

**AMENDED BY ORD. NO. 4014**  
**AT THE MARCH 27, 2007 LAFOURCHE PARISH COUNCIL MEETING**

The following ordinance was introduced by Mr. Mark Atzenhoffer in regular session convened on January 24, 2006.

PROPOSED ORDINANCE

The following ordinance, having been previously introduced and published, was offered for final adoption by Mr. Phillip Gouaux, seconded by Mr. Mark Atzenhoffer.

**ORDINANCE NO. 3757-1**  
**ORDINANCE TO AMEND CHAPTER 4, SUBCHAPTER A, CREATING SECTIONS 4:20 THROUGH 4:25 OF THE CODE OF ORDINANCE RELATIVE TO THE GOVERNANCE OF THE LAFOURCHE PARISH ANIMAL SHELTER.**

**BE IT ORDAINED**, by the Lafourche Parish Council, convened in Regular Session on March 14, 2006, that:

**SECTION 1.**

**CHAPTER 4**  
**Sub-Chapter "A" Dogs and Small Animals**

**SECTION 4:20. Animal Shelter Governance**

This section provides for the governance of the Lafourche Parish Animal Shelter in the executive branch under the Parish President's Office of Public Health and Safety.

**SECTION 4:21. Definitions:**

- A. "Governing Authority" – shall mean the Lafourche Parish Council;
- B. "Administration" - shall mean the Lafourche Parish President, Parish Administrator and their representatives;
- C. "Lafourche Parish Animal Shelter Advisory Board" - shall mean the nine (9) appointed members of the advisory team;
- D. "Director" - shall mean the individual designated by the Administration to administer programs of the Lafourche Parish Animal Shelter. Initially this shall be the Manager of Health Activities.

**SECTION 4:22. Advisory Board Creation:**

The Lafourche Parish Animal Shelter Advisory Board shall consist of nine (9) members appointed by the Lafourche Parish Council. Board Members shall serve three year staggered terms. Terms shall follow the calendar year and therefore initial appointees to seats A, B, & C shall expire December 31, 2006 and their replacements shall serve three year terms henceforth. The term for Seats D, E, & F shall expire December 31, 2007 and their replacement shall serve three year terms henceforth. The terms for Seats G, H, & I shall expire December 31, 2008 and their replacements shall serve three year terms henceforth. Board members are not term limited as long as the council votes to reappoint and the council reserve the right to replace a board member for just cause. Should a Board Member resign or be removed for just cause a replacement shall succeed for the remainder of the designated term.

**SECTION 4:23. Powers:**

- A. The Governing Authority shall have the following power in the governance of the Lafourche Parish Animal Shelter:
  - 1. The Governing Authority shall have the power to appoint members of the Lafourche Parish Animal Shelter Advisory Board; and
  - 2. The Governing Authority shall approve the annual budget in accordance with the Home Rule Charter.

- B. The Administration shall have the following power in the governance of the Lafourche Parish Animal Shelter:
1. Provide supervision and guidance to the Director in running the shelter programs consistent with Administration Policies and Animal Shelter Standard Operating Procedures; and
  2. Utilize its human resources department to advertise and coordinate interviews in the search of a director; and
  3. Work with the Director to discipline and dismiss any and all employees for cause in accordance with Civil Service Guidelines; and
  4. Monitor the finances of the program including any and all public and private revenue sources in compliance with and under the guide of the parish's fiscal policies. These shall include purchasing, accounting and audit functions and the parish's finance director.
  5. With approval of the Parish Council, sign on behalf of the Lafourche Parish Government on grant contracts and grant documentation for continuing and newly approved programs, amendments and reports overseeing and providing necessary assurances of compliance with conditions related to program grants and contracts.
- C. The Lafourche Parish Animal Shelter Advisory Board shall have the following powers and duties:
1. To evaluate and advise the Director, Governing Authority and the Administration on the quality of operations at the Lafourche Parish Animal Shelter; and
  2. To review and amend with the concurrence of the Director the Lafourche Parish Animal Shelter's Standard Operating Procedures; and
  3. To participate in the selection of future Directors, having representation at the interview process and by making recommendation to the Administration all under the direction of the Human Resources Department and in accordance with Civil Service guidelines, (the initial director shall be the Manager of Health Activities for Lafourche Parish); and
  4. To work with and advise the Director, Governing Authority and the Administration on developing, planning, implementing and evaluating programs of the Lafourche Parish Animal Shelter; and
  5. To participate in the development of the Lafourche Parish Animal Shelter operating budgets and to oversee any and all private donations;
  6. To exercise all powers which the Lafourche Parish Council may from time to time delegate to it.
- D. The Director shall have the following powers and duties:
1. To manage the operations of the Lafourche Parish Animal Shelter, including:
    - a. Planning project operations in coordination with the Sheriff and the parish's three municipalities; and
    - b. Mobilizing resources to carry out the programs; and
    - c. Scheduling activities; and
    - d. Monitoring all projects and programs; and
    - e. Evaluating program effectiveness and outcomes
  2. To supervise his/her staff in accordance with the Administrative policy and Civil Service Guidelines; and
  3. To Administer programs in accordance with provisions of applicable grants, contracts, parish fiscal and administrative policy, programmatic rules and procedure, and applicable federal and state law;



/s/ Sheila B. Boudreaux  
**SHEILA B. BOUDREAUX, COUNCIL CLERK**  
**LAFOURCHE PARISH COUNCIL**

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**Delivered to the Parish President on**

**March 21, 2006, at 3:30 p.m.**

**APPROVED:   X**

**VETOED:**

/s/ Charlotte A. Randolph  
**Lafourche Parish President**

**Returned to the Council Clerk on**

**March 22, 2006, at 2:00 p.m.**

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I, SHEILA B. BOUDREAUX, Council Clerk for the Lafourche Parish Council, do hereby certify that the foregoing is a true and correct copy of Ordinance No. 3757-1, enacted by the Assembled Council in Regular Session on March 14, 2006, at which meeting a quorum was present, and was finally adopted on March 22, 2006.

GIVEN UNDER MY OFFICIAL SIGNATURE AND SEAL OF OFFICE THIS 24TH DAY OF MARCH, 2006.

/s/ Sheila B. Boudreaux  
**SHEILA B. BOUDREAUX, COUNCIL CLERK**  
**LAFOURCHE PARISH COUNCIL**

DATE PUBLISHED: APRIL 6, 2006

DATE EFFECTIVE: APRIL 16, 2006

## OFFICE ADMINISTRATION

### HOURS OF OPERATION

1. **General.** The hours of operation are designed to insure that all domestic and wild animals are properly and humanely cared for and that the public has adequate and ample opportunity to conduct business at the Lafourche Parish Animal Shelter.
2. **Business & Visiting hours.** The Shelter is open for all animal-related services during the following hours:
 

Monday - Friday	8:00am-4:30pm
Saturday	8:00am-12:00pm
3. **Holiday hours.** The Shelter will be closed on all Lafourche Parish Government recognized holidays.

### INTAKE OF ANIMALS

1. **General.** Accurate and consistent record keeping/tracking of all animals housed at the Lafourche Parish Animal Shelter are essential for overall control and evaluation.

2. **Receiving an animal.** Citizens must be encouraged to bring stray and unwanted pets to the Shelter. No animal will be turned away. For those individuals surrendering litters, office staff should provide literature on the benefits of spaying and neutering the parent animal.

The intake of owner-surrendered and stray domestic animals and wildlife is handled on a four-part form called an intake slip. Office staff will complete an intake slip for each animal. This form asks for specific information such as breed, age, sex, and color. A number is then assigned to the animal that stays with the animal until the animal leaves the Shelter.

For stray animals pertinent details, such as tag numbers for licenses and rabies, type and color of collar, and date with location the animal was found, are to be included on the intake slip. In situations where a stray animal is found outside the Lafourche Parish area, office staff should advise that the animal be brought to the Parish shelter in which the animal was found. If the person bringing in a stray is interested in adopting the animal after the stray period, he or she should be encouraged to fill out an application at the time of surrender; this is the only way to ensure that he or she will have priority if the animal does become available for adoption.

For owned animals, staff must fill in the name of the animal hospital used by the person surrendering the animal or indicate "none."

Other forms which are part of the intake process for domestic animals include pet personality profiles, cage cards, and tracking slips. It is not necessary to complete these forms for wildlife.

**a.** Agency staff will complete the personality profile by interviewing the person surrendering the animal. This profile provides vital information for placing the animal in a suitable home. Office staff should carefully review the profile to clarify any misunderstandings or to obtain detailed information.

**b.** Cage cards are distinguished by the sex of the animal: green for females, blue for males and yellow for "other" domestic animals of either sex; they provide interested adopters with a general description and profile of the animal. The cage card is completed by the employee handling the intake process.

**c.** A tracking slip is used to record potential pet adopters, on a first-come first-serve basis, who have completed an adoption application. The portion of the tracking slip which identifies the intake number, type, breed, age and sex of the animal, is completed by the employee handling the intake process.

Wild animals will be evaluated to determine whether they will be released, rehabilitated, or euthanized.

3. **Surrendering clause/signature.** Every individual surrendering a domestic or wild animal must sign a statement, part of the intake slip, that ownership of the animal is relinquished to the Shelter. This surrendering clause also attests to the knowledge of the individual as to whether the animal has bitten a human or an animal within ten days of surrender.

Office staff should make certain that individuals surrendering their pets understand that relinquishment is final and the animal will not be returned to them. Office staff will read the statement aloud with the person relinquishing animal.

4. **Release date.** Office staff are to record on the intake slip the date each animal is available for release.

a. Surrendered animals. The animal is available for adoption or euthanasia on the date of surrender.

b. Animals with identification. Stray animals that have some form of identification on them upon arrival at the Shelter are held for five business days after the date of impoundment and are available for adoption or euthanasia on the sixth day. Even a hint of a collar should be considered ID.

c. Animals without identification. Stray animals without identification are held five days after the date of impoundment and are available for adoption or euthanasia on the sixth day.

5. **Donations.** If appropriate under the circumstances, office staff should politely ask for a donation to help the Shelter care for its animals. The donated amount should be noted in the proper section of the intake slip and a receipt (see Procedure ADM – 012.3) for the donation completed and submitted to the individual.

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

If a match has been made, owners should be promptly notified of the process involved for the release of the animal (see Procedure ADM- 000.4) Should the owner be unreachable by telephone, personnel will post a notice at the door of the residence for those individuals living in the Lafourche Parish area. All attempted contacts should be documented.

PROCEDURE ADM-003  
Effective Date:

### **DISPOSITION OF ANIMALS**

1. **General.** Domestic animals housed at the Animal Shelter leave in one of four ways: they are adopted, returned to owner, euthanized, or rehabilitated. Wild animals are released, rehabilitated, or euthanized.

2. **Adoption.** Information about animals adopted from the Shelter must be recorded on the intake slip. This includes the date of adoption and the name, address and telephone number of the adopter (see Procedure ADM- ADP-001).

3. **Return to owners.** Owners claiming a stray animal as their own must provide evidence of ownership such as a bill of purchase, pictures that document ownership over time, (i.e. puppy thru adult pictures), proof of rabies or licensing, and/or medical records (see Procedure ADM-004.4).The owner's name, address, and telephone number and the date of return should be noted on the intake slip.

4. **Euthanasia.** When deemed necessary for medical, behavioral, or space reasons, domestic and wild animals will be euthanized. Unweaned, critically ill, or seriously injured domestic animals may be euthanized prior to conclusion of the holding period to prevent any additional suffering only with the recommendation of a veterinarian; the name and clinic of the recommending vet must be noted on the intake form. The date of and reason for euthanasia, the dosage and type of drugs used, and the technician's initials are recorded on the intake slip.

5. **Release.** Depending on the condition of the animal and circumstances regarding rabies control in Lafourche Parish, wild animals may be set free in a safe release area. Personnel should write the date of release on the intake slip.

### **ANIMAL CONTROL ASSISTANCE**

1. **General:** The animal control officers of the City of Thibodaux/Lafourche Parish are empowered to enforce all state and local laws pertaining to the proper care, treatment, and control of animals. This includes rabies control, cruelty investigations, issuing warnings or summons, and inspecting and issuing permits for pet shops and security and dangerous dogs. Shelter personnel also respond to nuisance complaints, rescue domestic and wild animals, and educate the community about the humane treatment of animals.

2. **Receiving a complaint:** Telephone calls from residents complaining about animal-related problems will be directed to the City of Thibodaux or the Lafourche Parish Sheriff's Office.

**3. Return to owners:** Persons claiming a stray animal as their own must provide proof of ownership, such as proof of rabies inoculation or licensing and/or medical records. Pictures will be accepted only if they can show time, i.e. several pictures taken over time. Furthermore, pet owners may have to pay certain fees, to reclaim the animal: if there are vet fees the owner will be responsible for those fees. The shelter manager should have fees noted on the intake form in case an owner comes forth.

**4. Impound:** No impound fee is assessed if the stray animal was brought to the Shelter by a citizen. For a first offense, the impound fee will be waived. The second offense can be up to \$25.00. A card index file of impounded animals is maintained at the front office counter. Staff should consult the index prior to returning an animal to its owner. If no prior offense exists, a card on the owner will be completed and filed alphabetically. For animals that have been impounded on more than one occasion, staff will update the current card on file to reflect the dates of impoundment and the fees paid.

**5. License:** If a dog or cat resides in the *{Insert your service area}*, is not currently licensed and is over the age of four months, the owner will be required to purchase a license at the Shelter before the pet is released (see Procedure ADM-007). A license cannot be issued unless the animal has been vaccinated for rabies, so the owner may have to vaccinate the animal before purchasing a license.

**6. Rabies:** Owners unable to provide proof of inoculation will have to prepay to the Shelter the cost of the vaccine.

**7. Board:** For each night the animal is housed at the Shelter, a boarding fee of up to \$25.00 per animal will be charged. Owners of unsterilized pets are to be encouraged to spay or neuter their animals. Upon the approval of a manager, impound and boarding fees may be reduced if the owner purchases a spay/neuter certificate from the Shelter. The receipt should reflect the reason why fees are being reduced and be signed by a manager.

In cases where a stray animal is being returned to an owner and the animal entered the Shelter without identification, office staff should explain to the individual the importance of identification and encourage the person to purchase a tag. In addition, owners should be cautioned about leaving animals outside unattended.

**8. Wildlife rehabilitation:** The Shelter maintains an up-to-date listing of all wildlife rehabilitator's in the area. For wild animals that are to be placed in rehabilitative care, staff should make every effort to promptly locate a rehabber and arrange for transporting the animal or having it picked up. Wildlife must not be held in-house overnight without prior approval from a manager.

## ADOPTIONS

**1. General:** Guidelines for adoption procedures and the handling of adoption applications ensure that potential adopters are given an equal opportunity to adopt from the *{Insert your agency's name}*. Office staff are responsible for adhering to adoption procedures, for reviewing adoption applications and scheduling home visits and for handling adoption contracts and fees.

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

**a. Adoption area:** Animals at the Shelter are available for adoption to residents of the surrounding parishes. Any exceptions to this rule are to be approved by a manager.

**b. Application:** Potential pet adopters must complete an adoption application. This information provides Shelter staff with a better understanding of the pet adopter's past animal history and the environment in which a new animal would be placed.

**c. Family/household members:** Because the decision to adopt a lifelong companion is a big step in one's life, all family and household members must participate in the selection of a pet. Dogs in current households meet the Shelter dog before the adoption process is finalized. Under extenuating circumstances exceptions to this rule may be waived upon the approval of a manager.

**d. Consultation:** Office staff will review with the applicant the costs and responsibilities of pet ownership, including a thorough discussion of the adoption rules.

**e. Spay/Neuter:** Any unsterilized animal adopted from the Shelter must be spayed or neutered within a designated time.

**3. Processing an adoption application:** The adoption application is designed to give Shelter staff more information about the pet adopter's household and experience with animals and generally provides the basis on which animals are placed in suitable homes.

**a. First applicants:** Adoption of animals from the Shelter is on a first-come, first-served basis. An individual or family who has met the aforementioned adoption guidelines, completed an application is considered the first applicant. First applications, along with a copy of the animal's intake slip and pet personality profile, are kept on a clipboard at the front office counter.

**b. Back-up applicants:** Office staff should record on the tracking slip the names of other interested parties in the order of applications received. Back-up applications are retained in a file folder at the front office counter. There may be occasions where an application is pending because other family members need to visit the selected pet, need authorization from rental property owners or for other reasons. Applicants are given until close of the next visiting day (2 days) on the selected animal, complete the needed steps. The staff person reviewing the application will complete the two-part Adoption Status Form indicating the time period we will hold the application.

**c. Review:** A staff member will review each application to determine if the individual is able, emotionally and financially, to provide a permanent, stable, and humane home for a pet. Discretion and good judgment should be used in each situation.

**d. Adoption rule signature:** To ensure the well-being of animals adopted from the Shelter, adoption rules have been established. Every potential pet adopter must read the adoption rules after completing an application and sign a statement agreeing to abide by the conditions of adoption.

**e. Denying an applicant:** Staff should carefully review each application. In the event an individual appears unstable or intoxicated or does not agree to abide by the adoption conditions, the application may be denied. Justification for the denial should be given to the individual and, if handled tactfully, can be an excellent opportunity to educate. Office staff should write the reason for denial on the application, which is submitted to the adoption program manager. Both the administrative director and adoption program manager are responsible for coordinating the process for updating the questionable adopter list.

**4. Finalizing an adoption:** The final adoption process includes completing a look slip, witnessing the adoption contract, payment of adoption fees, issuance of medical information, checking for microchip information and completion of in-house forms.

**a. Adoption contract:** Adopters are required to carefully read the adoption contract and affix their signatures to this document indicating agreement to its terms, conditions, and spay/neuter and health exam requirements. A staff member will witness and date the contract. The pet adopter will receive his or her copy of the contract, along with the health exam and spay/neuter portions. The original and Shelter copies of the contract are submitted to the adoption program manager.

**b. Payment of adoption fees:** Adoption fees are as follows: spaying cat \$25.00, neutering cat \$15.00, spaying dog \$35.00, neutering dog \$30.00, and \$2.00 if fixed. If the animal has not been sterilized upon entry to the Shelter or prior to adoption, the adopter will pay to the Shelter, the fee for the spay/neuter surgery. If an animal is a purebred or the adopter has a history of not spaying or neutering animals, the adoption can take place as long as the animal is spayed or neutered prior to adoption.

**c. Medical information:** A card is retained on each animal at the Shelter that has received medical treatment by shelter staff. Upon adoption, a copy of the medical treatment is attached to the adoption contract. When the animal's previous medical history is released to the adopter, staff will eliminate any reference to the previous owner's name and address.

**d. Forms:** The intake slip is updated to record the date of adoption and the name, address, and telephone number of the adopter. Pet profile forms can be given to the new owner. Any pending applicants listed on the tracking slip should be notified that the animal has been placed in a new home. Special forms may be needed to address unusual circumstances. When used, these forms will be prepared in advance by the adoption program manager. A recommendation waiver form states that the individual is adopting an animal against the advice of Shelter staff. A special needs form acknowledges the special health considerations of an adopted animal. Finally, a special considerations form addresses a history of or a propensity for the adopted animal to bite. In all of these situations, pet adopters will be required to sign the appropriate form. Staff will witness, date the document, and retain a copy at the Shelter.

**5. Refunds:** No matter how careful the Shelter is in attempting to match the right pet with the right family, there will be occasions where animals will be returned to the Shelter. Adoption fees are non refundable. The deposit for the spay/neuter fee can be issued only in those circumstances where the animal has not been sterilized. If a refund is issued, a refund request form is completed by office staff and submitted to the administrative director. Checks for refunding fees are prepared weekly.

**6. Animal return list:** For adopted animals returned to the Shelter at any time, the staff member handling the intake of the animal is responsible for completing the animal return list, which is kept at the front office counter. This form records the adopter's name and address, reason for return, and whether the reason is acceptable.

### LOST/FOUND

**1. General:** It is the goal of the Lafourche Parish Animal Shelter to return all strays entering the Shelter to their owners and to provide assistance to those who have lost pets or to individuals who have found animals.

**2. Matching animals:** A comprehensive lost/found reporting system has been developed to return lost animals to their owners. The description of the animal, date lost or found, location where animal was lost or found, and any forms of identification are important factors used for matching animals.

**a. Stray animals at the Shelter:** The person handling the intake of a stray animal brought to the Shelter by a citizen or Shelter personnel will promptly check lost reports on file. Office staff is responsible for daily checking the description of stray animals currently at the Shelter against lost reports on file and noting the date on the intake slip.

**b. Calls from citizens reporting lost animals:** Any time an individual calls or visits the Shelter to report a lost animal, office staff will complete the appropriate form and obtain as much detailed information as possible.

For citizens reporting a lost animal, staff should check found animal reports and review intake slips of stray animals currently at the Shelter. If an animal matches a found report, the person should be given the name of the individual holding the animal, unless the Shelter was given alternative instructions. If the description of the lost animal matches an animal currently at the Shelter, office staff should inform the individual of the process involved in returning animals to owners (see Procedure ADM-004.4) and indicate on the intake slip the name, address, and telephone number of the potential owner and date of communication. If no match is made, staff should instruct the individual to report the lost animal to other local shelters, to post signs in the neighborhood where the animal was lost, to advertise in a local newspaper, to frequently scout the area, and to talk to neighbors.

**c. Calls from citizens reporting found animals:** When individuals call or visit the Shelter to report a found animal, office staff will complete the appropriate form and obtain as much detailed information as possible. Lost animal reports should be promptly checked. If a match is made, the person should, be referred to the owner of the animal. If no match is made, office staff should encourage the person to bring the animal to the Shelter if he or she is unable to keep it or report the found animal to other local shelters, to post signs in the area the animal was found and to advertise in a local newspaper.

**3. Advertising:** All stray domestic dogs and cats in the Shelter that are more than four months of age and are not feral will be promptly advertised on two separate occasions in the local newspaper. A staff person shall record the advertising date in the appropriate section of the animal's intake slip.

### ANIMAL LICENSING

**1. General**

**a. Purchasing a license:** Any dog or cat 4 months of age or older must be licensed. Owners are required to purchase a new license every calendar year and to display the license tag on the animal's collar. Licenses can be purchased at the Shelter in person or by mail. All staff should offer to mail out applications to citizens requesting information by phone.

**2.** A valid rabies certificate must be presented at the time a dog license is issued. No license can be issued without proof of rabies.

**3.** Office staff will input all license data into the computer immediately upon issuance.

**4.** The appropriate fee is collected. For intact males and females, the annual license fee is \$ {Insert fees}. A receipt is written for the amount collected (see Procedure ADM-012.3) and given to the pet owner, along with the license tag and a fastener.

**5. Return to owners.** When residents claim a stray dog/cat as their own, they must provide proof of licensing before the animal can be released. No dog or cat of a resident will be returned until this provision has been met.

## SPAY/NEUTER PROGRAM

1. **General:** Born to die unwanted in an animal shelter is the fate of 4 to 6 million dogs and cats in the United States alone. All animals adopted from the Lafourche Parish Animal Shelter are to be spayed/neutered within 30 days of the adoption. No exceptions!!

2. **Cost:** Adopters will pay a deposit towards the spaying/neutering of the animal at the time of adoption. A receipt will be given showing the amount which will be deducted from the total cost when the animal is spayed/neutered. Any additional cost associated with spaying/neutering the adopted animal will be the responsibility of the adopter.

<b>a. Fees:</b>	Spay deposit for female cats -	\$25.00
	Neuter deposit for male cats -	\$15.00
	Spay deposit for female dogs -	\$35.00
	Neuter deposit for male dogs -	\$30.00
	Annual licensing fee for dogs/cats -	\$ 2.00

Note: If the adopted animal is already spayed/neutered, only a \$10.00 fee will be collected at the time of adoption. This will include the licensing fee.

PROCEDURE ARC-007  
Effective Date:

## SAFEKEEPING

1. **General.** In special cases, animals are held in a safekeeping status at the Shelter. These situations include cruelty cases, abandonment, evictions, and other situations in which the owner is homeless, incarcerated, or hospitalized.

2. **Length of time.** The amount of time an animal will be held in safekeeping will vary from case to case. Since the Shelter is unable to care for owned animals on a long-term basis, safekeeping cases should be resolved in as timely a manner as possible.

3. **Intaking safekeeping animals.** The intake process for safekeeping animals is similar to that of all animals entering the Shelter. An intake slip is completed, a physical examination is performed, and a kennel file is established.

However, the intake slip must reflect the animal's safekeeping status. A supplemental form should be prepared, except for cruelty cases, where information is a part of the cruelty case report. The supplemental form details the reason the animal is being held, the health and condition of the animal, and, if pertinent, the animal's living conditions. The form is placed in a safekeeping file, which will be kept on the animal control supervisor's desk.

4. **Returning a safekeeping animal.** Animals held in safekeeping because the owner is incarcerated or hospitalized may be returned when the individual is released, providing the animal was in good health and condition upon entering the Shelter. In all other situations, the animal may not be returned without the approval of a manager or animal control officer. Personnel must determine that it is safe to release the animal, that all violations have been corrected, and that the animal is being released to a proper living environment.

The animal control supervisor maintains overall responsibility for ensuring that safekeeping matters are promptly resolved. Any special situations or delays should be brought to the director's attention.

PROCEDURE ARC-008  
Effective Date:

## COURT PROCEEDINGS

1. **General.** Any Shelter employee may appear in court for the purpose of submitting testimony relating to violations of city and state animal laws. Animal control personnel are expected to maintain an up-to-date court calendar and to schedule court appearances appropriately.

2. **Attire.** Animal control officers will wear appropriate uniform attire, and other employees appearing in court should be dressed in professional, business attire.

3. **Conduct.** Personnel appearing in court will give factual and honest testimony and conduct themselves in such a manner as to create a favorable impression at all times.

4. **Hearing dates.** Court hearings to determine whether an owner is fit to care for an animal are set not more than ten days from the date of seizure of the animal. Other cases are scheduled in as timely a manner as possible.

5. **Preparation for court hearings.** Any time a case result in legal action, the animal control officer must keep the commonwealth attorney well informed about the case. If the case goes to court, the investigator should ensure that witnesses, if necessary, have been subpoenaed. All necessary documents, evidence, and seized items must be in order and brought to court on the hearing date.

## ANIMAL CARE

PROCEDURE ANC-001  
Effective Date:

### INTAKE OF ANIMALS

1. **General.** The intake process assures that animals are examined, medicated, and housed properly. Because comfort is important for an animal's overall well being, attention is given to each individual animal and its needs.

2. **Intaking an animal.** Office staff initially complete, upon intaking animals, an intake slip, personality profile form, and cage card. These forms are submitted to a kennel assistant, and the intake slip is updated during an immediate examination of the animal to record its weight and type and dosage of vaccines or medications administered.

A copy of the intake slip is maintained in the animal's file. The kennel assistant will place the original copy of the intake slip in the metal cabinet according to the species and sex of the animal and whether the animal was owner surrendered or stray. Pink copies of intake slips are retained for tracking the number of domestic animals entering the Shelter and their disposition.

3. **Physical examination.**

a. **Dogs and cats.** Upon entry into the Shelter, a thorough examination is completed. The condition of the animal's hair and skin, eyes, ears, nose, and mouth, is observed and recorded on a physical examination chart. Any serious problems, such as mange or heavy infestation of fleas or ticks, must be promptly treated.

Its weight, to be noted on the animal's intake slip, determines whether the animal should be placed on a special diet. The behavior of the animal is a factor in its housing requirements.

All animals are examined twice weekly by kennel staff, and puppies and kittens under six months of age are given a brief examination three times a week.

The kennel staff's findings and observations are recorded on a physical examination chart.

Any stray or surrendered animal showing signs of severe neglect or abuse should be brought to the attention of a manager or animal control officer. Kennel staff will also notify a manager of any owner-surrendered animal which may not be suitable for adoption.

b. **Other domestic animals.** Birds, guinea pigs, rabbits, hamsters, rats, and other domestic animals are to be examined for obvious injuries or illnesses and housed in a proper cage or container. Ferrets will be placed in the cat isolation room.

c. **Wild animals.** Wild animals will be examined by kennel staff to determine whether they are suitable for release or rehabilitation or are to be euthanized. For wild animals that will be placed in rehabilitative care, staff will make every effort to locate a wildlife rehabilitator and arrange for transporting the animal or having it picked up.

Kennel staff will place the wild animal in a suitable cage in a quiet area, cover the cage to reduce stress, and check on it frequently. Food and water, if appropriate, should be given to the animal according to its species.

4. **Vaccinations and medications.** All dogs six weeks or older receive distemper and kennel cough vaccines. All cats six weeks or older receive a distemper vaccine only. Stray, pregnant animals will not receive any vaccines until the holding time has elapsed.

In addition, puppies and kittens under six months of age are de-wormed, without a fecal, and animals over this age limit are de-wormed when necessary, based on a fecal sample. This information is recorded on the animal's intake slip and health record.

5. **Collaring.** Dogs and cats are fitted with a paper or plastic collar marked with its identifying intake number. The collar should be attached properly, not too tightly, and two fingers should fit between the collar and animal's skin.

6. **Pictures.** A picture is taken of each animal and attached to the animal's cage card.
7. **Housing.** In addition to bedding and water and food in sanitized bowls, separate the animals according to size, condition, sex, and adopt ability.
  - a. Puppies and dogs are separated from kittens and cats. Canines are housed in kennels and felines are housed in the cattery. At no time shall these species be housed together.
  - b. **Puppies and dogs.**
    - (1) Each adult dog is confined to one run. Two dogs who enter the Shelter together, are compatible, and spayed or neutered or of the same sex may be housed together.
    - (2) Nursing mothers and their young should be housed together, preferably in the quarantine room to reduce stress.
    - (3) Depending on their age and number, puppies from the same litter should be put in a large kennel. Puppies that have been at the Shelter for a time and appear to be healthy could be housed with other puppies for necessary socialization. All puppies should be observed before leaving them alone with each other.
    - (4) Sick or injured animals, aggressive breeds such as wolf hybrids, known or suspected aggressive animals, and dogs that have bitten humans or animals are to be isolated in the quarantine room. Sick or injured animals may be made available for adoption depending on their condition. Wolf hybrids will be euthanized if owner-surrendered or after the stray holding period if not claimed. Animals that have bitten will be held in quarantine until the end of the quarantine period and will not be available for adoption during this time.
  - c. **Kittens and cats.**
    - (1) All kittens and cats are housed in the isolation room for up to three days to allow adjustment to confinement. They are moved to the adoption area according to space, behavior, and condition of the animal.
    - (2) Each adult cat is confined to one cage. Two cats that enter the Shelter together, are compatible, and are spayed or neutered or of the same sex may be housed together.
    - (3) Nursing mothers and their young should be housed together in isolation. Depending on their age and adopt ability, kittens may be placed in the adoption area during adoption hours.
    - (4) Kittens from the same litter should be housed together.
    - (5) Cats who are sick or injured, feral cats, known to be or suspected of being aggressive, or reported to have bitten humans or animals are kept in isolation. Except for feral cats, all other animals may be placed for adoption depending upon the behavior and condition of the animal. Cats that have bitten, however, will be held in isolation until the end of the quarantine period and will not be available for adoption during this time.
8. **Emergency first aid.** Any animal, either upon entry to the Shelter or during its stay, that shows symptoms of illness or injury should be brought to the kennel manager's attention and transported, if deemed necessary, to a local veterinarian for examination.

A vet slip will be completed each time an animal is transported to a veterinarian. This vet slip should be posted on the bulletin board, noting the reason the animal is being seen by a veterinarian and the approximate date the animal is due back to the Shelter. Kennel staff will consult with the veterinarian to determine necessary follow-up care and/or medications to be administered.
9. **Purebred animals.** Purebred animals that are being considered for adoption will be spayed or neutered prior to placement in a new home. Kennel staff, in consultation with the adoption program manager, will work out a timely schedule for sterilizing the animal before adoption. A sterilization chart is completed by the kennel manager for each animal and sent with the animal to the veterinarian. A copy of the chart will be submitted to the administrative director.
10. **Animal files.** A file is created by kennel staff for every domestic animal upon entry into the Shelter. Contained in each file is a copy of the intake slip, pet personality profile and physical examination and daily history charts. When applicable, the file shall also contain a visiting vet form, vet slip, health record and pre-euthanasia checklist.

### ANIMAL FEEDING

1. **General.** Though an animal's stay at the Animal Shelter is temporary, it is important that animals are provided a regular feeding schedule of high, quality food. Years of research indicate that a nutritionally balanced diet is essential for proper growth and a long life.
2. **Feeding procedures for canines.** At the beginning of each day, puppies and dogs should be counted to determine the amount of food to prepare.
  - a. **Preparation of food.**
  - b. **Amount.** Animals are fed the proper amount of food based on the size and physical condition of the animal. Growth formula is provided for puppies and dogs up to one year of age.
  - c. **Special diets.** Obese dogs are fed smaller portions at each meal, and underweight dogs are fed smaller portions three to four times a day. Furthermore, dogs experiencing diarrhea are fed I.D. for three to five days and then slowly introduced to regular food.
  - d. **Water.** All dogs are to be given fresh water daily and water bowls refilled when necessary.
  - e. All incoming strays are fed immediately, as there is no way to know when they last ate.
3. **Feeding procedures for felines.** At the beginning of each day, kittens and cats should be counted to determine the amount of food to prepare.
  - a. **Preparation of food**
  - b. **Amount.** Eat cat receives, in its own dish, about one tablespoon of food in the morning and mid-afternoon. Dry food is provided for each kitten or cat throughout the day, except for cats with mastitis.
  - c. **Special diets.** Cats with known kidney problems will be fed KD, and cats with known cystitis problems will be fed CD. Cats with an upper respiratory infection and no appetite will be fed baby food, tuna, or any other type of food, that promotes eating.
  - d. **Water.** All cats are to be given fresh water daily and water bowls refilled when necessary.
  - e. All incoming strays are feed immediately, as there is no way to know when they last ate.
4. **Feeding procedures for other animals.** Other domestic animals such as rabbits, ferrets, birds, guinea pigs, or hamsters are provided food according to their species. Such animals are fed during the morning feeding time and if necessary during the mid-afternoon feeding time.

### MEDICATIONS

**Disclaimer – Any medical shelter medical protocol must be in accordance with state laws and developed in conjunction with local veterinarians or staff veterinarian.**

1. **General.** To prevent the spread of disease and to provide animals with the best possible medical care while in the custody of the *{Insert your agency's name}*, domestic animals are inoculated against certain diseases upon entry into the Shelter. Other types of medical treatment are administered on a case-by-case basis.
2. **Medications for dogs.** The dog's weight, determined upon its initial physical examination and recorded on its intake slip, is important, in part for determining the dosage for any medication administered.
  - a. Upon entry into Shelter. All dogs six weeks or older receive distemper and kennel cough vaccines. All dogs are de-wormed.  
Other vaccines and/or special medications may be administered depending upon the health and condition of the dog.  
Stray, pregnant dogs will be administered vaccines after the holding period.

**b.** Routine treatment. After initial treatment upon entry into the Shelter, dogs aged six weeks to six months are administered two additional distemper vaccines, each spaced two weeks apart. Dogs older than six months are given one additional distemper vaccine two weeks after entry into the Shelter. In addition, after initial treatment, dogs under six months of age are again dewormed in three weeks.

**c.** Intestinal parasites. Common types of worms found in dogs are roundworms, hookworms, whipworms, and tapeworms. A fecal sample will determine what type of parasite is present and what type of treatment is warranted.

**3. Medications for cats.** The cat's weight, determined upon its initial physical examination and recorded on its intake slip, is important, in part, for determining the amount of dosage of any medication administered.

**a.** Upon entry into Shelter. All cats six weeks or older receive a distemper vaccine. Kittens under six months of age are de-wormed, without a fecal.

Other vaccines and/or special medications may be administered depending upon the health and condition of the cat.

Stray, pregnant cats will be administered vaccines after the holding period.

**b.** Routine treatment. After initial treatment upon entry into the Shelter, cats aged six weeks to six months are administered an additional distemper vaccine and are dewormed in three weeks.

**c.** Upper respiratory infection. An air-borne, viral infection, upper respiratory can quickly debilitate cats in a shelter environment. Sneezing and runny eyes are generally the onset symptoms of upper respiratory.

**4. Medications for other animals.** Other domestic animals will be medicated as circumstances warrant.

**5. Approval procedure.** Any switch or change in medications for any animal requires the prior approval of the kennel manager, unless recommended by a veterinarian.

**6. Medical card.** Color coded according to species - pink for cats, blue for dog, and cream-colored for other animals - medical cards identify those animals receiving medical treatment at the Shelter. Such treatment could include medications for upper respiratory infection, ear mites, or a skin disorder.

A medical card is completed by kennel staff for each animal receiving medications and updated each time the animal is treated. Upon disposition of the animal, the medical card is kept with the animal's file for 30 days and, if adopted, a copy of the card is given to the new owner.

**7. Health record.** A health record is retained for those animals requiring a series of distemper inoculations or de-worming treatment. This information tracks the dates an animal is scheduled for a distemper inoculation or for de-worming and also provides pet adopters with a complete medical history of the animal while housed at the Shelter. The health record is maintained in the animal's file.

PROCEDURE ANC-004  
Effective Date:

### ANIMAL MAINTENANCE

**1. General.** Not only does a thorough and effective cleaning of the Animal Shelter prevent the spread of communicable diseases, but it creates a better environment for animals, staff, and visitors.

**2. Temperature log.** Every morning the temperature in the kennel, cattery, and quarantine areas is recorded on a temperature log form. Any extremes in temperature should be immediately brought to a manager's attention.

**3. Care taking procedures for dogs.** A step-by-step procedure for cleaning inside and outside runs and the quarantine room provides for the humane and efficient handling of animals.

**a.** At the beginning of each day, kennel staff will check each animal and its environment, including inside and outside runs, to determine if it needs immediate attention.

**b.** Dogs are fed and medicated. Any housebroken dogs are taken for a walk.

**c.** A daily history chart is completed by kennel staff for each dog. Kennel staff will observe whether animals are eating regularly, their urine and bowel movement conditions, symptoms of illness or injury and any unusual behaviors.

- d. Dogs are closed in on one side of the guillotine door.
- e. Food and water bowls and bedding are removed. Blankets and sheets are placed in laundry barrels.
- f. Fecal matter shall be scooped and disposed in the trash bin.
- g. Any remaining food is emptied into the trash bin. The sink is filled with *{enter the disinfectant you are using}*. To allow for proper disinfecting, submerge and wash all water and food bowls. Thoroughly rinse all dishes in the order they were washed.
- h. The Hotsy pressure washer or foamer is used to disinfect runs currently in use. Two sprayings are necessary: the siphon is placed in the detergent for the first spray and, for the second spray, the siphon is placed in a bottle of bleach. Walls, beds and fencing are sprayed and scrubbed using a broom or scrub brush. Disinfectant must have a minimum of 10 minutes contact time to be effective. Runs are to be thoroughly rinsed.
- i. Runs and beds are dried using a squeegee and towels.
- j. A solution of *{Insert your cleaner}* is prepared daily for disinfecting the quarantine room and for mopping center aisles in the kennel area.
- k. Clean bedding and bowls filled with fresh water are placed in every run currently in use.
- l. Drain covers and drains are cleaned.
- m. Dogs re-enter clean side of the runs, with the guillotine door shut to facilitate cleaning the other side.
- n. Fecal matter shall be scooped and disposed in the trash bin.
- o. With the hose and sprayer attachment filled with bleach, outside runs and fencing are sprayed. To allow for complete disinfecting, the hose and sprayer are then filled with detergent, the entire area is sprayed disinfectant must have a minimum of 10 minutes contact time to be effective and the runs are scrubbed with a broom. The area is then thoroughly rinsed.
- p. Outside drains are cleaned.
- q. Gates to all runs are locked and guillotine doors reopened.

**4. Caretaking procedures for cats.** A step-by-step procedure for cleaning cat cages in the adoption and isolation rooms provides for the humane and efficient handling of animals.

- a. At the beginning of each day, kennel staff will check each animal and its surroundings to determine if it needs immediate attention.
- b. Cats are fed and medicated. Staff should be especially careful with cats in the sick bay area. Cats with upper respiratory infection should be fed and medicated last, and employees should wash their hands and use a disinfectant after handling each cat.
- c. A daily history chart is completed by kennel staff for each cat. Kennel staff will observe whether animals are eating regularly, their urine and bowel movement conditions, symptoms of illness or injury and any unusual behaviors.
- d. The tub is filled in the grooming room with a solution of *{Insert your cleaner}*. Remove and empty litter pans and submerge pans in tub for at least 15 minutes.
- e. Remove feeding dishes and water bowls and empty remaining food in trash bin. The sink is filled with *{Insert your cleaner}*. To allow for proper disinfecting, submerge and wash all water and food bowls. Thoroughly rinse all dishes, in the order they were washed.
- f. Move cats, along with their cage cards, to transfer carriers. Clear empty cages of newspaper and sweep. [or, consider these options]:

\* Remove cat(s) from their cages during the cleaning process. Cats should never be let out of cages to run loose during cleaning procedures as this spreads viruses. There are three options:

\* Keep one clean cage empty in each cat housing area. Move a cat from his dirty cage to the clean cage. Clean the dirty cage. Move the next cat to this newly cleaned cage and clean his dirty cage. Move another cat to this newly cleaned cage, and so on until all cages are cleaned. This system, however, is extremely time-consuming and not recommended as a first choice.

\* Use portable carriers. The most effective way to use portable carriers is to have one for each cat in each cat housing room. Temporarily label each portable carrier with the cat's name/number. Each day the cat would be transferred to his carrier in order for his cage to be cleaned. It is important to note that the cat cages should not be cleaned one by one, but rather all the cats in a section should be moved to their portable carriers at once in order to expedite cleaning of that section. Once the cat leaves the shelter, his portable carrier needs to be appropriately disinfected before another cat is put into it.

\* Have an equal number of empty cages to full cages in each cat housing room. Some agencies use this method very successfully by designing rooms that have a wall of cages on one side of the room (side A) and another wall of cages on the opposite wall (side B). To clean, they move the cats from the dirty cages on side A to the clean cages on side B and then clean side A all at once. The next day they move the cats back from side B to side A, and clean side B, and so on. This system takes a lot of discipline because one wall of cages must stay empty in order for this system to work. If a shelter becomes full and starts filling the cages on both sides, the system will be useless.

**g.** Remove all bedding. If newspaper is used, dispose of it. If blankets, rugs or towels are used, they must be washed, disinfected and replaced daily.

**h.** Remove water dishes and litter pans. Wash and disinfect all prior to reusing, even if by the same cat. If litter pans are to be used for the same cat, scooping solid waste (replacing litter when necessary) can be acceptable if the box is relatively clean. This can only be done if the litter scoop is unfailingly disinfected in between each use. This can be accomplished by rotating two litter scoops in a bucket of disinfecting solution: one litter scoop, place it in the bucket, use the other litter scoop and then place it in the bucket, and so on. The bucket of disinfecting solution must be changed daily.

**i.** Remove all solid organic waste (feces, hair, etc.) left in the cage. This is important because disinfectants are much less effective in the presence of organic material.

**j.** Scrub all surfaces well, including the cage door, with an appropriate detergent/disinfectant solution. Allow the solution to remain on the surface for the time specified by the manufacturer's instructions. Use a disinfectant proven specifically effective against various bacteria and viruses common in a shelter environment.

**k.** Wipe cage dry; replace newspaper and bedding; replace clean litter pan; replace food and fresh water; place cat(s) back into dry cage.

**l.** Clean walls, floors, between and tops of cages, window sills and all other surfaces within the room.

NOTE: Kirk's Current Veterinary Therapy, Volume XIII has a brief and concise review of the different disinfectants available, their properties, antimicrobial spectrum, advantages and disadvantages. **(1)**

Ensure that employees know the correct dilution ratio for all products used and that for their safety and the safety of the animals, they are followed. The following formula should be used whenever mixing bleach:

Take the number 21 and divide it by the percentage of sodium hypochlorite in the bleach you're using. This will give you the number of ounces of bleach per gallon of water you should use.

For example if you are using bleach with 5.25 percent hypochlorite, 21 divided by 5.25 equals 4. This means you should use 4 ounces of bleach for every gallon of water.

The HSUS recommends rotating disinfectants. Chlorine bleach or quaternary ammonium products are the two disinfectant choices most common in shelters. For example, use a disinfectant/detergent (such as a quaternary ammonium product) Mondays, Wednesdays and Fridays, and use a detergent and then bleach Tuesdays and Thursdays. The reality is no one product will kill every virus that exists in a shelter setting, therefore the need to rotate becomes even more important. Some believe that rotating disinfectants keeps microbes from becoming resistant.

**m.** To avoid the spread of disease, sick bay cages are cleaned last.

**n.** Cages or containers housing other animals such as rabbits or mice are cleaned with a solution of bleach and water.

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1)

*Kirk's Current Veterinary Therapy*, Volume XIII, "Disinfection and Antiseptic Use in Small Animal Practice" pp 258-262

- o. The tops and sides of cages are disinfected rinsed and dried with clean towels.
- p. Each cage is provided with fresh water and dry food.
- q. The cattery floor and floor of front lobby is swept and mopped with a solution of orange power and bleach.
- r. The above cleaning procedures are followed for all cages in the isolation room.
- s. Transport carriers are sprayed out with fresh bleach and wiped down. Every Sunday all transport carriers are taken outside and cleaned.

5. **Routine monitoring.** Inside and outside runs and cat cages should be checked frequently throughout the day and night and cleaned as needed, as well as replenishing water. It is important that the health and condition of each animal be also checked frequently. Any unusual behavior or health concerns such as diarrhea, vomiting or lethargy should be brought to the attention of the kennel manager or other supervisor.

Fecal matter deposited in inside and outside runs and in litter pans is removed prior to the close of business each day.

6. **Laundry.** All soiled blankets, towels, sheets and washable toys are washed and dried daily. These items should be washed with ½ cup of detergent and one cup of bleach.

PROCEDURE ANC-005  
Effective Date:

### **GROOMING**

1. **General.** Simply put, clean animals are more adoptable than dirty animals. They are also more comfortable and generally healthier, all of which makes for a positive image to potential pet adopters.

2. **Schedule.** Animals are groomed if needed upon entry and prior to being released for adoption. Kennel staff should frequently check look slips posted on the bulletin board in order to allow time for grooming and other preparatory arrangements for animals being adopted.

3. **Grooming services.** Professional grooming services should be used for animals whose fur is severely matted. Volunteers who have working experience in grooming animals are also a good resource.

PROCEDURE ANC-006  
Effective Date:

### **VISITING VETERINARIANS**

1. **General.** The *{Insert your agency's name}* is fortunate to have caring and humane-focused veterinarians as part of its volunteer team. Their assistance provides a crucial role in the diagnosis, treatment and care of animals requiring special medical aid.

2. **Schedule.** A local veterinarian visits the Shelter every week or two to work with staff in examining and treating animals. The schedule of veterinary visits is maintained and updated by the kennel manager. Kennel staff on duty are expected to be present during these examinations to ask questions and to be observed by a veterinarian when performing euthanasia during training.

3. **Animal files.** Kennel staff will keep a list of animals requiring examination and will pull the file of each animal on the day of the scheduled visit. Animals considered for examination may include those that are potentially pregnant or have non-serious skin disorders, sore limbs, or upper respiratory and ear infections. A visiting vet record is completed for each animal examined; this record is retained in the animal's file and serves as notice of future, ongoing medical treatment.

4. **Medical card.** Depending on the veterinarian's diagnosis and instructions, a medical card is to be completed, and the card updated on each occasion the animal is medicated.

## EUTHANASIA

1. **General.** Since euthanasia is the final act of kindness that can be shown to an animal, it is the policy of the *{Insert your agency's name}* that animals be handled with respect and sensitivity and protected from stress, fear, discomfort, and pain.
2. **Training.** Euthanasia training is for the most part conducted in-house by personnel who have already been trained. During training euthanasia may only be performed by, or in the presence of, a person who has been approved as being adequately trained in euthanasia by the kennel manager or executive director. Once the training is complete the trainee will perform euthanasia in the presence of the executive director, who will certify in writing the person. *{Insert local or state guidelines that may be in place for euthanasia certification, at any rate the executive director should be comfortable with the technical of his/her staff}*.
3. **Authorization for euthanasia.** *{Insert your policy}*.
4. **Owner requests.** The Shelter will euthanize animals of citizens requesting this service.

**a. Intaking the animal.** An intake slip must be completed for animals of owners requesting euthanasia. It is important for staff to ascertain whether the individual surrendering the animal is the legal owner. Contacting the owner's veterinarian confirming ownership is a practical approach. Staff should photocopy some form of identification. If the person surrendering the animal is not the owner, staff must call the owner for his or her consent.

The reason why the owner is requesting euthanasia is very important. If it is for medical reasons the condition of the animal will help staff to avoid hurting the animal during handling and to understand any effect its condition may have on the animal during the euthanasia process. It is equally important to know if the reason for euthanasia is for behavior, one of the most common problems is aggression. Staff should inquire into the circumstances under which the animal exhibits aggressive behavior.

The person handling intake of the animal should be certain to write the animal's name on the intake slip, so it can be comforted during euthanasia.

**b. Adoptable animals.** There may be occasions when an owner requests euthanasia for a pet and the staff member receiving the animal feels that it is adoptable. The employee may discuss this with the owner and may consult a supervisor, but if the owner remains adamant, the animal should be euthanized.

**c. Staff.** It is imperative that two staff persons be present when euthanizing any animal, including times when it is owner-requested euthanasia. If two people are not available at the time of an owner request, the animal should be taken to a veterinarian for euthanasia.

**d. Owner's presence.** Owners should be asked if they want to be with their animal during the procedure. The treatment room must be cleaned and prepared before bringing the owner and animal to the room. A box of tissue should be available, the table covered with a towel and, if possible, syringes prepared in advance.

It is imperative for technicians to explain the entire procedure so the owner knows what to expect. Preparing the owner for any possible problems or anything which may be alarming such as an animal's reaction to a tranquilizer, will ease the person's discomfort. Since the preparation process may take a few moments, it is important to kindly let the owner know when the animal is going to "go to sleep."

Since some movement of the body can occur after death, staff should inform owners that this is normal and to be expected, but that the animal is no longer alive. The technician should ascertain that there is no eye reflex and, using the stethoscope, make certain that there is no heartbeat. Once death is determined, the technician should quickly and quietly secure syringes, needles and drugs and offer to let the owner be alone with the animal. The technician should wait in the hallway to lead the person out when ready and to make certain that the individual is given pet loss materials.

**e. Owner's non presence.** In some cases the owner will not want to be present during euthanasia, but may want to see the animal after the procedure. In these cases it is important to have the body arranged nicely; to clean up any blood or excrement; to cover the body, if necessary, leaving just the head out and to tidy the room. Syringes, needles and drugs must be removed and/or secured.

While owners are normally allowed to be present, there are some situations in which this would not be allowed. The decision is at the discretion of the technician, and a supervisor may be consulted if necessary. These situations may occur if owners are extremely distraught and their behavior may be disruptive or if the animal can be handled better without the owner present.

**5. Selection of animals.** Shelter animals are selected for euthanasia based on the following criteria, keeping in mind that any selection order of priority may change as circumstances warrant: space, ability to cope in a shelter environment or new home environment, temperament, health, age, condition and length of stay. Animals are evaluated by staff as to known or observed behavior/health issues. There are times when an animal's condition or behavior precludes any evaluation and results in immediate euthanasia. Most owner relinquished animals are held for a 24 hour period before decisions are made, this is an internal policy and not communicated to the public as there are times when it is not in the best interest of the animal to be held for those 24 hours.

**6. Pre-euthanasia checklist.** Prior to euthanasia, a checklist is prepared by kennel staff to ensure that there are no special circumstances that may make euthanasia an inappropriate decision for that animal at that time. This checklist checks the animal against lost reports, adoption applications, special holds, etc., to ensure then animal can be euthanized and no mistakes are being made. The checklist is approved by a supervisor.

**7. Controlled substances.** All controlled substances, needles and syringes are to be kept securely locked and should never be accessible to the public or any unauthorized persons. Only staff members who have been adequately trained to use such supplies will have access to them. Drugs are kept under lock and key in the medical treatment room and only trained employees should have access to the key. No controlled substance is to be removed from the Shelter without the approval of a supervisor.

**a. Record keeping.** Each time any amount of a controlled substance is used it must be completely and accurately documented in a bound book kept in the medical treatment room. The following information must be documented according to the Drug Enforcement Agency: date, animal's intake number, description of animal, weight, amount used, balance remaining, technician, assistant and reason for euthanasia (e.g., health, age, behavior). Any discrepancy in the drug balance should be immediately reported to the kennel manager or director.

The animal's intake slip should be updated to record the date of and reason for euthanasia, weight of animal and the technician's initials.

**b. Inventory.** All controlled drugs must be carefully inventoried. The supply of drugs are locked in the supply drug safe, and only managerial employees have the combination to the safe. Each time a shipment of a controlled drug is received, it should be immediately placed in the safe and the appropriate paperwork completed, to include matching the invoice with the order slip.

A bound book is kept in the safe listing the type and amount of each controlled drug within. Each time a drug is removed from the safe, the person taking the drug is to mark it in the book and check to make certain the inventory is accurate. Under no circumstances should a page be removed from the book. If a mistake is made, a thin line should be drawn through the error with the necessary correction being made and initialed. Any time the safe is opened, either to add drugs from a shipment or to remove a bottle the process must be witnessed by another staff person. All entries should be made in ink, and no entry should be erased or completely obliterated. Any discrepancy should be immediately reported to the director.

A complete inventory should be conducted bi-annually and kept in the file, to be provided to any inspecting agent.

## **8. Preparation for euthanasia.**

**a. Treatment room.** Prior to euthanizing an animal, the red sign which reads "In Use Do Not Enter" should be put on the door of the treatment room facing the hallway. When this sign is on the door, no one should enter that room unless it is absolutely necessary to and only after making certain that it is safe to do so. Entering the room when euthanasia is taking place could frighten the animal and endanger the animal and staff members. Once euthanasia is complete, the sign should be turned over to the green side.

During euthanasia the treatment room, hallway and adjacent areas should be kept as quiet as possible. Only essential persons should be present during euthanasia.

**b. Needle size.** The proper size of needle and syringe is dependent upon the size of the animal. It is preferable to use the smallest syringe that can hold the proper amount of drug, as it is easier to hold and manipulate.

The needle size should be based upon the size of the animal's vein. Typically kittens require a 27 gauge 1/2" needle, adult cats require a 25 gauge 3/4" needle and dogs, depending upon size, require 18 - 25 gauge 1" needle. The 1 1/2" needles are usually used only in determining death by checking for a heartbeat in large dogs after checking for eye reflex and heart sounds.

Needles should be checked for barbs prior to use and should be changed to prevent dulling if more than two insertions are needed. Used needles and syringes are disposed of in the red, medical waste container.

**c. Staff presence.** Generally euthanasia must be performed by two persons. The handler is responsible for comforting the animal; securing and controlling the animal so it cannot bite; speaking gently using the animal's name, if known; soothing the animal and directing its attention to the handler, rather than to the procedure itself. The second person administers the injection.

If insufficient staff are available and the situation cannot wait, the animal must be transported to a veterinarian for euthanasia.

Only in extenuating circumstances may euthanasia be performed by one person and only if it is safe to do so. Such situations may involve a newborn animal that can be held and injected by one person, a wild animal that can be safely tranquilized first or a critically ill or injured animal that must be euthanized immediately to prevent further suffering.

**d. Presence of other animals.** Only one animal at a time is present in the treatment room. Live animals should not see another animal being euthanized nor should they see a carcass. Only under rare and extenuating circumstances may an exception be made and only if it will make the process easier on the animals. Such an exception may be a litter of newborn animals who are not conscious of what is happening, but are comforted by each other's presence. Care should be taken to keep them from seeing the actual euthanasia by covering the cage with a towel.

If a mother animal and her young are to be euthanized, the mother is always first to spare her the anxiety of worrying about what is happening to her babies. If the babies are newborn with their eyes still closed, are nursing and are going to be euthanized with an intra-peritoneal injection, they may be placed against the mother's breast (if she has just been euthanized) after being injected and until death occurs as continuing to nurse and be with the mother will comfort them.

**9. Euthanasia agent.** Sodium phenobarbital is the euthanasia agent used in nearly all cases. The preferred method of administration, when at all possible, is intravenously. Intra peritoneal injections are acceptable for infant animals, companion animals other than cats and dogs and wild animals, or in any other case where IV injection is not possible. Intra cardiac injections must never be performed on conscious animals. An intra cardiac injection may only be used if the animal is completely unconscious and an intravenous injection is not possible.

**10. Pre-Euthanasia Sedatives.** Telazol is the agency's drug preferred for use in tranquilizing animals. It is less painful upon injection than other drugs and is fast acting. All tranquilizing agents are to be administered intramuscularly.

Telazol comes in a dry powder form which is mixed with sterile water. The strength of the drug and dosage to use varies depending on how the drug is mixed. Telazol also expires shortly after it is mixed so it is very important for staff to check the strength and date of mixture before administering the drug. The correct dosage to use, depending upon the strength of the drug and the animal's weight, is listed on a chart in the treatment room.

Domestic animals should only be tranquilized when necessary, but not routinely. Tranquilizing is needed if the animal is extremely frightened, uncooperative, excessively active or aggressive. Wild animals and feral animals should usually be tranquilized first.

Tranquilizing agents may also cause the animal to vomit. If the animal is muzzled, it is essential to carefully monitor the animal and to remove the muzzle if it shows signs of vomiting to prevent it from strangling on its own vomit.

**11. Dosage.** The proper dosage for sodium pentobarbital is 1 cc per ten pounds, however, an overdose should always be administered. If necessary, additional dosages will be administered until unconsciousness and death occur. Cats weighing up to nine pounds receive 1 to 1 ½ cc of sodium pentobarbital. Cats over nine pounds receive 2 cc.

**12. Euthanasia procedures.** It is virtually impossible to list a direct step-by-step procedure regarding euthanasia since the proper method depends upon several factors, such as the species, age, size, behavior and medical condition of the animal. However, there are important guidelines, as set forth below, which should be followed.

**a.** Small and medium-sized animals should be placed on a towel on the table or scale, and large animals may be placed on the scale or may be euthanized on the floor.

**b.** It is usually preferable to use the vein in the front leg of the animal for the intravenous injection. If this is not possible the vein in the rear leg may be used. The vein in the rear leg may be prominent on the outside of the leg or the inside thigh area depending on the species. If the rear leg is used in cats, the vein on the inner thigh area should be used; in dogs the vein on the outside of the rear leg should be used.

**c.** For intravenous injections, in most animals the vein is easily detected by merely applying pressure to it, by pumping the paw or by wetting the area with alcohol. It is preferable to locate the vein by these methods as it is much less stressful to the animal.

However, if the vein cannot easily be seen in this way, the leg should be shaved using the clippers on dogs. Shaving is not usually too upsetting to dogs; however, the clippers should be turned on before touching the animal with them to avoid suddenly frightening the animal.

The noise of the clippers does usually cause cats a great deal of anxiety, stress and fear, and clippers should not be used. With cats, a small area of hair can be cut away with scissors. Animals other than dogs and cats should usually be tranquilized and then shaved.

**d.** Once the vein has been located, the handler should hold off the vein by slightly rolling it and applying pressure. The technician will then insert the needle into the vein and will aspirate which, if the needle is properly inserted into the vein, will cause blood to appear in the syringe. Once the needle has been inserted, the technician should secure the syringe and tell the handler to release pressure on the vein. The handler will continue to firmly hold the animal's leg to prevent any sudden movement.

**e.** The technician will then quickly and smoothly inject the sodium phenobarbital into the vein, watching carefully to ensure that the vein is not lost or does not "bubble." A bubble occurs when the needle comes out of the vein and the solution is injected into the surrounding area. This will be painful to the animal and convulsions may occur depending on how much solution has been injected. If the animal remains calm, the injection should quickly be administered into the vein above the site of the bubble or into the vein in a different leg. If the animal is in pain, stressed, or convulsing or if another vein cannot be promptly found, a tranquilizer should be administered quickly.

**f.** Once the sodium phenobarbital is properly injected into the vein, the animal will collapse very quickly. The handler must continue to support the animal, speaking softly and gently caressing as animal as he/she is placed flat on the surface. The animal may remain conscious for a few moments afterwards, so it is very important to continue comforting the animal, periodically checking for consciousness by checking for an eye reflex. Once the animal loses consciousness, breathing and heartbeat may continue for a few moments.

**g.** Death is determined by checking for eye reflex, and performing the toe pinch, checking for a heartbeat with the stethoscope, and lastly by inserting the needle into the heart to check for movement. The animal is never to be put in the refrigerator or left alone until death has been verified.

Once death is determined, unless an owner wishes to make other arrangements, the carcass is gently placed into a barrel in the refrigerator. Animals that must be tested for rabies are laid to the side for further processing.

Intra peritoneal injections should be used if an intravenous injection is not possible. The injection is made into the center of the abdominal area directly under the rib cage. A greater amount of sodium phenobarbital is necessary for intra peritoneal injections, and the proper amount varies upon the size of the animal.

In some cases it will be best to tranquilize the animal before rendering an intraperitoneal injection. Once the injection is complete, the animal should be placed in a small, padded, covered crate, cage or carrier until death takes place, and then checked for death as described above.

**13. Disposal.** {Insert your agency's process }

### **QUARANTINE DOGS,** **DOGS BEING DECLARED DANGEROUS/VICIOUS**

**1. General.** In order to protect the safety of staff, personal interaction with dogs held in quarantine, or declared dangerous or vicious, is prohibited. The following protocol must be followed in working with these dogs.

**2. Procedure.** The dog must *always* be on the opposite side of the closed guillotine door when the kennel is opened for any reason: feeding, cleaning, scooping, etc.

If the kennel *must* be entered for any reason when the dog cannot be secured in this manner (e.g. the guillotine door is off the tracks), two staff members *must* be present. One should distract the dog's attention from outside the kennel while the other does what needs to be done in the kennel.

These dogs are not to be taken out of the kennel for exercise at any time, even within the confines of the dog isolation room.

If the dog requires care for a medical problem, such care must be authorized by the director, director of shelter operations, or kennel manager. Two staff members must be present *every time* someone enters the kennel to administer treatment.

When euthanizing a dog who has been in quarantine or declared dangerous/vicious, a pre-euthanasia tranquilizer will always be administered to minimize the risk of injury to staff members, as well as to minimize stress for the dog.

**3. Cost:** Any cost associated with housing an animal that has been declared dangerous/vicious is the responsibility of the animal's owner.

## ADOPTIONS

### **ADOPTION OPERATIVES**

1. **General.** As one of the key components of animal sheltering and control, it is the goal of the Lafourche Parish Animal Shelter to provide quality homes for all adopted animals. This goal is met by establishing convenient hours, by following adoption guidelines and rules.
2. **Adoption service hours.** Expanded weekday, weekend and evening hours to accommodate working individuals and families have a positive effect on the number of animals adopted.
3. **Veterinary care:** All adopted animals must be examined by a qualified veterinarian within 72 hours of adoption.
4. **Identification:** All adopted animals are provided a temporary identification. Because identification can insure the animal's future safety, staff must encourage the purchase of a permanent tag for dogs and cats.
5. **Adoption contract and fees:** Staff will review the entire contract with the adopter, noting the agreements for providing care for the animal. Staff will collect fees at the time the animal is released. This fee will include the adoption and deposit for the spay/neutering of the animal. Only checks and money orders will be accepted.

PROCEDURE ADP-002  
Effective Date:

### DAILY REVIEW

1. **General.** A comprehensive animal adoption program is not complete without a thorough review of the entire process leading up to the adoption itself. It is therefore necessary to perform by adoption or front office staff a daily accounting of that process, from reviewing applications to releasing animals.
2. **Application review/count.** The adoption program manager reviews each application, highlights any questionable responses from applicants and ensures that potential adopters have signed the application. A count of first and back-up applications is recorded daily.
3. **Comparison check.** To make certain that home visit appointments are noted on the proper forms, the adoption program manager compares the appointments listed in the home visit book with the home visit date on adoption applications and tracking slips. Any discrepancies must be immediately resolved.  
Furthermore, in situations where a previous adopter of the Animal Shelter is seeking to add another animal to his or her household, the adoption program manager should review the prior application to determine if the animal had received its health check and was sterilized.
4. **Questionable adopter list.** While the staff member handling the application should check the ARK computer system cross referencing the name, address and phone number, and the questionable adopter list before granting approval, the busy environs of the front office may preclude this review. The adoption program manager should take steps to ensure that adopters are not listed in the cautionary file. Any problems in this regard should be brought to the attention of the Director.
5. **Health check.** On the day of the home visit, the health check section of the adoption application is completed by the adoption counselor. It is important to note the animal's appetite and health, bathroom habits, including the use of outside runs and medical condition, such as upper respiratory infection. This information is derived from the animal's medical card and the kennel department's personal file on each animal.
6. **First application update.** To inform potential adopters that an animal is scheduled for a home visit, cage cards are placed on the animal's cage, and back up applications are still encouraged.
7. **Back-up applications.** Many back-up applications are filed by because individuals needing to bring in other family members to meet the animal, obtain written rental permission, or wait for the outcome of the first applicant. The adoption program manager should review each back-up application daily to determine its status. Any special comments in this regard should be noted on the application. Applicants are given a status form to let them know the time frame they have to complete the above requirements.
8. **Look slips.** Adoption counselors will physically post look slips, unless it's late in the day then they can call the Shelter to report the time and date an animal is scheduled to be released. The adoption program manager should review look slips daily to determine if the animal was groomed and if the adopter picked up the animal as scheduled.

**9. Pending adoption verification.** In the absence of adoption personnel, office staff will perform the above tasks. A pending adoption tracking form will be completed and submitted to the adoption program manager for review and resolution of any problems.

PROCEDURE ADP-003  
Effective Date:

### **PRE-ADOPTION PROCESS**

**1. General.** The pre-adoption process acquaints the adoption counselor with the potential adopter's application and the behavior, health and personality of the animal being considered for adoption.

**2. Application review.** Prior to the home visit appointment, the adoption counselor reviews the application in order to become acquainted with the applicant and the type of care the potential adopter will provide to the animal. For adopters who have indicated a lack of knowledge in certain areas, this prior review also gives the counselor an opportunity to structure the consultation.

**3. Animal visiting.** It is imperative that adoption counselors interact with the animal prior to the home visit. Insight into the animal's behavior can be gained by socializing with cats and by walking dogs. Similarly, counselors can learn more about the behavior of the animal by consulting with staff members, particularly kennel workers.

**4. Review of available data.** A copy of the intake slip and, for owner-released animals, a pet personality profile, and behavior evaluation are attached to the adopter's application which can provide important information about the animal to the adoption counselor. In addition, the health check section on the application or the pet's personal file is helpful in understanding the animal's current medical condition.

**5. Confirmation of appointment.** Adoption counselors should call the potential adopter prior to the visit, to confirm the time of the appointment and to clarify, if necessary, directions to the individual's residence.

PROCEDURE ADP-006  
Effective Date:

### **PUBLIC RELATIONS**

**1. General.** Establishing good public relations with community members and the media creates a favorable and lasting impression. Each time a pet is adopted from the Shelter, an image of the shelter is carried into the community. Adoption-related activities can promote an image of care, professionalism and success.

**2. Pets of the month.** Any animal advertised in a public forum should have a notation made on the animal's intake slip. This alerts staff that the animal should be held for a period of time to allow interested parties to make application.

**3. Advertising on television.** The adoption program manager is responsible for coordinating the process of advertising animals on television.

**4. Tours of the Shelter.** Through the humane education department, tours for both children and adults are arranged. These tours provide an important educational experience for the community and serve as a reminder when individuals decide it is time to get an animal. When possible, the adoption program manager should be available to answer questions about the adoption process.

### **VOLUNTEERS**

PROCEDURE VOL-001  
Effective Date:

### **RECRUITMENT**

**1. General.** Volunteers are generally used to socialize animals, assist with animal care taking, counsel prospective pet adopters and coordinate special fund-raising events. Their special skills and talents make a positive difference in the lives of Shelter animals, and their recruitment is essential for good Shelter operation.

**2. Selection of volunteers.** Most volunteers are individuals who have visited or adopted from the Shelter, have been referred by community service agencies or are student interns. The Shelter prefers

volunteers to be at least 18 years of age, although exceptions are made with the approval of the individual's parent or guardian.

**3. Volunteer application.** Individuals wishing to become a part of the Shelter's volunteer team are asked to complete a volunteer application that is submitted to the volunteer coordinator. The coordinator will review all applications and call potential volunteers to advise them of the process involved for bringing new volunteers on board. All volunteers will attend an orientation and interview session.

**4. Orientation.** An orientation session is an important first step in acquainting prospective volunteers about Shelter operation and programs. This session allows interested persons to evaluate their level of interest and time commitment. The volunteer coordinator will call potential volunteers to advise them of the date and time an orientation session is scheduled.

**5. Interviewing volunteers.** After the orientation session, the volunteer coordinator will call all attendees to schedule a personal interview. This interview helps define expectations of both the volunteer and the volunteer coordinator in terms of the individual's area of interest, training and time commitments and skill level.

The important role of the volunteer coordinator in interviewing potential volunteers is to determine if the needs of the Shelter will be met through the service being offered and if the individual can work in a stressful environment. Questions asked of the coordinator are designed to understand why individuals want to volunteer and what they hope to accomplish. Likewise, a person's feelings about euthanasia, spaying and neutering, keeping pets indoors and other animal-related experiences will help the coordinator formulate an opinion as to how the individual will fit into a shelter work environment. Since most volunteers interact in one way or another with the public, it is important that their relations with animals are humane, respectful, and kind.

During the interview, the volunteer coordinator will tell the individual if he or she is accepted.

**6. Acceptance of volunteers.** If the volunteer is accepted, the coordinator will discuss placements, review general rules of behavior and conduct, establish a training schedule and have the individual sign a liability release form. Each individual is to read, understand and sign a release and, for persons under the age of 18, a parent or guardian is required to sign the form. No individual will begin working until the release is signed.

Some people may want to help animals but prefer to work outside the Shelter environment. These individuals are best placed in programs like fundraising or performing such tasks as graphic art design.

The coordinator is expected to establish a personnel file on each volunteer. This file will include, at the minimum, the individual's application, liability release form, training schedules, evaluations and commendations by staff members and a record of the number of hours volunteered at the Shelter.

**7. Non acceptance of volunteers.** Not all potential volunteers will be accepted to work at the Shelter. Some possible reasons: their service offered is not needed, they have an incompatible schedule, they have a poor or abusive history with animals or, they have are unable to deal with euthanasia. The volunteer coordinator will tactfully explain the reason why they are not being accepted and offer suggestions, if appropriate, for working at other organizations.

The coordinator will write the reason for non acceptance on the volunteer's application. The application will be kept on file in the event the individual reapplies or a problem surfaces regarding the handling of denial.

**8. General rules.** As with staff members at the Shelter, volunteers are expected to adhere to certain rules of conduct and behavior in order to provide a safe and productive work environment. These general rules will be explained by the coordinator to the volunteer during the interview.

**a. Conduct.** Volunteers must wear a name tag and are expected to dress appropriately. Because euthanasia of animals is a staff decision, volunteers will not interfere, under any circumstances, by questioning which animals are euthanized.

Volunteers are expected to do their work in a professional manner, to be constructive at all times to assist in any work for which they are not trained, to refrain from loitering in areas particularly the front office and to refer visitors to staff if questions are asked and the proper answer is not known.

**b. Adoption.** Volunteers are not permitted to adopt from the Shelter until they have completed three months of service. Not all animals entering the Shelter will be placed in a suitable home. Euthanasia is the final act of kindness the Shelter can extend to these homeless pets. Volunteers may find this upsetting and feel that adoption on their part is the best solution, not realizing that there are simply not enough homes for placement of all animals.

The volunteer coordinator will explain during the interview the reason for the waiting period on adoption *{Insert your agency's time period}*.

**c. Time commitment.** Because staff work load is dependent upon a volunteer's time commitment, volunteers are expected to work according to the established schedule. They are generally not permitted to come in whenever they desire.

Volunteers who wish to come in at a time for which they are not scheduled should first contact the supervisor of the department to see if their help is needed.

**d. Duty roster.** Each volunteer is to sign in and sign out on a duty roster form upon every visit to the Shelter. This is particularly important for students and community service workers who have a set amount of hours to fulfill. The duty roster serves as the only form documenting the dates and times volunteers are at the Shelter or assisting with special projects. The volunteer coordinator will record the number of hours each volunteer works on a monthly basis.

The duty roster also gives an overall picture of the impact of volunteer contribution. Students with the Students in Volunteering program or community service workers who falsify their time will be terminated.

**e. Volunteer calendar.** To enable Shelter staff to plan tasks, assignments and work load, each volunteer is expected to schedule in advance, preferably monthly, his or her time commitments on the volunteer calendar. Any cancellations are to be reported to the department manager or volunteer coordinator.

PROCEDURE VOL-002  
Effective Date:

### PLACEMENT

**1. General.** Making a good match between a volunteer's particular area of interest and the needs of the Shelter help further the mission of the agency in providing care and companionship for homeless animals. It is also important for the volunteer's self-esteem and feelings of contribution.

**2. Volunteer programs.** During the interview the volunteer coordinator will discuss the various volunteer programs available, either within the Shelter itself or outside of the Shelter. Many volunteers may already have a special skill that they are willing to contribute, such as graphic art design, calligraphy or photography or may desire to groom animals, assist with legal matters or rehabilitate wild animals, if properly licensed to do so.

Typical volunteer programs include:

**a. Pet therapy.** Under the initial guidance of the volunteer coordinator, individuals will visit, with their own pets, adult day care centers, nursing homes or hospitals. Each pet used for therapy must be temperament tested by an animal behavior specialist and be current on all vaccinations. Time commitment for pet therapy is generally one hour per visit. Training is provided by the volunteer coordinator.

**b. Socialization.** Both cats and dogs housed at the Shelter need socializing for bonding, exercise, companionship and reducing stress. Volunteers will socialize only with those animals available for adoption. No volunteer is permitted in the quarantine and cat isolation rooms.

Socializers are expected to understand adoption procedures as they will frequently be asked questions by visitors.

Time commitment for socialization is based on the volunteer's schedule, although they will adhere to a certain time frame. Training is provided by the administrative director, front office workers or the kennel staff.

**(1) Cats.** Cat socializers interact one-on-one with homeless cats to ensure that their time at the Shelter is as enjoyable and stress-free as possible. Cat socializers pet, groom and play with the animals, tidy the cat's living area and interact with potential pet adopters. At no time will cat socializers allow cats to roam free in the cattery.

Cat socializers are instructed to handle cats cautiously because of upper respiratory infection, to disinfect hands and clothing between handling each cat and to monitor the public's contact with the animals.

**(2) Dogs.** Generally dog socializers walk dogs, an important activity that provides play and exercise time. Volunteers are instructed to properly leash and collar dogs, to scoop any excrement while walking and to secure dogs in their runs upon returning to the Shelter.

Dog walkers must control dogs so that they do not jump on people or other dogs and, at no time, are dogs allowed off a leash. Since dogs must be at the Shelter for potential adopters, dog walkers are instructed to avoid walking dogs during peak adoption hours. This may include weekends, evenings and most holidays.

**c. Kennel work.** Many volunteers want to interact directly with animals. Kennel volunteers perform a wide variety of tasks ranging from cleaning kennel runs and cat cages, feeding, assisting with medicating and grooming to carrying out administrative and laundry chores. Training is provided by the kennel manager.

Volunteers are scheduled to work based upon the needs of the Shelter and are expected to adhere to a designated work schedule.

**d. Front office assistance.** To qualify as a front office worker, volunteers must be able to interact well with people, to make decisions and to juggle several tasks at one time. Volunteers will respond to telephone inquiries, assist with intaking animals, explain adoption procedures and help potential adopters select pets, dispatch calls to personnel in the field, match lost/found reports and sell dog licenses and pet products. Training is provided by the administrative director.

Volunteers do not handle cash transactions, operate the cash register, approve adoption applications or schedule home visits unless they have been trained to do so.

Because of the extensive training involved, front office volunteers must commit to a weekly schedule.

**e. Administrative work.** On occasion staff need assistance with a variety of projects. These projects may include typing or computer inputting, filing, mailings, coordination of humane education or adoption packets or following up on lost and found reports. Time commitment for administrative work is on an as-needed basis. Training is provided by the administrative director or volunteer coordinator.

**3. Training.** Before any volunteer begins work at the Shelter, he or she must be trained by a manager. The coordinator will introduce volunteers, after the interview, to the manager of the department in which they will be placed. For example, individuals wishing to learn animal caretaking duties or front office procedures will be referred, respectively, to the kennel manager or the administrative director.

Each manager is responsible for developing a training schedule, complete with dates, times and duties to be undertaken and both parties are expected to adhere to the schedule. Managers may choose to put in writing the training schedule so that there are no misunderstandings. Any volunteer who cancels a training session will call the manager, before the appointed time, to arrange another appointment.

**4. Role of staff.** The manager of the volunteer is expected to keep the volunteer coordinator well informed of the individual's progress and work habits. This is especially important for community service workers and student volunteers as the individual's probation officer or teacher will contact the coordinator on a regular basis for status reports. Any problems with volunteers should be promptly reported to the volunteer coordinator.

Volunteers generously give of their free time to help homeless animals and significantly complement the work of animal care professionals. Staff should always find time to verbally thank volunteers for their help. Staff may also want to add a nice touch by writing thank-you notes to volunteers, being certain to make a copy for the volunteer coordinator for placement in the individual's file. All volunteers should be treated by staff with courtesy, respect and appreciation.

**5. Termination.** Like staff, volunteers can be terminated for a variety of reasons. Poor performance, disruptive behavior, habitual tardiness or absenteeism or falsification of work hours by student volunteers or community service workers will result in termination.

In most situations, any problems will be brought to the attention of the volunteer coordinator who will discuss the situation with the director of the Shelter. A meeting will be called with the volunteer for the purpose of discussing the reason for termination. The volunteer coordinator is expected to document in writing the events leading up to the termination, including discussions held at the meeting itself and add this information to the volunteer's personnel file.

Should there be a serious incident extremely that would warrant the volunteer leaving immediately, the supervisor has the authority to direct the volunteer to leave. The supervisor will promptly notify the volunteer coordinator and director and will prepare written documentation about the incident.

For community service workers and student interns, the volunteer coordinator will contact the probation officer or teacher to inform them of the termination.

**Lafourche Parish Animal Shelter**  
**Adoption Procedures**

If you or someone is interested in adopting an animal, please review the following guidelines:

You must fill out an adoption application and turn it into the shelter. A staff member will review your application in order that it was received. Once reviewed, an employee will contact the applicant. Be sure the application is completely filled out.

You must be 18 years old to adopt an animal.

If approved to adopt an animal, you must pay a deposit for spay/neutering of the animal and a licensing fee. You **MUST** spay /neuter the animal within 30 days. **NO EXCEPTIONS!**

You will have **THREE** days to bring the animal to a veterinarian of your choice for a complete health check and vaccinations. This is completely your expense. You can expect to spend at least \$50 - \$100 for the first visit.

**Prices:**

*Cats:* Spay deposit for female cats - \$25.00  
Neuter deposit for male cats - \$15.00

*Dogs:* Spay deposit for female dogs - \$35.00  
Neuter deposit for male dogs - \$30.00

Licensing Fee: Annual licensing fee for dogs/cats - \$2.00

**Note:** If adopted animal is already spayed/neutered, only the \$2.00 licensing fee will be collected at the time of adoption. A health check is still required within three days.