

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE Adoption Process -PAPC	PROCEDURE	PAGE No. Page 1 of 7
MAJOR AREAS AFFECTED Adoptions Counselors Customer Service Clinic Kennel	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar	

INTENT: To provide a uniform process for the processing of adoptions at the Pet Adoption and Protection Center (PAPC).

Greeting of Customer

- Front counter/greeter will greet customer.
- If customer only wants to place commitment, it will be done at information desk.
- Greeter will control flow of customers.
 - Adopters should be welcomed to walk adoption mall.
 - Adopters will get in queueing system to get ticket once they are ready to adopt.

Adoption Process

- Adopters without ticket.
 - Walk adoption mall to look at available pets.
 - Prior to entering the queueing system, adopters should check on the status of the interested pets at the information counter in the adoption lobby.
 - Adoption hold for pet selected can be placed at the information counter (limit 1 dog).
 - Adoption holds can only be placed at the information counter and should not be placed in the adoption mall.
 - Any customer without a ticket engaging an AC, the AC will bring customer back to information counter to place commitment.
 - Once ready, adopters will get into queueing system to start adoption process.
 - AC completes adoption process with adopter if pet is adoption ready or at the information counter in the adoption lobby once the runner from the clinic has brought pet back to the information counter.
- Adopters with ticket and in queueing system.
 - AC will wait up to five minutes for adopter once number called/displayed.
 - If after five minutes adopter called is a no show, number gets re-queued to bottom of list.
 - AC will then get next adopter from greeter.

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- AC will have pet and adopter interact on adoption mall floor, north or south park, and/or Meet and Greet room if available.
- Once adopter wants pet, AC will process adoption.
 - Credit card payments will be processed on computer in adoption mall and/or front counter
 - Cash/check payments will be processed at information counter
- If pet is not ready to go, AC will take pet to clinic to get it adoption ready.
- If clinic is not busy (under two pets), AC will wait for pet to get ready.
- AC must create person account or update account, partial outcome pet, provide S/N appointment, register license and create F2A flyer if needed
- If clinic is busy, AC will leave pet in clinic (clinic will process pets in order received).
- AC will advise adopter pet is getting ready and it might take approximately XX minutes.
- AC will ask customer to wait in the adoption lobby.
- Once pet is ready from clinic, the clinic will advise runner via radio to retrieve pet and runner will bring the pet to the lobby for front counter to finalize adoption.
- AC will then help next customer in queuing system.
- Runner to retrieve pet.
- Any pet leaving on F2A, AC will post flyer on board/put flyer in binder in Lost & Found office.

Pets with Confiscation Statuses

- Animals with the **Intake Type** of *confiscate* with subtypes *eviction, hospital* or *owner died* are eligible for release immediately upon completion of the three-business day hold period. No authorization is required from Enforcement for the release of animals meeting these criteria. Check animal record for notes prior to release.

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- Animals flagged as a *biter* or *quarantine* will be assessed by Enforcement on a case-by-case basis based on circumstance of the bite incident. Emails requesting release must be directed to the Enforcement Supervisor, cc to Chief of Operations & Enforcement.
- Animals with the **Intake Type** of *confiscate* with a **Subtype** of *cruelty, police or seized* are not eligible for release regardless of the due out date unless authorized in writing by Enforcement Supervisor or Chief of Operations & Enforcement.

Completion of Adoption Process

- Enter the Animal ID number in the Kennel screen, press F12. If the information does not show, search back 10 days or more and press F12
- Verify due out date, read all notes, comments, holds, and medical history
- Prior to starting the adoption, please verify that the customer meets all of the adoption requirements.
- After reading all the notes, then proceed with adoption.
- Make sure the customer is aware of the Spay/Neuter Agreement and the \$50 deposit if the animal is leaving prior to having surgery. No animals may leave Miami-Dade County on a Spay/Neuter Agreement (**Unless there has been prior approval from the Supervisor.**)
- Give a copy of the kennel card and location of the dog or cat to the Adoption Counselor/Runner or Kennel Staff who is assigned as runner, so that the animal may go to the clinic to be checked for adoption.
- When starting the adoption, verify the person's information to see if they have an existing account in Chameleon, this will avoid creating duplicate accounts. At this time, you should be checking for a 'do not adopt' symbol under the customer's name, and the 'Snake Icon' for outstanding balances and/or bad check. Customers with these symbols have lost adoption privileges from the shelter.

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- If this person is new to the system, go to the 'Tag Box' on the kennel screen and press F4; enter the owner information into the person ID (see instructions above). The animal ID number should self-populate; however, if it does not enter animal ID number in its allotted space.
- Enter the rabies license number in the box labeled 'Tag No' tab over to 'Tag Type' and press F4 and scroll down to the correct tag, LIC ALT, LIC ALT PEN (if pet needs to be spayed or neutered on a later date due to medical or space reasons) then tab over to subtype press F4 and scroll down to ADOPT, then tab over to S/N and always make sure to enter whether the dog is spayed or neutered. Tab over to status and press F4, always enter CURRENT. Then follow the same procedures for Rabies and Tags.
 - Tab over to 'Tag Date' box and press F5, then tab to the 'Term' box and verify that the actual term is 12 months or 36 months. Tab past the 'Tag Exp' box, as the system will automatically put the correct date in when the information is saved
 - For a puppies under 4 months, please assign a LINK and press F9 then update to LICPENDING and press F8 for the duration from the adoption date until puppy turns 4 months of age: *Ex. Puppy is currently 2 months of age on 3/1/16 so tag expiration is 07/1/16 to vaccinate pet for rabies at 4 months and obtain a Miami-Dade County Rabies Tag. At that time, provide customer with the courtesy reminder notice*
 - In the 'Vac Date' box press F5, then tab over to the 'Term' box and enter the correct months for the rabies vaccine. First time vaccines are for a term of 12 months (1 year). A pet with existing rabies history will get the 36 months (3 years) vaccine. The system will automatically put in the 'Vac Exp Date' information
 - Please make sure the 'Vaccine' box, 'Certificate No' box, 'Vet ID' box and 'Batch Number' box are filled in with the correct information so that the rabies certificate is printed correctly. In the 'Certificate No' box, please enter the tag number and press F9 to save all information.

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- If the animal is leaving on a Spay / Neuter Agreement, please make sure you do the following:
 - Click on the Animal ID then press F4
 - Tab over to 'Date' in the Spay/Neuter Box and enter within 30 days from the date of the adoption to return for surgery. *Ex. Adoption date is 8/26/08, the Spay/Neuter Date would be 9/26/08 or any time before. Once sterilization is complete, the 'Complete Date' will be updated and LIC ALT PEN tag updated*
 - *If extra time is needed, approval by a supervisor is required.*
 - *Kittens must weigh 3 pounds and be 3 months of age to be sterilized. If a kitten is 2 months, the spay or neuter appointment can be scheduled 1 month after adoption date to meet the requirements for surgery*
- Please remember to ask the owner for the name of the pet, so it can be entered in Chameleon.
- Once the rabies tag is entered, enter the microchip number in the 'Tag No' box. In the 'Tag Type' box, press F4 and scroll down to enter the correct microchip brand (Found Animals or microchip manufacturer being used). Enter F9 to save.
- If the rabies vaccine was already given to the pet prior to adoption or while in surgery, there should be a Rabies Certificate attached to the kennel card. Please enter the rabies certificate information in Chameleon. If the Rabies vaccine has not been given to the pet, then you must go to reports, run report, and click on Rabies Certificate and print.
- Once all the information is entered for the owner, rabies, and microchip, press enter to return to the Kennel Screen and finish adoption process. Owner information should automatically transfer to the Kennel screen from the Tag screen.
- Tab to 'Type' then press F4 and select Adoption. Tab over to 'Date' and press F5, then tab over to 'Time' and press F5, then tab over to 'By' and place initials. At this time, you tab over to the 'Receipt' Box and start processing the receipt.
- Press F4 on the receipt #, then on item code press F4 and scroll down to Adopt Cat, Adopt Dog, Adopt Puppy or Adopt 2 Cats (for the second cat/kitten in the 'felines for \$35 offer') depending

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on the transaction, and then press the green plus (+) sign. Before charging the customer you need to verify that the amount is correct for dog \$65, puppy \$75 and cat/kitten \$35 or 2 felines for \$35. (*These fees are subject to change.) Press F9 to process the receipt and print it.

- Once the receipt has been processed you need to go to Reports from the Kennel Screen, click Run a Report and click on Medical History. Repeat the process and go to Reports to print the Adoption Contract, print out two copies of the contract. Both copies need to be signed by the customer as well as the Customer Clerk doing the adoption. One copy goes into the adoption folder and one copy stays here with the Medical Release, if applicable.
- At this time, if the pet needs to be released on a Medical Waiver or a Spay/Neuter Release, please go back into the Reports screen and choose the correct report. Please refer to the Spay/Neuter Deposit SOP for the proper procedures for this transaction.
- Once adoption has been completed, make sure to keep all copies and distribute correctly in the appropriate hold out drawer in the front counter.

▪ **Adoption Folder**

- Place all appropriate informational handouts (It's the Law, Your Pet's Health, Taking Care of Your Puppy, Dog, Cat, and Kitten, Found Animals application, infectious disease alert, and Rabies/Tag courtesy notice for puppies) in the adoption folder. Include any medical conditions handouts and Free 1st Visit info.
- Make sure that contract, medical release, medical history (initialed) and spay/neuter release, if applicable, are filled out correctly and signed.
- Review with the customer all materials contained in the adoption folder. Please make sure that they are fully aware of the medical treatment, tag usage and expiration, if puppy tag is issued please give customer a puppy tag reminder form, and any medication that is going home. If the animal had surgery, please go over the aftercare handout and surgery incision site instructions for the adopters.

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▪ **General Information**

- If an adopter needs to have a second party pick up their new pet, make a note with that person's name and number. When the second party arrives to pick up the pet, have them provide you with a copy of their ID and advise them that the adoption will be in their name and not the original person that placed the hold. They would need to transfer at a later time.
- If a pet is sick and the customer still wants to proceed with the adoption, have them fill out the medical release form and speak with a vet tech or attending veterinarian.
- Pets can be released for adoption if they have not had surgery. Before leaving, customers must sign the Chameleon generated Spay/Neuter Agreement form, and leave a fifty (\$50) dollar deposit. Provide them with a surgery appointment and attach a copy of the agreement to their adoption contract and put a copy in the appropriate hold out in the front counter.
- When completing an adoption, please make sure that each pet leaves with a name.
- When a pet is brought in as an owner surrender, euthanasia request, or disposal, it is your responsibility to make sure the customer's existing account is closed.
- Use every opportunity to review the persons account, including contact information and pets in the system.
- Attachments: Employee Adoption Form, Spay/Neuter Agreement, Adoption Contract, Medical Release.

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EFFECTIVE DATE July 30, 2018	PROCEDURE TITLE Animal Handling and Restraint	PROCEDURE	PAGE No. Page 1 of 6
MAJOR AREAS AFFECTED All Staff	APPROVED BY Lorna Mejia Chief of Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1 st , 2017	
		PREPARED BY Kathleen Labrada Maria Serrano, DVM	

INTENT: To handle all pets including behavioral, fearful, aggressive, feral, fractious, animals etc. with care and compassion while upholding pet and human safety.

PROCESSING GUIDELINES:

All animals surrendered to the shelter or brought to the shelter by our Animal Control Officers are in an unfamiliar situation. Some may react to that fear by acting aggressively. All efforts should be made by the staff to make their stay at the shelter as comfortable as possible. Staff should be very careful when handling the animals and should not use excessive physical force. The safety of the staff and public is of the utmost importance, so it is essential that staff dealing directly with animals learn and practice how to handle them correctly, regardless of their behavior.

Training on appropriate animal handling and restraint is mandatory for all staff handling animals.

RESPONSIBILITIES:

Noting behavioral observation is essential in determining an animal path through the shelter. Notes can be placed in the animal medical record (use template), animal profile, and animal record. The following terms can be used to alert staff to handle the animal with caution. In the Animal Screen if the pet is showing behavioral signs, such as growling, snarling, snapping, lunging aggressive, etc. write the word "BEHAVIORAL" on the markings field and the cage card will print it in capitals.

Receiving Staff:

Note in the 'Condition Box' in the Kennel Screen if the pet is showing signs of aggression, such as growling, snarling, snapping or lunging. If aggressive write the word "aggressive" on the cage card in bold sharpie.

Clinic Staff:

In the pet's record and on the cage card, note the signs of aggression the pet was showing. Include the date with your initials.

Behavioral Signs and Concerns – Dogs:

Quick Reference:

- Growling, snarling or showing teeth
- Lunging towards dog or person while growling
- Biting while growling with hair standing on end
- Could also be wagging the tail.

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Detailed Descriptions:

RESOURCE GUARDING: Growls, and displays a tense body position during feeding or when he is given a "valued" item. Multiple shelter dogs display this behavior, which often spontaneously resolves after adoption. It is important to avoid provoking the behavior to avoid a reaction.

BARRIER AGGRESSION: The dog barks, launches, paws, growls when a person or dog approaches his enclosure. This behavior improves when the enclosure is opened and he is able to loosely walk.

LEASH REACTION: This is a type of barrier aggression. The dog will be reactive to other dogs or people while on a tight leash. This dog will not display reaction if the leash tension is removed or if he is let loose.

JUMPY / MOUTHY: The dog jumps on staff and bites the arms or limbs of the caregiver. May be interpreted as play, but it is an undesired behavior that often causes issues after adoption.

FEARFUL (NO AGGRESSION): Avoids human contact. Looks away, whale eyes, creeps, stays in the back of the cage, shivers, and hides. Has not attempted to bite. Every fearful dog has a point at which it will bite out of fear.

FEARFUL AGGRESSION: Displays fearful behavior (above). Has very tense body language and avoids interaction. Will bite only when he is unable to avoid the threat.

AGGRESSION: This dog growls, barks, stares, snarls, has a tense body language. This dog appears to want to intentionally injure a person. The staff member is afraid to handle this dog without a barrier between.

SELECTIVE AGGRESSION: This dog will display aggressive behavior towards certain people.

DOG AGGRESSION TO CATS: This dog will attack other dogs or cats (Not tested with cats at the shelter).

PREY DRIVE: Toys or small dogs will make this dog very excited and will or may become aggressive if the stimuli is strong enough.

SENSITIVE TO CERTAIN STIMULI: This dog will react to being touched in certain areas (such as ears, paws...)

STEREOTYPICAL BEHAVIORS: This dog performs repetitive motions such as spinning, pacing, chewing its paws, chasing its tail. These are behaviors that result from poor mental stimulation and frustration.

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Handling Specifics:

The following rules must be followed regarding safe and humane animal handling and restraint:

1. Dogs and cats are **NEVER** to be lifted, suspended, or carried by the neck alone. The body must always be supported.
2. Dogs, cats, and other small mammals are **NEVER** to be lifted, suspended, or carried by the tail or ears.
3. Control poles are **NEVER** to be used to restrain cats.
4. Pets are **NEVER** to be left tethered unsupervised on a table or elsewhere.
5. Remove all choke chains from dogs before placing in cages or runs. Aggressive or feral animals are exceptions.
6. Examples of appropriate equipment for restraint and handling include: control poles for aggressive dogs, leashes, muzzles, towels, cat sacks, EZ-nabbers, feral cat traps, squeeze cages, nets, syringe poles, and chemical restraint.
7. Whenever walking a dog make sure to **CALLOUT "Dog, Dog, Dog"** when approaching a corner, doorway, or blind spot. This will alert anyone or someone with another pet approaching your direction.

Dogs

Animals with behavior concerns should be placed in the Pet Suite areas. This is a controlled environment where the animal can decompress and acclimate to new surroundings. The veterinarian team or other appropriate staff will evaluate the pet's condition and establish the best course of action.

If a dog or puppy is staying towards the back of the cage with their tail between their legs, squat down so you are bringing yourself to their eye level, turning your body slightly to the side. This posture is less intimidating to them, as opposed to standing or facing them head-on. Speak to the pet in a soft voice. Continue to coax them towards you. Extend your hand, palm up, under the animal's chin and allow them to sniff you; do not reach over the head of an unknown animal as this may be interpreted as a threatening gesture. Try not to move towards them as that will frighten them, but give them the opportunity to come towards you. They may come forward and stay low to the ground. If they should do that without growling or snarling, they are being submissive to you.

If the dog stays in the back of the cage or run and growls/snarls, continue to speak to them in a soft voice, but do not enter the run. Place a note on the cage card that the pet needs another day to calm down and be sure that shelter staff are not a threat to them.

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If, however, a medium to large dog lunges at the cage, a sign of dominance aggression, is much more serious. A dog showing such signs should not be placed for adoption or sent to rescue. A memo should be placed in Chameleon in the medical record describing the problem for Veterinary review or review by other appropriate shelter staff.

Most dogs/puppies in the shelter will not react to fear in an aggressive manner. It is the responsibility of staff to make sure a pet is not placed for adoption who could seriously injure another pet or person. Small breed aggressive dogs that become more comfortable when handled may be available for rescue, but should not be placed for adoption where they will be placed in a frightening situation.

Tools for handling aggressive dogs

- A muzzle should be placed on a dog who is potentially aggressive to protect the staff while the dog is being handled.
- If staff cannot safely place a muzzle on a dog, always consider sedation through the assists of the vet/clinic team and handling the dog should be postponed at least 2 hours. If the dog does not eat the meatball, an injectable tranquilizer may be used. ****At no time should excessive physical force ever be used when handling any animal.**
- The rabies pole can be used on dogs that are lunging or too aggressive to muzzle. The noose should be tightened so that it is snug around the neck but not tight. No animal should be dragged using the rabies pole or lifted off the ground with only the rabies pole around the neck.
- Tools for handling dogs with behavior concerns
- At no time should excessive physical force ever be used when handling any animal.
- The control pole can be used on dogs who are lunging or too aggressive to muzzle. The noose should be tightened so that it is snug around the neck but not tight. No animal should be dragged using the control pole or lifted off the ground with only the rabies pole around the neck.

Leash technique and procedures:

- There are a few leash techniques and procedures one should know about in the event a behavioral concern arises.
- Whenever walking a dog make sure to CALLOUT "Dog, Dog, Dog" when approaching a corner, doorway, or blind spot. This will alert anyone or someone with another pet approaching your direction.
- Do not allow the animal to pull you when walking on a leash. Leash should always be at the shorts distance from your waist and should not be wrapped around your wrist. There is no running allowed with the pets. Never pull or drag an animal by the neck with a leash.
- If a dog try to bite you the first reaction should be to lift the leash upper ward to prevent the dog from biting you. The dogs back legs should not be off the floor.
- Look for an object to create a barrier between you and the dog. Ask a colleague to leash the dog as well to have better control of the dog, this is the double leash technique.

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- If a dog is biting the leash or not wanting to walk on a leash, use the harness leash technique. Some dogs may not be used to walking on a leash. If it is a large dog you may need to make the leash longer by adding another leash.
- If a dog tries to bite you while trying to pick them up and a muzzle is not accessible at the time, use the muzzle leash technique.
- Examples of appropriate equipment for restraint and handling include control poles, leashes, muzzles, towels, cat sacks, EZ-nabbers, feral cat traps, squeeze cages, nets, cat gloves, syringe pole, and chemical restraint.

Cats

If a cat does not come to the front of the cage to be pet, they may be afraid or aggressive. If you approach the cat and the cat moves back, he may not know what to expect of you or may be waiting for the right time to escape/attack. Approach the cage/cat slowly and speak in a soft voice. If you are not sure how the cat will react when you touch him, use small object to safely pet them so if should bite, he will bite the object, not your hand. Never reach over the head of a frightened animal, as this may be interpreted as a threatening gesture. Instead offer your hand, palm up, below the cat's chin and allow him or her to sniff you. If he or she accepts the touch, you may slowly move your hand to scratch him on top of the head, and then gently but quickly scruff the back of the cat's neck.

The difference between a feral cat and an extremely aggressive cat is that the feral cats cannot be handled by anyone. Most aggressive cats can be handled by the person (or people) they trust.

Signs of behavior concerns-Cats:

- Hissing, growling, biting, scratching Hair standing on end
- Lunging forward
- Feral cats will have widely dilated pupils and tend to be quiet until they attack

Tools for handling cats with behavioral concern

- CONTROL POLES or LEASH SHOULD NOT BE USED WITH CATS
- Feral cats should not be handled
- Feral or very aggressive cats should be kept in the trap.
- Feral cats should be TNR on admission if they do not have an ID collar, or microchip evidence of a caretaker
- If the cat can be handled but is aggressive, a towel or cat gloves can be used to wrap around the cat to remove him from the cage and place him in a carrier
- Cats must be transported within the shelter in the cat carriers provided
- If a feral cat is admitted for spay/neuter surgery, they should be kept in their carrier and an injection pole used to administer the prescribed sedative

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MAJOR AREAS AFFECTED Kennel	APPROVED BY Lorna Mejia Chief of Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017
		PREPARED BY Omar Chavez

INTENT: To bathe pets that need a bath.

Do not use scissors to cut mats or trim pet's hair. If grooming is necessary, please advise the Kennel or Clinic supervisor. A trained staff/volunteer will groom dog with clippers.

Dogs/puppies on the surgery list for the following day or any dogs/puppies in adoptions that are flea-infested are the first priority. The second priority is any dog/puppy in adoptions.

PROCESSING GUIDELINES:

Pre-Bathing Instructions:

- Obtain the surgery list for the animals which are having surgery the following day
- If bathing dog(s) not on list, check to make sure dog was not spayed/neutered as stitches can open (Hint: kennel card will usually have microchip info and have "S" or "N" written on it. Any questions see Kennel staff.)
- Have all of your bathing supplies (shampoo, towels, brushes, cotton balls, alcohol, tweezers, etc.) in the grooming area before you start to bathe the pet
- Before taking the pet out of cage, insert the "I'm Getting Bathed" label in the kennel card pocket (this is a very important step)
- Physically check for a recent sterilization scar prior to bathing

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Bathing instructions:

- Approach pets slowly and speak to them in a happy voice. **If the pet is too nervous, growls, or tries to bite, do not take them out of the cage and do not bathe them.** Notify the Kennel Supervisor if you have any problem
- Place a leash on the pet *before* taking them out of the cage
- Make sure to take pet outside to relieve themselves prior to bath
- Bring pet to the bath tub, place on rubber bath mat and secure the leash to the tie post
- **NEVER LEAVE A PET UNATTENDED during the grooming process**
- Start by wetting the pet with warm water from the top of its head to the tail. Never hold water directly over a pet's face or ears
- Apply shampoo to the body and scrub into a lather over the entire body. Be careful not to get shampoo into the eyes or ears
- If a pet has fleas/ticks, let pet soak for 5 minutes with flea/tick shampoo to help kill the fleas/ticks
- Repeat shampooing if needed
- Rinse the pet thoroughly with warm water
- **Dry pet thoroughly** by using towels and blow dry if needed
- **Never return wet pets to the adoption floor**
- Use cotton balls to clean ears. **Do not use Q-tips to clean the ears as the ear drum can be damaged**
- Use tweezers or hemostats to remove ticks (remove tick at base). Place ticks in small bowl

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MAJOR AREAS AFFECTED Kennel	APPROVED BY Lorna Mejia Chief of Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY Omar Chavez	
<p>filled with alcohol. Dispose ticks when finished</p> <ul style="list-style-type: none"> • Put a colorful bandana on the dog ideally, according to the season/holiday according to size Bandanas should fit neither loose nor tight around neck and should be double-knotted • Return pet into the same cage. If cage is soiled, please clean it before placing pet back in cage. Make sure pet has a clean, fresh bowl of water • Place an "I had a bath" sticker on the pet's cage card with the date • Disinfect bathtub after each pet with approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian • Disinfect hands with hand sanitizer after bathing each pet • Place dirty wet towels in a bin • Clean bathing area when you are finished bathing/styling the pets and make sure you pick up any messes left by the pets you are bathing • Very Important - Return bathing supplies to shelf clean and organized. Brushes should be thoroughly cleaned <p style="text-align: center;">Our pets thank you!!</p>			

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Canine Sanitation	PROCEDURE	PAGE No. Page 1 of 2
MAJOR AREAS AFFECTED Kennel Adoption Counselors	APPROVED BY Lorna Mejia Chief of Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process for the cleaning and disinfecting canine housing areas.

Processes

- Secure dog on one side of kennel closing guillotine door
- Dogs housed in kennels without a guillotine door must be removed from the kennel and secured individually prior to cleaning
- Remove newspaper, bowls, enrichment items, all food and water receptacles
- Place feces in collection bucket for disposal in dedicated flush receptacle
- Spray all surfaces of housing area with approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian and allow to sit for 5 minutes
- Scrub all surfaces of kennels including guillotine doors utilizing a scrub brush
- Kennels without guillotines are to be wiped down on all surfaces utilizing a separate rag for each kennel
- Rinse with water and squeegee dry all surfaces including glass
- Place clean newspaper in kennels without guillotines, replace water bowls with clean filled bowls
- For kennels with guillotine doors repeat the process on the opposite side
- Remove feces from walkways and place in collection bucket for disposal in dedicated flush receptacle
- Clean walkways utilizing approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian, scrub and let it sit for 5 minutes, rinse with water and squeegee dry
- Dispose of collection bucket feces in the dedicated flush receptacle and sanitize bucket, scoop and flush receptacle with approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian
- Follow same procedures above for free roaming dog rooms, meet and greet rooms and play yards

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MAJOR AREAS AFFECTED Kennel Adoption Counselors	APPROVED BY Lorna Mejia Chief of Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY K. Labrada	

- Countertops are to be wiped down daily and kept clean and dry, drawers and cabinets must be organized and clean
- All pets must have a legible ID band and kennel card, ensure inventory is accurate and update locations, ID bands and kennel cards as needed daily
- Pets noted as having diarrhea, blood in stool or other medical issues are to be recorded daily on the vet check list
- Make sure all cages are properly secured and locked prior to opening to the public.
- Should there be an incident involving an animal bite to human, please notify your immediate supervisor and refer to the injury/incident reporting process SOP
- Should there be an incident involving to animals, please notify immediate supervisor and please animals on the vet check list

Note: These are preferred and sample plans subject to change due to operational needs and priorities

STANDARD OPERATING PROCEDURE

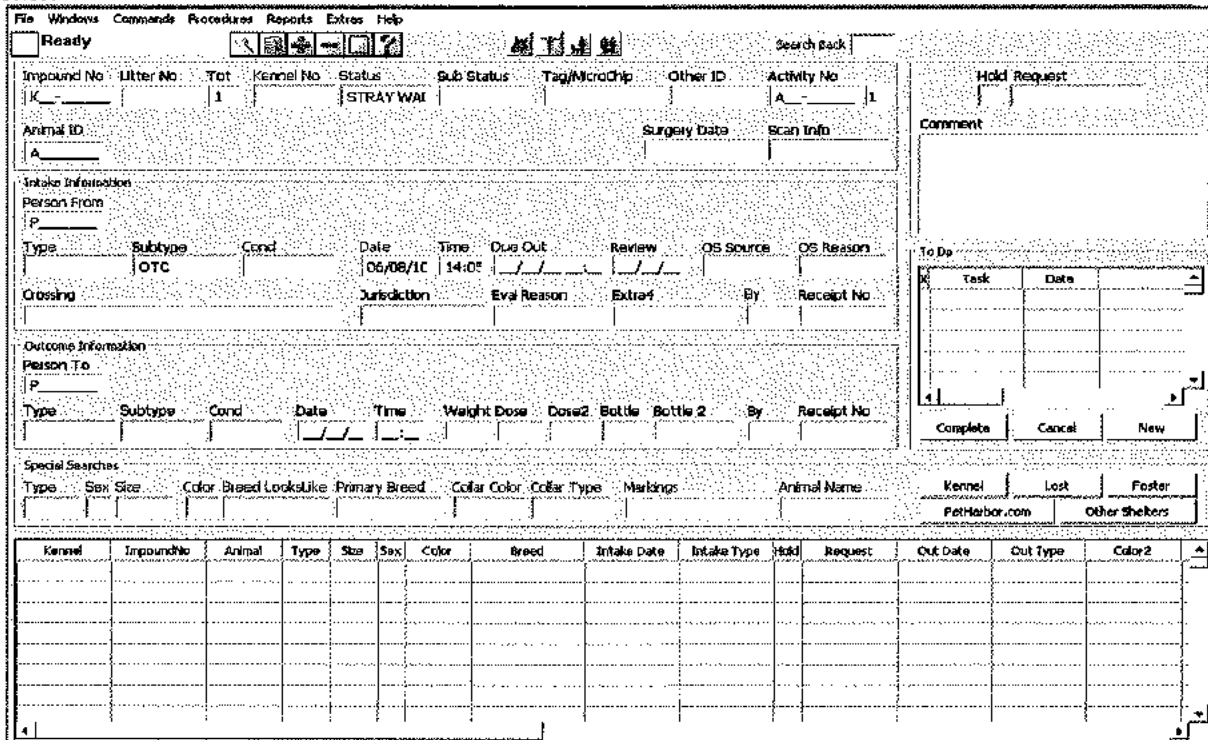
EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Chameleon	PROCEDURE	PAGE No. Page 1 of 14
MAJOR AREAS AFFECTED All Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13 2016	
		PREPARED BY Xiomara Mordcovich	

INTENT: To use Chameleon to its full potential. All sections have to work together to make sure that all information is accurate at all times, without exception. This will prevent mistakes and provide the best possible care for our pets and excellent customer service for the public.

PROCESSING GUIDELINES:

MAIN KENNEL SCREEN

This page provides a summary of the most important pet information, such as location, type (stray, owner surrender, or confiscation), and owner's name if surrendered by owner, intake date, and due out date, pet condition, identification (tags/microchip), outcome information, other related animals (litter), and additional comments.



The screenshot shows the Chameleon software interface. At the top, there is a menu bar with options: File, Windows, Commands, Procedures, Reports, Extras, Help. Below the menu bar is a toolbar with various icons. The main area is divided into several sections:

- Intake Information:** Fields for Impound No., Litter No., Tot, Kennel No., Status (STRAY WAI), Sub Status, Tag/Microchip, Other ID, Activity No., Animal ID, Surgery Date, Scan Info, Hold Request, and Comment.
- Person From:** Field for Person From (P).
- Intake Details:** Fields for Type, Subtype (OTC), Cond, Date (06/08/11), Time (14:00), Due Out, Review, OS Source, and OS Reason.
- Outcome Information:** Fields for Person To (P), Type, Subtype, Cond, Date, Time, Weight, Dose, Dose2, Bottle, Bottle 2, By, and Receipt No.
- Special Searches:** Fields for Type, Sex, Size, Color, Breed, LooksLike, Primary Breed, Collar Color, Collar Type, Marblings, Animal Name, Kennel, Lost, Foster, and Other Shelters.
- Table:** A table with columns: Kennel, Impound No., Animal, Type, Sex, Color, Breed, Intake Date, Intake Type, Add, Request, Out Date, Out Type, and Color 2.

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BOXES:

IMPOUND No.

Chameleon automatically generates this number when an animal is impounded. This is a unique, self-generated, number to each impound and can be used as a 'Litter No.' for all animals brought in together, i.e., a hoarder's case, an investigation, a sweep, a mother dog/cat with its offspring, etc. The Impound Number should never be reused. If an animal returns to the shelter, a new Impound Number needs to be issued.

LITTER No.

This number can be used to identify animals that are 'related' by birth, source, or case. In the case of a mother dog or cat, please use the impound number of the mother as the 'Litter No' for the rest of the group. This number can also be a case or Customer Service Request (SR) number. The litter number is assigned to the group and not automatically generated, as it must be manually entered.

KENNEL No.

This is where the pet is located in the shelter. To enter a location in the 'Kennel' Box, either type in the cage/run number such as 'C1' and press (F8) to update, or place the cursor in the 'Kennel' Box and press (F4) to search for the cage. **The pet's location in Chameleon must be accurate at all times. When moving a pet from one cage/run to another, you must update the location immediately.**

STATUS

For a stray pet, enter 'Stray Waiting'. For healthy/happy owner surrender, enter 'available' (if the pet does not check for adoption then have clinic staff verify and enter 'Unavailable'). If an animal is not available for adoption to the public but is a candidate for rescue, the clinic should then notify the rescue office.

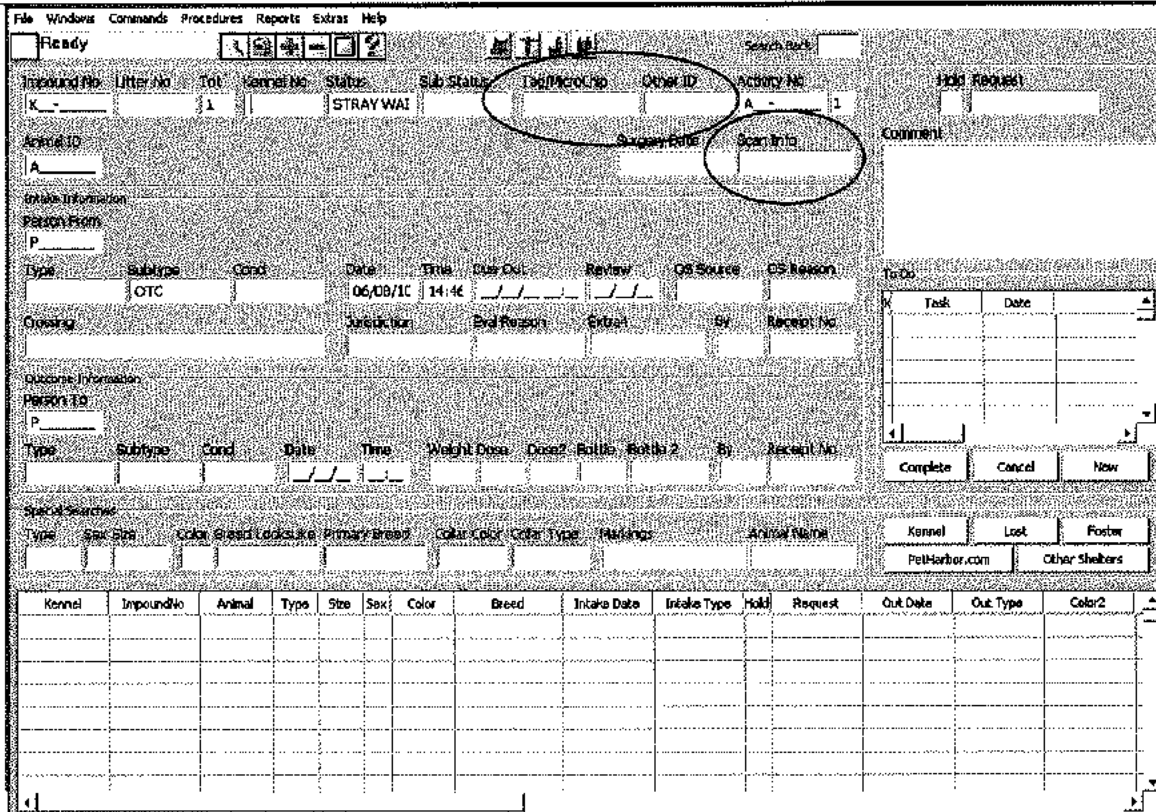
TAG

Every pet brought to the shelter should be checked for a microchip and/or identification tags and tattoos immediately.

If the pet is a stray or owner surrender and has any form of identification, enter the identification into the 'Tag/Microchip' Box. For instance L16-123456, (Y) for junior tag, and (T) for 3 year tag, microchip number or if the animal is wearing a personalized tag or an out county tag you can type "READ MEMO" in the 'Tag/Microchip' Box and write a memo with the tag information (i.e., name, telephone number, veterinarian's clinic, etc.). If the pet has a Miami-Dade County Tag or a microchip, press (F4) (once cursor is on the 'Tag/Microchip' Box) to enter tag or microchip information into the tag screen.

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The screenshot shows the Chameleon software interface with several fields circled in red. The fields are: 'Tag/Microchip', 'Other ID', and 'Scan Info'. The interface includes a menu bar (File, Windows, Commands, Procedures, Reports, Extras, Help), a toolbar, and a main data entry area. Below the main area is a table with columns: Kennel, ImpoundNo, Animal, Type, Size, Sex, Color, Breed, Intake Date, Intake Type, Hold, Request, Out Date, Out Type, Color2.

if a pet has 2 types of ID, please enter the tag in the 'Tag/Microchip' Box and second ID (chip, telephone, tattoo or other ID) in the 'Other ID' Box.

In the 'Scan Info' Box, please enter if the animal has any ID or No ID, for example, 'tag & microchip' 'tag' or 'chip'. Please select Hold 'YES,' Request 'HOLDNOTIFY,' for pets with any traceable form(s) of identification.

****This step is very important so the Lost & Found coordinators know there is a tagged pet in the shelter and can print a report so the owner can be found. ****

ANIMAL ID

Each pet entering the shelter must have a unique identification (Animal ID number). For example, if a litter of 4 puppies is surrendered, there should be 4 Animal ID numbers and 4 impound numbers. However, they should all share the same 'Litter Number'. This is the same 7-digit number that is written on the pet's collar and on the cage card. The number links ALL information about the pet to its record in Chameleon. If the pet has been at

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the shelter before, please do not create a new Animal ID number, always use the pet's original ID number.

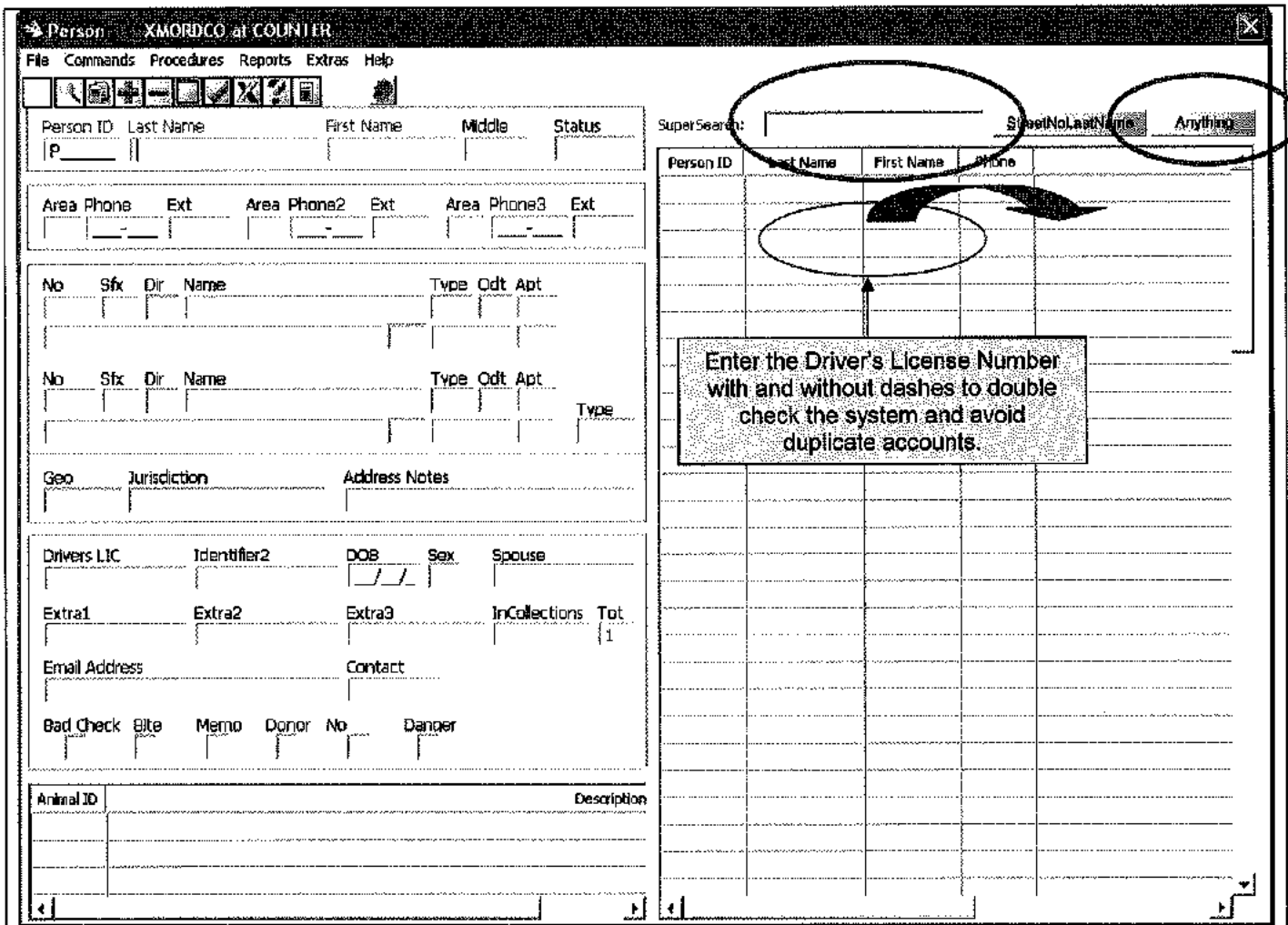
INTAKE INFORMATION

The 'Intake Information' of the pet refers to the person who surrendered the pet. See '**PERSON FROM**' Box

- If the pet was brought in by an Animal Control Officer (ACO) then that staff person's name would be entered as the 'Person From' (source) except owner surrenders.
- If a person other than an ACO surrendered the pet, then that person's information would be entered.
NOTE: In order to avoid duplicate accounts, check if the person already exists in the system. Search by name, phone number, address, and driver's license (with and without dashes in the Super Search field) **make sure to update customers account with the dashes**. See picture on next page.
- Put the cursor in the 'Person from' Box and press F4 to go to the Person Window. Fill in as much information as available, including phone numbers, driver's license, address, and e-mail if applicable.

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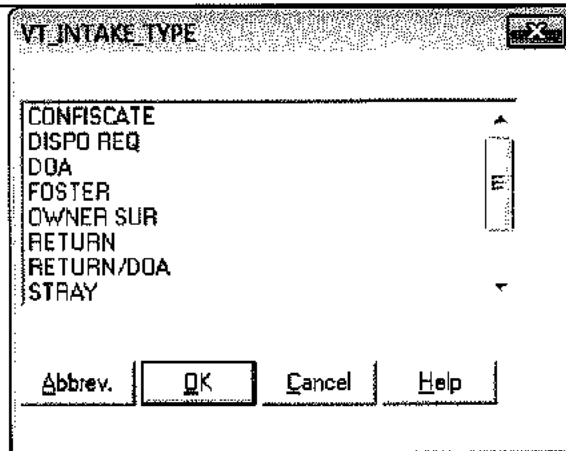
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TYPE: This box provides the animal's status upon arrival to the shelter.

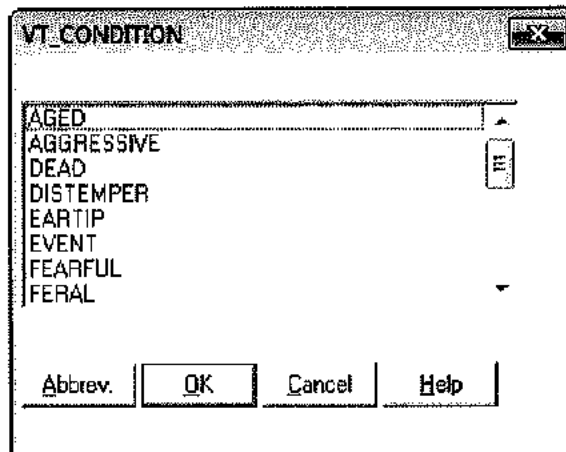
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The screenshot shows a dialog box titled "VT_INTAKE_TYPE" with a list of intake types: CONFISCATE, DISPO REQ, DOA, FOSTER, OWNER SUR, RETURN, RETURN/DOA, and STRAY. The list is scrollable. At the bottom, there are buttons for "Abbrev.", "OK", "Cancel", and "Help".

CONDITION: This box explains the animal's condition prior to arriving at the shelter.



The screenshot shows a dialog box titled "VT_CONDITION" with a list of conditions: AGED, AGGRESSIVE, DEAD, DISTEMPER, EARTIP, EVENT, FEARFUL, and FERAL. The list is scrollable. At the bottom, there are buttons for "Abbrev.", "OK", "Cancel", and "Help".

OUTCOME INFORMATION: Person To

This box is left blank when the pet is surrendered to the shelter. This box is used when the pet leaves the shelter, the owner found their stray pet, a new adopter or rescue group is taking a pet. **When the outcome information line is filled in, it means there is a person associated with the pet. The pet should not be euthanized, adopted to anyone else or sent to rescue unless all of the " , 'Memos' and 'Adoption**

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Interview' comments have been reviewed.

CROSSING COMMENTS

This box is for the location the stray pet was found.

INTAKE DATE

The date the pet was brought into the shelter.

DUE OUT DATE

The due out date calculation for dogs over 6 months will be measured in 24-hour increments. The time of day the pet is received, as recorded in Chameleon, is the starting point. The first 24 hours will be considered Day 1. Remember a holiday will affect the due out date, as the shelter may be closed.

For example, if a pet enters the shelter at 10:00 am August 1st:

August 2nd at 10 am will be considered Day 1

August 3rd at 10 am will be considered Day 2

August 4th at 10 am will be considered Day 3

August 5th at 10 am will be considered Day 4

Hence, Animal Services has full custody of the stray dog after 10 am on August 5th. Prior to that date/time, the pet cannot be released to an adopter if it has identification, have spay/neuter surgery or be euthanized unless approved by a veterinarian in the best interest of the pet. The pet may go to an approved rescue group on a medical release, can go on a Foster 2 Adopt to a potential adopter, or returned to its owner prior to the stray hold period.

There is no stray hold for cats unless it has identification. All cats must be scanned for a microchip and held for 3 days if they have identification. Stray puppies under six months must be held for 24 hours. There is no hold period for owner surrendered animals. A pet impounded for a police confiscation must be held for 3 business days, so do not count Saturday or Sunday or holidays in the hold time.

Reminder: If a puppy or cat has traceable identification, they should be held for 3 days.

PLACING A MEMO

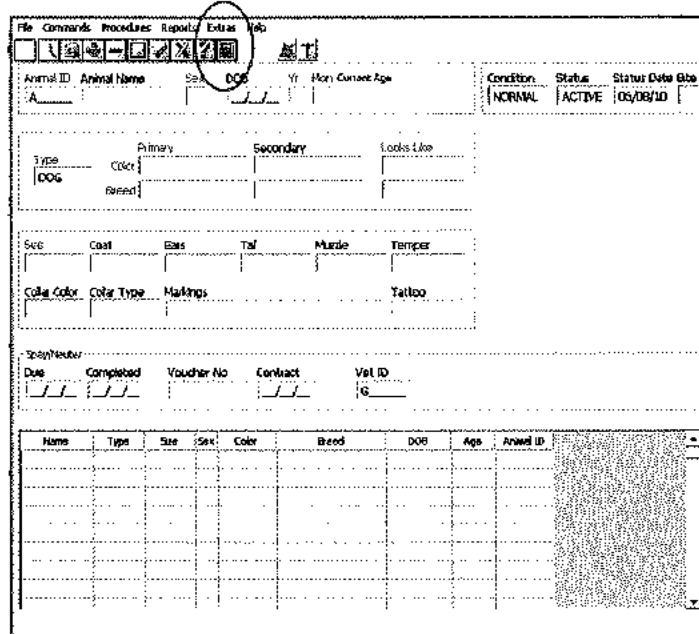
If there is a reason that the pet should not be euthanized, adopted or sent to another party please write

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a memo. For example, add a Memo if we have owner information and are attempting to contact the owner. All memos should be detailed with all information, including pick up dates and time.

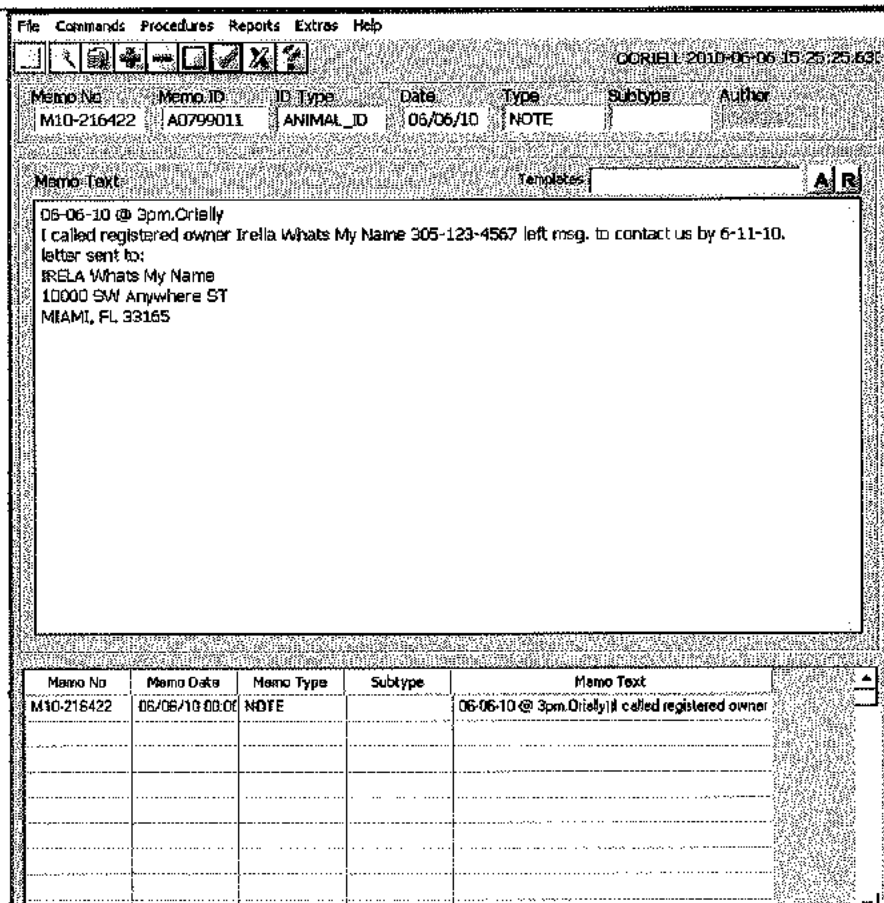
Place cursor in the 'Animal' Box and press (F4), once on the Animal Window:



1. Click on the small memo pad icon (diagram in red) on the top of the screen.
2. The 'ID Type' and Date boxes are auto populated.
3. In the 'Type' Box press (F4), and select appropriate reason, i.e., note.
4. Type the note in the 'Memo Text' Box. Always start the note with date and time, e.g. 6/8/10 @ 15:45, add your initials, and then click on the (+) box (or F9).
5. **The most recent memo should be on the top of the list of memos, should there be more than one memo.**

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Memo No	Memo Date	Memo Type	Subtype	Memo Text
M10-216422	06/06/10 00:00	NOTE		06-06-10 @ 3pm.Orlally I called registered owner

6. After placing a note in the 'Memo' Box, put a 'Y' in the 'Hold' box, then tab over to 'Request' and press F4, then select HOLDNOTIFY or the reason for holding the animal. Then press F8 to update. A starburst will appear if you have correctly placed the Hold.
7. If an animal is leaving the shelter, please remove all starbursts by deleting the 'Y' and pressing F8.

To add a Memo to a person, follow the same procedure as above, under the Person ID Window.

- The 'ID Type', 'Memo ID' and Date boxes are auto populated.
- In the 'Type' Box press (F4), and select appropriate reason, i.e., note.

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- Type the note in the 'Memo Text' box then click on the (+) box or F9.
- **The most recent memo should be on the top of the list of memos should there be more than one memo.**

PLACING PETS ON HOLD (by selecting ADOPTION INTERVIEW)

Only place an animal on hold if it has an interested party. The hold will be honored for the pick-up date.

1. Enter the animal ID in the 'Animal ID' box in the kennel screen and press F12 to show all information.
2. Verify medical condition, adoptability, commitment status and stray hold period before placing a dog/cat on hold.
3. Click on the '**Adoption Interview Window**' Icon (diagram below) on the top of the Kennel Window. The Animal ID should be auto populated.
4. Look up the Person ID in the system before you create a new Person ID. Verify/add/update spelling, address, phone numbers, driver's license, e-mail address, etc. If there is no State ID on file, please check the driver's license or valid state picture ID and enter it (without dashes).
5. If the person is not already in our system, please create the Person ID.
6. Enter date (F5), then tab to time (auto populates) and enter your initials in the 'By' Box.

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File Windows Commands Procedures Reports Extras Help

Ready Search Back LYAMBRI 2010-06-08 16:08:33.310

Impound No	Litter No	Tot	Kennel No	Status	Sub Status	Tag/Microchip	Other ID	Activity No
K10-247795	10-177032	1	B07	STRAY WAI				A_ 1

Animal ID: A1263733 2M PUPPY DOG BLACK F TERRIER

Intake Information

Person From: [REDACTED]

Type	Subtype	Cond	Date	Time	Due Out	Review	OS Source	OS Reason
STRAY	FIELD	NORMAL	06/08/10	14:42	06/09/10 14:42			

Crossing: 3134 SW 23 TER | Jurisdiction: MIAMI-05 | Eval Reason: | Extra4: | By: LY | Receipt No:

Outcome Information

Person To: P

Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
					.00	.00	.00				

Special Searches

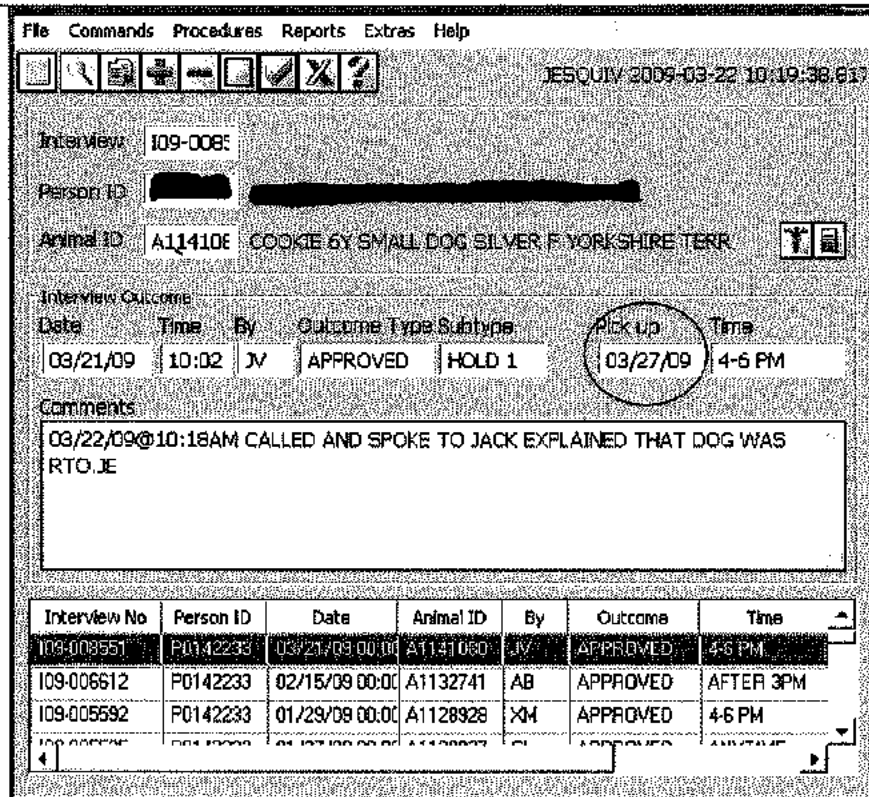
Type	Sex	Size	Color	Breed	Lookst,ke	Primary breed	Collar Color	Collar Type	Markings	Animal Name
DOG										

Kennel	Impound No	Animal	Type	Size	Sex	Color	Breed	Intake Date	Intake Type	Hold	Request	Out Date	Out Type	Color2
A	K10-247793	A1183047	DOG	MED	F	BLACK	GERM SHEPHERD	06/08/10 08:00	OWNER SUR					TRICOLOR
B07	K10-247795	A1263733	DOG	PUPPY	F	BLACK	TERRIER	06/08/10 08:00	STRAY					DL BRINDLE
B08	K10-247732	A1263619	DOG	TOY	F	BLACK	CHIHUAHUA SH	06/08/10 08:00	OWNER SUR					WHITE
B11	K10-247711	A1263535	DOG	SMALL	F	TRICOLOR	SHELD SHEEPD	06/08/10 08:00	STRAY	Y	HOLDNOTIFY			
B13	K10-247806	A1263753	DOG	SMALL	F	BROWN	GERM SHEPHERD	06/08/10 08:00	STRAY					BLACK
B13	K10-247807	A1262526	DOG	SMALL	F	CREAM	CHIHUAHUA LH	06/08/10 08:00	OWNER SUR					BLACK
B19	K10-247799	A1263740	DOG	MED	F	WHITE	SHIH TZU	06/08/10 08:00	OWNER SUR					BLACK
B21	K10-247797	A0847852	DOG	MED	F	WHITE	SHIH TZU	06/08/10 08:00	OWNER SUR					BLACK

7. In the 'Outcome' Box, select Approved, Denied, Canceled, and Void.
8. In the Subtype, select hold for interested party, one adopter hold, and two rescue holds are allowed per pet.

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Interview No	Person ID	Date	Animal ID	By	Outcome	Time
I09-009551	P0142233	03/21/09 00:00	A1141060	JV	APPROVED	4-6 PM
I09-006612	P0142233	02/15/09 00:00	A1132741	AB	APPROVED	AFTER 3PM
I09-005592	P0142233	01/29/09 00:00	A1128928	XM	APPROVED	4-6 PM

9. In the 'Pick-Up' Box, enter the pick up date. Verify due out date and surgery availability if applicable. In the Kennel Window, please add the surgery date, so the clinic can run the report to prep pets for surgery. Add the animal in the surgery list located in the google drive.
10. For pets awaiting surgery the pick-up 'Time' Box, will have a time between 4-6 pm on weekdays and 3-4 pm on the weekends. If the pet is already sterilized, it can have a pick-up time of 10-noon.
11. Use 'Comments' Box within the adoption interview window for additional information, including medical waiver, if adopter lives outside of Miami-Dade County, and any other communication with adopter, such as reminder calls to pick up pet, confirmation of holds, etc.
12. Press F9 to save the Adoption Interview.

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13. Press Enter for the starburst WAIT to appear in the upper right corner of the Kennel (main) Window.
14. After placing a hold in the 'Adoption Interview' Window, put a 'Y' in the 'Hold' box, then tab over to 'Request' and press F4, then select Commitment or the reason for holding the animal. Then press F8 to update. A starburst will appear if you have correctly placed the Hold.

Make sure that Adoption Interviews/memos include the following: (if staying for surgery)

1. Date
2. Type of Hold type (Adopter 1 or Rescue 1, or 2)
3. Specific information such as "hold until 5pm 9/6" NOT "owner will pick up later"
4. Your Initials
5. The main points of the conversation you had with the owner, adopter, and/or rescue group.
6. **Be sure you advise owners and/or adopters that after his/her hold expires, the pet will no longer be available to them. Also, review medical information.**

MEDICAL RECORD

All information in the medical record must be accurate, comprehensive, and up to date at all times.

To view the medical record from the main kennel screen, click on the caduceus (top right next to the blue dog).

****All medical information regarding a pet needs to be entered into the medical record and diagnosis box, including:**

- | | |
|---|--|
| <ul style="list-style-type: none"> • Surgery information • Exam • Vaccines • Any tests with results • Behavioral | <ul style="list-style-type: none"> • Medication • Treatments • Symptoms • Spay/Neuter or Medical Release • Aggressive or Biter Template |
|---|--|

****Important: When a pet is sterilized, change sex status from F to S or M to N on the 'Animal ID' Screen.****

OUTCOME

This section must be accurate at all times, so carefully double check your entries. Once the information

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is entered into the 'Outcome' section and updated, the pet will not be on the inventory or present on the website. This section should be filled out only when the pet leaves the shelter, whether they are adopted, returned to owner (RTO), which must indicate if RTO is with or without services, go to rescue or are euthanized. This is also partially filled out when pet is in foster care.

Reminder: Always scan the pet prior to outcome and verify the microchip information in our records.

****Information must be entered at the time the pet leaves the shelter****

To 'Outcome' the pet, place the cursor in the 'Type' Box and press (F4), 'date', and 'time' must be complete as well for a pet to be outcome. If any of these fields are left blank the pet will remain in shelter inventory. The date and time can be updated by pressing (F5). The 'Receipt Number' box is for the front desk. Must be filled out for all transactions.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Cleaning Pet Carriers and Cat Traps	PROCEDURE	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED All Staff	APPROVED BY Lorna Mejia Chief, Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY K. Labrada	

INTENT: To ensure the proper cleaning and disinfection of pet carriers and cat traps in order to reduce cross-contamination of disease.

PROCESSING GUIDELINES:

Pet carriers and cat traps need to be used to transport cats and small dogs throughout the shelter. Once a carrier is used, it is considered contaminated and must be disinfected before re-using. Before any shelter pet is placed in a carrier or trap, staff must ensure the carrier is disinfected and lined with newspaper. Place dirty pet carriers and cat traps neatly on top of a rolling cart behind in the designated area.

1. Remove all newspaper, towels, toys, food, etc. from carriers.
2. Saturate carriers with approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian.
3. Scrub with brush or rag as needed and let it settle for 5 minutes.
4. Thoroughly rinse carrier with clean fresh water.
5. Place clean carrier back on rack by the north wall.
6. Employee working in receiving will be responsible for placing newspaper on each carrier as needed.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 1 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

INTENT:

To establish guidelines for a spay-neuter program addressing unowned community cats, detailing the processes related to receiving, capturing, sterilizing, and returning healthy community cats, and to effectively and humanely reduce shelter intake, control community cat population, and reduce community cat euthanasia in the shelter.

Definitions

- **TNR:** Trap, Neuter, Return
- **Community Cat:** Cat or group of cats roaming a particular area that is cared for by one or various members of the community
- **Ear Tip:** universal sign for a sterilized cat involving the surgical removal of a small piece of the left ear
- **Constituent:** Person belonging to a community or county
- **“Order to Provide care”:** Legal document that obligates caregiver or owner to provide veterinary care to a dog or cat after leaving the shelter
- **DKT:** Mixture of 3 (three) medications (dormitor, ketamine, torbutrol) to achieve anesthesia and pain control

Responsibilities:

- **Veterinary Surgeon:** Perform sterilization surgeries, administer rabies vaccinations and treat simple conditions that will increase the cats' chances of survival and quality of life after being returned. The veterinary surgeon will make the final decision regarding acceptance of any patient for surgery with acceptance based on physical examination findings and historical information if available. Veterinary surgeons shall weigh the risks and benefits of sterilizing patients with mild infectious or noninfectious medical conditions. The veterinary surgeon shall use discretion regarding minimum and maximum patient age and body weight, taking

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 2 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonel Romero Maria Serrano, DVM	

into account the availability of staff expertise and necessary equipment to care for patients.

- **Shelter Veterinarian:** Evaluate any cat suspicious of infectious disease, injury, or medical condition that may require humane euthanasia. The shelter veterinarian shall treat cats whose injuries or conditions may be too time consuming to be performed during surgery-allocated time.
- **Veterinary Technicians:** Visually evaluate cats. Calculate and administer injectable anesthesia through the trap. Perform a quick physical exam and inform the veterinarian of any medical condition or health concern noted. Confirm weight and gender of the cat. Identify all cats and traps properly. Prepare each cat for surgery (anesthesia maintenance, surgical scrub, administration of injectable medications, vaccinations and ear tip). Monitor / treat the cat during post-surgery recovery. Return the cat to the properly identified trap. Input medical notes in the computer. Evaluate all cats once fully recovered (sternal and head up). Feed all cats a small amount of canned food following surgery.
- **TNR Coordinator:** Conduct trapping of unsterilized cat colonies. Advise, provide support and educate constituents bringing community cats to the shelter for TNR. Supervise TNR staff for intake, labeling, and distribution into surgical units according to priority and intake date to ensure the length of stay is kept as short as possible. Inform veterinarians and technicians of expected number of cats for surgery daily. Supervise transport of cats to their community of origin following surgery. Track TNR surgery numbers monthly.
- **TNR Kennel, Receiving Staff:** Receive and impound cats. Place identification labels on traps with cat and owner information. Flag any cats suspected as being pregnant to be fast tracked for surgery. Flag any cat suspicious of infectious disease or any other medical condition. Alert the clinic veterinarian to evaluate injured / sick cats for humane euthanasia. Place cats in TNR holding area and bring to surgical units as indicated by the TNR coordinator or veterinary team, taking care to ensure the cats are presented for surgery in priority order and by

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 3 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

date received to reduce length of stay. Cats with the longest duration of stay in the shelter must be presented prior to newer arrivals unless flagged as a priority.

- **TNR Transport Staff:** Visually inspect every cat to be returned prior to loading the van to ensure they appear alert and are ear tipped. Drive to the indicated areas and release cats within 100 feet of their indicated address of origin in a safe area away from traffic. Leave a TNR door slip at the indicated address to inform the constituent the cat has been returned. Feed / water and place a litter box in every trap remaining in the cat holding area over night (pending surgery).

Procedures

Impoundment (Receiving Staff):

All community cats or stray cats (unless owned or with a history of being inside cats) presented to the shelter, weighing 1.8 lbs or more will be considered for TNR. Any kitten weighing less than 1.8 lbs will be admitted for adoption, deferment, or fostering opportunity. The veterinarian may elect to perform or decline surgery on a case by case basis regardless of weight.

1. The cat receiving clerk will offer options to anyone presenting a cat(s):
 - **Adoption:** this service has a fee of \$35 and includes: sterilization, FRCP and rabies vaccine, microchip and FIV/FelV testing (regular adoption SOP to be followed)
 - **TNR:** this service is free and includes: sterilization, FRCP and rabies vaccine and mandatory ear tip. Following delivery of TNR service the following options are available:

ASD will transport the cat(s) to the vicinity of the location found with no prior notice after TNR services have been provided

Or

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 4 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

Good Samaritans may choose to pick cat(s) up from ASD following TNR services. Any cat(s) not timely picked up by caregivers will be returned to the location found without prior notice

2. Upon agreement to TNR service, the Good Samaritan will be provided with the Community Cat Authorization and Release form to complete and sign. Form must be verified with a valid form of ID and must be filled completely and legibly. Good Samaritan must be advised that the cat(s) will have TNR services provided as the surgical schedule permits, therefore a completion date cannot be provided at the time of impoundment.
3. Cat(s) presented for TNR are to be impounded as **UNAVAILABLE**. Impound staff shall place the cat in a trap lined with newspaper. Surgery stickers must be stapled to the release form along with the kennel card, which are then to be placed in a plastic sleeve and securely attached to the trap. Photographs of TNR cats are to be obtained through the trap. The trap is to be covered with a sheet or pillowcase to reduce stress.
4. Once impoundment is complete the clerk or TNR staff if available shall place the trap on the racks in the cat receiving room grouped in order of priority (suspected pregnancy, requires vet care); impound date and customer

Impounding TNR Cat(s)

All TNR cats are to be impounded as follows:

- Kennel No: TNR
- Status: Unavail
- SN Status: Intact
- Type: Stray
- Subtype: TNR
- Condition: Feral (unless another field is required)

STANDARD OPERATING PROCEDURE

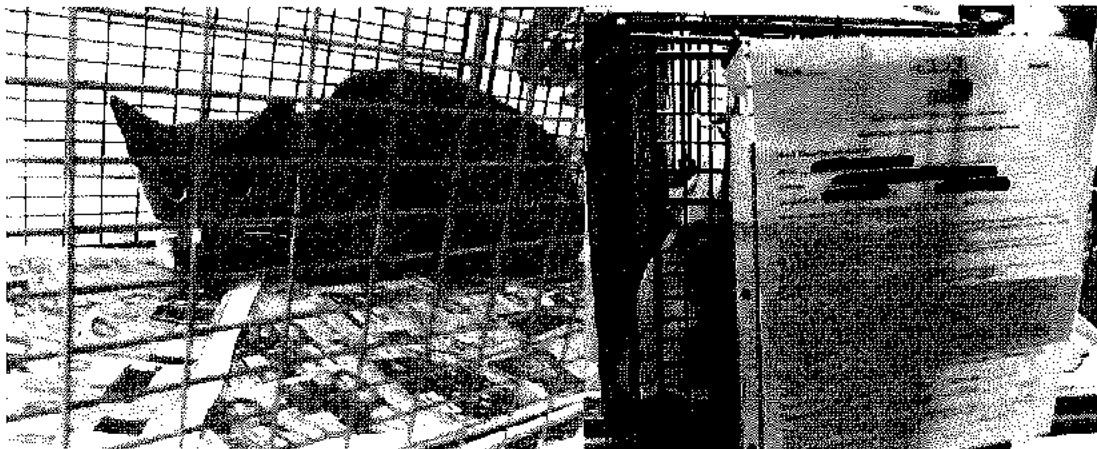
EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 5 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
	PREPARED BY Leonal Romero Maria Serrano, DVM		

- The correct crossing and zip code are very important for targeting purposes. Ensure that the information entered in these fields reflects the location the cat was found, not the finders address.

Customer: <i>Missy Tkaczuk</i> Sex: M <input checked="" type="radio"/> <input type="radio"/> Breed: <i>Tabby</i> No <input checked="" type="radio"/> <input type="radio"/> TNR Release: <i>Yes</i> No <input checked="" type="radio"/> <input type="radio"/>	Customer: <i>Missy Tkaczuk</i> Sex: M <input checked="" type="radio"/> <input type="radio"/> Breed: <i>Tabby</i> No <input checked="" type="radio"/> <input type="radio"/> TNR Release: <i>Yes</i> No <input checked="" type="radio"/> <input type="radio"/>
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STANDARD OPERATING PROCEDURE

EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 6 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	



- Take a clear picture of the cat through the trap. Try to get the best angle to help identify any markings the cat may have
- Staple the the kennel card to the release form
- Fill out the surgery stickers and staple them to the release form
- Place the paperwork in the plastic sleeve attached to the trap the cat is in

Kennel Staff Assigned To TNR Room:

- Cats must remain in the same trap throughout the duration of their stay in the shelter
- Cats waiting for surgery must have food, water, and litter box removed from the traps and be taken to surgery grouped by priority; impound date, customer and suspected pregnancies
- Cats must be covered with a sheet or pillow case at all times
- Cats must be fed wet canned food after surgery
- All cats must be provided food, water and a litter box if they are staying overnight
- Restock all supplies as needed
- Keep the room clean and free of clutter
- No open food containers are to be left in the room at any time

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EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 7 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

Kennel Runner/TNR Driver:

- Ensure cats are properly placed in TNR room upon arrival and verify grouping by priority
- Take cats to surgery grouped by priority; impound date, customer and suspected pregnancies. Pick up cats from surgery. Do this as needed throughout the day to maintain the flow of TNR surgeries.
- Check all TNR cats throughout the day to look for any signs of health issues and inform the veterinarian on duty of any issues found
- Contact the Good Samaritans that have elected to pick up the cats when services have been rendered. Do this throughout the day as needed to maintain the flow of cats being picked up. Keep a daily call log.
- All TNR cats will remain at the shelter overnight after surgery unless picked up by the owner / caregiver.

- Coordinate the delivery of cats prior to departing from the shelter
- Keep a drop off log with a route map. Leave a delivery post card at every delivery location.
- Outcome cats that are picked up by the Good Samaritans or returned in the field
- Clean and sanitize the inside of the TNR vans after completing all deliveries and wash the outside of the van after completing deliveries.
- Clean all traps after pickups and deliveries and restock them in the appropriate areas.
- Impound cats as needed
- Assist in maintaining the traps in working condition
- Report any damaged traps and replace plastic protectors as needed

OUTCOME (Receiving and TNR Staff)

All TNR cats will have the outcome type "TNR" with a subtype of either "Field" or "Pickup" depending upon whether the cat was returned in the field or picked up by Good Samaritan. The condition, date, time and initials are required.

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EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 8 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

Outcome Information												
Person To												
P												
Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No	
TNR	PICKUP	FERAL	09/09/14	08:58	.00	.00	.00			YT		

OR

Outcome Information												
Person To												
P												
Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No	
TNR	FIELD	FERAL	09/09/14	08:58	.00	.00	.00			YT		

Pickups:

- Check the eartip to verify the surgery was completed
- Make sure the cat(s) is fully awake and recovered from surgery with no signs of health issues
- Check the cage card photo and make sure it matches the cat in the cage to be sure the correct cat is being returned to the correct customer
- Transfer the cat(s) to the customers' carrier and have the customer verify it is the correct cat
- Outcome the cat(s). Place all outcome paper work in the designated box for the TNR coordinator

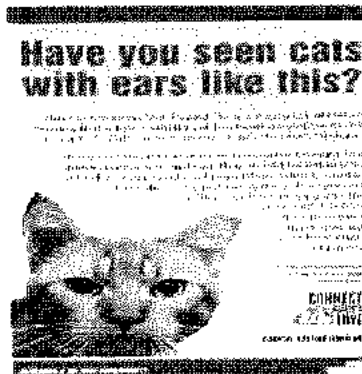
Field Drop Offs:

- All cats will remain at the shelter overnight after surgery unless picked up by the owner / caregiver.
- Check for an eartip to verify the surgery was completed, do not release any cat that has not been eartipped.

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EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 9 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

- Check that the cat is fully awake and recovered from surgery with no signs of health issues. Alert the veterinarian of any concerns.
- Check the cage card photo and make sure it matches the cat in the cage to be sure the correct cat is being returned to the correct location
- Prepare a route map prior to delivery. Remove all food, water, and litter from the traps.
- Cover cats with a sheet when transporting
- Place the cats in a safe area away from traffic within 100 feet of the address or cross streets provided as the found location by the Good Samaritan
- Leave a drop off post card at each delivery location



- Clean the inside and outside of the van after deliveries. Clean all traps and restock them to the appropriate locations.
- Outcome the cats. Place all outcome paperwork in the box on the TNR coordinator's desk for future filing.

Trapping Community Cats (TNR Staff):

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EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 10 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

The TNR Coordinator will schedule trapping shifts for the TNR staff. When trapping cats in our community maintain a professional appearance and demeanor at all times. All cats will be treated with care and compassion.

Set up the van with the following supplies:

- An appropriate number of clean traps lined with newspaper
 - Vinyl sheets or shimmy towels to replace newspaper on windy days
 - Food trays and different types of wet cat food or sardines
 - Plastic gloves and safety gloves
 - Sufficient sheets and pillow case to cover all traps
 - A trap divider, a few carriers, a garbage bag, and the drop trap
 - TNR Good Samaritan Release Form, Euthanasia Request Form, TNR Flyers, and No Kill Community Flyers
-
- Upon arrival have the property owner sign the Good Samaritan Release Form
 - Check physical condition of each cat trapped. If the cat is sick or injured advise the caretaker that the cat needs medical attention. If the caretaker cannot provide veterinarian attention for the cat, have them fill out the euthanasia request form and inform them the cat will be euthanized if our veterinarian determines it is in the best medical interest to do so.
 - Cover all trapped cats to aid in calming them
 - If trapping from multiple locations label the traps from each location
 - Impound the cats upon return to the shelter
 - If surgery has finished for the day set the cats up with food, water, and a litter box

TNR Process (Clinic and Veterinary Staff)

All community cats or stray cats (not owned or with history of being inside cats) presented to the shelter, weighing 1.8 lbs or more will be considered for TNR. Any kitten weighing less than 1.8 lbs will be admitted for adoption, deferred or

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EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 11 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

foster opportunity. The veterinarian may elect to perform or decline surgery on a case by case basis regardless of weight.

Injured cats presented for TNR:

a. Severely sick / injured cats:

- Humane euthanasia will be indicated
 - o Caregivers will be informed upon intake

b. Mildly injured or sick cats

- Will be treated to the extent of the shelter's resources and capabilities at the time of sterilization surgery
- Decline surgery for any cat with suspicion or diagnosis of infectious disease.
 - o Humane euthanasia will be indicated in these cases.
 - o Cats with Upper respiratory infection will not stay at MDAS for treatment. Medications will be offered to the caregiver to treat at home. If the caregiver cannot isolate and treat the cat, humane euthanasia will be indicated.

c. Anesthesia and surgery: follow surgery SOP

- Inject anesthetic (DKT) through trap and wait for the cat to be heavily sedated before taking it out. (See DKT dosing chart)
- Perform physical examination under anesthesia
- Place face mask adjusted with Velcro strips and administer oxygen and gas anesthesia (isoflurane 1- 3%)

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 12 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

- Prepare / scrub for surgery (mid ventral abdomen for spay; perineum / scrotum for neuter)
- Administer analgesics (pain medications), vaccinations (FRCP), ivermectin (0.1ml / 10lbs SQ) and other medications indicated by the veterinarian
- Give Subcutaneous (SQ) fluids to all pregnant cats after surgery. Placement and application of IV fluids will be at the veterinarian's discretion and on a case by case basis. Remove catheter during recovery and administer SQ fluids (if indicated by the veterinarian).

Ear tip: (Veterinary Technicians)

- o All community cats **MUST** be ear tipped at the time of surgery
- o All community cats noted to be already spayed / neutered at the time of anesthesia will be ear tipped to avoid future trapping.
- o Place a sterile straight hemostat across the top of the left ear (approx. ¼ inch for adult cats and proportionally for kittens)
- o Cut tip with a hot wood cutter for proper hemostasis
- o Remove the hemostat immediately and monitor for a few seconds
- o If any bleeding occurs, place the hemostat and apply quick stop powder. Monitor for additional bleeding before the cat is returned to its trap.

TNR Surgery Process (Veterinarian)

- Perform surgical procedure following spay / neuter SOP
- Administer Rabies vaccination

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE August 9, 2018	PROCEDURE TITLE Community Cats / Trap, Neuter, Release (TNR)	PROCEDURE	PAGE No. Page 13 of 13
MAJOR AREAS AFFECTED Veterinarians Veterinary Technicians TNR, Receiving and Kennel Staff	APPROVED BY Kathleen Labrada Lorna Mejia	REVISES or SUPERCEDES 12/14, 1/16 (Serrano) 8/13, 9/16, 4/18 (Leiva)	
		PREPARED BY Leonal Romero Maria Serrano, DVM	

Recovery: (Veterinary Technicians)

- Reverse all kittens under 6 lbs by injecting antisedan at 1/3rd volume of DKT injected
- Keep all cats (especially kittens) warm by wrapping them individually in towels and providing additional heat source (rice bags or thermal blankets)
- Administer 0.5 ml of Karo syrup on the gums of all cats/kittens during recovery
- Treat ear mites when noted during physical examination: Apply a drop of mineral oil and massage ear canal. Remove debris by using a q-tip. Repeat as needed. Apply a drop of ivermectin in each ear.
- Change newspaper inside the trap and place the cat inside
- Monitor until cat holds a "sternal" position and is alert, notify veterinarian of any concerns
- Give a small amount of canned cat food to every cat once bright, alert and sternal (sitting on chest)
- No TNR is to be returned to the holding suite until completely AWAKE after surgery

Complete the medical record in Chameleon, including the "spay" or "neuter" surgical template

Mark the intake form with an "S" (spayed) or "N" (neutered) with a sharpie

Return the cat inside the trap to cat receiving and place on the right wall along with all other completed cats

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Dog Walking Program		PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Kennel Volunteers	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES September 1, 2016	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process for recording daily dog walking program.

Processes:

- Walking of dogs shall take place daily, weather permitting
- Staff will call out "DOG" when turning a corner, entering, exiting, hallway, room, or door.
- At minimum dogs residing in Suites E; F; G and H shall be walked on even numbered days (2nd, 4th, 6th, etc.)
- At minimum dogs residing in Suites I; J; K and L shall be walked on odd numbered days (1st, 3rd, 5th, etc.)
- All dogs in the daily assigned areas shall be walked unless designated as aggressive or suffering from a condition which would preclude them from leash walking (painful wound on neck, etc.)
- Kennel staff when assisted by dog walking volunteers must unlock the kennel for the purpose of walking and must ensure kennels are relocked upon completion of walk
- Any dog noted to have a condition requiring medical attention is to be recorded on the clinic vet check list including but not limited to: diarrhea, vomiting, coughing, limping, etc.
- All walks are to be recorded on the whiteboards located in each housing suite using a dry erase marker. Whiteboards are to be wiped clean each morning prior to 10:00am using a dry paper towel or rag, do not apply water or other liquids to the whiteboard
- Today's date must be entered under the "Date" column to reflect all walks completed for that date
- Upon completion of a walk a check mark is to be placed in the appropriate "Housing Suite" column designated for the dog housed in the corresponding kennel number
- "Housing Suite" columns are designated as front and rear. Front is the kennel side with the attached feeding bracket. Rear is the kennel side without a feeding bracket
- If no dog is housed in the kennel place a dash mark (--) to reflect the kennel is empty
- When weather prohibits walking an entry is to be made on the whiteboard indicating the reason walks did not take place. Example: Rain and thunderstorms from 10:00am to noon
- Kennel supervisor shall ensure all daily walks have been recorded on the whiteboards and shall document in walking calendar

Note: These are preferred and sample plans subject to change due to operational needs and priorities

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Enrichment	PROCEDURE O-02	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Animal Care Clinic	APPROVED BY Alex Muñoz	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process to ensure daily enrichment activities for shelter pets are provided.

Processes

- Dogs and cats shall be provided with daily enrichment activities
- Approved enrichment for dogs includes but is not limited to canine kongs, chew bones, leashed walks and playgroups
- Approved enrichment for cats includes but is not limited to feline kongs, toys and catnip
- Enrichment shall be provided daily upon completion of morning cleaning
- Soiled items shall be removed immediately and sanitized utilizing the approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian followed by rinse with plain water
- Kongs are to be filled with treats or squeeze filling prior to providing to pets
- Staff are responsible for distributing and collecting the enrichment toys provided by the enrichment coordinator should a pet destroy a toy, it must be brought up to their immediate supervisor or enrichment coordinator for inventory purposes
- Enrichment items are to be inventoried daily at close of shift and notated on close out sheet
- Missing items are to be reported through chain of command

Note: These are preferred and sample plans subject to change due to operational needs and priorities

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Feeding	PROCEDURE	PAGE No. Page 1 of 2
MAJOR AREAS AFFECTED Kennel	APPROVED BY Lorna Mejia Chief, Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process for the feeding of shelter animals.

Processes

- Dogs shall be fed a diet consisting of dry food unless specified otherwise by veterinary staff (geriatric, puppies, emaciated and injured animals will typically be provided with canned food)
- Cats shall be fed a diet of dry food unless specified otherwise by veterinary staff (kittens, injured and geriatric cats will typically be provided with canned food)
- Puppies and kittens will be provided age-specific food
- Other species housed in the shelter shall be fed a diet consistent with their nutritive requirements (see kennel supervisor regarding diets for species other than dogs and cats)
- Food for cats housed in kennels or condos shall be provided in clean paper trays
- Food for cats housed in the Cat Walk or free roaming rooms shall be provided in stainless steel bowls sized appropriately
- Food for dogs shall be measured and provided in stainless steel bowls in quantities relative to the dog's size utilizing measuring cups designated for small, medium and large dogs. Dogs co-housed in kennels with guillotine doors shall be separated utilizing the guillotine door at feeding time. Separate food and water bowls shall be provided for each dog in opposite ends of the kennel to avoid resource guarding
- Co-housed dogs that interact appropriately with kennel mates must be permitted ample time to finish their food prior to opening the guillotine door
- Pets noted as not eating are to be recorded on the vet check list
- Food bowls shall be removed prior to the time the shelter opens for adoptions and any leftover food is to be discarded in the garbage can. Food is not to be disposed of in the flush receptacle or floor drains

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Feeding	PROCEDURE	PAGE No. Page 2 of 2
MAJOR AREAS AFFECTED Kennel	APPROVED BY Lorna Mejia Chief, Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY K. Labrada	

- Stainless food bowls are to be emptied into the garbage receptacle and transported to the Clean Room (01-054) for washing prior to 10:00am
- Food should be stored in closed container in the designated area

Note: These are preferred and sample plans subject to change due to operational needs and priorities

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Feline Sanitation	PROCEDURE	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Kennel Adoption Counselors	APPROVED BY Lorna Mejia Chief of Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process for the cleaning and disinfecting of feline housing areas.

Processes

- Exterior door to cat rooms must be closed to prevent escape
- Do not remove cat from housing unit
- Secure cat on one side of condo or in cat carrier to prevent escape
- Remove newspaper, solids, litter box, water, and food receptacles
- If litterbox is intact and undamaged, it is to be emptied into garbage receptacle and refilled with litter only for the same resident cat
- Damaged or soiled litterboxes are to be replaced with new ones
- To minimize cross-contamination, litterboxes must not be interchanged between cats
- Spray the approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian onto rag and wipe down all surfaces include any shelving and the cage door
- Interior and exterior glass surfaces in Catwalk and cat free roaming rooms must be squeegeed dried

Note: These are preferred and sample plans subject to change due to operational needs and priorities

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 1 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	

INTENT: As part of our no kill mission, the Foster Care Program aims to provide individualized care to shelter pets in a comfortable home environment. In doing so, members of the community volunteer their time and space to take in a shelter pet.

PROCESS

How To Enroll

Attend Foster Orientation—Held every Saturday at 11:30am as well as the 2nd and 4th Thursday of every month at 5pm

1. Provide a valid form of identification, which includes a current address. If the ID does not reflect the person's current address, a proof of address must be provided.
2. Provide documentation of up to date vaccines if they own any pets
3. Read, agree and complete the foster application (including responsibilities form)

Follow Up Care

Those who enroll in the foster program must agree to the following:

- Providing clear communication when housing a pet which includes:
 - having access to a phone and email,
 - providing pictures when requested, and
 - communicating any signs of an illness that the pet shows while in his/her care

Clinic Checkups

- Must be able to bring the animal back to the shelter every two weeks (minimum) for vaccines, de-worming, and any necessary bi-weekly medical care
- Must have reliable transportation

STANDARD OPERATING PROCEDURE



EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 2 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	

- Foster parents are informed that if they choose to visit a private vet, Animal Services will not and cannot reimburse them for any expenses

Ambassador Program

Our Adoption Ambassador Program is similar to our Foster Care program, except it goes to another level. Adoption Ambassadors provide temporary homes for selected pets, which will be prepared for adoption prior to departure into a foster home. While in foster care, they are being socialized and taught basic manners that will prepare them for a forever home. The foster parents will select off-site adoption events to attend around the community, where they will take the pet with an Adopt Me vest on. In addition, they will send weekly updates with pictures of the pets to the Foster Coordinator to promote the pet on social media for adoption. The aim of the program is to find homes for pets who have been in our shelter for an extended period of time, large breed dogs as well as senior dogs and cats.




miamianimalserv
Miami Dade Animal S...


419 likes

2w

miamianimalserv Hi, my name is Buddy #A1843614 and my foster brother pictured behind me is trying to help me find a home! I'm a good-natured boy that gets along with other dogs. I have great manners and even know basic commands! I'm the perfect furry companion for someone looking for a chill pal that will always be there to give lots of love and snuggles.

If you want to take me home, please email the Foster Coordinator at asdfoster@miamidade.gov #ASDFoster #FostersSaveLives #ConnectAdoptLove #PetsToLove #Miami



STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 3 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	

Foster Coordinator Duties

As the Foster Coordinator, the duties are as follows:

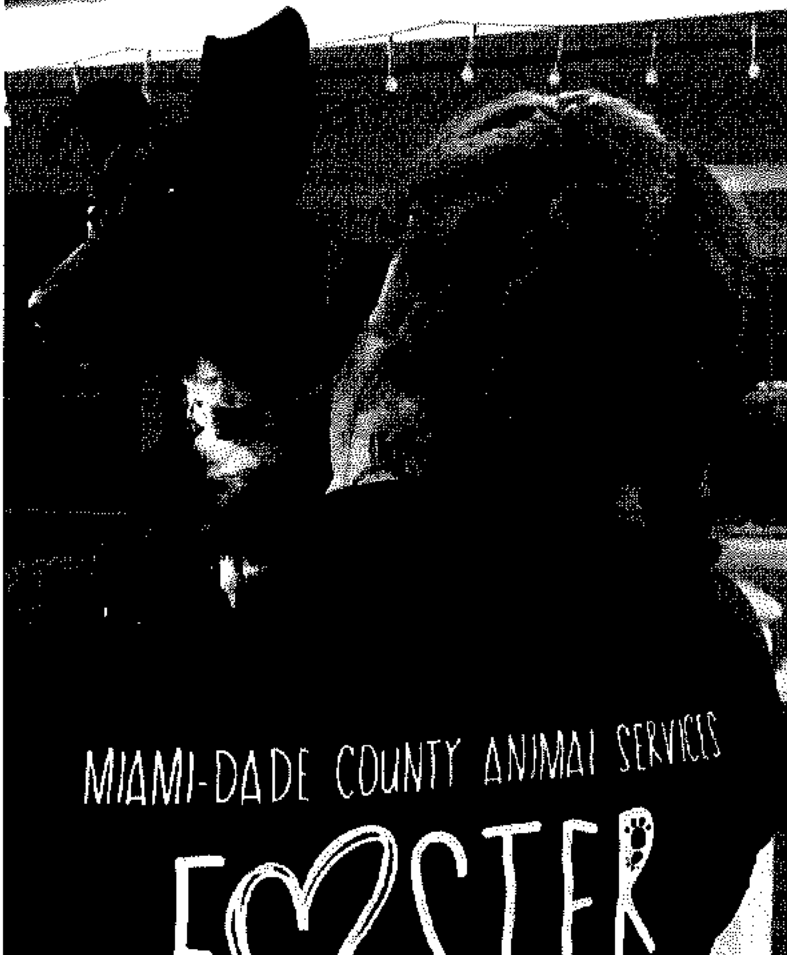
- Ensure communication between all live release coordinators to place pets into foster homes
- Recruit foster parents throughout the shelter and the community
- Provide communication and support to foster parents who have a pet in their care
- Perform orientation sessions on a weekly basis
- Keep track of foster supplies provided to foster parents for inventory purposes
- Educate foster parents on how to care for pets in need of extra attention, due to medical reasons or young age
- Promote live release programs, low cost spay/neuter, and other services offered in our shelter
- Assist in volunteer program
- Attend adoption events (as needed) to assist with foster pets (Examples: Marlins Adopt-O-Mania and MEGA)
- Prepare pets prior to departure on transport, events or Petco (ensuring they have all the necessary services that include sterilization, rounds of boosters and more)
- Schedule foster parents to come in for checkups and sterilization
- Assist other agencies in creating a foster program as an ASPCA mentor (through Facebook)


Recruitment

In our efforts to save more lives, we actively recruit new foster parents every single day. A clipboard is placed in the front counter to allow members of the community to sign up to receive information on how to join our volunteer and foster program. Through social media outreach, we promote our program and orientation sessions to recruit new foster parents. In addition, we host off site recruitment events at colleges, high schools, adoption events and more, to promote the shelters programs along with the foster program.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 4 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	





miamianimalserv
Miami Dade Animal S...

Follow

423 likes 10%

miamianimalserv Provide a shelter pet with temporary care and love as they await their forever homes--become an #ASDFoster!

To become a Foster Parent, attend Foster orientation which is held every Saturday at 11:30 a.m. and every second and fourth Thursday of the month at 5 p.m. For more information on our Foster Parent program, please email our Foster Coordinator at asdfoster@miamidade.gov
 #FostersSaveLives #PetsToLove #Miami #MakeADifference

██████████ @miamianimalserv is there foster orientation today? Thank you!

██████████ ██████████ that looks like your baby 😊

miamianimalserv ██████████ There's no foster orientation for today but we will

Log in to like or comment www

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 5 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
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Example of table set up for recruitment event




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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 6 of 13
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Outcoming a Pet for Foster Care

Steps to outcome and process a foster pet

1. Step 1: Search for the foster parents profile by entering a phone number or address. Every foster parents profile is created the day they enroll.

Person ID	Last Name	First Name	Middle	Status				
<input type="text" value="P"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
Area	Phone	Ext	Area	Phone2	Ext	Area	Phone3	Ext
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
No	Sfx	Dir	Name	Type	Qdt	Apt		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
No	Sfx	Dir	Name	Type	Qdt	Apt	Type	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Geo	Jurisdiction			Address Notes				
<input type="text"/>	<input type="text"/>			<input type="text"/>				
Drivers LIC	Identifier2		DOB	Sex	Spouse			
<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>			
Extra1	Extra2		Extra3	InCollections	Tot			
<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text" value="1"/>			
Email Address			Contact					
<input type="text"/>			<input type="text"/>					

2. Place this in the Outcome, "Person To" box
3. Next box is "Type", enter Foster, if the pet is an Ambassador pet, enter Ambassador in the "Subtype", if not, leave empty.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 7 of 13
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		PREPARED BY Luis Cuellar Lia Rodriguez	

Under "Cond" enter the condition of the pet (normal for healthy, sick if a medical condition is placed in the medical notes, injured, fearful, etc.)
Enter date and time, as well as your initials on this line

Outcome Information

Person To: P

Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
			11	16:27							

4. On the top "Kennel No" enter Foster

Kennel No

5. Delete the Hold "y"

Hold

6. Hit F8 to save

7. Completed screen should look like this

Impound No	Liter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No	Hold	Request	
K17-075276		1	FOSTER	UNAVAIL	VERIFY			A		FOSS ADOPT	
Animal ID	NIKKI 3M PUPPY DOG BLACK S AMER BULLDOG						Surgery Date	Scan Info	Comment		
A1856019								NCNT			
Intake Information											
Person From											
[Redacted]											
Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reason	To Do		
FOSTER	EVENT FOST	NORMAL	03/11/17	16:27	03/11/17 16:27				Task	Date	
Crossing			Jurisdiction	Eval Reason	ZIPCODE	By	Receipt No	1			
			HIALEAH		33166	RL		Complete Cancel New			
Outcome Information											
Person To											
[Redacted]											
Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
FOSTER		NORMAL	03/11/17	16:27	.00	.00	.00			RL	

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 8 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	

Re-impoundment

Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No			
K16-065792		1	FOSTER	STRAY WAIT	INTACT			1			
Animal ID							Surgery Date	Scan Info			
A1829430	MIKE SM KITTN CAT CREAM M STAMERE										
Intake Information											
Person From											
[Redacted]											
Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reason			
STRAY	OTC	NORMAL	11/13/16	12:23	11/13/16 12:26	///					
Crossing			Jurisdiction		Eval Reason	ZIPCODE	By	Receipt No			
170 W 19TH ST						33010	TW				
Outcome Information											
Person To											
[Redacted]											
Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
FOSTER		NEONATE	11/13/16	15:11	.00	.00	.00			SNS	

1. Erase the word FOSTER from the Kennel No and place the location of the pet being returned to the shelter and hit F8
 Example: Place Petco if pet is being dropped off at Petco, place recovery if pet is being dropped off for sterilization then an event
2. If the pet is going to an event or transport, ensure that "Status" box says "Unavail." If pet is going to Petco, ensure the box says "Available." Once entered, press F8 to save. Example: "This pet is being returned by the foster to be sterilized and placed for adoption at the shelter." Type in the Person ID number associated with the foster parents account, in the "Type" box. In the next box, always enter "Foster." In the "Subtype," enter what the pet left on foster for (Bottle Foster, Event Foster, Transport Foster, Medical Foster, etc.). In the box "Cond," enter the pet's current condition (Normal, Injured, Neonate, etc.). Under the date and time hit F5 to enter the current date and time. In the crossing box, enter notes like "pet being returned to

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		PREPARED BY Luis Cuellar Lia Rodriguez	

leave on transport". Last step is enter our zip code and initial under "By."

Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No
K16-065792		1	RECOVERY	AVAILABLE	INTACT			A- 1
Animal ID							Surgery Date	Scan Info
A1829430 MIKE SM KITTN CAT CREAM M SIAMESE								

- Next step, remove all the information on the "Intake Information" and replace with the Foster Parent information





Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No
K16-065792		1	RECOVERY	AVAILABLE	INTACT			A- 1
Animal ID							Surgery Date	Scan Info
A1829430 MIKE SM KITTN CAT CREAM M SIAMESE								
Intake Information								
Person From								
[Redacted]								
Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reason
FOSTER	BOTLE FOST	NORMAL	03/13/17	13:22	03/13/17 13:22	///		
Crossing			Jurisdiction		Eval Reason	ZIPCODE	By	Receipt No
						33166	RL	

- Once the top part has been filled out, delete the entire outcome information and the "Impound No" located at the top left of the screen. Then hit F9 to create this pet. This will

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 10 of 13
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		PREPARED BY Luis Cuellar Lia Rodriguez	

reflect the pet is back in the shelter.

Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No			
K_		1	RECOVERY	AVAILABLE	INTACT			A_ 1			
Animal ID	MIKE 5M KITFN CAT CREAM M SIAMESE						Surgery Date	Scan Info			
A1829430											
Intake Information											
Person From											
Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reason			
FOSTER	BOTLE FOST	NORMAL	03/13/17	13:22	03/13/17 13:22	//					
Crossing	Jurisdiction		Eval Reason	ZIPCODE	By	Receipt No					
				33166	RL						
Outcome Information											
Person To											
Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
			//	:-	.00	.00	.00				

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 11 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	

STORE/UPDATE OK!
Search Back

Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No
K17-075428		1	RECOVERY	AVAILABLE	INTACT			1

Animal ID	Surgery Date	Scan Info
A1829430 MIKE 5M KITTN CAT CREAM M SIAMESE (RECOVERY)		

Intake Information

Person From: [REDACTED]

Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reason
FOSTER	BOTTLE FOST	NORMAL	03/13/17	13:22	03/13/17 13:22	///		

Crossing	Jurisdiction	Eval Reason	ZIPCODE	By	Receipt No
			33166	RL	

Outcome Information

Person To: P

Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
			///		.00	.00	.00				

- If all was done correct, your screen should look like this with a green light that says "Store/Update OK."

Assigning Pets

Shelter pets that leave to a foster home are assigned an outcome upon departure. If a pet has a commitment for an event, the pet will leave on foster and be returned one or two days prior to the event. If a pet has a commitment for a transport, the pet will leave on foster and be returned on the set date the transport specialist assigns. If a pet is set for Petco, the pet will go on foster for a minimum of 10 days and be returned at the shelter after those 10 days. While in foster care, pets may get sick from unforeseen medical complications or if it began to show

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 12 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	

signs of an illness after leaving the shelter. This may prolong the pets stay in foster care. In addition, the pet must be 3 months 3 pounds in order to leave to an event or to Petco as this is age and weight in which the pet can be sterilized and adopted. At any moment, the assignment of a pet can change.

Foster Supplies

The supplies to care for a shelter pet is provided to every foster parent upon departure from the shelter. Our shelter receives many donated items that are then given to the foster program to alleviate any expenses that may be incurred when fostering a shelter pets. Items include but may not be limited to: Collar, Leash, Toys, Food, Bed, Wee-Wee Pads, Treats, Cat Litter, Cat Litter Box, Kitten/Puppy Milk, Mother Kit, Heating Pad, Karo Syrup, and much more depending on availability. Through a grants awarded to the program, like the ASPCA grant for our senior ambassador pets, more supplies can be purchased to ensure foster parents have all the necessary tools to have a successful experience for both the pet and themselves.

Extraordinary Medical Circumstances For Urgent Foster

Whenever a pet needs to go into foster care after hours because of a potentially critical status, the following steps will be followed:

- Veterinarian will send an email to the Foster Coordinator to advise that the pet was provided to a current foster or employee for urgent foster care due to an extraordinary medical circumstance
 - Please note: pets should only be given to known fosters or employees
- Veterinarian will copy the foster parent on the email to the Foster Coordinator so that the Foster Coordinator may follow up with the foster
- Foster Coordinator will copy the email into the record for the foster parent
- Foster Coordinator will then outcome the pet properly
- Foster Coordinator will send Shelter Program Coordinator, Chief of Shelter Services, and Chief of Operations an email for FYI only
- Foster Coordinator will advise the foster parent of the next steps for follow ups, medical appointment and live release commitment for the pet

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Foster Flow and Process	PROCEDURE	PAGE No. Page 13 of 13
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Luis Cuellar Lia Rodriguez	

- Foster Coordinator will make determination on the commitment for the pet (Petco, Transport, adoption event or adoption floor, available for foster ambassador adoption, etc.)

Volunteer Program Sub-Duties

- Provide orientation to new volunteers (step 1 to become a volunteer)
- Schedule back ground checks after orientations (step 2 to become a volunteer)
- Schedule trainings (step 3 to become a volunteer)
- Perform daily volunteer trainings (if coordinator and clerk are not available)
- Assign volunteers to areas in the shelter that need assistance
- Provide information to the public about our program

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE June 1, 2016	PROCEDURE TITLE Greeter	PROCEDURE	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Customer Service Staff Adoption Counselors Clinic Kennel	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES N/A	
		PREPARED BY Luis Cuellar	

INTENT: To provide a uniform process to ensure excellent customer service by having a greeter guiding customers to the proper area of service.

The greeter will be located in the front lobby near the information desk. The primary duty of the greeter will be to control the flow of customers looking to adopt pets. Additionally, the greeter will ensure that all customers are directed to correct area of service (i.e. adoptions, licensing and vaccines, citations, etc.).

Greeting of Customer

- ❖ welcome customer and ask what services he or she need/want
- ❖ for adoptions, explain the queueing system and adoption process
- ❖ direct all customers to correct area of services
- ❖ greeter will advise customer to come back to front counter once his or her ticket number has been called
 - Adoption counselors (ACs) will wait up to five minutes for adopter once number called
 - if after five minutes adopter called is a no show, the number will be re-queued to bottom of list

Flow of Adopters and Information

- ❖ greeter will direct customers who want to browse for pets to adoption mall and cat rooms
- ❖ greeter will ensure that all customers who are ready to adopt get ticket from queueing system
- ❖ once adopter is ready, greeter will introduce adopter to ACs that should be waiting by the information desk
- ❖ adoption commitments will be placed at the information desk
- ❖ greeter will assist customers who want to place adoption commitments
- ❖ greeter will assist with adoptions of customers that are paying cash or with a check
 - running the pet from clinic or kennel
 - ensures customer takes a picture, buys accessories, etc.
- ❖ greeter will provide correct and accurate information to visitors and customers about MDAS and all of its programs, promotions, events, and campaigns

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 1 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

INTENT: To provide a uniform process for the execution and performance of HOPE Express and mobile events to be able to maximize the adoption opportunities of our pets, and to increase awareness of the benefits of adopting shelter pets.

POLICY

The Shelter Program Coordinator and/or Event Coordinator will assign events to Adoption counselors (ACs), will prepare the monthly event calendar, and will distribute it at the end of the prior month. ACs will check monthly event calendar to see event assignments. The monthly event calendar may be updated periodically during month. ACs are responsible to check updated calendar for added and/or canceled events. The Event Coordinator is responsible for event logistics, contact information, fleet logistics, pet selection, and overall coordination of all events. ACs can/will assist Event Coordinator in any and/or all phases, if necessary.

Staff assigned to an event is responsible for communicating any issues that may arise pre, during, or post event to Shelter Program Coordinator, Event Coordinator, or designee. Only the Shelter Program Coordinator (or designee) will have the authority to cancel or call off an event due to unforeseen circumstances (i.e. severe weather, vehicle issues, staffing issues, etc.). As such, the Shelter Program Coordinator and/or Event Coordinator (or designee) will communicate with the event organizer(s).

If there is an emergency with pet at an event, staff must immediately communicate to Shelter Program Coordinator and/or Event Coordinator who will arrange for pet to be picked up and brought back to the PAPC for treatment. If the emergency happens at an event after closing time, Shelter Program Coordinator and/or Event Coordinator will communicate with Chief Veterinarian and/or Treatment Veterinarian and await for further instructions.

Processes and procedures for HOPE Express and tent events

➤ **Attire**

- Proper ASD issued uniform
 - Polo shirts
 - Cargo pants
 - Shorts (with supervisor approval)

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 2 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

➤ **Event details**

- Location of event
- Scout location if new or necessary
- Contact person
- Number of pets
- Kennel staff assigned to event
- Assigned adoption counselor
- Fleet logistics
 - Event vans
 - HOPE

➤ **Preparation**

- Checking availability of pets
 - Due out date
 - Adoption commitments
 - ❖ Rescue
 - ❖ Adoption
 - ❖ Transport
 - ❖ Other events
 - Pet Suite E (Refer to Protocols For Dogs Being Placed in Room PSE SOP)
- Medical records
 - Check if any skin conditions
 - ❖ Demodex
 - ❖ Ringworm
 - ❖ Alopecia
 - Vaccines
 - ❖ Rabies (within one year)

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 3 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

- ❖ DHPP
- ❖ Bordetella
- ❖ Heartworm test (if heartworm positive, get all required paper work)
- ❖ Heartworm prevention

- Microchip
 - ❖ Avid
 - ❖ Home Again
 - ❖ Found Animals
- Ensure pet is sterilized or placed on surgery list
- Check for behavior problems
 - ❖ Fearful/nervous
 - ❖ Aggressive

➤ **Notes**

- Check to see if pet has owners
- Breed evaluations
- If pet has not been evaluated, send email to enforcement supervisor and/or investigator lead worker
- See if pet is a confiscate and when it will be available (refer to Commitment Policy SOP)

➤ **Placing event commitments (refer to Commitment Policy SOP)**

- Ensure to place the hold for the appropriate date
- Ensure to provide person to speak to for any questions
- Ensure to find suitable pets and place proper notes
- Will need back up pets due to pets being adopted, sickness, etc.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 4 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

<ul style="list-style-type: none"> ➤ Printing paperwork <ul style="list-style-type: none"> • Two adoption contracts • Two medical histories • Two medical releases (if pet has any medical issues) • Two kennel cards ➤ Printing paperwork for foster pets going to event <ul style="list-style-type: none"> • Ensure Foster Coordinator/Clerk has re-impounded pet • Two kennel cards • Two medical release (if pet has any medical issues) • Two medical histories ➤ Prepping vans and HOPE Express <ul style="list-style-type: none"> • Vans <ul style="list-style-type: none"> ○ Supplies needed in bin <ul style="list-style-type: none"> ❖ Newspaper ❖ Rags ❖ Gloves ❖ Cleaning spray ❖ Bowls ❖ Water for pets ❖ Table cloths ❖ Flyers (volunteer flyers, foster flyer, TNR flyers, Wellness, etc.) ❖ Leashes ❖ Poop bags ❖ Collars ❖ Hand sanitizer

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 5 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

- Supplies needed in adoption counselor box
 - ❖ Folders
 - ❖ Pens
 - ❖ Scissors
 - ❖ Stapler
 - ❖ Contracts folder (blank contracts, volunteer sign in sheet)
 - ❖ Scanner if available (all pets must be scanned prior to leaving to event)
 - ❖ Credit card machine
 - ❖ Business cards
- Supplies needed in van
 - ❖ Tables
 - ❖ Chairs
 - ❖ Water for employees
 - ❖ Litter for cats (if applicable)
 - ❖ Litter boxes (if applicable)
 - ❖ Cooler
 - ❖ Goodie bags
 - ❖ Adopt Me vests and leash sleeves
 - ❖ Flags and banners
 - ❖ A frames
 - ❖ Garbage bin(s)
 - ❖ Tent(s) with weights
- **Prepping HOPE Express**
 - Check if HOPE has all supplies needed (see attached pre-event checklist)
 - ❖ Newspaper
 - ❖ Rags
 - ❖ Gloves
 - ❖ Cleaning supplies

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 6 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

- ❖ Tables
- ❖ Chairs
- ❖ Tent with weights
- ❖ Tables cloths
- Supplies needed in bin
 - ❖ Newspaper
 - ❖ Rags
 - ❖ Gloves
 - ❖ Cleaning spray
 - ❖ Bowls
 - ❖ Water for pets
 - ❖ Table cloth
 - ❖ Flyers (volunteer flyers, foster flyer, TNR flyers, Wellness, etc.)
 - ❖ Leashes
 - ❖ Business cards
 - ❖ Hand sanitizer
- Supplies needed in adoption counselor box
 - ❖ Folders
 - ❖ Pens
 - ❖ Scissors
 - ❖ Stapler
 - ❖ Contracts folder (blank contracts, volunteer sign in sheet)
 - ❖ Scanner if available (all pets must be scanned prior to leaving to event)
- Check and see if cages are clean

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 7 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

➤ **Set up**

- **Tent Events –All set up must be done 30 minutes prior to event start time**
 - Place tent in designated area
 - Assemble kennels/crates in appropriate position
 - ❖ Under tent
 - ❖ Preferably away from sun
 - ❖ Kennels/crates must have kennel cards at all times
 - ❖ Dogs must have Adopt Me vests at all times (remove once adopted)
 - Place signage where necessary
 - ❖ A frames
 - ❖ Flags
 - ❖ Banners
 - ❖ Inflatables – if necessary
 - Set up working station
 - ❖ Place table where needed
 - ❖ Table cloth on table
 - ❖ Flyers (volunteer flyers, foster flyer, TNR flyers, Wellness, etc.)
 - ❖ Credit card machine
 - ❖ Take Adoption counselor box to table
 - Once ready to start on adoptions
 - ❖ Spot check kennels
 - ❖ Have volunteers (if available) and staff showcase pets
 - ❖ If at any point a dog gets distressed or is barking persistently, please ensure to move kennel away from people, other dogs, and/or noise and cover cage

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 8 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

- **HOPE Express Events –All set up must be done 30 minutes prior to event start time**

- Once at event take the time to look at the lay out
- Once you have seen where your located you can start setting up
 - ❖ Set up tent next to hope or where visible
- Set up working station
 - ❖ Place table where needed
 - ❖ Table cloth on table
 - ❖ Flyers (volunteer flyers, foster flyer, TNR flyers, Wellness, etc.)
 - ❖ Take Adoption counselor box to table
- Once ready to start on adoptions
 - ❖ Spot check kennels
 - ❖ Open up the viewing panels
 - ❖ Have volunteers (if available) and staff showcase pets
 - ❖ If at any point a dog gets distressed or is barking persistently, please ensure to move kennel away from people, other dogs, and/or noise and cover cage

- **Clean Up (Use attached post-event check list)**

- **Tent Events**

- Place the kennels back in the van and then place the pet in the kennels
- Pick up supplies and place them in to bin
 - ❖ Table cloth
 - ❖ Flyers
 - ❖ Leashes
 - ❖ Bowls
 - ❖ Cleaning spray

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 9 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

- Place adoption counselor supplies back in box
 - ❖ Folders
 - ❖ Pens
 - ❖ Scissors
 - ❖ Stapler
 - ❖ Contracts
- Place tent and weights in van
- Pick up all signs and place them in van
 - ❖ Flags
 - ❖ A frames (please ensure ALL A frames are retrieved)
 - ❖ Inflatables- if necessary
 - ❖ Banners
 - ❖ Any additional items left in adoption area
- **HOPE Express events**
 - Place all pets in Hope Express
 - Pick up supplies and place them in HOPE
 - ❖ Table cloth
 - ❖ Flyers (volunteer flyers, foster flyer, TNR flyers, Wellness, etc.)
 - ❖ Leashes
 - ❖ Bowls
 - ❖ Cleaning spray
 - Place adoption counselor supplies back in box
 - ❖ Folders
 - ❖ Pens
 - ❖ Scissors
 - ❖ Stapler

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 10 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

- ❖ Contracts
 - Place tent with weights back into HOPE
 - Pick up all signs and place them inside HOPE
 - ❖ Flags
 - ❖ A frames
 - ❖ Inflatables
 - ❖ Banners

➤ **Getting back to the PAPC**

• **Tent Events**

- Returning pets not adopted to a kennel
 - ❖ AC and/or kennel staff will re-kennel the pets to the original kennel
 - ❖ If placing pet in different kennel, ensure to update Chameleon with new location
- Cleaning van
 - ❖ Clean kennels with an approved cleaner and disinfectant solution using dilution ratio determined by the clinic veterinarian and hose off
 - ❖ Ensure all kennels are dried and neatly returned to Event Room
 - ❖ Kennels are NOT to be left outside
 - ❖ Neatly place table, chairs, and other supplies back into Event Room
 - ❖ Ensure van is re-fueled and clean after using (use attached Event Vehicle Cleaning Checklist)
- Adoption counselor duties
 - ❖ Outcome adopted pets upon arrival and/or first thing next morning
 - ❖ Process paperwork and payment within 48 hours
 - ❖ Expire all holds if pet not adopted at event
 - ❖ Erase all outcomes if pet was not adopted at event
 - ❖ Turn in volunteer sign in sheet to Volunteer Coordinator/Clerk

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE HOPE Express and Mobile Events	PROCEDURE	PAGE No. Page 11 of 11
MAJOR AREAS AFFECTED Adoption Counselors Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Luis Cuellar Yuraisy Hernandez Ruben Arce	

- **HOPE Express events**
 - Returning pets not adopted to a kennel
 - ❖ AC and/or kennel staff will re-kennel the pets to the original kennel
 - ❖ If placing pet in different kennel, ensure to update Chameleon with new location
 - Remove all newspaper from cages and any other supplies to be able to clean the HOPE
 - Once finished, ensure to lock all doors
 - Driver will take HOPE back to the Medley facility
 - Adoption counselor duties
 - ❖ Outcome pets upon arrival and/or first thing next morning
 - ❖ Process paperwork within 48 hours
 - ❖ Expire all holds if pet not adopted at event
 - ❖ Erase all outcomes if pet was not adopted at event
 - ❖ Turn in volunteer sign in sheet to Volunteer Coordinator

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Kennel Inventory	PROCEDURE	PAGE No. Page 1 of 4
MAJOR AREAS AFFECTED Kennel Staff Customer Service	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES August 14, 2017	
		PREPARED BY Leonal Romero	

INTENT: To reconcile all pets and maintain an accurate inventory at all times.

Processing Guidelines:

Due to our comprehensive pet management and adoptions programs, a pet may be removed from the cage several times a day. As a result of so many touches, it may be common to find pets out of place or "missing" in inventory. Physical inventory will be conducted at least twice daily, once prior to 10am and again between 5pm-7pm including all offsite locations. Any and all discrepancies will be reconciled at the time of inventory with only a few exceptions. When population is considered to be at a high level, special events such as dog walking or bathing occur, and/or multiple pets leave the facility, a mid-day physical inventory will take place in order catch any updates that may have been overlooked. It is the employee's responsibility to update the inventory once completed. The supervisor will verify updates have been completed and address any discrepancies.

Exceptions:

Exceptions to immediate reconciliation are instances where a solution cannot be readily achieved. i.e... Pet is missing and it has notes from a field officer that the pet was returned to its owner, pet has a half rescue outcome and the coordinator has left for the day, etc. In these instances the cage number needs to be changed to missing and immediately followed up on the next morning. No pet should be in missing status longer than 48 hours.

Inventory Process

Inventory will be printed by a supervisor or lead-worker, separated by section of assignment, and given to the employee for processing.

You will begin processing by following the steps below.

1. Match the animal ID and picture on the inventory to the cage card
2. Match the picture on the cage card to the pet in the cage
3. If picture or cage card is not present match the animal ID on the pet's collar to the inventory
4. Match the breed. If there is a discrepancy make a notation

If everything matches then write a check mark on the empty line located next to the picture (example 1... A17)

If pet is not in the kennel and the cage is empty, write an "X" on the line (example 1... B PR)

If pet is not in the kennel and another pet is there but not in the inventory write and "X" on the line and write the Animal ID of the pet that's there (example 1... B01)






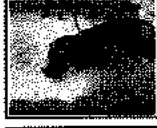


If the pet is there with another pet that is not in the inventory, write a checkmark on the line and the Animal ID

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Kennel Inventory	PROCEDURE	PAGE No. Page 2 of 4
MAJOR AREAS AFFECTED Kennel Staff Customer Service	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES August 14, 2017	
		PREPARED BY Leonel Romero	

of the new pet.

Example 1:

	Kennel #	Animal ID#	Description	Size	Days in Shelter	Sex	Yr / Mo
	A17 ✓	A1895675	BROWN / WHITE TERRIER STRAY WAIT	SMALL NORMAL	2	M	1 / 0
	A18 ✓	A1694182	BR BRINDLE / WHITE BOSTON TERRIER MIX STRAY WAIT	SMALL NORMAL	5	M	0 / 6
	A19 ✓	A1428062	BLACK / TAN CHIHUAHUA SH STRAY WAIT	SMALL NORMAL	4	S	2 / 8
	B PR ✗	A1890962	TAN TERRIER MIX BREED EVAL	MED NORMAL	20	M	4 / 0
	B01 ✗	A1895624 <i>A1890220</i>	BLACK / WHITE CHIHUAHUA SH MIX STRAY WAIT	SMALL NORMAL	3	M	5 / 0
	B04 ✓	A1895048 <i>A1890221</i>	BROWN / WHITE TERRIER MIX STRAY WAIT	MED NORMAL	4	N	1 / 0
	B05 ✓	A1893147	WHITE / BLACK TERRIER MIX UNAVAIL	SMALL NORMAL	11	S	9 / 0
	B06 ✓	A1895516	BLACK / WHITE AMER BULLDOG MIX STRAY WAIT	MED NORMAL	3	F	2 / 0



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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Kennel Inventory	PROCEDURE	PAGE No. Page 3 of 4
MAJOR AREAS AFFECTED Kennel Staff Customer Service	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES August 14, 2017	
		PREPARED BY Leonel Romero	

Supervisor

The supervisor is responsible for ensuring all updates are made and for reconciling all pets marked with an "X" on the inventory by close of business each day. Once all sections return the inventory, the supervisor will inspect each document and investigate each discrepancy found.

1. Search for the pet in the kennel screen. It may have already been updated by another section of the inventory.
2. Search for any holds the pet may have. Pet could have been moved, or left the shelter and not properly updated.
3. Read any notes attached to the Animal ID for possible resolution
4. Check medical records.
5. Physically walk through the entire shelter to see if you can locate the pet



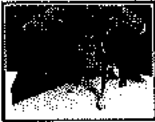


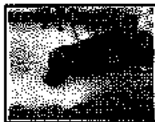


As the supervisor checks each inventory he/she is to update the record in Chameleon and the physical inventory in different color ink. See example 2. Any pets that were not reconciled should be placed in kennel number "missing" with a status of "unavailable". A note will be placed in the animal's record and only updated once the pet is found. All animals "missing" will need an immediate follow up via e-mail to key personnel that handle pet outcomes in order to expedite the reconciliation process.

Once all inventories have been compiled and updated, the supervisor is to then run the inventory again to ensure no animal is in a transition kennel i.e... In Route, Foster, Receiving. Should any of these discrepancies still exists, refer back to supervisor step 1-5 and continue procedure.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Kennel Inventory		PAGE No. Page 4 of 4
MAJOR AREAS AFFECTED Kennel Staff Customer Service	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES August 14, 2017	
		PREPARED BY Leonel Romero	

Example 2:

	Kennel #	Animal ID#	Description	Size	Days in Shelter	Sex	Yr / Mo
	A17 ✓	A1895675	BROWN / WHITE TERRIER STRAY WAIT	SMALL NORMAL	2	M	1 / 0
	A18 ✓	A1894182	BR BRINDLE / WHITE BOSTON TERRIER MIX STRAY WAIT	SMALL NORMAL	5	M	0 / 6
	A19 ✓	A1426062	BLACK / TAN CHIHUAHUA SH STRAY WAIT	SMALL NORMAL	4	S	2 / 8
	B PR X C9	A1890962	TAN TERRIER MIX BREED EVAL	MED NORMAL	20	M	4 / 0
	B01 X	<i>Moved to nedley</i> A1895624 A1890962 ✓	BLACK / WHITE CHIHUAHUA SH MIX STRAY WAIT	SMALL NORMAL	3	M	5 / 0
	B04 ✓ X	A1895048 A1890962 ✓	BROWN / WHITE TERRIER MIX STRAY WAIT	MED NORMAL	4	N	1 / 0
	B05 ✓	A1893147	WHITE / BLACK TERRIER MIX UNAVAIL	SMALL NORMAL	11	S	9 / 0
	B06 ✓	A1895516	BLACK / WHITE AMER BULLDOG MIX STRAY WAIT	MED NORMAL	3	F	2 / 0

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Laundry	PROCEDURE	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Animal Care Clinic	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process for laundering and storage of items utilized in the shelter.

Processes

- Technicians assigned to surgery shall be responsible for daily laundering and restocking of items used in surgical suites
- Animal care specialists shall be responsible for daily laundering and restocking of items utilized in their assigned pet housing suites
- Main laundry room (01-053) is to be utilized for the processing of all laundry generated in the shelter with the exception of surgery and isolation/treatment areas
- Washers and dryers are not to be overloaded
- Laundry is to be removed from washer/dryer upon completion of load, folded and placed in appropriate storage area
- Storage areas within housing suites must be stocked with clean fleece for kennels at all times
- Storage area in Grooming Room must be stocked with clean dry towels at all times
- Washer/dryer in Pantry (01-034) is exclusively for laundering of items utilized in treatment/isolation suites
- Washer and dryer adjacent to surgery prep areas (01-076 and 01-086) are exclusively for the use of laundering surgical towels, gowns, drapes and beach covers.
- Solids must be placed in garbage receptacle, no solids are to be placed in washer
- Lint screens are to be checked prior to utilizing dryers to ensure they are lint free. Lint screens are to be emptied upon completion of each drying cycle. Lint is to be placed inside the garbage receptacle
- No soiled laundry is to be left in pet housing suites or grooming room, soiled laundry shall be removed from the kennel immediately and placed in laundry bin
- Laundry is to be washed, dried, folded and restocked prior to end of shift

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE October 27, 2016	PROCEDURE TITLE Lead Volunteers	PROCEDURE	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Customer Service Staff Kennel Staff Volunteers	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES	
		PREPARED BY Lubia Rodriguez	

INTENT: To establish the protocols and policies needed for Lead Volunteers in shelter. Streamline and standardize processes to ensure that all pets are walked and meet and greets are taken place while staff is busy or unavailable. Kennel staff will continue to assist with meet and greets and walking. Lead volunteers (total of 2) will assist other volunteers in opening and closing kennels for the above-mentioned needs. Lead volunteer 1 will assist in Pods EFGH. Lead volunteer 2 will assist in IJKL. Lead volunteer 3 will assist in cats.

Process:

1. Lead volunteer is selected after going through all required trainings and one-on-one assessment is performed by Volunteer Coordinator.
2. Selected lead volunteer will sign out the key and be assigned a lead volunteer pin for identification.
3. Lead volunteer will then be assigned to go assist all volunteers in need in the pods assigned.
4. Lead volunteer will also be in charge of reporting issues with other volunteers and assess their work in order to identify needs and assignment selection for those identified.
5. Lead volunteer will finish the day by reporting to the Volunteer coordinator and turning in reports made, key and pin.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 1 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

INTENT: To ensure that the Department makes every effort to reunite lost pets with their owners.

Receiving/Kennel, Clinic, Customer Service Staff and Animal Control Officers:

1. The stray hold period for dogs 6 months or older, with or without ID is 3 days (excluding holidays). Confiscate cases have a stray hold period of 3 BUSINESS DAYS. If the stray hold period should fall within a holiday(s), the stray hold will reflect the amount of days of the holiday.
2. The stray hold period for dogs under 6 months is 24 hours.
3. Every pet brought to the shelter, by the public or an Animal Control Officer (ACO), whether stray or owner surrendered, must be checked for identification immediately (microchip, rabies tag, tattoo, etc.)
4. Any pet that has any form of identification must have 'Hold notify' placed in the Chameleon record and the ID entered in the 'Tag/Microchip' Tag.
5. ****IMPORTANT:** Only when information is entered in the 'Tag/Microchip' Box on the kennel screen will that pet's information appear in the Lost and Found report. Any identification must be entered correctly in the 'Tag/Microchip' Box or it will not show on the Lost and Found Report. This is the only efficient way we can communicate to the Lost & Found Coordinators that pets with identification are in the shelter.
6. If a pet only has one ID, regardless of its kind, this must be entered in the 'Tag/Microchip' Box, even if it is "READ NOTES" for a more detailed explanation in a Memo, a Tattoo, a collar or tag with name and phone number, etc.
7. **Microchip:** If the pet only has a chip, enter the microchip number in the 'Tag/Microchip' Box exactly as it appears on the scanner.
8. **Tag Number:** If the pet only has a tag, enter it in the 'Tag/Microchip' Box. Numbers must be entered complete, remember there are different Tags. For example: L10-123456, T10-123456, and Y10-123456.
9. If a pet has a microchip and a rabies tag, enter the rabies tag in the 'Tag/Microchip' Box and the microchip number in the "Other ID" box.
10. When impounding a pet, please select the correct scan info (CNT, CT, NCNT, or NCT). This will let everyone know what the status of the pet was upon intake.
11. Kennel Staff should check bulletin boards posted in front of the Lost and Found office or in the Lost and Found Binder located within the office to hopefully match lost pets.
12. Always use two different scanner manufacturers.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 2 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

13. AWOs must check all pets impounded in the field with a different scanner upon arrival, not the same manufacturers.

The screenshot shows a software application window with a menu bar (File, Windows, Commands, Procedures, Reports, Extras, Help) and a toolbar. The main area contains several sections:

- Top Section:** Fields for Impound No, Litter No, Tot, Kennel No, Status (STRAY WAIT), Sub Status, Tag/Microchip (circled in red), Other ID, Activity No, and Scan Info (circled in blue). There are also fields for Hold, Request, and Comment.
- Intake Information:** Fields for Person From, Type, Subtype (OTC), Cond, Date (05/13/10), Time (16:20), Due Out, Review Date, OS Source, OS Reason, and Receipt No.
- Crossing:** Fields for Jurisdiction, Eval Reason, Extras, By, and Receipt No.
- Outcome Information:** Fields for Person To, Type, Subtype, Cond, Date, Time, Weight, Dose, Dose2, Bottle, Bottle 2, By, and Receipt No.
- Special Searches:** Fields for Type, Sex, Size, Color, Breed, Look/Life, Primary Breed, Collar Color, Collar Type, Markings, and Animal Name.
- Buttons:** Complete, Cancel, and New.
- Table:** A table with columns: Kennel, Impound No, Animal, Type, Size, Sex, Color, Breed, Intake Date, Intake Type, Hold, Request, Out Date, Out Type, Collar, Breed2, Collar C.

Clinic Staff

1. When evaluating a pet, perform a secondary check for identification: tag, chip, tattoo, ID tags, etc.
2. Double-check each record to make sure any type of identification was entered correctly into the computer so that the Lost and Found report is generated properly. If information was not entered correctly, bring it to the attention of your supervisor and notify Lost and Found immediately. **Please look at the screen shot on Pg. 2 for the 'Tag/Microchip' Box. Staff should not enter microchip number in the medical records only because it will not show on Lost and Found report.**

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 3 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

3. Pets should be scanned for a microchip in impound, in receiving, while checking, re before surgery and always before a pet is euthanized. Every time you handle a pet, you must check for ID.
4. If an ID is found, enter the microchip, tag, tattoo, etc. into the medical record and 'Tag/Microchip' Box. If rabies tag information is already in the 'Tag/Microchip' Box, enter microchip into the 'Other ID' Box.

Customer Service Staff

1. When helping an owner who lost their pet, search Chameleon using pet's description in "Search by" section.
2. Always use this opportunity to update the owner's information in Chameleon, educate pet owner about microchip updates, Finding Rover and give a Lost & Found Handout.
3. When a constituent comes to the shelter to look for their lost pet, please make sure they receive the Lost & Found handout (attachment 1). That handout has important information regarding other shelters in the area and websites they can check to find their pet. Pet owners looking for their pets should look on the Found and Medical Foster care bulletin board located in front of the Lost and Found office or in the Lost and Found binder located within the office and Finding Rover.
4. If they do not see their pet in the adoption area, escort them to the isolation and restricted areas (key card access only). The constituent must be escorted through all restricted areas regardless of the size of the pet.
5. If the constituent finds their pet in the shelter and an employee sees the pet react to the person as if they know them (pet gets excited, jumps up and down, circles, cries, barks, etc.), **immediately write a note on the cage card with a sharpie that says 'Owner Here' with the date and time, and your initials. Then escort the constituent to Lost and Found and tell the coordinator how the pet reacted and provide animal ID.** In addition, the owner is to provide proof of ownership in order to reclaim their pet. This proof includes, but is not limited to, veterinary records, photographs, copies of tag or microchip registration, and rabies certificates. If the owner is incapacitated, out of the country or incarcerated, a power of attorney is acceptable, a notarized letter, and/or an email with photo ID.
6. They are welcome to place a flyer on the bulletin boards and/or binder in Lost and Found office. It will remain posted on the bulletin board and/or binder in Lost and Found office for a period of **5 days**. In addition, inform them that they may register for a particular breed on-line with Pet Harbor. By doing so, when the breed indicated is received at the shelter, the individual will be notified via e-mail.
7. Instruct the constituent to visit the shelter as often as possible and check the website daily.
8. If pet has a chip, make sure owner contacts the company to update their contact information. If owner has pet microchip number available, register it in Chameleon for faster access. Review contact

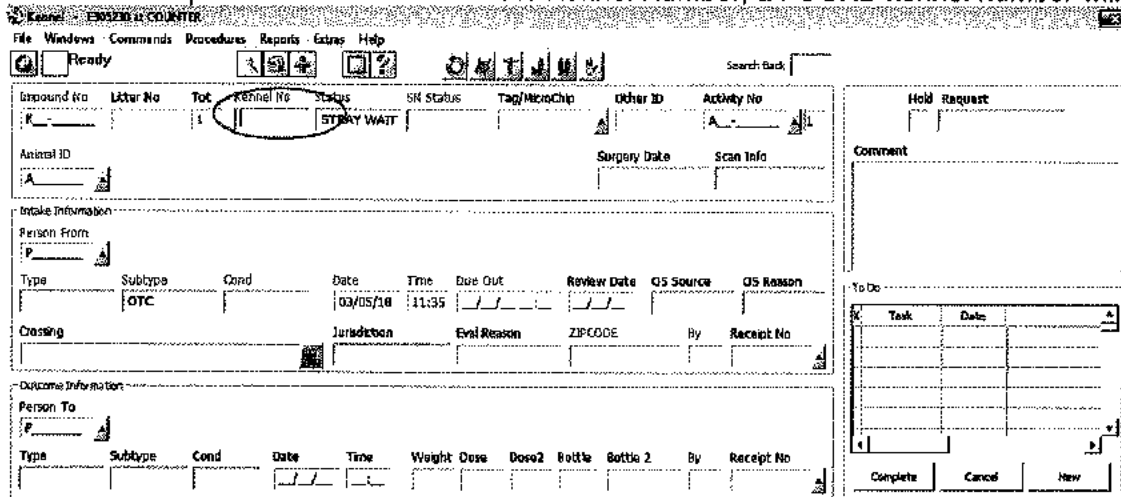
STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 4 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

information under Person ID to ensure it is up-to-date and ask for alternative phone numbers and e-mail address.

Good Samaritan Legislation

1. When a Good Samaritan presents a pet at the shelter to report it has found and elects to keep the pet. An impoundment will occur as usual. Follow steps below to complete a Good Samaritan impoundment.
2. When Lost and Found staff receives an email from a Good Samaritan that has found a pet, at that time a virtual impoundment will occur. In the Kennel Number, a FOUND kennel number will be placed.



3. An animal ID will be created along with the deemed appropriate picture that was provided by the Good Samaritan. The intake information will be created as well. The type of intake will be FOUND and a subtype of EMAIL will be inserted. If Good Samaritan is at the shelter a picture will be taken and the subtype of OTC will be inserted.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 5 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

Kennel - E305230 at COUNTER

File - Windows - Commands - Procedures - Reports - Extras - Help

Modified Fields Search Back

Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No
K18-107350		1	FOUND	STRAY WAIT	VERIFY			A_ - 1

Animal ID: A1938696 BIGGY 1Y LARGE CAT BRN TABBY F DOMESTIC SH (C15) Surgery Date Scan Info
NCNT

Intake Information

Person From: P0799375 ANIMAL SERVICES 8841101 3599 NW 79 AVE DORAL 33166

Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reason
FOUND	EMAIL	NORMAL	03/02/18	12:11	03/06/18 00:00			

Crossing	Jurisdiction	Eval Reason	ZIPCODE	By	Receipt No
LAS			33166	ED	

4. If the pet has a tag or any type or microchip, the scan Info will remain CNT, NCNT, NCT, and CT. If the pet has microchip, the microchip has to be placed in the TAG/MICRO box. This is so Lost and Found can run reports to follow up with the microchip companies.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 6 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

Kennel: E305230 at COUNTER

File Windows Commands Procedures Reports Extras Help

Modified Fields Search Back

Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No
K18-107350		1	FOUND	STRAY WAIT	VERIFY			A-

Animal ID: A1938696 BIGGY 1Y LARGE CAT BRN TABBY F DOMESTIC SH (C15) Surgery Date: Scan Info: NCNT

Intake Information

Person From: P0799375 ANIMAL SERVICES 8841101 3599 NW 79 AVE DORAL 33166

Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reas
FOUND	EMAIL	NORMAL	03/02/18	12:11	03/06/18 00:00			

Crossing	Jurisdiction	Eval Reason	ZIPCODE	By	Receipt No
LAS			33166	ED	

Outcome Information

Person To: P

Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
FOUND	SAMARITAN	NORMAL	03/15/18	10:42	6.80					VE	

5. If a potential pet owner contacts Lost and Found staff regarding a pet that was reported by a Good Samaritan as FOUND, Lost and Found staff should provide that potential pet owner with the Good Samaritan's name, phone number, and/or email address ONLY. If the potential pet owner requests the Good Samaritan's address, Lost and Found staff shall direct that potential pet owner to send a public records request. All public records requests must be in writing and sent to Alba Vargas at vargasa@miamidadegov.
6. Once the pet has been in Chameleon for 90 days, Lost and Found staff will run a report on the 91st day, and then process outcomes to all and/or any outstanding pets. If the Good Samaritan still has

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 7 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

possession of the pet, they have the option to keep it or rehome it. When outcoming the pet on the 91st day, the outcome type should FOUND, and the subtype should be SAMARITAN.

Kennel: E305230 at COUNTER

File Windows Commands Procedures Reports Extras Help

Modified Fields Search Back

Impound No	Litter No	Tot	Kennel No	Status	SN Status	Tag/MicroChip	Other ID	Activity No
K18-107350		1	FOUND	STRAY WAIT	VERIFY			A - 1

Animal ID	Description	Surgery Data	Scan Info
A1938696	BIGGY 1Y LARGE CAT BRN TABBY F DOMESTIC SH (C15)		NCNT

Intake Information

Person From: P0799375 ANIMAL SERVICES 8841101 3599 NW 79 AVE DORAL 33166

Type	Subtype	Cond	Date	Time	Due Out	Review Date	OS Source	OS Reason
FOUND	EMAIL	NORMAL	03/02/18	12:11	03/06/18 00:00			

Crossing	Jurisdiction	Eval Reason	ZIPCODE	By	Receipt No
LAS			33166	ED	

Outcome Information

Person To: P

Type	Subtype	Cond	Date	Time	Weight	Dose	Dose2	Bottle	Bottle 2	By	Receipt No
FOUND	SAMARITAN	NORMAL	03/15/18	10:42	6.80					VE	

Lost and Found

1. Lost & Found staff, as the first order of day, will search for any urgent emails from the veterinary staff to see if any pet with an id has come in after hours and is in critical condition, and the owners must be notified immediately.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 8 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lorna Mejia Michael Leiva Luis Cuellar Emilio Vazquez	

2. The Lost & Found report should be run twice a day, **daily and around 3:00 pm** as animals are checked into the shelter on a continuous basis. All contact and attempts should be done daily to locate owner and must be entered in Chameleon.
3. Contact with listed owners must be accomplished within the first 24 hours of intake. If an email address is available an email must be sent immediately, if the phone is disconnected check **www.411.com** for alternate numbers. Lost and Found Staff will send an email and/or call owner every day during the stray hold period and notate will notate Chameleon of time and date of phone call and/or email.
4. If a microchipped pet is at ASD, in addition to looking up the owner's information in Chameleon, the microchip company, i.e., Avid/Home Again, must also be called, as they may have additional contact information, such as alternative telephone numbers and updated information.
5. Under no circumstances should a hold be automatically extended without direct approval from the Customer Service Supervisor and/or Shelter Program Coordinator, or appropriate chain of command, including lead workers when a chip is found. **If a microchip is found and the pet was brought in as an owner surrender, call the microchip company to confirm that the person surrendering the pet is the same as the person registered with the microchip company. If there is a discrepancy, bring it to the attention of the Customer Service Supervisor and make a note in Chameleon. No pet should be released if there is a discrepancy in ownership.**
6. Call 411/use online searches to try to get an accurate contact number and call owner daily.
7. If contact is made with the owner, write a Note indicating who will be coming to claim the pet (first & last name and telephone numbers), as well as details as to when (date and time) they are expected. Make it clear what the due out date of the pet is, and that there is a possibility that the animal may be either adopted after the stray hold period is expired, or may be euthanized.
8. When discussing 'return to owner' policy, ensure that the owner understands the fees associated with the redemption, including rabies and tag if expired. Always offer the owner RTO with services. If owner selects this option please have them sign a surgery release form and scan this duly signed document into Chameleon under the person ID.
9. CSRs: Log into the Customer Service System and check the lost and found CSR daily. Follow up with constituents who found stray pets and close tag accounts for lost pet as requested. Explain to pet owner that if dog is not found prior to its rabies and/or county tag renewal, account must be closed to prevent a citation for failure to vaccinate/license pet. CSR number, staff initial, date and time must be entered in Chameleon.
10. Lost & Found books should be current at all times. Flyers must be dated by owner and/or person who found pet. Owner is called after 5 days. If pet is not found after 5 days, the flyer will stay in the Lost and Found office for an additional 5 days.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Lost and Found	PROCEDURE	PAGE No. Page 9 of 9
MAJOR AREAS AFFECTED Customer Service Staff Clinic Staff Kennel Staff Enforcement Staff	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 1, 2016	
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Floor Plan was
Removed

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Master Clean Room	PROCEDURE	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Animal Care	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES July 27, 2016	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process for cleaning and sanitizing food and water bowls

Processes

- Prior to 10:00am all food bowls are to be removed from kennels, any food leftover in the bowl is to be disposed of in the garbage receptacle
- No food is to be disposed of in the flusher unit or floor drains
- Bowls shall be picked up from each housing suite and taken to the Clean Room (01-054)
- Ensure detergent/degreaser levels are adequate for auto dispenser to function. Replace as necessary
- Sink and dishwasher collection tray must be emptied and cleaned upon completion of each wash cycle
- Clean and dry bowls are to be restocked in each pet adoption suite
- Surplus bowls shall be stored on shelves in the Clean room (01-054)

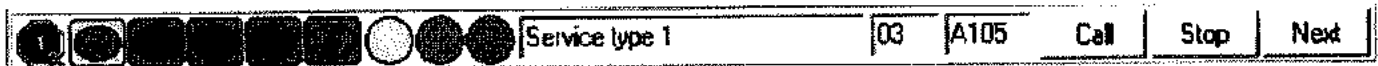
STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Nemo-Q Queuing		PAGE No. Page 1 of 8
MAJOR AREAS AFFECTED Kennel Customer Service & Live Release Section	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13, 2016	
		PREPARED BY Michael Leiva	

INTENT: To give a general description on how to use the Cashier 2000 WinPanel queuing system. The following step will help guide staff through the basic operating features.

PROCESSING GUIDELINES: The Cashier 2000 WinPanel is in place to keep order of the services requested by ASD customers.

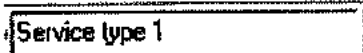
The following list describes the different parts of the WinPanel shown below.



The number in the black Q indicated the workstation number.



From left to right, the following is a description of each circle which represents a different queue. The yellow and red fields indicate the different queue's being used. The number in the red circle indicate how many customers are waiting to be served. If you right click on the number a drop down box will appear which show the actual ticket numbers that are waiting in queue, the time that they have been waiting.



This area displays the service type category you are currently serving on the WinPanel. Right clicking on this field will display a menu of all the service types.



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MAJOR AREAS AFFECTED Kennel Customer Service & Live Release Section	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13, 2016	
		PREPARED BY Michael Leiva	

The number to the right of the service type category represents the total number of tickets that are waiting to be served.

A105

When a ticket number is called, it will be displayed on the WinPanel near the end of the right side. This is the number the Customer Clerk called to their window. If you right click the ticket number a drop down menu will appear. This menu will allow you to recall a number, or transfer a ticket.

Next

The "Next" button is used to call a ticket number.

Stop

The "Stop" button is used to close out the ticket. If you are transferring the ticket to another section or workstation you will not left click on the "Stop" button.

Call

Not available in our setup.

The WinPanel is controlled with the mouse button action.

- Right click will access all available drop down menus
- Left click will select an item or chose from a drop down menu

How to login to the queuing system.

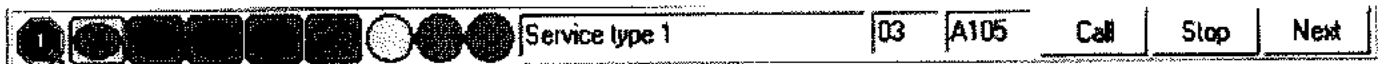
STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Nemo-Q Queuing	PROCEDURE	PAGE No. Page 3 of 8
MAJOR AREAS AFFECTED Kennel Customer Service & Live Release Section	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13, 2016	
		PREPARED BY Michael Leiva	

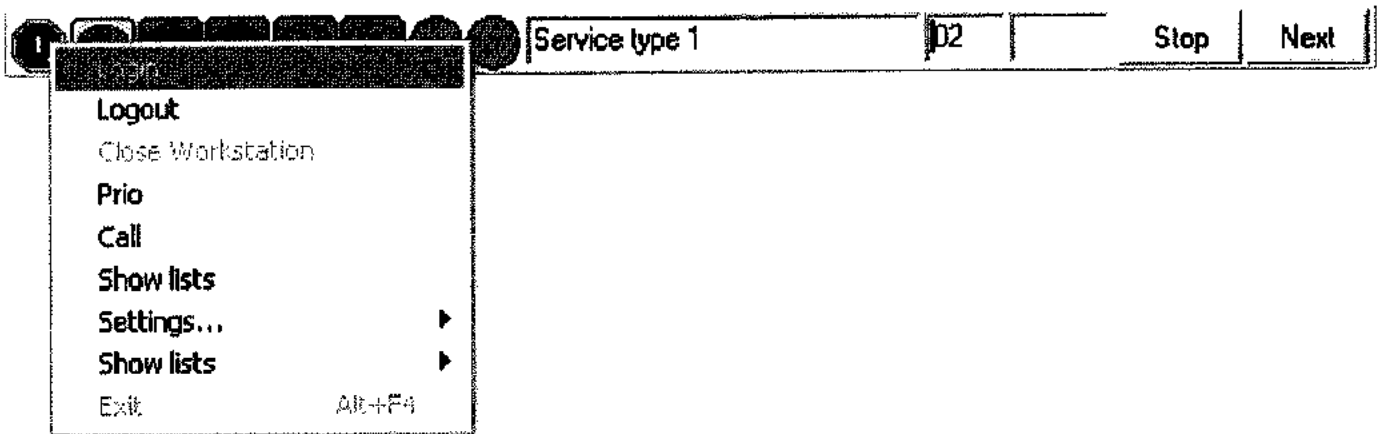


Double click on the cashier 2000 icon on your desktop.

The WinPanel will appear on your screen.



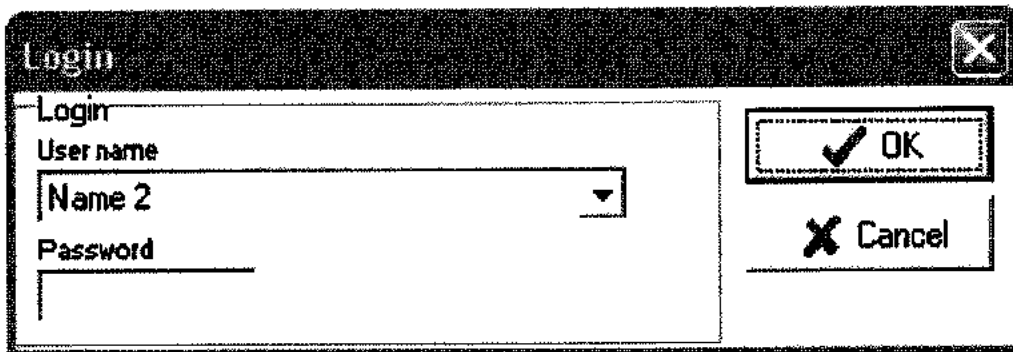
To login right click on the Q with the workstation number and a drop down menu will appear.



Now left click on "login" and select the workstation number. No password is needed to login just left click on "OK" button.

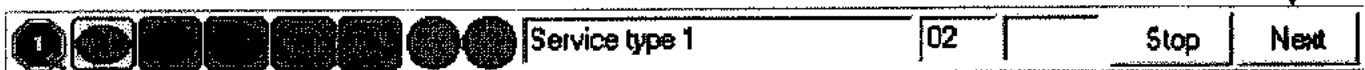
STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Nemo-Q Queuing	PROCEDURE	PAGE No. Page 4 of 8
MAJOR AREAS AFFECTED Kennel Customer Service & Live Release Section	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13, 2016	
		PREPARED BY Michael Leiva	



How to start calling ticket numbers.

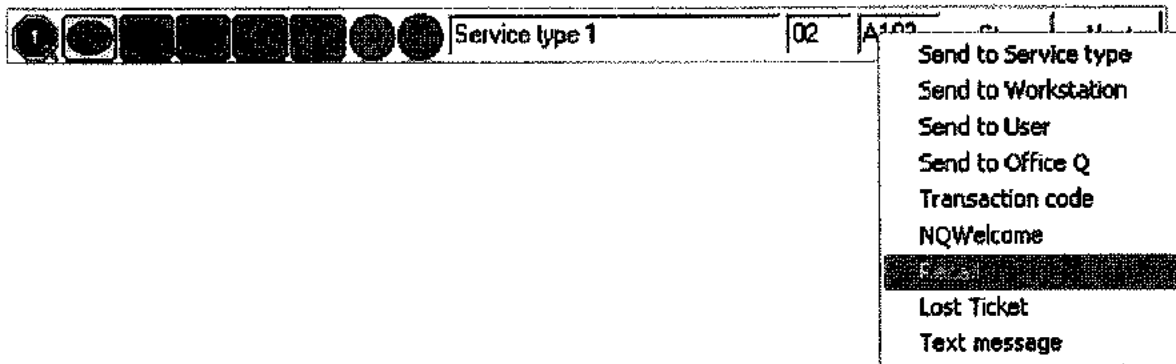
Once you are logged in, you will left click on the "Next" button to call your first ticket number.



If a ticket number is called and the customer does not respond, the number should be recalled by right clicking on the ticket number field and selecting Recall from the menu.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Nemo-Q Queuing	PROCEDURE	PAGE No. Page 5 of 8
MAJOR AREAS AFFECTED Kennel Customer Service & Live Release Section	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13, 2016	
		PREPARED BY Michael Leiva	

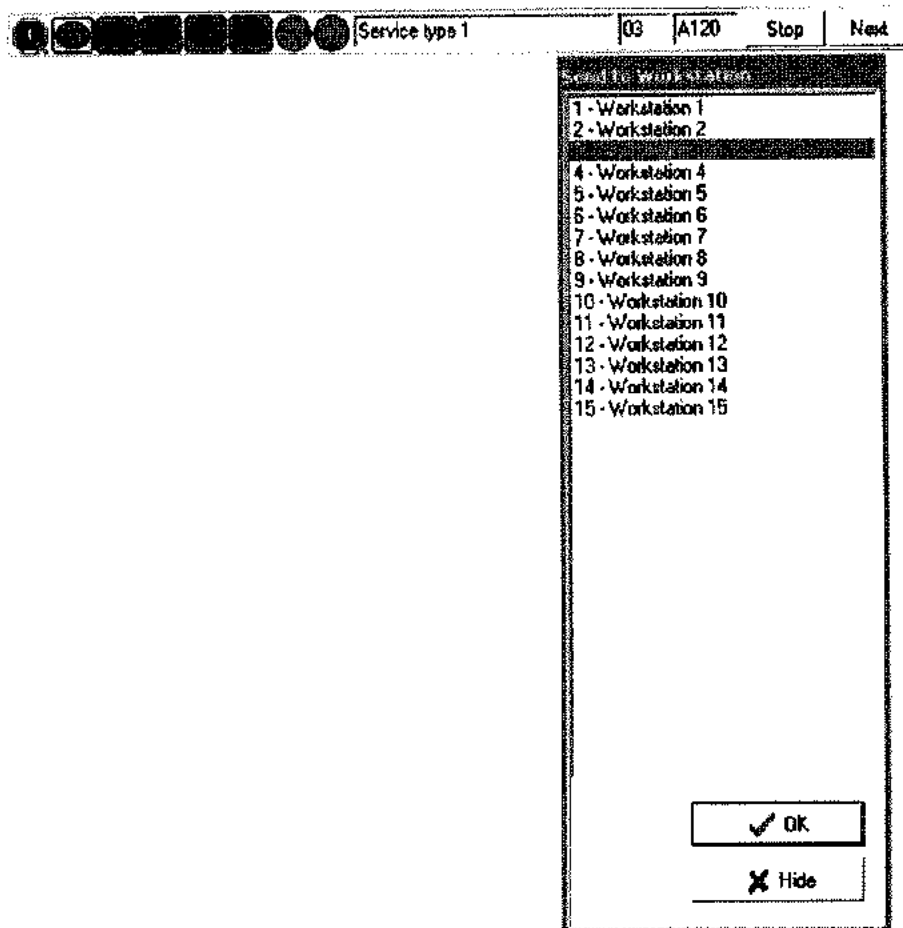


Once you have served the customer you will close out the ticket by left clicking on the "Stop" button or by transferring the ticket to another workstation.

In order to transfer a ticket you will need to right click on the ticket number field and select Send to Workstation.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Nemo-Q Queuing	PROCEDURE	PAGE No. Page 6 of 8
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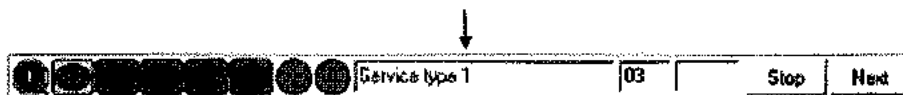
This feature would be used to send a customer to see the Vet in the exam room.

Calling a ticket out of order.

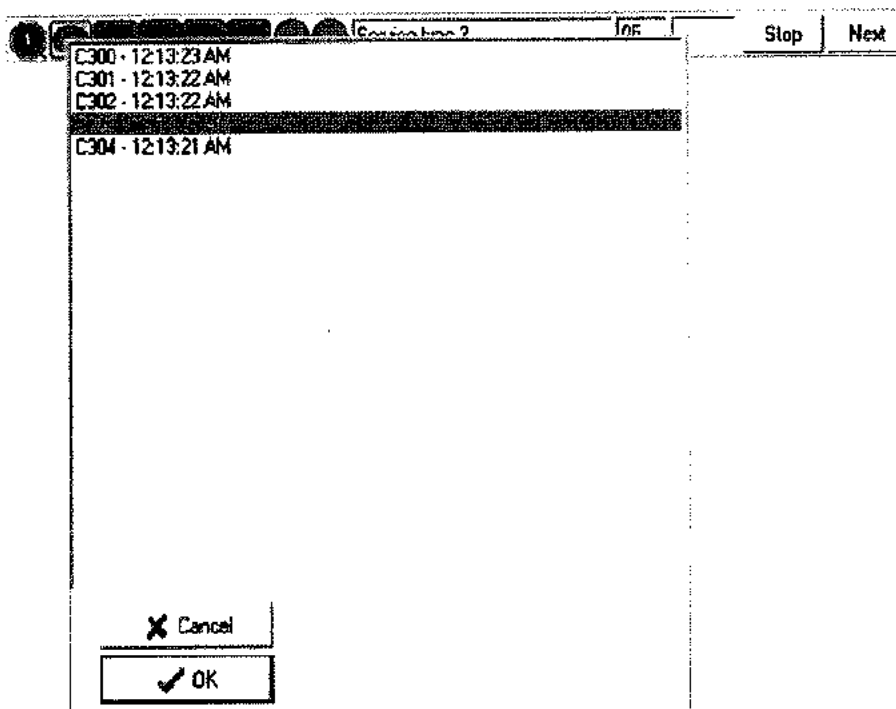
STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Nemo-Q Queuing	PROCEDURE	PAGE No. Page 7 of 8
MAJOR AREAS AFFECTED Kennel Customer Service & Live Release Section	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13, 2016	
		PREPARED BY Michael Leiva	

There may be a need to call tickets out of order when trying to assist customers with license only service tickets. Right click on the service type field and select the type of ticket you want to call.



Left click on the service type from the drop down menu. Right click on the primary queue and a list of ticket numbers will appear.



Left click on the first ticket number and click on "OK" button.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Nemo-Q Queuing	PROCEDURE	PAGE No. Page 8 of 8
MAJOR AREAS AFFECTED Kennel Customer Service & Live Release Section	APPROVED BY Lorna Mejia	REVISES OR SUPERCEDES June 13, 2016	
		PREPARED BY Michael Leiva	

How to logout of the queuing system.

To logout, right click on the black "Q" containing the workstation number and the drop down menu will appear. Select Logout and remember to logout when you go to lunch.



STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26 th , 2018	PROCEDURE TITLE Processing of Owner Requested Euthanasia and Disposal	PROCEDURE	PAGE No. Page 1 of 12
MAJOR AREAS AFFECTED Kennel Staff Clinic Staff Customer Service Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES	
		PREPARED BY Michael Leiva Leonal Romero	

Intent: To provide a uniform and expedient process for owner euthanasia requests.

Kennel Staff

GUIDELINES:

These are cases typical of euthanasia request and some constituents may not be aware of this service. As such, owner requests for euthanasia (ORE) should be offered to fill out this form. However, any pet must be accepted as an owner surrender if the constituent refuses to fill out the form.

All animals presented by the owner for euthanasia will require a link to be created.

Steps:

1. Open the tag screen
2. Enter the owner's information
3. Enter the animal's information. If the animal already exists in the system only type the animal ID in the box.
4. Leave the Tag No field blank
5. Select LINK from the Tag Type
6. Select EUTH REQ from the Subtype
7. The Status will be CURRENT and updated to DEAD or Denied by vet/vet tech
8. The Tag Date will be current date
9. Vet ID will be 100090 (ASD)
10. Press F9 and a U link number will appear in the Tag No
11. Scan the euthanasia request form into Chameleon under the Person ID
12. Print a copy of the document and attach to the euthanasia request form
13. Process payment for service provided



STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26 th , 2018	PROCEDURE TITLE Processing of Owner Requested Euthanasia and Disposal	PROCEDURE	PAGE No. Page 5 of 12
MAJOR AREAS AFFECTED Kennel Staff Clinic Staff Customer Service Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES	
		PREPARED BY Michael Leiva Leonel Romero	

Vet-Tech

1. Follow EUTHANASIA SOP for procedure
2. Open the account through the tag screen and update status field.
3. Change the STATUS of the pet from current to denied if the pet is chosen to go through a live release pathway. Advise receiving of the change so they may impound the pet.
4. Change the STATUS of the pet from current to dead. Open the ANIMAL ID window and create a new medical records.
5. On the TREATMENT TYPE select EUTH REQ and click the green plus sign
6. Select in the MEDICATION field "FATAL"
 - A. QTY= The amount of CC's used
 - B. EXTRA5= Bottle number
7. Click the green plus sign

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26 th , 2018	PROCEDURE TITLE Processing of Owner Requested Euthanasia and Disposal	PROCEDURE	PAGE No. Page 6 of 12
MAJOR AREAS AFFECTED Kennel Staff Clinic Staff Customer Service Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES	
		PREPARED BY Michael Leiva Leonai Romero	

TagLink - LROMERO at COUNTER

File Commands Procedures Reports Extras Help

ROMERO LEIVAMI 2013-04-25 09:23:48.5

Person
PO00011 SERVICES ANIMAL 8841101 7401 NW 74 ST MIAMI 33166

Animal
A152443 1 1Y SMALL CAT WHITE M ABYSSINIAN

Tag No	Tag Type	Subtype	S/N	Jurisdiction	Status	Problem Code
U13-746870	LINK	EUTH REQ			CURRENT	

Tag Date	Term	Tag Exp	Vaccine	Cert No	Serial No	Lot Exp	Extra1
04/23/1	0	04/23/1					

Vac Date	Term	Vac Exp	Vet ID
	0		G100090 ANIMAL SERVICES 8841102

Batch No	STATUS DATE	Extra3	Extra4	Price	Receipt No
				.00	

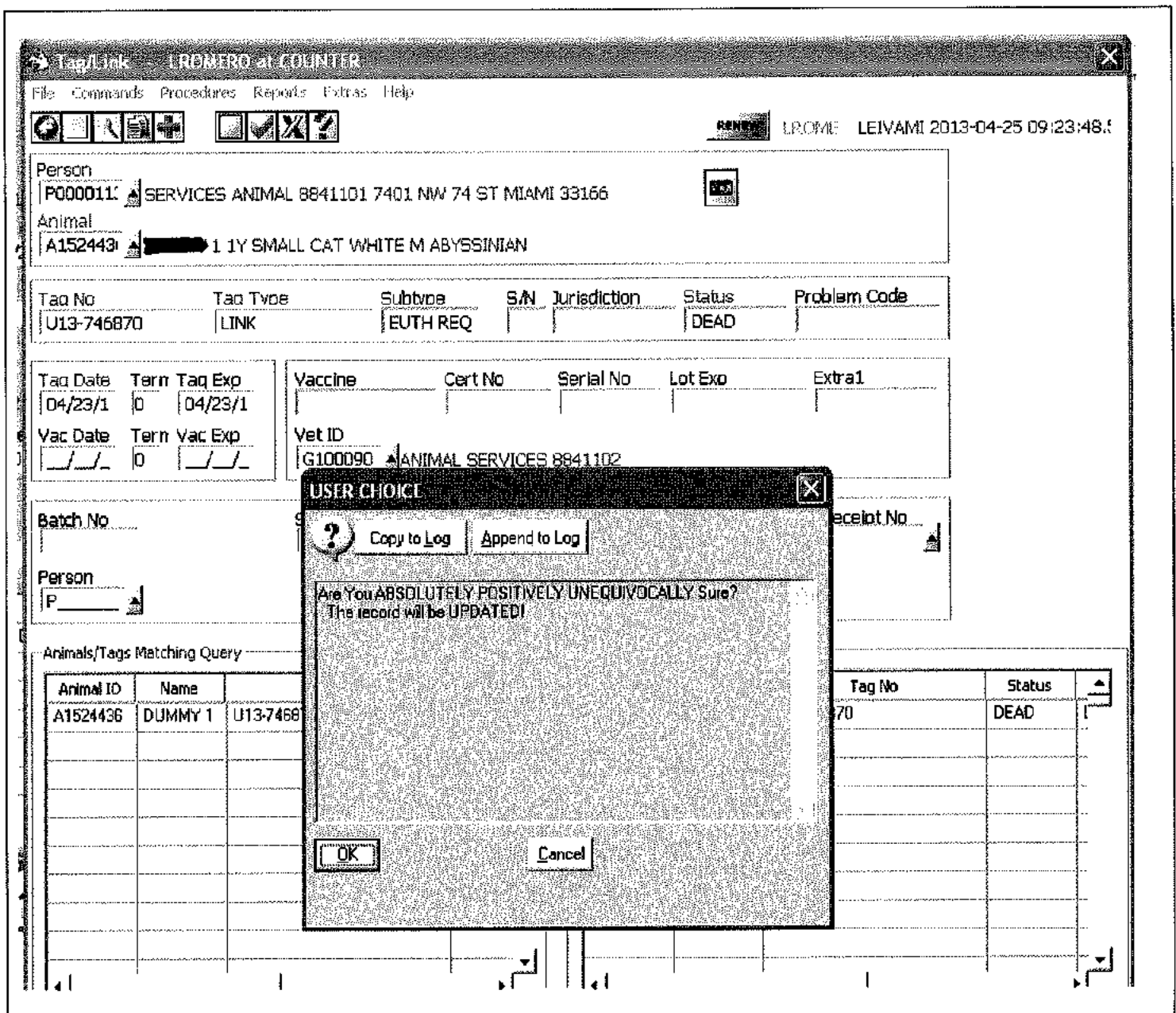
Person
P

Animal ID	Name	Tag No	Status
A1524436	DUMMY 1	U13-746870	DEAD

Animal ID	Name	Tag No	Status
A1524436	DUMMY 1	U13-746870	DEAD

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26 th , 2018	PROCEDURE TITLE Processing of Owner Requested Euthanasia and Disposal	PROCEDURE	PAGE No. Page 7 of 12
MAJOR AREAS AFFECTED Kennel Staff Clinic Staff Customer Service Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES	
		PREPARED BY Michael Leiva Leonal Romero	



TapLink - ROMERO at COUNTER

File Commands Procedures Reports Extras Help

PERSON LEIVAMI 2013-04-25 09:23:48

Person
P000011 SERVICES ANIMAL 8841101 7401 NW 74 ST MIAMI 33166

Animal
A152443 1 1Y SMALL CAT WHITE M ABYSSINIAN

Tag No	Tag Type	Subtype	S/N	Jurisdiction	Status	Problem Code
U13-746870	LINK	EUTH REQ			DEAD	

Tag Date	Term	Tag Exp	Vaccine	Cert No	Serial No	Lot Exp	Extra1
04/23/1	0	04/23/1					

Vac Date	Term	Vac Exp	Vet ID
	0		G100090 ANIMAL SERVICES 8841102

Batch No

Person
P

Animals/Tags Matching Query

Animal ID	Name	Tag No	Status
A1524436	DUMMY 1	U13-746870	DEAD

USER CHOICE

Copy to Log Append to Log

Are You ABSOLUTELY POSITIVELY UNEQUIVOCALLY Sure?
The record will be UPDATED!

OK Cancel

STANDARD OPERATING PROCEDURE

<p>EFFECTIVE DATE April 26th, 2018</p>	<p>PROCEDURE TITLE Processing of Owner Requested Euthanasia and Disposal</p>	<p>PROCEDURE</p>	<p>PAGE No. Page 8 of 12</p>
<p>MAJOR AREAS AFFECTED Kennel Staff Clinic Staff Customer Service Staff</p>	<p>APPROVED BY Kathleen Labrada</p>	<p>REVISES OR SUPERCEDES PREPARED BY Michael Leiva Leonal Romero</p>	

The screenshot shows a software window titled "Treatment - LROMERO at COUNTER". The interface includes a menu bar (File, Commands, Procedures, Reports, Extras, Help) and a toolbar. The main data entry area shows:

- Date: 04/26/18, Time: 15:4, Treatment: T, Animal ID: A152443
- Animal Description: 1 1Y SMALL CAT WHITE M ABYSSINIAN
- Visit Information: Visit Type (NORMAL), Visit Reason, Condition, Assoc No, Treat, Extra1, Caduceus.
- Additional Fields: Weight, Temp, Review, Diagnosis, Resolved, Vet Check, Re Check, Price, Receipt No.
- Description: A large text area with a template dropdown set to "A/R".
- Medication Table:

Medication	Dose	Unit	Qty	Time	#Da	Price	Extra5
			1	1	1		
- Treatment Type Table:

Treatment Type	Subtype	Price	Extra1
Type	SubType	Treat	
- To Do List: A table with columns for Task and Date.

Buttons for "COMPLETE" and "Cancel" are visible at the bottom right of the window.

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		PREPARED BY Michael Leiva Leonal Romero	

Treatment LROMERO at COUNTER
 File Commands Procedures Reports Extras Help
 LROMERO 2013-04-26 15:43:01

Date: 04/26/13 Time: 15:4 Treatment: T13-7289 Animal ID: A152443 1 1Y SMALL CAT WHITE M ABYSSINIAN

Date	VisitType	Cr	Visit Type	Visit Reason	Condition	Assoc No	Treat	Extra1	Carducous
04/26/13 01	TECH EXAM	ILL	TECH EXAM		ILLNESS		LR		1Y
04/25/13 01	TECH EXAM	NC							
04/24/13 01	TECH EXAM	NC							

Weight	Temp	Review	Diagnosis	Resolved	Vet Check	Re Check	Price	Receipt No
15		///		///			.00	

Description: AIR

Treatment Type	Subtype	Price	Extra4
EUTH REQ		T13-728	

Medication	Dose	Unit	Qty	Time	#Da	Price	Extra5
FATAL	1.0		3			0.00	151

Medication	Dose	Unit	Qty	Cycle	Days	Tre

To Do

Task	Date

COMPLETE Cancel



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Disposal process

1. Open the tag screen
2. Enter the owner's information
3. Enter the animal's information. If the animal already exists in the system, only type the animal ID in the box.
4. Leave the Tag No field blank
5. Select Link from the Tag Type
6. Select Disposal from the Subtype
7. Select Dead from the Status
8. The Tag Date will be current date
9. Press F9 and a link number will appear in the Tag No.
10. Process payment for service provided



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<p>MAJOR AREAS AFFECTED</p> <p>Clinic Staff Pet Retention Staff Receiving Staff Participating Vet Practitioners</p>	<p>APPROVED BY</p> <p>Kathleen Labrada Chief of Operations and Enforcement</p>	<p>REVISES OR SUPERCEDES</p> <p>N/A</p>	
		<p>PREPARED BY</p> <p>Maria A. Serrano, DVM Chief Veterinarian</p>	

PURPOSE: To assist pet owners in keeping their pet by providing services, resources or medical care for a treatable medical condition during difficult times and/or help find homes for their pet without the need to surrender the pet to the shelter.

POLICY: The Department will offer services, resources (upon availability) and/or medical care to pet owners whose intent is to surrender the pet due to inability to provide adequate care or medical care to the pet.

RESPONSIBILITIES:

- MDAS Receiving staff: Counsel customers regarding the reason for wanting to surrender, evaluate if the resources available would be able to help the family, offer resources such as limited veterinary care, crates, leashes, enclosures, food, flea and tick products based on availability
- MDAS Veterinarian (s): Examine, evaluate and determine procedure (s) to be approved to be performed at the practicing veterinary clinic. Perform certain medical / surgical procedures when indicated.
- Pet retention coordinator: Communicate with clients, communicate with MDAS veterinarian(s), Communicate with participating vet offices to approve further medical care, approve / deny further medical procedures to be performed at participating vet offices, receive and process medical records to track treatments performed, receive invoices from participating vet offices and determine support to be provided to each case.
- Animal welfare officers and Anti-Cruelty Investigators: Communicate with constituents to determine if pet retention resources are appropriate to address unmet needs or to improve animal welfare. Provide services when appropriate to



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		<p>PREPARED BY</p> <p>Maria A. Serrano, DVM Chief Veterinarian</p>	

include veterinary vouchers, enclosures, shelter and other resources as available. Communicate with pet retention coordinator to advise of medical cases referred for treatment.

- Participating vet offices: Communicate with MDAS retention coordinator and veterinarians to discuss medical plans for each pet, communicate with pet owners regarding medical condition(s), perform services established by MDAS, and discuss additional services that may apply not covered by MDAS.

PROCEDURES:

Receiving staff: Identify pet owners whose intent is to surrender their pet for counseling purposes. See additional intake procedures below. Should the owner's concern be related to a medical reason or boarding, call the Pet Retention coordinator to speak to clients regarding their needs and so the pet can be assessed for boarding services or veterinary care (see vet call order below) if the pet retention coordinator is not at the shelter.

- Place notes in the computer software indicating details of the case.
- Pet Retention Coordinator:
 - Speak to pet owners and get a history of the current medical / behavioral condition for wanting to surrender:
 - Age, sex (S/N), condition, medical history, vaccine history, chronicity of the condition, behavior...
 - If a medical condition:
 - Contact the shelter veterinarian scheduled for shelter rounds to assess the patient



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- Select from the list of participating vets who is closest to the pet owner or provides the required service(s)
 - Contact the participating private veterinarian and make an appointment for the pet
 - Give the pet owner the form specifying the appointment time, location and service approved to be performed.
 - Inform the pet owner that MDAS will only cover the approved service and that they will be responsible for additional services performed (not approved).
 - Email / fax details to the clinic and specify the medical condition(s) approved to be treated at the participating veterinarian.
 - Communicate with the participating veterinary office as needed for further approval of services (not to exceed \$500 pet patient).
- MDAS veterinarian:
 - Vet contact priority:
 - Chief Veterinarian
 - University of Florida professor
 - Treatment / Population veterinarian
 - Vet scheduled in shelter rounds.
 - The Department veterinarian (s) will evaluate the pet and determine the level of care or supplies required to help the pet stay at the current home. Medical cases will be referred to a participating veterinarian for diagnostics and limited treatments.
 - Get a complete history of the pet to be evaluated through the pet retention coordinator.



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- Examine the pet (wellness clinic or shelter clinic). May elect to examine the pet without the owner present.
 - Define the level of care needed to help the pet and communicate with the pet retention coordinator of services to be approved at the participating private veterinarian.
 - Decide if the procedure may be performed at MDAS and instruct pet retention to make an appointment for a special procedure (surgical).
 - The Department veterinarian (s) may perform veterinary services if a participating veterinarian is not available.
- Participating private veterinarian:
 - Examine the referred pet
 - Provide the approved services
 - Communicate with the pet retention coordinator regarding the services performed or further required treatments to be approved.
 - Receive written approval for further services to be performed. Veterinary offices will require approval for additional procedures besides the one for what the pet was referred for. Pet/s will only be treated for the presenting condition. However, the owners will have the option to provide additional care at the participating vet office at their own expense.
 - Email medical records reflecting the services performed, including pet and client name and contact as well as the MDAS approval for the services provided. Email: helpmypets@miamidade.gov



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- The maximum amount to be paid by the department per patient will not exceed \$500
- **Receiving Staff Process for Intake:**
 Bring the owner into the office to talk to them in private. Begin your counseling session by asking them why they have come to the decision of surrendering their pet. Once you have an understanding for the reason to surrender, advise the owner of the resources available that would allow them to keep their pet. You should have resources readily available for common reasons such as:
 - Pet Escapes**
 - Destructive Behavior**
 - Crate Training**
 - House Training**
 - Food Aggression**
 - Possession Issues**
 - Leash Training**
 - Introducing a New Baby**
 - Introducing Other Pets**
 - Pet Friendly Apartments Complexes**
 - Flea/Tick Infestation**
 - Non-Comprehensive Medical Conditions**
 - Common Pet Diet**
 - Treatable Medical Conditions**
 - Boarding**



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The Retention Process: Begin by going on to the Tag screen (see image):



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Look up the owner's account. You can look for their account by searching by address, full name, phone number and/or driver's license number. Make sure all information is



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registered then make sure to create a new animal I.D number for it. (See image below)
 *** All animals MUST be scanned for microchips ***

File Commands Procedures Reports Extras Help

GISS 2015-05-06 15:36:55.467

Animal ID	Animal Name	Sex	DOB	Yr	Mon	Current Age	Condition	Status	Status Date	Bre
A168897	REX	S	12/31/14	0	3.0	5 MONTHS	NORMAL	ACTIVE	03/31/15	

Type: DOG
 Primary Color: GOLD
 Secondary Color: BR
 Looks Like: SETTER/RETRI
 Breed: LABRADOR RETR MIX

Size: PUPPY
 Coat:
 Ears:
 Tail:
 Muzzle:
 Temper:
 Color:
 Color Type:
 Markings:
 Tattoo:
 Copy/Paste:
 Due:
 Completed:
 Voucher No:
 Contract Expires:
 Vet ID: G

Name	Type	Size	Sex	Color	Breed	DOB	Age	Animal ID
REX	DOG	PUPPY	S	GOLD	LABRADOR RETR	12/31/14	5M	A1688973

Make sure to get a photo of the pet (do your best to get a good photo of the pet). Once you have an animal I.D number proceed with a brief survey. Click on the memo icon and select client survey from the template selection. (See image below)



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Memo - LEVAMI at COUNTER 23

File Commands Procedures Reports Extras Help

Memo No	Memo ID	ID Type	Date	Type	Subtype	Author
M_	A1688973	ANIMAL_ID	10/16/17	RETENTION		

Memo Text Templates CLIENT SURVEY **A R**

- How can we help you today?
- How likely would you be to give up this pet if you didn't get this help? What would you say on a scale of 0-10 with 0 being extremely unlikely and 10 being extremely likely? (#)
- If you couldn't get this help, what would you have done?



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You will put "Retention" in the box labeled : "TYPE"

You will click in the Templates box and press F4 select "CLIENT SURVEY"

You will ask the question and type the answers than press F9

Once all this is done then you will create the Retention U-Link number by hitting F9.

(See image below to see what the end result should be)

You will put "Link" in the box labeled "Tag Type".

You will put "Retention" in the box labeled "Subtype".

You will put "Accept or Denied" in the box labeled "Status".

You will put "Type of Retention in the box labeled "Problem Code".

You will put the date of Retention in the box labeled "Status Date".

You will put the number for MDAS which is "100090" in the box labeled "Vet ID".



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MIAMI-DADE COUNTY

File Windows Commands Procedures Reports Extras Help

Ready E319359 E319359 2017-08-16 14:02:27.013

Person ID
[REDACTED]

Animal ID
A: 279932 TOBY 7Y SMALL DOG TAN N CHIHUAHUA SH

Tag No	Tag Type	Subtype	S/N	Jurisdiction	Status	Problem Code
[REDACTED]	LINK	RETENTION			ACCEPT	MEDICAL

Tag Date	Term	Tag Exp	Vaccine	Cert No	Serial No	Lot Exp	Extra1
08/16/17	12	08/16/18					
Vac Date	Term	Vac Exp	Vet ID				
[/]/[/]/	36	[/]/[/]/	G100090 MIAMI DADE ANIMAL SERVICES B841102				

NEW VAC FOUND

Batch No	STATUS DATE	Extra3	Extra4	Price	Receipt No
	08/16/2017	RABIES/TAG		.00	[REDACTED]

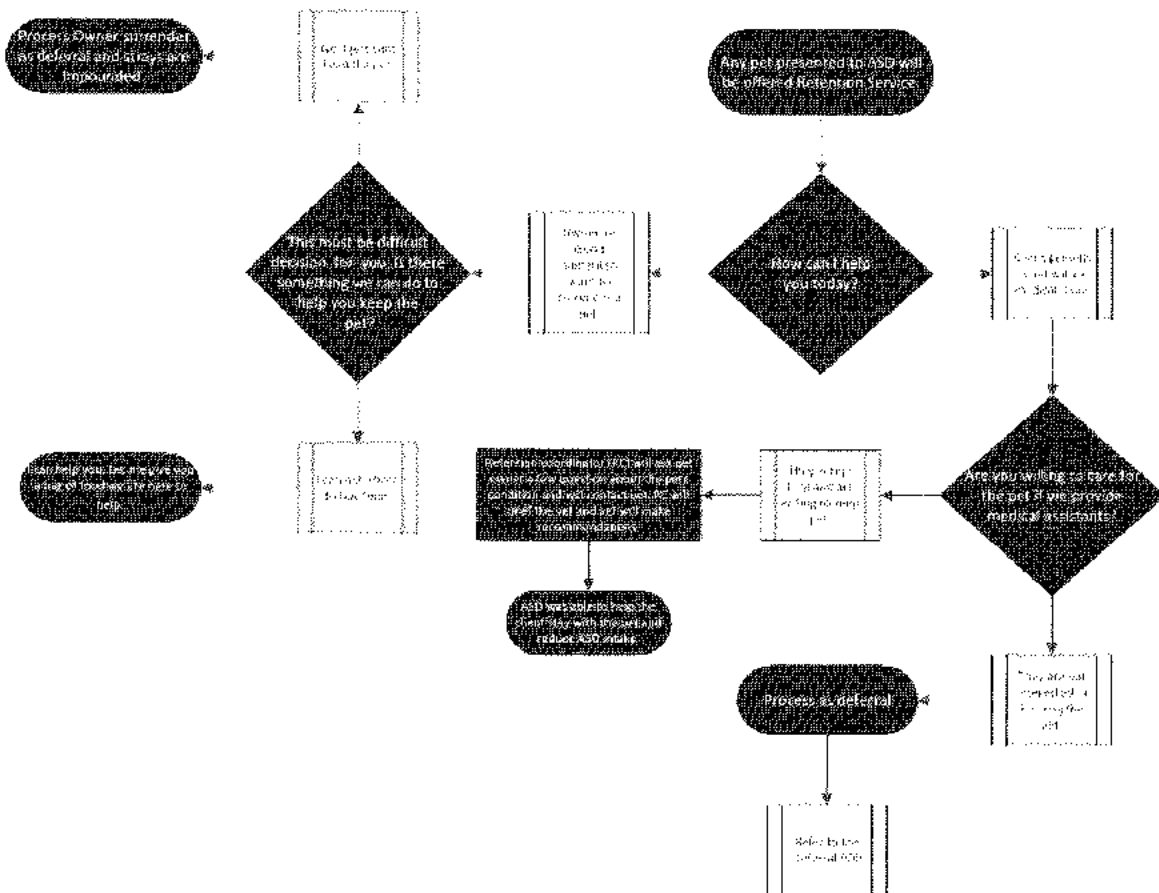
Person ID
P [REDACTED]

If the Retention case is medical seek further assistance from the Pet Retention Coordinator or your supervisor.



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STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 24, 2018	PROCEDURE TITLE Placing Commitments	PROCEDURE	PAGE No. Page 1 of 7
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Lorna Mejia-Lopez Michael Leiva Luis Cuellar	

INTENT: To provide a uniform process for placing commitments for shelter pets.

MDAS COMMITMENT POLICY

- ❖ The commitment policy has been established to place order of priority for the shelter pets and their interested parties
- ❖ In the best interest of saving a pet, the department reserves the right to amend the commitment policy on a case-by-case basis
- ❖ The shelter stray period is three days for all stray pets and three business days for confiscated pets
- ❖ Owner surrendered pets have no stray period and are available immediately
- ❖ Only Live Release staff (or Live Release Manager/Supervisor designee) will be able to place any type of commitment
- ❖ Only adoption counselors will be able to place adoption commitments. No other Live Release staff will be able to place adoption commitments unless explicitly stated by a Live Release Supervisor and/or Manager
- ❖ Foster and Volunteer staff will be able to place **foster commitments ONLY**
- ❖ Rescue staff will be able to place **rescue commitments ONLY**
- ❖ Transport staff will be able to place **transport commitments ONLY**
- ❖ Lost and Found staff will be able to place **RTO commitments ONLY**
- ❖ Only the event coordinator (unless otherwise stated by a Live Release Supervisor and/or Manager) will be able to place event commitments (if adoption counselor is selecting pets for his or her event, then he or she can place an event commitment for that event ONLY)
- ❖ Petco/PetSmart commitments will be placed ONLY by the Shelter Program Coordinator's designee
- ❖ Employees wishing to adopt a pet must fill out the Employee Adoption Form, go through their respective supervisor, and ONLY a Live Release Supervisor/Manager or designee will be able to place the adoption commitment
- ❖ Only Live Release Managers and/or Supervisors can cancel any type of commitment

Employees are **NOT PERMITTED** to place any type of commitment with another employee's initials/ID. This practice will not be tolerated and subject to progressive discipline.

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Adopter Commitments

Commitments will be placed to keep order of interested party and in order to provide services needed for pets to be adopted. Commitments must be placed in person; no commitments shall be placed via phone or email.

Stray dogs with identification or confiscated dogs

- ❖ Only one commitment shall be placed for interested adopter for the due out date

Stray dog with no identification are available to Miami-Dade residents on F2A agreement

- ❖ Only one commitment shall be placed for adopters electing or not eligible to take pet on F2A for the due out date

Owner Surrenders

- ❖ Only one commitment shall be placed for adopter

Event Commitments

Commitments will be placed to promote adoption opportunities at offsite events and to make pets adoption ready for event. Adopters will take priority over an event hold up to 24 hours prior to the date of event or if pet has a medical condition.

Stray dogs with identification or confiscated dogs

- ❖ Only one commitment shall be placed for the due out date on any pet selected

Stray Dog with no identification

- ❖ Only one commitment shall be placed for the due out date on any pet selected

Owner Surrenders

- ❖ Only one commitment shall be placed for event date on any pet selected

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Petco and PetSmart Commitments

Commitments will be placed to transition the pet to their offsite adoption center. Commitments will be placed in order for pet to meet all requirements before adoption placement at offsite adoption center. Adopter will take precedence over adoption center while pet is onsite or prior to being moved offsite.

Stray dogs with identification or confiscated dogs

- ❖ Only one commitment shall be placed for the due out date on any pet selected

Stray Dog with no identification

- ❖ Only one commitment shall be placed for the due out date on any pet selected

Owner Surrenders

- ❖ Only one commitment shall be placed for any pet selected

Rescue Commitments

Commitments will be placed to keep order of interested rescue organizations. Commitments will be placed in order to provide services needed for pets to be rescued. Commitments can be placed via email and by main contact of approved rescue organization only. Rescues will have the ability to take any animal needing immediate medical attention on medical foster. Adopter, event, and adoption center commitments will take precedence over a rescue commitment prior to the rescue pick up date except for if pet has a medical condition. In this case, rescue commitments will take precedence. Rescue office will send a follow up email confirming the pickup date or will notify rescue partner if an adopter has taken precedence. Second rescue hold will take precedence over first rescue hold if pet is not picked up on schedule date.

Stray dogs with identification or confiscated dogs

- ❖ One commitment shall be placed for a rescue partner interested in a pet for the due out date
- ❖ A back up commitment shall be placed for a second rescue partner the day after due out date

Stray Dog with no identification

- ❖ One commitment shall be placed for a rescue partner interested in a pet on the due out date
- ❖ A back up commitment shall be placed for a second rescue partner the day after due out date



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Owner Surrenders or animals aged between 2-5 months

- ❖ One commitment shall be placed for a rescue partner interested for pick up after 48 hours from arrival date
- ❖ A back up commitment shall be placed for a second rescue partner the day after the first rescue commitment

Transport Commitments

Commitments will be placed to keep order of interested transport partners and in order to provide services needed for pets to be transported. Commitments can only be placed via email. Adopters, events, adoption centers, and rescues will take precedence over a transport commitment prior to moving pet offsite.

Stray Dog with no identification or confiscated dogs (Adults)

- ❖ One commitment shall be placed for receiving agency/transport partner interested in any pet on the due out date

Stray Dog with no identification

- ❖ One commitment shall be placed for receiving agency/transport partner interested in any pet on the due out date

Owner Surrenders or animals aged between 2-5 months

- ❖ One commitment shall be placed for receiving agency/transport partner interested in any pet on the due out date

Note: Quick reference guide (cheat sheet)

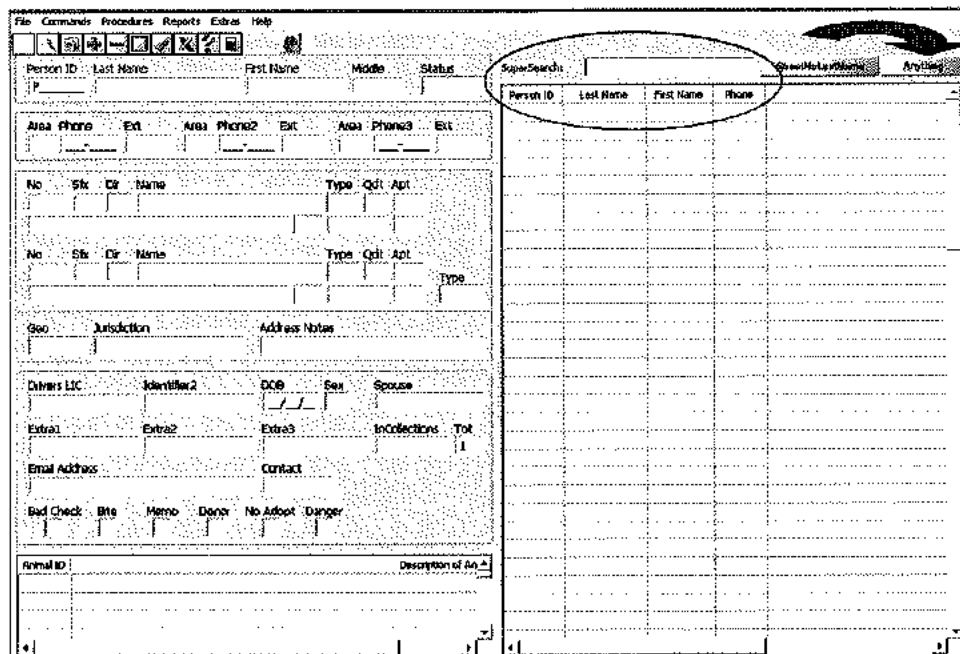
PROCEDURE FOR PLACING A COMMITMENT

1. Check the pet ID to assess if the animal has any commitments and advise customer about stray wait period and placing commitment.
2. Always check Chameleon before placing commitment to see if account already exists for customer to avoid duplication. Check by name, address, phone number, and driver's license number in the person ID screen. For driver's license check in Super Search field by entering

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 24, 2018	PROCEDURE TITLE Placing Commitments	PROCEDURE	PAGE No. Page 5 of 7
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Lorna Mejia-Lopez Michael Leiva Luis Cuellar	

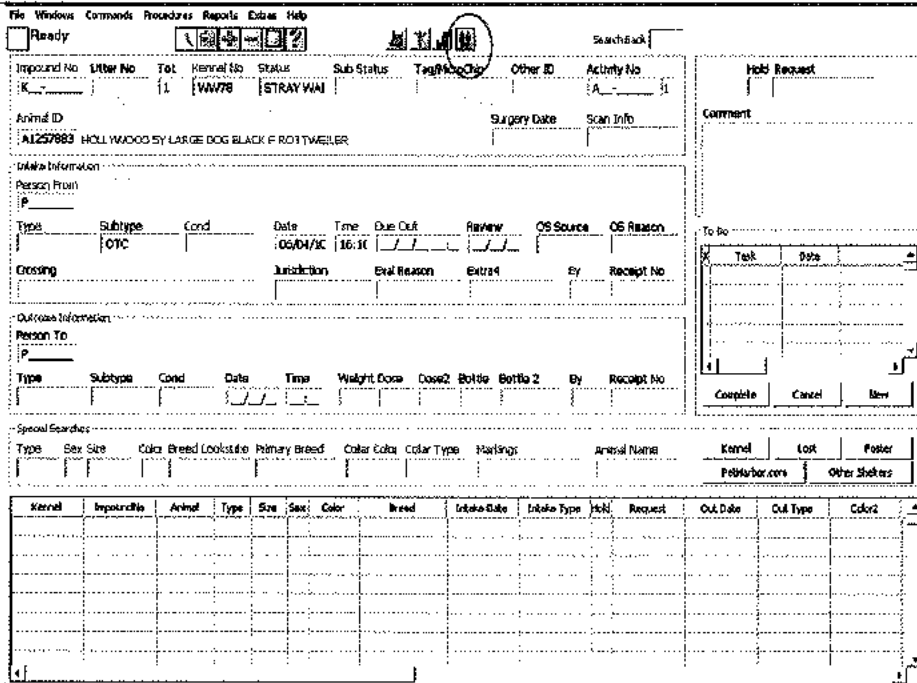
number with the dashes and without and then click **anything**. Check if other pets are currently on hold for customers.



When placing a commitment, go to the kennel screen and enter the pet ID and press F12, then press the Interview Window icon, clear the interview field at top, and proceed to clear the person ID by using the delete key then press F12 to make sure the pet does have a current and valid commitment. In the person ID field hit F4 and proceed with search of customer information or create new customer account.

STANDARD OPERATING PROCEDURE

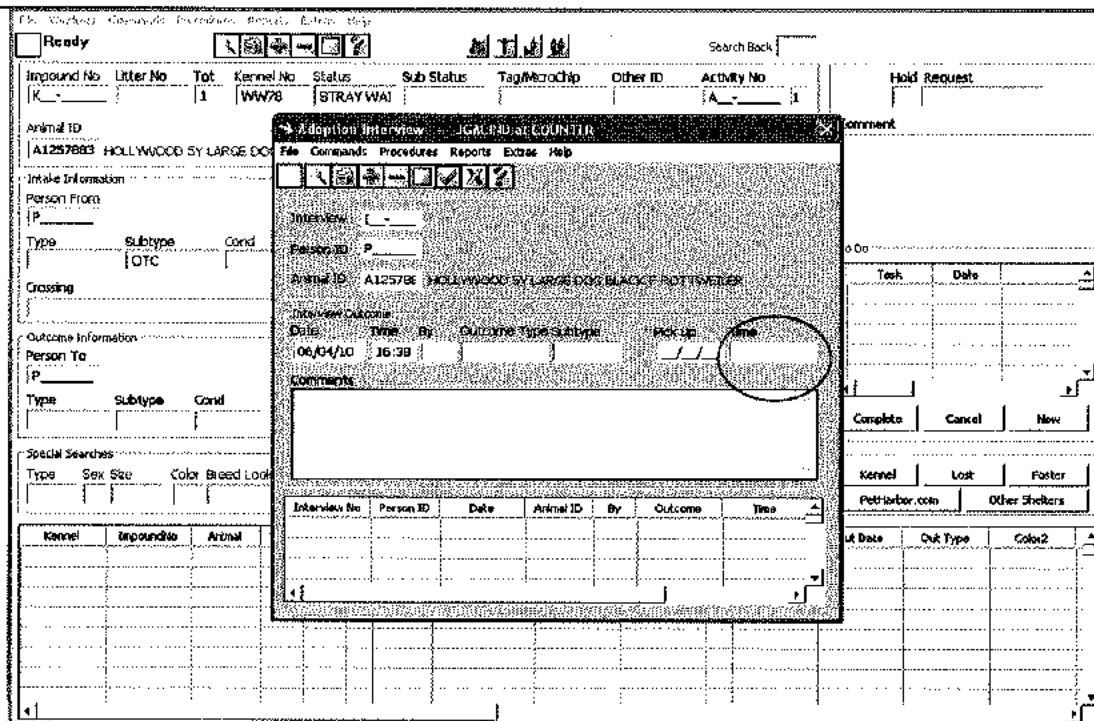
EFFECTIVE DATE April 24, 2018	PROCEDURE TITLE Placing Commitments	PROCEDURE	PAGE No. Page 6 of 7
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Lorna Mejia-Lopez Michael Leiva Luis Cuellar	



1. In the 'Time Box', enter is 3-4 p.m. for weekend pick up times and/or 4-6p.m. for weekday pick up times. If pet is already sterilized, it can leave with a Foster 2 Adopt (see F2A SOP) prior to the due out date contract providing there is no identification.
2. Once all information is input and pick up date and time are filled in, then press F9 to save and print a copy for customer.

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EFFECTIVE DATE April 24, 2018	PROCEDURE TITLE Placing Commitments	PROCEDURE	PAGE No. Page 7 of 7
MAJOR AREAS AFFECTED ALL ASD STAFF	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 2016	
		PREPARED BY Lorna Mejia-Lopez Michael Leiva Luis Cuellar	



1. If the pet does not have a first hold, the customer will be directed to the front lobby to place a hold and add pet to surgery list if an adoption counselor is unavailable.
2. A copy of the hold and kennel card must be printed and provided to customer. Make sure you review the information (name, phone number, pick up date, and time) with adopter for accuracy. Any comments should be saved in the Adoption Interview window.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Playgroups	PROCEDURE	PAGE No. Page 1 of 2
MAJOR AREAS AFFECTED Animal Care Clinic Volunteers	APPROVED BY Alex Muñoz	REVISES OR SUPERCEDES June 21, 2016	
		PREPARED BY K. Labrada	

INTENT: To provide a uniform process to facilitate daily enrichment, exercise and socialization of shelter dogs through monitored playgroups.

Processes

- Playgroups shall consist exclusively of dogs residing within the same pet housing suite
- Dogs must be leashed and exit from the rear kennel door to prevent spillage of water from primary door
- Dogs are to be removed and walked to play yard one dog per handler. No dogs are to be walked through exits leading to corridors of the shelter
- The exit door at the rear of the housing suite leading outdoors is to be utilized for the purpose of moving dogs to and from play yards. Exit door must remain unlocked at all times playgroups or dog walking from the pod are in session. Door is to be kept locked when playgroups or walking are not in session. Visitors to the shelter attempting entry through the rear exit doors are to be advised that the door is not an entrance and directed to the closest main entry point. No owned pets may enter the pods at any time.
- Dogs in play yard must be supervised at all times, dogs must not be left unattended for any reason. Fresh water must be freely available at all times. Buckets for clean and dirty toys shall be utilized in the play yards.
- Dogs shall be monitored to prevent fighting or excessively rough play
- Dogs shall be moved to alternate play yards based on temperament or behavior to ensure their safety. For example, quiet or shy dogs shall be placed together and energetic dogs shall be placed together.
- Dogs shall remain in playgroups for a minimum of 10 minutes
- Dogs are to be returned one dog per handler to the same kennel they were removed from
- ID bands that may have broken or fallen off during play groups must be replaced upon return to kennel
- Dogs exhibiting signs of illness such as diarrhea or vomiting while in play yard shall be returned to their kennel immediately and placed on vet check list
- Dogs participating in playgroups shall be tracked by the Enrichment Coordinator
- Play groups shall take place daily, in the event of inclement weather to include rain,

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE June 21, 2016	PROCEDURE TITLE Playgroups	PROCEDURE	PAGE No. Page 2 of 2
MAJOR AREAS AFFECTED Animal Care Clinic Volunteers	APPROVED BY	REVISES OR SUPERCEDES June 01, 2016 April 26, 2018	
		PREPARED BY K. Labrada	

lightning, thunder, etc., play groups shall be suspended until weather clears

- Play yards, water buckets and enrichment items are to be cleaned and sanitized following canine sanitation procedures.
- Used toys must be placed in the appropriate receptacle designated dirty which will be collected daily at the close of shift by the animal care specialist or more often as necessary for sanitation in the master clean room. Clean toys shall be returned to the play yards and placed in the receptacle designated clean.
- No toys, leashes, or waste of any kind shall be left on the grounds of the play yards upon completion of a session

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE June 1, 2017	PROCEDURE TITLE Protocols For Dogs Being Placed in Room PSE	PROCEDURE	PAGE No. Page 1 of 2
MAJOR AREAS AFFECTED Live Release Media and Marketing Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES N/A	
		PREPARED BY Luis Cuellar	

INTENT: To provide a structured and methodical protocols for dogs being placed in room PSE.

POLICY: Only healthy dogs will be selected for transport, Petco, attend an adoption event, or be featured in media appearances.

Any Live Release program and/or Marketing and Media can place dogs in PSE for staging before moving off-site, attend event, attend a media appearance, and/or move to Petco. This SOP shall be crossed referenced with the Medical Protocols For Holding Pets for Transport / Event and Media Appearances SOP.

Criteria for Placing Dogs in PSE

- No dogs under eight (8) months will be placed in PSE longer than 24 hours
- Dogs eight (8) months and older will be allowed to be housed in PSE for 48hrs during week days (2 events back to back)
- If not adopted at event, any dog UNDER eight (8) months MUST be returned to the adoption floor after the first event
- There should be no event dogs in PSE on Monday mornings
- There could be transport/Petco dogs on Monday mornings, but they would have to be moved (offsite or foster) within 48 hours of pet being placed in PSE
- Foster puppies/dogs that are being dropped off on a Thursday, will have Sx on Friday, will go to event, on transport, to Petco on Saturday (these dogs are being placed in Wellness initially, then moved to PSE)
- No dogs are to be placed in PSE during its stray-hold period (unless for large scale event and/or approved by Shelter Program Coordinator [SPC] and/or designee)

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE June 1, 2017	PROCEDURE TITLE Protocols For Dogs Being Placed in Room PSE	PROCEDURE	PAGE No. Page 2 of 2
MAJOR AREAS AFFECTED Live Release Media and Marketing Kennel Clinic	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES N/A	
		PREPARED BY Luis Cuellar	

Receiving Dogs

- Dogs that are received from the Deferred Program will be impounded as unavailable
- Deferred Program staff will place commitment on dog
- Receiving/Deferred staff will place note in the "MARKINGS" field to indicate which program pet is going to (Petco, transport, rescue, events)

Running Impounded Dogs

- Once dog has been impounded, Receiving staff will print two (2) kennel cards
 1. First kennel card will be with dog
 2. Second kennel card will placed in Kennel Supervisor's office in a bin
- Runner will then run dog to PSE in accordance with criteria above
- Runner will notify Kennel Supervisor/Leadworker that dog(s) are in PSE by placing kennel card in bin
- Kennel Supervisor/Leadworker will notify appropriate Live Release program with an email that dog is in PSE
- Any dog that comes in for Petco that has a subsequent behavior note, Kennel Supervisor/Leadworker will cancel commitment and advise SPC and/or designee via email
- In same email, Kennel Supervisor/Leadworker will subsequently advise transport, rescue, foster, events that pet is available



STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Receiving	PROCEDURE	PAGE No. Page 1 of 7
MAJOR AREAS AFFECTED Kennel Staff Animal Control Specialists Customer Service Staff Clinic Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES August 2016	
		PREPARED BY Leonel Romero	

INTENT: To establish procedures for the processing of incoming pets to the shelter to maximize the likelihood of live release.

Staff must enter all available information about the pet. This will allow animals to be returned to their rightful owners in a timely manner, or make the most appropriate match with a new owner.

PROCESSING GUIDELINES:

General Guidelines

- When the public enters the receiving area they should take a number to prevent confusion or disagreements regarding order of service. They should be provided with guidance to ensure the appropriate intake form is completed.
- Injured animals, animals who are suffering or owner intended euthanasia take 1st priority.
- When transferring cats to a shelter carrier, the Cat Receiving room door must be closed to prevent any cats from escaping.
- Clients should be called in the order they arrived with priority given as described above.
- Every client deserves privacy when revealing personal information; if needed be sure to escort clients into the retention or reflection room and close the door for privacy and to contain pets.
- The date and pet identification (ID) number must be recorded on the release forms as well as all signatures. The forms need to be scanned under the person from profile.
- For owner intended euthanasia, the client must be charged by the receiving clerk at the time of processing the euthanasia request.
- All pets, including unidentified (Dead On Arrival) must be scanned for a possible microchip.
- If a microchip is found and the information is not registered in Chameleon, this information must be relayed to Lost and Found for verification via email.
- If the pet has a tag registered under the person surrendering there is no need to verify the microchip. Tag trumps microchip.
- Once the pet is in your possession, a physical inspection of the pet needs to be done in order to determine the sex, any deformities or conditions, age and temperament. At this time the pet must be thoroughly scanned with 2 different microchip scanners.

Status Box

UNAVAIL-All cats impounded for TNR must have a status of UNAVAIL entered.

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EFFECTIVE DATE May 2015	PROCEDURE TITLE Receiving		PAGE No. Page 2 of 7
MAJOR AREAS AFFECTED Kennel Staff Animal Control Specialists Customer Service Staff Clinic Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES January 28, 2008, June 2010, August 2016	
		PREPARED BY Leonel Romero	

BREED EVAL-Pit-Bulls or any breed resembling Pit-Bull dogs 6 months of age or older must have a status of BREED EVAL entered.
STRAY WAIT- All dogs or cats with identification presented impounded as stray must have a status of STRAY WAIT entered.
AVAILABLE- All pets presented as owner surrenders must have a status of AVAILABLE.

F Keys

F1 – Help F3 – Reports F4 – Options F5 – Current Date/Time F6 – Recent Records
 F8 – Update F9 – Create F11 – Clear F12 - Search

Stray Animals No Identification

Step 1 – Person ID

Begin by asking the Good Samaritan if they have ever owned or adopted a pet.

1a. If yes, place the cursor on the Person From Box and press F4. Search for their record by entering name, telephone number, and address, then press F12 to search. Once the account is found, verify all the information is correct. If any changes need to be made, press F8 once changes have been made to the person window to complete. If needed you can run another search by entering driver license number in the super search field and clicking on the anything button. Press enter once complete to drag the information to the Kennel Screen.

OR

1b. If no, place the cursor on the Person From Box and press F4. Begin creating a new record by filling in the last name, first name, telephone number, full address, etc... It is important to capture as much information as possible like multiple telephone numbers and email address. Press F9 to create a new profile. Press Enter to drag the information to the Kennel Screen.

Step 2 – Animal ID

Place cursor in the Animal ID Box and press F4. Give the pet a proper name, sex and age. (Note: For the Sex, Type, Color, Looks Like, Breed, and Size Box you can place the cursor and press F4 to see

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EFFECTIVE DATE May 2015	PROCEDURE TITLE Receiving	PROCEDURE	PAGE No. Page 3 of 7
MAJOR AREAS AFFECTED Kennel Staff Animal Control Specialists Customer Service Staff Clinic Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES January 28, 2008, June 2010, August 2016	
		PREPARED BY Leonal Romero	

different options. The DOB will automatically fill in.) If the pet is a biter, place a Y in the Bite Box. Choose the animal type, color looks like and breed. Choose a size and if the pet is wearing a collar, complete that portion as well. Once complete press F9 to create the animal. Place the cursor on the Animal ID Box click on Extras then ChamCam. Try to take the best picture possible of the pet by clicking on AutoCapture. Once captured press the Space Bar to stop taking pictures. Select the best one and click store. Once stored click exit. Press enter to drag the information to the Kennel Screen.

Step 3 – Kennel Screen Information

Starting from the top begin filling in the required information:

Kennel Number – Receiving

Status – Place the cursor inside the box, press F4 and make the appropriate selection

SN Status – Place the cursor inside the box, press F4 and make the appropriate selection

SN Status – Place the cursor inside the box, press F4 and make the appropriate selection

Hold – Y Request – Poss Resc

Scan Info – NCNT

Type – Stray

Subtype – OTC

Condition – Place the cursor inside the box, press F4 and make the appropriate selection.

Due Out – Under 6 month= one day, due out on the second day 6 Months and Over= three days, due out on the fourth day

Crossing – Approximate location of where pet was found. Include Street, Avenue and Direction

Zip Code – Zip Code of where pet was found which may differ from the individual's zip code

By – Your Initials

Press F9 to create the record and an Impound Number should populate in the top left of the screen.

Step 4 – ID Band, Print Kennel Card, Scan Stray Form

Make an ID Band for the pet by writing the Animal ID number.

Sign the surrender form and write the Animal ID of the pet before scanning it to chameleon. Place the cursor on the Person From Box. Click on Extras then ChamCam. Check the document box and click on TWAINDevice. Select the Scanner and scan the document. Ensure the Image ID is correct. Press store then exit. Press F8 to save.

Next, click on Reports then Print Kennel Card. Select a corresponding story for the pet and click OK.

Click on the printer icon and select OK to print. Take the kennel card and the pet to dog receiving room and secure the pet in any available.

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EFFECTIVE DATE May 2015	PROCEDURE TITLE Receiving	PROCEDURE	PAGE No. Page 4 of 7
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Stray Animals with Identification>Returns/Owner Surrender

Identification can be a tattoo, name tag, license tag, microchip or simply that the person believes the pet belongs to a certain house. We will classify these as possible identifications in order to try and return the pet back to their owner. Returns are pets that have been adopted and are brought back within a 30 period.

Step 1 – Searching For the Pet Account

1a. Place the cursor on the tag microchip box in the tag window and press F4. If you're searching by the person information place the cursor on the Person ID Box and press F4. Search by name, phone number, address, or supersearch by driver license number. Press F12 to search. Once you find the correct account press Enter to drag the information to the tag screen. Once there press F12 to populate the account. Select the correct account from the lower right side of the screen. Make sure to use the more recent one. Press enter to drag the information to the Kennel Screen.

OR

1b. If searching by tag or microchip number, place the cursor in the Tag/Microchip Box and press F4. Enter the tag or microchip in the Tag No Box and press F12. Select the correct account from the lower right side of the screen. Make sure to use the more recent one. If an error message comes up with no information that means the tag may be too recent and has not been updated yet. Press enter to drag the information to the Kennel Screen.

Step 2 – Creating the Person ID

Begin by asking the Good Samaritan if they have ever owned or adopted a pet.

2a. If **yes**, place the cursor on the Person From Box and press F4. Search for their record by entering name, telephone number, and address, then press F12 to search. Once the account is found, verify all the information is correct. If any changes need to be made, press F8 once changes have been made to the person window to complete. If needed you can run another search by entering driver license number in the super search field and clicking on the anything button. Press enter once complete to drag the information to the Kennel Screen.

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EFFECTIVE DATE May 2015	PROCEDURE TITLE Receiving	PROCEDURE	PAGE No. Page 5 of 7
MAJOR AREAS AFFECTED Kennel Staff Animal Control Specialists Customer Service Staff Clinic Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES January 28, 2008, June 2010, August 2016	
		PREPARED BY Leonal Romero	

OR

2b. If no, place the cursor on the Person From Box and press F4. Begin creating a new record by filling in the last name, first name, telephone number, full address, etc... It is important to capture as much information as possible like multiple telephone numbers and email address. Press F9 to create a new profile. Press Enter to drag the information to the Kennel Screen.

Step 3 – Kennel Screen Information

Starting from the top begin filling in the required information: Kennel Number – Receiving
 Status – Place the cursor inside the box, press F4 and choose the appropriate one
 SN Status – Place the cursor inside the box, press F4 and choose the appropriate one
 Tag/Microchip – If the pet has only one type of ID write it there. If it's a name tag write see notes and create a memo with the information on name tag.
 Other ID – If the pet has two identifications (tag & chip) write the tag on the tag/microchip and the microchip in the Other ID box.
 Hold – Y Request – HOLDNOTIFY
 Scan Info – Place cursor inside the box and select the correct one
 Type – Stray
 Subtype – OTC
 Condition – Place the cursor inside the box, press F4 and choose the appropriate one. Due Out – Under 6 month= one day, due out on the second day 6 Months and Over= three days, due out on the fourth day
 Crossing – Approximate location of where pet was found. Include Street, Avenue and Direction
 Zip Code – Zip Code of where pet was found which may differ from the individuals zip code
 By – Your Initials

Note: Make sure there is no information in the Person To Box in the bottom of the kennel screen. Press F9 to create the record and the Impound Number should populate in the top left of the screen.

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EFFECTIVE DATE May 2015	PROCEDURE TITLE Receiving	PROCEDURE	PAGE No. Page 6 of 7
MAJOR AREAS AFFECTED Kennel Staff Animal Control Specialists Customer Service Staff Clinic Staff	APPROVED BY Kathleen Labrada	REVISES OR SUPERCEDES January 28, 2008, June 2010, August 2016	
		PREPARED BY Leonel Romero	

Step 4 – ID Band, Print Kennel Card, Scan Stray Form

Make an ID Band for the pet by writing the Animal ID number.

Sign the surrender form and write the Animal ID of the pet before scanning it to chameleon. Place the cursor on the Person From Box. Click on Extras then ChamCam. Check the document box and click on TWAInDevice. Select the Scanner and scan the document. Ensure the Image ID is correct. Press store then exit. Press F8 to save.

Next, click on Reports then Print Kennel Card. Select a corresponding story for the pet and click OK. Click on the printer icon and select OK to print. Take the kennel card and the pet to dog receiving room and secure the pet in any available.

Foster to Adopt Returns

Bring up the account under the Kennel Screen by searching the pet ID. Remove the outcome information, press F8 and create a memo stating that the pet was on foster to adopt and has now returned.

Animal Control Specialists (ACOs)

All Animal Control Specialists must enter their personalized Person ID in the Person From Box located in the kennel screen. If the pet is owner surrendered, create a memo and record the information. When impounding the pet in the field use In Route for the Kennel No and update to Receiving after arriving at the shelter. When writing the crossing do not write "vicinity of". See below.

Crossing Box

Include an address or just street corners with direction. It must be in the format below. Example 1: 1002 NW 32 AVE
Example 2: 45 ST SW 10 AVE

Due Out Dates

Owner Surrenders/Returns/Foster – Same

day Confiscations – 3 Business Days
regardless of age due out on the 4th day

Strays - Under 6 months= 1 day due out on the 2nd day 6

Months and Over= 3 days due out on the 4th day Cats – Same
Day (dog stray period apply if cat has identification)



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EFFECTIVE DATE May 2015	PROCEDURE TITLE Receiving	PROCEDURE	PAGE No. Page 7 of 7
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Note: Holidays do not count towards the holding period. An extra day must be added for every holiday within the hold period.

Pet Retention/Intake Deferral

Clients wishing to relinquish their dog need to be offered pet retention services. If the pet needs medical retention contact the Pet Retention Counselor. The counselor will ensure that surrendering the pet is the last resort for the owner. The pet will be vaccinated with DHPP and Bordetella by the receiving vet-tech. A U-Link will be created, the owner will be provided with a receipt and a return date for surrender (within 2 weeks) if an alternative to intake has not been identified. Refer to the Pet Retention SOP.

Exceptions to Pet Retention/Intake Deferral

Exceptions will be made on a case by case basis depending on the circumstances. No pet owners presenting animal cruelty or vet care notices from enforcement are to be deferred. Pit-Bull dogs are not to be deferred.

If you encounter an error during the impoundment process such as a duplicate impoundment notify your immediate supervisor to properly void the impoundment.

Refer to the Euthanasia Request/Disposal SOP for processing



STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Spot Cleaning	PROCEDURE	PAGE No. Page 1 of 1
MAJOR AREAS AFFECTED Kennel Staff	APPROVED BY Lorna Mejia Chief of Shelter Services and Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY K. Labrada	

INTENT: To maintain cleanliness and sanitation in the runs and cages throughout the work day.

PROCESSING GUIDELINES:

You are required to spot clean and check your assigned work area throughout your shift.

CAGES / PODS DOGS/CATS

- Newspaper needs to be replaced if soiled or torn. Replace litter boxes as necessary.
- Bowls need to be washed daily and refill with water as needed.
- Heavily soiled cages are to be disinfected.
- When a pet is removed from a cage and it is not going to return, the water bowl needs to be emptied and placed in the cage upside down.
- Spray approved cleaning and disinfectant solution using the dilution ratio determined by the Chief Veterinarian. Let solution settle for 10 minutes, and wipe clean with a rag.
- The cage must then be completely cleaned, disinfected and dried before another dog is placed there.
- Once sanitation is complete, cage must be lined with newspaper and a new bowl full of fresh water. In addition, cats must have a new litter box and dry food.
- Scoop fecal matter into flushers. If needed, take dog(s) out of cage tie to the door or isolate dogs out of the soiled area.
- Spray water, scrub or wipe soiled area as needed to remove any residue left behind. If using a towel, it can only be used once and then it must be washed in the washer machine. If you choose to spray the cage with water, you must squeegee dry before returning the dog to the run.
- Rinse scooper with water before moving on to the next cage. Once spot check is completed, spray scooper with Rescue and allow it to settle for 10 minutes minimum.
- Toys must be collected for disinfecting in the dishwasher room.

Please note any problems with any pets to the clinic by filling out the clinic sheet provided. Note any coughing, discharge from nose, breathing problems, vomiting, diarrhea, etc.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Toys and Shoe Boxes	PROCEDURE	PAGE No. Page 1 of 2
MAJOR AREAS AFFECTED Kennel Clinic	APPROVED BY Lorna Mejia Chief of Shelter Services Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY K. Labrada	

INTENT: To decrease the level of stress in shelter pets by providing them with toys (dogs and cats) and shoe boxes (cats).

RESPONSIBILITIES: The Kennel staff is responsible for properly disinfecting toys and removing shoe boxes from cages when soiled and when animals are moved out for new arrivals. Viruses and bacteria can live on objects, such as toys, and pass disease between our shelter pets. It is imperative that all toys are thoroughly disinfected according to these guidelines to avoid this.

PROCESSING GUIDELINES:

Shoebboxes for cats and kittens

- Cats feel more secure when they are in a small enclosed area such as a shoe box.
- Shoe boxes and litter boxes should be stored in the designated area, neatly stacked. Shoe boxes should be kept on one side and litter boxes should be kept on the other side, so the number of each can be easily assessed.
- Shoe boxes must be kept with the same cat or kittens during their stay and should not be transferred between cats.
- If the shoe boxes are soiled, they should be thrown away.
- Shoe boxes should not be used for cats/kittens in the adoption area. Shoe boxes should be used for cats in receiving area and treatment suites. Boxes should be large enough for adult cats.

Toys for dogs, puppies, cat and kittens in adoptions

Toys given to dogs and puppies in the shelter must be the type that can be disinfected, such as those made of plastic, nylon or rubber. Toys made with cloth, rope, or other type of material cannot be disinfected so they should not be given to pets in adoptions. Toys for cats should not have any ribbons or string attached as they can be swallowed and cause obstructions in the intestines. Balls such as ping pong or waffle are appropriate.

- Toys should not be transferred between pets unless they are disinfected.
- To disinfect toys, scrub any excess debris from the toy then pass them through dishwasher machine.

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EFFECTIVE DATE April 26, 2018	PROCEDURE TITLE Toys and Shoe Boxes		PAGE No. Page 2 of 2
MAJOR AREAS AFFECTED Kennel Clinic	APPROVED BY Lorna Mejia Chief of Shelter Services Live Release Programs Division	REVISES OR SUPERCEDES July 1, 2017	
		PREPARED BY K. Labrada	

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|---|
| <ul style="list-style-type: none"> • Toys should be passed out at around 10AM prior to the shelter adoption floor opening to the public. • Dogs in Pet Suites also receive enrichment toys. • Small pieces of a toy can be swallowed but too big to pass through the digestive tract and cause an obstruction. If a pet is destroying a toy, replace it with a sturdier toy or bone, such as a nylabone. • When pet is removed from cage, all toys must also be removed. • Tennis balls are not to be given in the kennel. They should only be used during one on one play in the meet and greet rooms or play yard. |
|---|

STANDARD OPERATING PROCEDURE

<p>EFFECTIVE DATE</p> <p>April 25, 2018</p>	<p>PROCEDURE TITLE</p> <p>Volunteer Photographers</p>	<p>PROCEDURE</p>	<p>PAGE No.</p> <p>Page 1 of 2</p>
<p>MAJOR AREAS AFFECTED</p> <p>Volunteer Coordinator Volunteers Kennel Marketing and Media</p>	<p>APPROVED BY</p> <p>Lorna Mejia-Lopez and Gilda Nuñez</p>	<p>REVISES OR SUPERCEDES</p> <p>February 2014</p> <hr/> <p>PREPARED BY</p> <p>Luis Cuellar</p>	

INTENT: To establish the protocols and policies needed to photograph a shelter pet. Streamline and standardize processes to ensure that all pets photographed are identified and given the needed timeframe for promotion. Kennel staff will assist with pet identification, and volunteer staff will assist with the flow of pets from kennel to photography session.

PROCESSING GUIDELINES:

Photography Session:

1. It is recommended that all volunteer photographers schedule their session with the volunteer coordinator at least 48 hours in advance.
2. Photographer is responsible for bringing their professional equipment.
3. See attached session log to keep track of pet photos.
4. Volunteer Coordinator or designee will provide a list of pets that need to be photographed.
5. Photographer or designee must write down on session log the pet information and sitting number before they start taking pictures.
6. Pets will be photographed one at a time.
7. Treats, toys, squeakies are encouraged to engage the pets.
8. Photographer or designee must provide the Volunteer Coordinator with a final list at the end of the session.
9. It is recommended that photo sessions last between 3-4 hours maximum.
10. All photos are to be sent to Volunteer Coordinator.
11. For best results, photos should be uploaded to MDAS database cropped to 1200x900 pixels.
12. Rapport with animals required. Must love cats and dogs.
13. An ASD employee or ASD volunteer must accompany volunteer photographer at all times.

STANDARD OPERATING PROCEDURE

EFFECTIVE DATE April 25, 2018	PROCEDURE TITLE Volunteer Photographers	PROCEDURE	PAGE No. Page 2 of 2
MAJOR AREAS AFFECTED Volunteer Coordinator Volunteers Kennel Marketing and Media	APPROVED BY Lorna Mejia-Lopez and Gilda Nuñez	REVISES OR SUPERCEDES February 2014	
		PREPARED BY Luis Cuellar	

Shelter Pet Selection and Flow

1. Focus on selecting large adult, dark and brindle dogs and adult cats.
2. Only handle one pet at a time.
3. Make sure pet has a collar band with its ID number that matches with kennel card before removing pet from kennel.
4. Place correct signage on kennel to indicate the pet is at a photo session.
5. Provide photographer with pet information before photo session begins.
6. Return shelter pet to its original kennel remove the signage placed and repeat steps 1 through 6.

Follow up of photo session on Chameleon

1. Once the photo session is complete, the photographer will turn in the completed log to Volunteer Coordinator.
2. If the session includes a special guest or if a pet id being promoted by the Marketing and Media team, Volunteer Coordinator will submit photos to Marketing and Media team for social media promotion. They will update each pet ID with note: "DNE. This pet is being promoted on social media." This is to be done the same day of photo session, and the Marketing and Media team will be responsible for uploading the picture to Chameleon (if new picture is needed).
3. If the session is to update a pet's profile, Volunteer Coordinator will submit photos to Kennel Supervisor for updating in Chameleon.
4. Staff will create internal spreadsheet to track pets and statuses. This spreadsheet is to include pet name, pet ID, status, and medical disposition.
5. Staff will then forward this report to immediate supervisor for review.

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EFFECTIVE DATE April 24, 2018	PROCEDURE TITLE Volunteers - PAPC	PROCEDURE	PAGE No. Page 1 of 11
MAJOR AREAS AFFECTED Volunteers Adoption Counselors Customer Service Clinic Kennel	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES June 1, 2016	
		PREPARED BY Lubia V. Rodriguez Luis Cuellar	

INTENT: To establish protocols and policies needed for a streamlined process for all volunteers at the PAPC.

I. Reporting for Volunteer Work

a. Proper Volunteer Attire

i. Volunteer must be dressed in proper attire at all times. **NO EXCEPTIONS.**

1. Proper attire includes, but not limited to:

- a. Jeans/Khakis (must cover the entire leg)
- b. Volunteer t-shirt
- c. Sneakers/ tennis shoes that cover entire foot

2. Improper attire includes, but not limited to:

- a. Tank tops
- b. Leggings
- c. Capris
- d. Skirts
- e. Shorts
- f. Sandals
- g. Flats
- h. Flip flops
- i. Croc shoes
- j. Dress shoes

b. Minors (15 years of age)

- i. **MUST** be under parent/guardian's supervision at ALL times
- ii. Parent/guardian and minor must stay together for the entire duration of their time at the shelter.
- iii. Parent/guardian will be responsible for any negligence performed by the minor.

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EFFECTIVE DATE April 24, 2018	PROCEDURE TITLE Volunteers - PAPC	PROCEDURE	PAGE No. Page 2 of 11
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		PREPARED BY Lubia V. Rodriguez Luis Cuellar	

c. Volunteering Hours

- i. Weekdays: 10 am – 6:00 pm
- ii. Weekends: 10 am – 4:00 pm

d. Reporting to volunteer

- i. Upon arrival, volunteers will check in with the Volunteer Coordinator to receive duties for the day.
 - 1. Positions will include but are not limited to:
 - a. Adoption counselor/assistant
 - b. Administrative Support
 - c. Dog/Cat Enrichment
 - d. Bather/Groomer
 - e. Play Groups Coordinator
 - f. Photographer Assistant
 - g. Clinic Support
 - h. Volunteers will be assigned to a specific pod and staff depending on the position -report to staff to receive instructions and training for the day.

e. Clocking in and out

- 1. Volunteer is required to clock in and out for the purpose of tracking and recording the hours performed. Volunteer must clock out in order to receive credit for that day.

II. Volunteer Positions/Duties

a. Administrative Support in different departments

- i. Report to specific staff in selected department for individual training for task needed.
- ii. Greeters will meet customers at individual entrances and be directed to specific areas depending on customer needs.

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b. Dog/Cat Enrichment (Enrichment training required)

i. Leashing

1. Kennels

- a. Use custom printed cards when taking dogs out of kennels ("Out for a Walk")
 - i. These printed cards may be found in the file folder next to the computer in the entrance to the Adoption Floor.
- b. Keep animal faced away from yourself to avoid bite/scratch.
- c. Leashing of the dog must be done inside the kennel.
 - i. If animal is scared, growls and/or shows teeth ask for help from a kennel staff member.

2. Precautions

- a. Volunteer must ALWAYS read notes on kennel card.
 - i. Extreme caution should be used with fearful/ nervous animals, as they have the potential to bite.
 - ii. **Aggressive dogs may NEVER be taken out by volunteers.**
 - iii. The application or administration of any prescription or over the counter medication whether orally, topically, by injection or any other parenteral route is strictly prohibited. This includes food but is not limited to any and all pills, capsules, tablets, creams, ointments and liquids.

ii. Walking/Handling (Dog Handling training required)

1. Large dogs

- a. Make sure to handle animal as follows:
 - i. Choking up on the leash with one hand and holding the leash diagonally across one's body, with the other, allows for better handling of larger dogs.

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		PREPARED BY Lubia V. Rodriguez Luis Cuellar	

- ii. **Always have secure leash on wrist at all times.**
- iii. **Pets are never to be left tethered and/or unsupervised.**
- iv. **Volunteers will call out "DOG" when turning a corner, entering, exiting, hallway, room, or door.**

2. **Small dogs**

a. **Make sure to handle animal as follows:**

- i. **Do not drag the dog by pulling on the leash. If the dog refuses to walk, it may be carried.**
- ii. **Always have secure leash on wrist at all times..**
- iii. **Do not lift, suspend or carry an animal by the neck alone. The body must always be supported.**
- iv. **Do not lift, suspend or carry an animal by the ears or tail.**
- v. **Pets are never to be left tethered and/or unsupervised.**
- vi. **Volunteers will call out "DOG" when turning a corner, entering, exiting, hallway, room, or door**

iii. **Play area/ field locations and corresponding rules**

1. **Small play area- located outside on the North and South side of the building.**

- a. **Volunteers may only take out one dog at a time, keeping the ratio 1:1 (one volunteer per dog).**
- b. **Make sure entrance is fully closed before unleashing the dog.**
- c. **Only socialize dogs from the same kennel (medium and large dogs) or the same room (small dogs).**
 - i. **If play area is being used, take your dog elsewhere until play area is unoccupied.**
- d. **ALWAYS clean up after the dog.**
- e. **Maximum time for use of play area: 20 minutes**

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iv. After walking

1. Put the dog back into its proper kennel/cage
 - a. Always be sure to LOCK the lock.
2. Take out the custom printed card ("Out for a Walk")
3. Be sure to place a check, on the "Walking Board" next to the corresponding kennel the dog was in, to show that the dog had been out on that day.
4. If walking another dog afterwards, volunteer MUST sanitize hands.

c. Enrichment for Dogs/Cats

i. Medical Enrichment

1. Report to Vet Technician for training
2. Refer to individual enrichment process (preparation and disinfecting)

ii. Dog Toys & Kongs

1. Report to Kennel staff for instructions
2. Refer to individual enrichment process (preparation and disinfecting)

iii. Cat Toys

1. Report to Kennel staff for instructions
2. Refer to individual enrichment process (preparation and disinfecting)

d. Socializing Dogs (Dog Handling training required)

i. Medium and Large Dogs

1. May only be socialized with kennel mate(s).
 - a. NEVER socialize dogs from different kennels.
2. If taking multiple dogs out from the same kennel, you must have one volunteer per dog.
3. Do not socialize more than two (2) dogs at a time.
 - a. NEVER socialize large dogs with small dogs.

ii. Small Dogs

1. May only be socialized with small dogs from the same Pod

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		PREPARED BY Luvia V. Rodriguez Luis Cuellar	

- 2. If taking multiple dogs out from the same room, you must have one volunteer per dog
- 3. Do not socialize more than two (2) dogs at a time.
 - a. Introduction
 - i. Keep dogs on a leash
 - ii. Allow them to smell each other
 - 1. If dogs seem comfortable, release them off the leash
 - 2. If dog(s) seem uncomfortable, separate them
 - b. NEVER socialize large dogs with small dogs
- e. **Cleaning Cages/Kennels**
 - i. Put gloves on.
 - ii. Remove or place dog to one side of the cage and lower the guillotine door.
 - iii. Change out newspaper and or sanitize using the spray bottle, and then wipe down.
 - iv. Change/add water to bowl.
 - v. Place the dog back in its cage along with toys and bed.
 - vi. Make sure locks are CLOSED during working hours.
 - 1. Kennel Hours
 - a. Weekdays: 10 am – 6:00 pm
 - b. Weekends: 10 am – 4 pm
 - vii. If cleaning another cage afterwards, volunteer MUST put on new gloves.
- f. **Bathing**
 - i. Dogs/puppies on the surgery list for the following day or any flea/tick infested dogs/puppies are priority.
 - 1. Ask the Volunteer Coordinator or Kennel staff for a list of priority pets.
 - ii. Small/Medium Dogs
 - 1. Use bathtub in grooming room or grooming can take place at Northside playpark.

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2. Gloves may be used, if necessary.
 3. Leash dog and tie to hook in grooming area.
 4. Soap can be found in immediate area of bathtubs or in the grooming.
 5. Towels are found in cabinet located inside grooming room.
 6. Blowers can, also, be found in grooming room
 - a. Dry puppies and long-haired dogs.
 7. Be sure cage/kennel is clean and water is available when placing dog back into their proper location.
- iii. Large Dogs**
1. Make sure no dogs are in play area before taking dog to bathe.
 - a. Be sure to tie dog before bathing.
 2. Take soap and towel to grooming room or park.
 3. Towel dry and allow dog to somewhat air dry before taking back to kennel.
- g. Removing Ticks**
- i. Acquire tweezers, and alcohol in pet bowl from veterinary staff member or Volunteer Coordinator.
 - ii. Wear gloves.
 - iii. Take pet to secluded area.
 1. Small pets
 - a. Take to meet and greet room and de-tick on top of a table.
 2. Large pets
 - a. Take to outdoor play area and de-tick there.
 - iv. Remove as many ticks as possible.
 - v. Be sure to place each tick into the bowl of alcohol, to ensure that they die.
 - vi. Spray Adam's spray on dog, if available/needed.
 - vii. Dog may be bathed after removal of ticks
 1. Use flea and tick shampoo, if available



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- viii. Be sure to sanitize area with alcohol when finished
- h. Adoption Counseling (check in with staff or Adoption Counselor)**
 - i. Always check if pet is available before removing it from its cage/kennel and allowing potential adopter(s) to interact with the pet.
 - 1. Write down or take a picture of the animal ID number on the bottom of the kennel card and recite to the employee sitting at a computer to verify the pet's availability.
 - a. **NEVER** take out a kennel card from the plastic sleeve.
 - b. Miami-Dade County residents are not permitted to adopt the following dog breeds: Pit Bull, American Staffordshire, or Staffordshire Terrier.
 - i. If potential adopters are looking for the aforementioned breeds, confirm that they are residents of a county other than Miami-Dade County.
 - ii. Employees will also be able to verify that the dog is unadoptable to Miami-Dade County residents by the notes made in the dog's profile, if necessary.
 - ii. If pet is unavailable, as per employee, explain the situation to potential adopter (pet has commitment).
 - iii. If pet is available, as per employee, then take to "Meet and Greet" Room (if small dog), or "play area" (if medium to large dog) or Room O (if it is a cat).
 - 1. **NEVER** leave a pet alone with a potential adopter.
 - 2. **ALWAYS** keep doors closed when interaction is taking place.
 - 3. Clean up after the pet.
 - 4. There should only be one dog in the "Meet and Greet" Room or "play area" at a time.

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iv. If potential adopter would like to adopt the pet, put pet back in cage/kennel and guide adopter with animal ID to "Adoption Counselor" or to the front lobby (where they must get a yellow ticket).

1. Adoption fees:

- a. Dogs (over 4 months): \$65
- b. Puppies (under 4 months): \$75
- c. Cats: \$35
 - i. Cats are adopt one, get one free

i. Photographer Assistant

1. Runners for Photoshoot

- a. Report to Photographer for instructions.
- b. Use signage to inform kennel staff of location of pet.
- c. Keep a log and provide details of pets taken out of Pods for photos to photographer and Volunteer Coordinator.
- d. Use 6 feet of separation between pets in line for photos and or any other pets.
- e. Never remove ID bands from pets.
- f. Return pet to original cage and lock cages.
- g. Pets with "Aggressive notes" cannot be taken out for photos.

j. Clinic Support

- i. Report to Vet Technician for specific training and access to clinic

k. Play Group Coordinator (Dogs Playing for Life Training required)

i. Play group Runners

- 1. Volunteer Coordinator will assign the pod for playgroups.
- 2. Check in with Kennel Staff for behavior details on pets selected for Play Groups.
- 3. Place signage on cages for selected dogs (come see me play outside).

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<ul style="list-style-type: none"> <li style="margin-left: 40px;">4. Return dogs to original location. <li style="margin-left: 20px;">ii. Play group Coordinator <ul style="list-style-type: none"> 1. Manage the flow of dogs being brought out. 2. Oversee volunteers in play groups. 3. Identify dogs that need to be returned to prevent bites and ensure volunteer safety. 4. Notes on playgroups should be provided to Kennel staff and or Volunteer Coordinator. <li style="margin-left: 20px;">I. Cat Care <ul style="list-style-type: none"> i. If interested in volunteering with cats, training with the TNG Coordinator is necessary. <ul style="list-style-type: none"> 1. Cat receiving <ul style="list-style-type: none"> a. Cats are not to be touched without gloves. b. Gloves must be changed between each cat. 	
<p>III. Restricted Areas</p> <ul style="list-style-type: none"> a. Upper Respiratory Infection Section (URI) <ul style="list-style-type: none"> i. Volunteers are NEVER to enter the Upper Respiratory Infection Section located in rear of building. <ul style="list-style-type: none"> 1. If a potential adopter is interested in a dog in that section, then ask a kennel staff member to help them. b. Clinic Area, Quarantine area or receiving <ul style="list-style-type: none"> i. Volunteers are NOT to enter these areas, unless accompanied by an employee and under their constant supervision. c. TNR Room <ul style="list-style-type: none"> i. Volunteers are NOT to enter this area, unless accompanied by an employee and under their constant supervision. ii. Cats in this room are feral and may NOT be touched. 	



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IV. Emergency Procedures

a. Dog Fights

- i. If a dog fight begins, do NOT get involved. You MUST let a kennel staff member know so that they may separate the dogs.

b. Bites

- i. If you get bitten or scratched in which it breaks the skin, then report to the Volunteer Coordinator (or Customer Service Supervisor or Lead Worker, in the absence of the Volunteer Coordinator).
 1. Volunteer Coordinator, Customer Service Supervisor and/or Lead Worker will write a Bite and Incident Report.

c. Escapes

1. One volunteer must alert a Kennel Staff Supervisor IMMEDIATELY, while the other watches the direction that the dog has gone.

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MAJOR AREAS AFFECTED Adoption Counselors Customer Service Clinic Kennel	APPROVED BY Lorna Mejia-Lopez	REVISES OR SUPERCEDES March 2016	
		PREPARED BY Emilio Vazquez Luis Cuellar	

INTENT: To provide excellent Customer Service and complete transactions effectively, clearly and consistently as a unit.

PROCESSING GUIDELINES: The Chameleon software is the tool utilized by the Animal Services Department for the proper management of animals and communication amongst department sections.

ENTERING INFORMATION INTO CHAMELEON ACCURATELY IS IMPERATIVE. PETS' LIVES DEPEND ON IT. ALL COMMUNICATIONS WITH AN OWNER, ADOPTER, OR RESCUE GROUP NEEDS TO BE RECORDED IN A MEMO WINDOW THE ADOPTION INTERVIEW COMMENT AREA AND/OR THE KENNEL COMMENT AREA IN CHAMELEON.

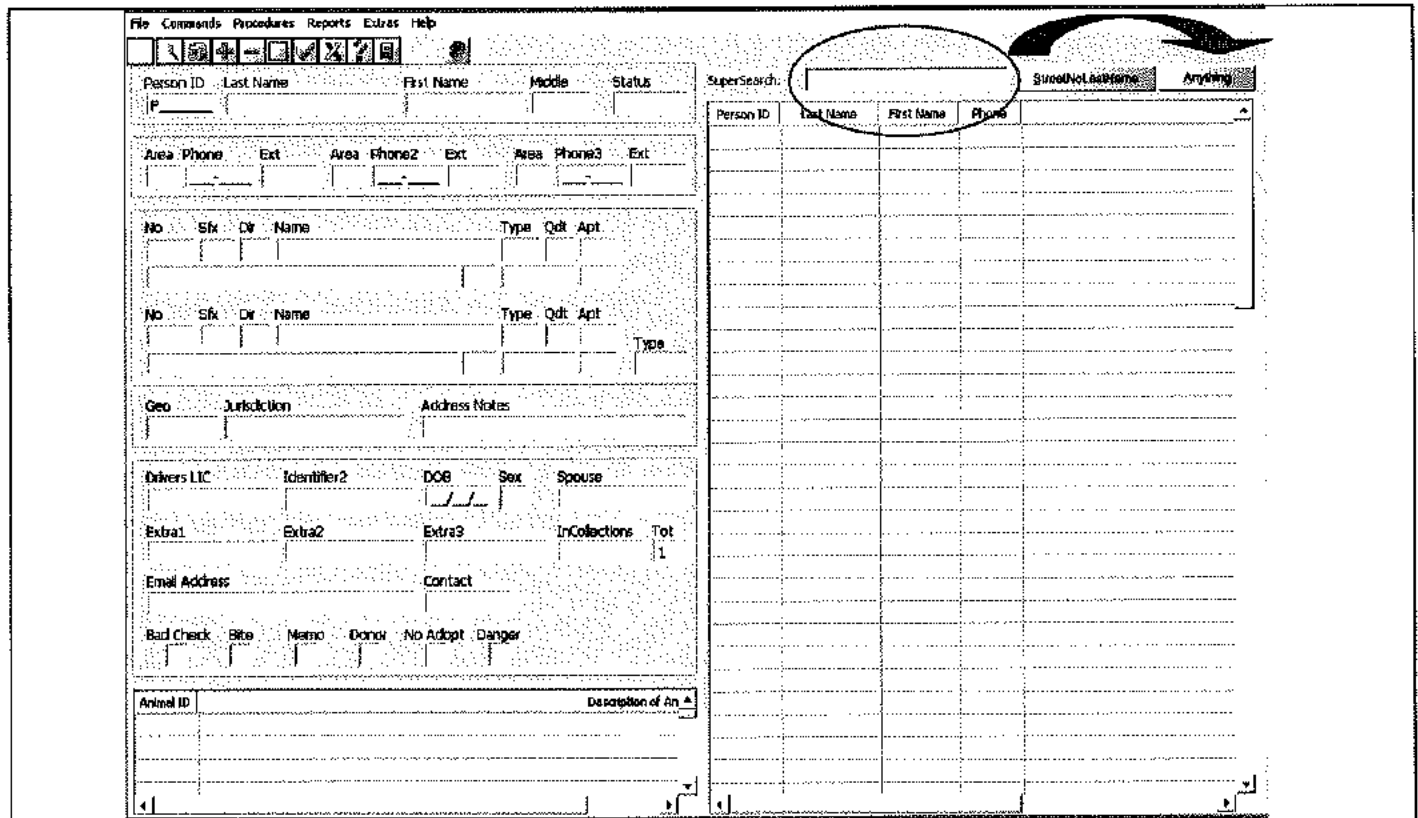
NOTE: If a pet is brought in as an owner surrender, euthanasia request, or disposal, ensure to direct customer to Surrender. Receiving staff will assist them there.

COMPLETING A RABIES VACCINATION & TAG

1. Ask customer for valid state picture identification. Make sure it has his/her current address on ID and inquire about low-income status
2. From the main screen, select the Windows menu and click on 'Tag'. Make sure screen is clear before you enter anything. If any information is on the screen, press the F11 key to clear all fields.
3. In the 'Tag' Box, place your cursor on the 'Person ID' Field (next to the capital P) and press F4 to bring up the Person Window. Begin in the LAST NAME field. Input the person's last name then tab to the FIRST NAME field and input the person's first name and press F12. Do the same for address, phone number, and driver's license number (check this in the Super search, see picture below), always check with the dashes and without dashes then press **Anything**.

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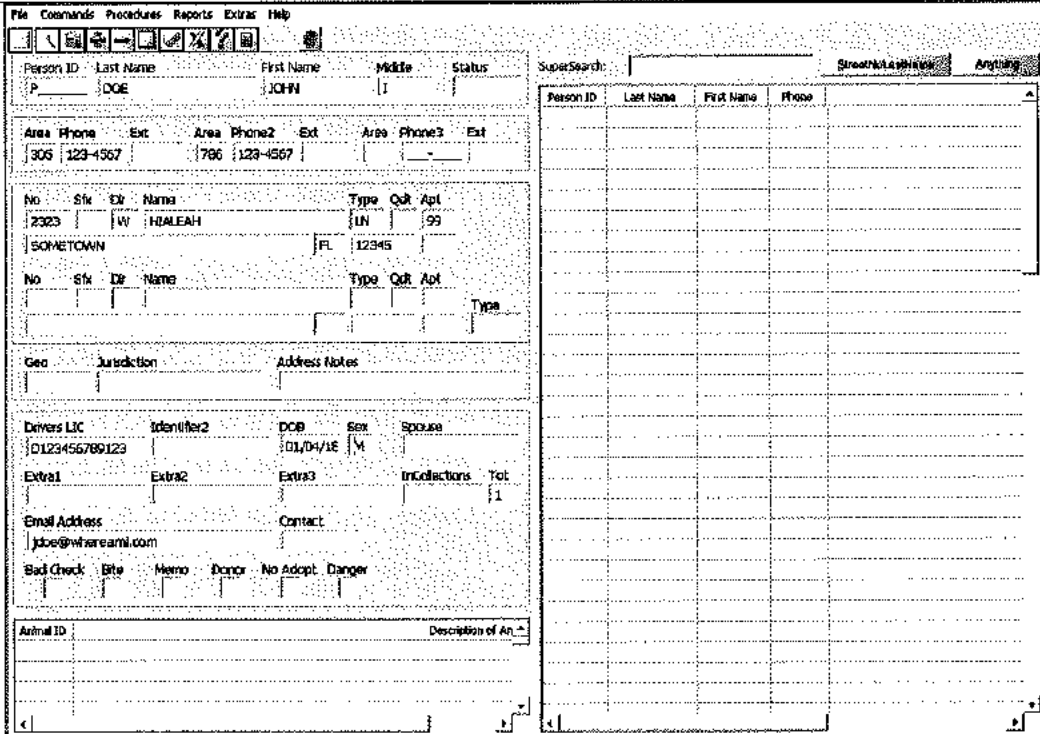
The screenshot shows a software application window with the following components:

- Menu Bar:** File, Commands, Procedures, Reports, Extras, Help
- Toolbar:** Standard application icons for navigation and editing.
- Search Section:**
 - SuperSearch:** A text input field circled in red.
 - Search Scope:** Radio buttons for 'Surname/Last Name' (selected) and 'Anytime'.
 - Search Results:** A list box with columns: Person ID, Last Name, First Name, Phone.
- Data Entry Fields:**
 - Personal Info:** Person ID, Last Name, First Name, Middle, Status.
 - Contact:** Area Phone, Ext, Area Phone2, Ext, Area Phone3, Ext.
 - Address:** No, St, Dr, Name, Type, Qd, Apt.
 - Geo:** Jurisdiction, Address Notes.
 - Identification:** Drivers LIC, Identifier2, DOB, Sex, Spouse.
 - Other:** Extra1, Extra2, Extra3, InCollections, Tot.
 - Additional Info:** Email Address, Contact, Bad Check, Bite, Memo, Donor, No Adopt, Danger.
 - Animal Info:** Animal ID, Description of An.

If there are any matches, they will be displayed on the screen and/or in the list box. If it is an existing customer, verify information (name, address, telephone number(s), e-mail address) and update as necessary. Make sure to update the driver's license without the dashes and press F8. If a new account is being created for the customer, enter the customer's information (name, address, telephone numbers, e-mail address, and driver's license number without the dashes) and press the F9 key to save the information.

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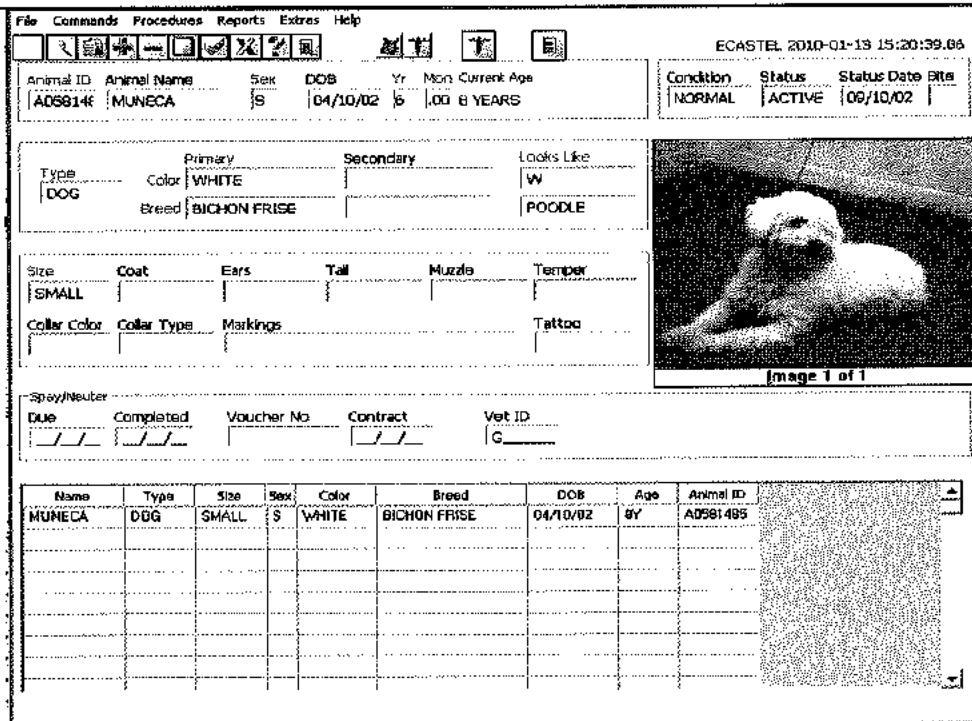


If successfully stored, you will see a green box in the upper left hand corner. Once the information is completed in the Person Window, press the 'Enter' key to go back to the 'Tag' window. To retrieve the animal information after you bring up an existing person's information click on the F12 key inside the 'Tag' window.

- If the customer's account was just created, you will also have to create a new animal account. Place your cursor inside the 'Animal ID' Box (next to the capital A) and press F4 to bring up the Animal Window. Enter the animal information (name, sex, age (Yr. MTh.), breed, size and other relevant and available information) and press F9 to save.

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The screenshot shows the ECASTEL software interface for animal management. The main window displays the following information:


- Animal ID:** A09814E
- Animal Name:** MUNECA
- Sex:** S
- DOB:** 04/10/02
- Yr:** 5
- Mon:** 00
- Current Age:** 8 YEARS
- Condition:** NORMAL
- Status:** ACTIVE
- Status Date:** 09/10/02

Additional fields include:

- Type:** DOG
- Color:** WHITE
- Breed:** BICHON FRISE
- Looks Like:** W, POODLE
- Size:** SMALL
- Coat:** [blank]
- Ears:** [blank]
- Tail:** [blank]
- Muzzle:** [blank]
- Temper:** [blank]
- Collar Color:** [blank]
- Collar Type:** [blank]
- Markings:** [blank]
- Tattoo:** [blank]

At the bottom, there is a table listing animal records:

Name	Type	Size	Sex	Color	Breed	DOB	Age	Animal ID
MUNECA	DOG	SMALL	S	WHITE	BICHON FRISE	04/10/02	8Y	A09814E

5. Before you exit the Animal Window, click on the medical symbol  to enter vaccination information and treatment mentioned. Inside the Medical window, under 'Visit Type' box, press F4 and click on DVM Exam. Tab over to the 'Visit Reason' Box, press F4 and click on treatment, then press F9 to save.
6. Place your cursor inside the 'Treatment Type' Box and press F4. Click on the vaccine that pet is receiving and then tab over until the price displays and then hit the green plus (+) sign. If the incorrect vaccine is add to treatment you may change it by clicking on the wrong vaccine changing it in the treatment box pressing the tab for price update and then clicking on the update icon located under the minus icon.

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- i. There are different types of vaccination listed in the treatment field add the vaccines requested by customer (Rabies, DHPP, Bordetella Packages), depending on the customer's income status you will indicate whether they will pay regular price RABIES VACC or the discounted price RABIES VAC LC or VAC Packages or discount of LC VAC Package.
 - ii. Individual's purchasing tags for Low Income must show adequate proof of status with a Jackson Memorial Hospital Clinic letter of acceptance J1, J2, and J3, letter from Family and Children showing eligible status, Supplemental Security Income (SSI) letter of acceptance, or temporary Assistance for Needy Families (TANF) eligibility letter with expiration date is required.
 - iii. If the individual is bringing in the animal for another customer, he or she must have a letter with a copy of driver's license of the owner allowing this transaction. This information must be entered into Chameleon case number and expiration.
9. Once completed, press the 'ESC' key to return to the Animal window.
 10. Press enter to return to the Tag window.
 11. Once the Person and Animal windows are completed, you will need to complete all information in the Tag window and press the F9 key to save the information.
 - i. Enter the actual number of the tag being sold into the 'Tag No' box.
 - ii. Tab over to the 'Tag Type' box, press F4, and select the correct license type that is being sold. The different types of license are LIC (non-sterilized animal), LIC ALT (sterilized animal with proof), LIC DUP (a replacement license), LIC EXCHANGE (an adoption exchange), LIC LC (low income license for sterilized dog), LIC LCU (low income license for a non-sterilized animal), Junior license (non-sterilized under 12 months) and LIC POLICE (for MDPD Police Dogs). All licenses have a 3-year tag option, (except for junior license and LIC POLICE and LIC LC, LIC LCU), which is amount times three. A 3-year license can be issued when pet receives its 3-year rabies vaccine or can be issued within 30 days from the day the pet received the 3-year rabies vaccine from their private vet.

STANDARD OPERATING PROCEDURE

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		PREPARED BY Emilio Vazquez Luis Cuellar	

Important: Regular intact license is \$55 for a 1-year and \$165 for a 3-year license. (When completing adoptions, you can select LIC ALT PEN (S/N Pending). * Fees may change after this SOP is printed.

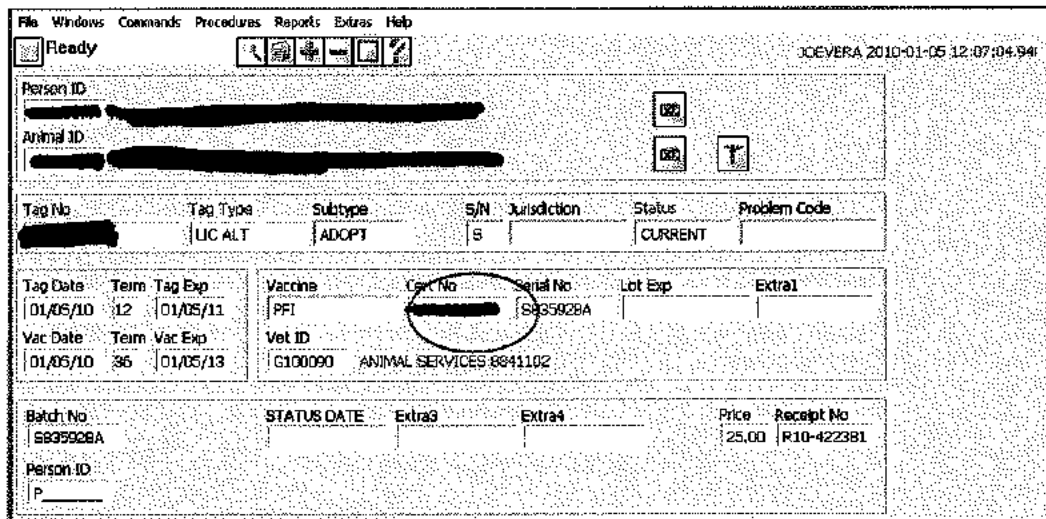
- iii. Tab over to 'Subtype' and press F4. Choose the correct type of transaction, *Counter* or *Adoption*.
- iv. Tab over to the 'S/N' box, please choose 'S' for Spayed Female or 'N' for Neutered Male. If unsure if a pet is sterilized, kindly ask the customer to provide proof or have the wellness clinic doctor verify provided the customer shows proof or it is marked on the rabies certificate.
- v. Tab over to 'Status' box; this box should always show **current** during the transaction.
- vi. Tab over to 'Tag Date' box and press F5, then tab to the 'Term' box and verify that the actual term reflects the expiration date. Tab past the 'Tag Exp' box, as the system will automatically put the correct date in when the information is saved.
- vii. In the 'Vac Date' box press F5, then tab over to the 'Term' box and enter the correct months for the rabies vaccine. First time vaccines are a term of 12 months (1 year). A pet with existing rabies history will get the 36 months (3 years) vaccine if vaccinated on or before the due date (up to 30 before due date, but no later than 24 hours after due date). The system will automatically put in the 'Vac Exp Date' information.
- viii. Please ensure the 'Vaccine' Box (Product), 'Certificate No' box (License No), 'Serial No' box (Serial No), 'Vet ID' box (Vet station), and 'Batch Number' box (Serial No) are filled in with the correct information so that the rabies certificate is printed correctly. In the 'Certificate No' box, please enter the license number.
- ix. If a microchip is purchased, enter the actual number of the microchip being registered into the 'Tag No' box (only if purchased).

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- x. When selling the microchip to a customer, you will select Found Animals Public, when doing an adoption you will select Found Animals, and if the pet already has a chip you will select microchip manufacturer.
- xi. Tab over to 'Subtype' and press F4. Choose the correct type of transaction, *Counter* or *Adoption*.
- xii. Tab over to 'Subtype' and press F4. Choose the correct type of transaction, *Counter* or *Adoption*.
- xiii. Tab over to 'Status' box, this box should always show **current** during the transaction.

Tab over to 'Tag Date' Box and press F5, then tab to the 'Term' Box and verify that the actual term is 0.



- 7. Press F9 to save all information.
- 8. To print the rabies certificate click on Report. Run reports and find rabies certificate.

Once the box in the upper left hand corner is green, place your cursor inside the 'Receipt No' box and press the F4 key. All the information you entered for the customer, i.e., vaccine and license, should display at the bottom of the receipt. Verify information before collecting money. Remember to remove any populated items not involved with your transaction, if not this will cause a discrepancy in the audit reports. Meaning if you are doing vaccinations for 2017, delete everything that does not pertain to the transaction.