the cat at his or her level. Do not reach over the cat's head. Move slowly because rushing the cat only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.

DOGS

- When removing a dog from a kennel, distract the dog, and enter the kennel with your leash ready.
- Attempting to "noose" a dog through the gap in the gate can lead to an escape by the dog.
- Approach the dog from the side. Do not attempt to "noose" it over the top of its head, as this will only intimidate the dog. If the dog has a kennel mate, remove the kennel mate from the kennel if he or she is making it difficult to get the dog you need. Talk calmly to the dog to avoid over-stimulating him or her.
- When moving the dog, keep the dog away from other kennels, and break his or her line of vision. Use proper leash techniques, looping the handle of the leash over your thumb and across your palm (like a joystick). Keep the leash short, bend your arms and knees and use both hands for better control.

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- Only small dogs and puppies should be carried, and then only as you carry a cat. Carrying a dog like a baby is not pennitted. If the dog won't move on the leash, coax the dog by moving in front and down low. Dragging a dog is never permitted.
- Watch for signs of stress/fear:
  - ears back,
  - hackles raised, tail down,
  - dilated pupils,
  - lifted lip,
  - submissive posture,
  - growling. snarling, barking, or lunging.

If these signs appear, remove the dog from the source of the stress-out of the visiting room, away from other animals, or into a less stressful kennel.

- If a dog is fearful, do not make direct eye contact. Approach the dog at his or her level. Do not reach over the dog's head. Move slowly because rushing the dog only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.

WITH ANY ANIMAL

- Inform a supervisor immediately if an animal is displaying signs of aggression and/or may be a threat to other animals or people.
- Wear protective gloves, long-sleeved shirts, and shoes with closed toes (no sandals) to reduce the degree of injury from bites and scratches.
- **If you have questions, ask a supervisor. If you feel uncomfortable handling an animal, DON'T!**

RESTRAINT OF ANIMALS

It is the goal of The Cochise County Animal Shelter to treat all animals as humanely as possible. We expect everyone to use the least amount of restraint necessary to both secure the animal and protect the staff and volunteers. The following policies for restraint, from least to most restraint, are the only ones that are appropriate to use:

- All staff must have a slip leash on their belt at all times.
- Pick up and carry or place the animal in an appropriate sized carrier. No dragging, ever.
- If necessary, use a leash muzzle wrap when picking up an animal.
- Frightened dogs or cats that try to bite or are fearful can be safely and humanely moved by wrapping the animal in a heavy blanket or towel and carrying the animal to the run or cage.
- When lifting animals, work in teams of two. Both people lift the animal: one supports the animal's weight and the other controls the animal's head.

- Use control poles only when absolutely necessary and only by staff who are properly trained on their use. **Do not use control poles on cats.**

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- Use cat nets only when handing fractious cats.
- Transport all cats in transfer cages covered by a towel to minimize stress. Never hold cats in your arms to transport from room to room.
- Use the feral cat box to transport feral cats and then transfer the cat to a squeeze cage where the drugs are administered. While the cat is in the squeeze cage it will be covered with a towel to minimize the stress for the cat.

APPROACHING FEARFUL KENNELED ANIMALS

When approaching a fearful animal, you should make every effort to be as non-threatening as possible. Remember that a caged animal may not show you signs of fear until it feels cornered (i.e. when you close off the only visible exit path).

Consider your purpose: Are you evaluating the animal, attempting socialization, or trying to catch the animal to move and/or treat it? and only approach as close as is absolutely necessary.

- **Remember that the animal may PERCEIVE a threat**, even though you do not intend to threaten.
- **Move slowly and deliberately.** Quick, sudden, or tentative movements may produce more fearful reactions. Be sure that the animal sees you.
- **Do not make direct eye contact.** While you obviously need to watch where you are going and what you are doing, direct eye contact is very intimidating and threatening to the animal. Look to the side, above the head, or toward the floor.
- **Approach at the animal's level**. Even if you are not a very large person, you are taller than the animal and may seem to loom over it. Crouch down (bending at the knees) or kneel or sit on the floor; you should be stable in whatever position you choose. (When working with higher cages, try to bring your hand in from the bottom, rather than the top, of the cage.
- **Do not reach over the animal's head**. Reach out and touch under the chest or chin, or behind and under the ears, rather than over the head. Allow the animal to sniff your fingers first if he wants to investigate you. (Cats will generally "tell" you where they prefer your finger to touch them; the jawbone is often selected!)

Rushing an animal increases stress for the animal and the situation. Increased stress means more unpredictable circumstances, which lead to dangerous situations.

SECURITY OF CONTROLLED SUBSTANCES

Controlled substances-syringes

- All controlled substances, needles and syringes are to be kept securely locked and should never be accessible to the public or any unauthorized persons.

- Only staff members who have been adequately trained to use such supplies will have access to them.

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HAZARD COMMUNICATION PROGRAM

Material Safety Data Sheets (MSDS)

The Cochise County Shelter does not expect its employees to use a chemical that does not have a MSDS to explain the hazards and safety precautions that should be used with the chemical.

MSDS books are kept and maintained in the office.

If new chemicals are introduced to the shelter the MSDS book should be updated with the new chemical MSDS

MSDS books should be reviewed annually to ensure all chemical sheets are up to date.

Container Labeling

Staff is responsible for checking to verify any chemical moved/diluted into another container that they are appropriately labeled. ie: kennelsol/water or bleach/water, Sulfur dip/water. Any container with a worn or missing label needs to be re-identified immediately before It goes back into use. No chemical should transfer to a bottle that is not immediately labeled as to the contents of that bottle.

Non-Routine Tasks

Before any employee engages in a non-routine task the employee shall consult the SOP for that particular task.

Information Exchange with Other Employees

The Cochise County Animal Shelter will verbally give the information on where our MSDS are located to each employee.

Employee Training and Information

Hazard Communication Training for employees will be given at the time of initial assignment, twice a year, and whenever a new hazard is introduced. Training will include the following:

- The nature of hazards posed by chemicals in the workplace.
- Right to Know
- Measures that employees can take to protect themselves from these hazards.
- Instructions on work practices, personal protection equipment, and any special procedures to be followed in an emergency.

- An explanation of the hazard communication program, including information on labeling and MSDS.

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TELEPHONE INTERACTION

Telephone etiquette is important for establishing good community relations. In addition, the information line voice-mail system provides important information to individuals needing assistance with animal-related problems.

Answering Calls

All incoming calls will be answered with the following greeting: Hello, Western Arizona Humane Society, this is {say your name}, how may I help you?

If You Must Place a Caller on Hold

Answer as follows: "the Cochise County Animal Shelter" this is {say your name} do you have an animal emergency?" Wait for a response, in case the caller has an animal emergency, and then ask "may I place you on hold?"

Don't let callers linger on hold. Offer to take a message, or suggest a time to call back when they are more likely to reach the person they need or when staff will be available to assist them.

MEDIA CONTACTS

If you are contacted by a reporter or representative of any TV, radio, newspaper, or magazine reporters, or by other media reps, you need to direct him or her to the County Manager.

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