

Disaster Sheltering

Module 3 - Small Animal Shelter
Standard Operating Procedures (SOPs)

Your Instructor:

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**Disaster Animal Shelter
Education and Response**



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SOPs for the Small Animal Shelter

Goals:

- Define roles within the shelter
- SOPs and supplies needed
 - Animal intake and documentation
 - Animal care
 - Cleaning and sanitizing equipment
 - Daily routine

SOPs for the Small Animal Shelter

Goals:

*Considerations for SOPs based on
Disaster Evacuation shelter verses
the **Co-location** shelter.*

Intake and Documentation Area

Owner/public drop-off

- Area is near the front of the facility
- Large, open space
 - Minimizes congestion
- Consider multiple areas to separate species
- Tables and chairs for owners to sit

Animal Intake and Documentation

Field rescue team drop-off

- Away from Owner Intake
- Space to unload crates full of animals
- Pick up new supplies and crates
- Away from the general public intake area

Intake and Documentation: Animals

- Animal carriers
- Slip leads
- Microchip scanner

Intake and Documentation: Supplies

- Nitrile gloves
- Hand sanitizer
- Bottled water for the owners
- Disposable water bowls and water for animals

Intake and Documentation: Supplies

- Pens/Sharpies
- Stapler
- Paper clips/binder clips
- Paper
- Tape and duct tape
- 3-ring Binder
- Page protectors
- Digital camera
- Computer
- Printer/copier

Intake and Documentation: Forms

- Animal intake/ Owner's release
- Daily care sheets
- Animal ID bands
 - Multiple sizes and colors
- Animal ID #'s

Intake and Documentation: Organizing

Binder

- Paperwork in page protectors
- Organized by tracking #
- Owned dog
- Owned cat
- Stray animal

Database

- Access
- Shelter software

Intake and Documentation: Organizing

Mapping

- Placement of each animal in the facility
- Rows, kennel number and ID number
- Ease of finding for owners, veterinarian observation and medication

Intake staff

- Good customer service is critical
- Owners are stressed and scared
- Greet and support the owners
- Be thorough and pay attention to details when processing

Intake: Owned animals

- Leash or crate any loose animals
- Fill out paperwork
- Assign an Identification number to each animal
 - Written on every form and ID band
- ID band around the animals neck
- ID band on owner if they are providing care

Intake: Owned animals

- Explain the paperwork, rules and regulations and expectation
 - Owners sign off on the paperwork
- Colocation
 - Required to provide daily care
- Temporary Evacuation
 - May provide the care or visiting

Colocation Intake: Dog Handlers

- Handlers escort owners and their dog
 - Outside to walking area
 - To the dog's kennel
 - Setup the kennel
 - Show where supplies are located and how to fill out daily care sheet and why
 - Escort to check-in/out

Colocation Intake: Cat Handlers

- Handlers escort owners and their cat
 - To the cat's kennel
 - Setup the kennel
 - Show where supplies are located and how to fill out daily care sheet and why
 - Escort to check-in/out

Evacuation Intake: Dog Handlers

- Handlers escort owners and their dog
 - Outside to walking area
 - To the dog's kennel
 - Escort to check-in/out

Evacuation Intake: Cat Handlers

- Handlers escort owners and their cat
 - To the cat's kennel
 - Setup the kennel
 - Escort to check-in/out

Evacuation Intake: Others animals

- Arrive in habitat, aquariums, carriers
- Placement in the facility will vary to meet the needs of the specific animal
- Handlers should be trained in the care of each type if owners are not providing care
- Depending on the animal the disaster shelter may not be the best option

Intake: Strays from the Public

- Process similar to owned animals
 - Gather info on where found, possible owner or anything that could help ID
- Look for identification
 - Collar and tags
 - Scan for microchip

Intake: Stray's from Rescue Teams

- Owner requested rescue
- Animals at large
- Rescue paperwork
 - Location lost or location found
 - Health concerns
 - Behavioral concerns

Intake: Stray's from Rescue Teams

- Arrive in transport carriers with rescue paperwork attached or ACO vehicles with “built ins” and paperwork in hand
- Processed in using the rescue paperwork
- Strays folder

Intake: Stray Animal Handlers

Dog

- Take the dog outside to the exercise area
- To its kennel and get it set up
- Provide care as part of the SOPs

Cat

- Take the cat to its kennel and get set up
- Provide care as part of the SOPs

Animal Care: Cleaning Supplies

- Slip lead
- Cleaning supplies
 - Spray bottle of cleaner
 - Cleaner
 - Disinfectant
 - Paper towels
 - Trash bags
 - Nitrile gloves
- Bucket for dirty water



Animal Care: Dog Care Supplies

- Wheeled carts
- Watering can
- Clean water bowls
- Disposable food bowls
- Adult and puppy/kitten food
- Litter pans and litter
- Broom and dust pan
- Mop and bucket
- Pen for marking paperwork

Animal Care staff

- Exercising the dogs
- Handling cats
- Cleaning kennels
- Feeding and watering

Animal Care Teams

- Work in the same area, row or unit
 - More familiar with the animals
 - Notice changes in behavior or condition
 - Animals become more comfortable
- Be consistent
 - One row at a time
 - Move down one side and back the other
 - Take the next animal or kennel in the row

Animal Care: Owned animals

- If owners are providing daily care then staff assists
 - Cleaning
 - Handling
 - Teaching owners
 - Giving water between visits
- Provide full care when owners are not able

Evacuation: Dog Handling



- Put on a fresh Nitrile gloves
- Prepare the slip lead with the loop open wide











Evacuation: Dog Handling

- Grab poop bags exit to the exercise yard
- Pay close attention to the needs of the dog
 - Are they straining to urinate or defecate?
 - Is there blood in the feces?
 - Is the stool loose or runny?
 - Does it smell odd?
- Pick up feces immediately









Evacuation: Dog Handling

- Place water bowl in the kennel on the left side
- Latch the door and attach the security clips
- Fill out the daily care sheet
- Move to the next animal in the row

Evacuation: Dog Cleaning

- Gather cleaning supplies, watering cans and trash bags
- Put on a fresh pair Nitrile gloves
- Remove all soiled bedding, debris and feces
- Place in a trash bag

Evacuation: Dog Cleaning

- Empty dirty water bowl into a bucket
- Wipe out with paper towels or replace with a clean bowl
- Remove food bowl
 - Follow shelter procedures for excess
 - Discard or place back into the kennel

Evacuation: Dog Cleaning

- Wipe the kennel floor to remove all organic matter and wetness
- Spray floor with cleaner
- Wipe completely to remove all residue
- Dry floor completely
- Replace any bedding or puppy pads with clean
- Fill the clean water bowl with water
- Place on top of the kennel for the animal handler

Evacuation: Dog Cleaning

- Document daily care sheet
 - Note of any changes
 - Medical concern ?
- Change gloves and move to the next kennel
- Take all dirty floors, kennels, bowls and toys to the cleaning and disinfecting area

Evacuation: Cat Handling



- Put on a fresh pair of Nitrile gloves
- A handler controls the cat
- Another is responsible for managing the carrier and door.

Evacuation: Cat Care

Complete cleaning vs. spot cleaning

- Complete cleaning
 - Cat is removed from the kennel and placed in a carrier
- Spot cleaning
 - Cat stays in the kennel





Evacuation: Cat Cleaning



Evacuation: Cat Cleaning

- Remove bedding
 - Keep clean or dispose of if soiled
- Remove food
 - Empty bowl if the food is dirty
 - Refill bowl with appropriate dry food
 - Level it out which
- Remove the water bowl and empty into a bucket
- Wipe the bowl clean or replace and fill with fresh water

Evacuation: Cat Cleaning

- Remove the litter box
 - Using a gloved hand pick out clumps and feces
 - Add litter, leveling it smooth
- If the cat is in the kennel:
 - Spray paper towel with cleaner
 - Wipe the floor clean
 - NEVER spray cleaner into a pen with animal in it
- Dry floor completely

Evacuation: Cat Cleaning

- Replace bedding, litter box and bowls
 - Bowls on the opposite side of the kennel from the litter box
- Latch the kennel and attach the security
- Fill out the daily care sheet
- Move to the next animal in the row
- Take dirty floors, bowls and litter boxes to the cleaning and disinfecting area

Cleaning and Sanitation: Supplies

- Nitrile gloves
- Rubber dish gloves
- Dawn dish detergent
- Clorox bleach
- Large wash containers (stock tanks work well)
- Long and short handled scrub brushes
- Hose and spray nozzle

Cleaning and Sanitation: Staff

- Out of the way location
- Staff may be same as animal care staff
 - Depends on size of the event
 - May need a cleaning full crew
- Cleans and sanitizes all equipment

Cleaning and Sanitation: Setup

- Three or four large wash bins
 - First bin: dish soap & hot water
 - Second bin: Plain fresh water
 - Third bin: Bleach in a 1:32 ratio
 - Fourth bin: Plain fresh water or rinsed following bleach

Cleaning and Sanitation

- Hose off all organic matter
- Wash in first tub with Dawn dish-soap solution
- Scrub wire crates with a bristled scrub brush
- Use a bottle brush on toys or Kongs being stuffed

Cleaning and Sanitation

- Move to clean-water rinse
- Move into the 1:32 bleach
 - Soak for a minimum of 10 minutes
- Rinse in the fourth fresh tub or hose off
- Air dry or dry thoroughly

Daily routine: Morning

- Morning walk through by leadership or designee
 - All animals are in their kennel
 - Healthy
 - No births
- Morning briefing
 - Updates and changes
 - Introduction of new people
 - Veterinarian information
 - Reminder around policy on photos or post to social media

Daily routine

- Morning
 - Exercising, cleaning and feeding
- Late Afternoon
 - Exercising, spot clean and feeding
- Evening
 - Exercise, top off water and secure the kennels
- Leadership
 - Head count at least twice daily
 - Secure the facility

Daily routine: Evening

- Walk through by leadership or designee
 - All animals are in their kennel
 - Healthy
 - No imminent births
- Debriefing
 - Wrap up of the day
 - Check-ins
 - Updates for the next day

Always: Be Flexible

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Thank You

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Always: Be Flexible

Questions in Colorado?

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