



# **Generic Information** the animal welfare professional *Operations and shelter* *materials*





**For reference and  
informational purposes, only**

Please visit referenced websites for updated materials, guidelines and protocols.

## **Jennifer Orme Consulting**

- [jenny@jenniferorme.com](mailto:jenny@jenniferorme.com)
- 303 921-2070
- [www.jenniferorme.vpweb.com](http://www.jenniferorme.vpweb.com)

## **-Legend-**

	<b>Key Concepts</b>
	<b>Additional reading and resources</b>
	<b>Questions to contemplate</b>
	<b>Activity</b>

# References, websites, updates

## A. Websites, national projects and related

- Humane Society University - new programs ([www.humanesocietyuniversity.org](http://www.humanesocietyuniversity.org))
- Animal Sheltering Magazine – sign up for alerts ([www.animalsheltering.org](http://www.animalsheltering.org))
- The Shelter Pet Project ([www.shelterpetproject.org](http://www.shelterpetproject.org))
- Maddie's Fund ([www.maddiesfund.org](http://www.maddiesfund.org))
- ASPCA Pro ([www.aspcapro.org](http://www.aspcapro.org))
- SAWA Join as individual member ([www.sawanetwork.org](http://www.sawanetwork.org))
- National Federation of Humane Societies ([www.humanefederation.org](http://www.humanefederation.org))
- Pilots and Paws ([www.pilotsnpaws.org](http://www.pilotsnpaws.org))
- Info on pit bulls, general:
  - a. Bad Rap ([www.badrap.org](http://www.badrap.org))
  - b. National Canine Research Council [Pit Bull Placebo](http://nationalcanineresearchcouncil.com/ncrc-publications/)  
(<http://nationalcanineresearchcouncil.com/ncrc-publications/>)
- PetsMart Charities Research (2010) <http://www.petsmartcharities.org>

## B. Resources



- Infectious Disease Management in Animal Shelters (Miller/Hurley)
  - Google for best prices –**GET this book!** ([www.aspcapro.org](http://www.aspcapro.org))
- Infection Control Manual –Maddie's Fund ([www.cfsph@iastate.edu](http://www.cfsph@iastate.edu))
  - \$30 plus shipping
- Animal Friendly – Customer Smart: People Skills for Animal Shelters  
[www.shelterskills.com](http://www.shelterskills.com) \$10 & discount for multiple copies
- UC Davis Koret School of Shelter Medicine –Information Sheets  
<http://www.sheltermedicine.com/portal/infosheets.php> - top3

1. **Why we do the things we do**

a. Overview-Shelter Statistics Link to YouTube video

[http://www.youtube.com/watch?v=nPIzhXM\\_8Qw](http://www.youtube.com/watch?v=nPIzhXM_8Qw)

b. Percentage of pets acquired from shelters? \_\_\_\_\_% (American Pet Products Association [www.americanpetproducts.org](http://www.americanpetproducts.org))

c. Number one killer of dogs and cats in this country?



\_\_\_\_\_  
\_\_\_\_\_.

Key: b. Approximately 20% c. Euthanasia at animal shelters



**There are about 6000-8000\* community animal shelters nationwide that are independent; there is no national organization monitoring these shelters. The phrases "humane society" and "SPCA" are generic terms; shelters using those names are not part of the American Humane Association, Humane Society of the United States or the ASPCA. Currently, no government institution or animal organization is responsible for tabulating national statistics for the animal protection movement.**

**(\*These figures vary between the national organizations.)**

d. Fast Facts on Pet Ownership in the US (American Pet Products Association) National Pet Owners Survey 2009-2010

1. \_\_\_\_\_% of U.S. households own a pet.
2. This equates to \_\_\_\_\_ homes.
3. There are approximately \_\_\_\_\_ owned dogs in the United States
4. Dogs are in \_\_\_\_\_% of the households owning pets.
5. There are approximately \_\_\_\_\_ owned cats in the United States.
6. Nearly \_\_\_\_\_ percent of U.S. households own at least one cat
7. Estimates for US expenditures in 2010 - \_\_\_\_\_ **billion** dollars on pets and pet related supplies.



## Other Information

- ✓ Thirty-nine percent of U.S. households own at least one dog
- ✓ Most owners (63 percent) own one dog
- ✓ Twenty-five percent of owners own two dogs
- ✓ Twelve percent of owners own three or more dogs
- ✓ On average, owners have almost two dogs (1.7)
- ✓ The proportion of male to female dogs is even
- ✓ Seventy-five percent of owned dogs are spayed or neutered
- ✓ Fifty-six percent of owners own more than one cat
- ✓ On average, owners have two cats (2.3)
- ✓ More female cats are owned than male cats (73 percent vs. 63 percent respectively)
- ✓ Eighty-seven percent of owned cats are spayed or neutered

### e. Dog Bite Statistics

Considered by the Centers for Disease Control and Prevention to be a silent epidemic, there are approximately (8.) \_\_\_\_\_ dog bites in North America annually, with 12 - 31 fatalities each year, most of them children. Compared to adults, children suffer (9.) \_\_\_\_\_% higher medically-attended bite rate, and as much as (10.) \_\_\_\_\_% of dog bite-related fatalities are children.



[www.cdc.gov](http://www.cdc.gov) [Dog Bite Prevention \(includes podcast\)](#)  
[www.avma.org](http://www.avma.org) [Dog Bite Fact Sheet](#)

[www.dogbites.org](http://www.dogbites.org)

#### Key:

- |                       |                 |
|-----------------------|-----------------|
| 1. 62%                | 6. 38.4 percent |
| 2. 71.4 million homes | 7. 47.7 Billion |
| 3. 77.5 million       | 8. 4.7 million  |
| 4. 45.4%              | 9. 300% higher  |
| 5. 93.6 million       | 10. 70%         |

### 2. Guiding principles in managing animal shelters:

- a. Five Freedoms
- b. Herd health manager
- c. Tiered housing – streamlined
- d. Sound business practices
- e. Industry standards of care/operating





a. **Five Freedoms** (Research data <http://www.fawc.org.uk/freedoms.htm> and reference article Animal Sheltering Magazine <http://www.animalsheltering.org> *Defining Quality of Life*)

1. Freedom from \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
2. Freedom from \_\_\_\_\_.
3. Freedom from \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
4. Freedom to \_\_\_\_\_.
5. Freedom from \_\_\_\_\_ and \_\_\_\_\_.

b. **Herd health manager** (See above references and ASPCA references:

<http://www.aspcapro.org/shelter-veterinary-medicine.php>)

- Incorporate practices to keep the ENTIRE population healthy
- Crowding and stress – Two main components that contribute to disease in the shelter
- Housing & care – Knowing that length of stay can have a significant (negative) impact on animal health, both physically and mentally

c. **Tiered housing** (see resources for minimum guidelines)

- All animals receive a baseline health screening and medical treatment:
  - Vaccination (immediately or BEFORE)
  - Internal/external parasites
  - Identification of any communicable diseases (gross to fine exam)  
Resource “How to conduct a shelter animal health exam”  
[www.sheltermedicine.com](http://www.sheltermedicine.com)
  - Segregated into tiered housing
  - Separation of healthy vs sick animals KEY
  - Outsource animals at high risk



d. **Sound business practices**

- Management and business practices that are essential to ANY business
- Hours of operations
- Customer friendly services and customer friendly staff
- Competitive pricing
- One “stop” shop

e. **Industry standards of care**

- Spay and neutering (both shelter animals and community)

- Programs to keep human/animal bond INTACT
- More cost effective to do preventative programs rather than house, re-home or disposition (euthanasia)



- Language and definitions - [www.asilomaraccord.org](http://www.asilomaraccord.org)
- A common methodology to accurately track the number of animals entering and exiting shelters and trends.

- Focus:

**Reducing the euthanasia of healthy and treatable companion animals in the US.**

3. **Cats – *Move over Rover! Cats take top place normally held by Spot! Ten fast facts about Cats!***

1. Sleep on average \_\_\_\_\_ hours per day ~ (older cats can sleep longer...~18 hours)
2. **Groom about \_\_\_\_\_** of the time
3. Sense of smell is \_\_\_\_\_ **times stronger** than a human's
4. The hearing of the average cat is at least \_\_\_\_\_ **times keener** than that of a human adult
5. **More or less** (circle one) active in the evening hours
6. Cats have 244 bones in their bodies (About 40 more than humans)
7. Cats can sprint at approximately ~31 mph
8. Cats have about \_\_\_\_\_ different vocalization sounds. In comparison, dogs have about 10
9. Cats can be trained to walk on a leash among other things
10. Besides their noses, cats can smell with something called the "Jacobson's organ", located in the upper surface of their mouths.



**Key:**

- |                      |                      |
|----------------------|----------------------|
| 1. 16 hours per day  | 5. More              |
| 2. 30%               | 8. 100               |
| 3. 14 times stronger | ii 7. 16 times a day |
| 4. five              |                      |



**What (if anything) surprised you?**

Jennifer Orme Consulting [www.jeniferorme.vpweb.com](http://www.jeniferorme.vpweb.com)

[jenny@jeniferorme.com](mailto:jenny@jeniferorme.com)

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**Housing standards for cats (Resource: [www.sheltermedicine.org](http://www.sheltermedicine.org))**

- 11 square feet in cages (useable) + 2.5 colony=13.5 sq. for colony
- Cat should have enough space to lie prone and stretch to full body length
- Minimum of three FEET between litter box and food/water
- A soft cushion to sleep on (study: 3” of cushion – cats had more REM) sleep
- Housed separately from dogs and noise of barking dogs
- Must have litter-box with clay litter (or similar) 2-3 inches is best
- Fresh food/water DAILY
- Canned food (a small amount) for enrichment and for diet
- Vertical space to be up high
- Place to hide (including towel over front of cage)

Which of these would be easy to do? \_\_\_\_\_

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Which of these would be more challenging? \_\_\_\_\_

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### **C3 Method – (SPOT) Cleaning while the cat is in the cage**

- **Housekeeping only**
- **Only for healthy (not sick) but** also for fractious, feral, timid, scared
  - i. **Question – why not sick? (If you're treating for an infectious disease, you don't want the cat to 're-infect' itself on dirty bedding)**
- Clean up area only (soap, water) **NO CHEMICALS**
- Emphasis is on cleaning BETWEEN occupants-not disturbing cat, moving, excessive handling and using excessive chemicals. **Think Less is More for cats**

## 25+ things you can do to help cats at your shelter (see resource materials)



1. **SPAY and NEUTER** before adoption and **MICROCHIP** at adoption.

**1.a Collar and tag them~!!!** (reference material for research – Dr. Linda Lord Ohio State University <http://researchnews.osu.edu/archive/catcollar.htm>)

2. House cats separately from dogs
3. Mitigate noise with sound barriers, white noise, music, etc
4. **MUSIC = Light classical**
5. VACCINATE\* upon intake OR SOONER
6. Towel, soft bedding and toys
7. Cats can eat \_\_\_\_\_times a day...dry food (free feed) at all times
8. Cats are carnivores – **need protein** – Serve wet food (try tearing a paper plate into fours with a small quantity) **SEPARATE from dry**
9. **Shoebox, feral cat den, towel, box ANYTHING for a place to hide**  
([www.cspecialties.com](http://www.cspecialties.com); [www.animal-care.com](http://www.animal-care.com))
10. **Vertical Space!** (Shelf, crate or similar) Source: Kitty Kribs [www.crijopets.com](http://www.crijopets.com)
11. LESS is MORE when cleaning/disinfecting. NO aerosol spray bottles, only ‘nubbin’ (spout type) Source: US Plastic [www.usplastic.com/catalog/item.aspx?itemid=22821&catid=536](http://www.usplastic.com/catalog/item.aspx?itemid=22821&catid=536)
12. **Spot clean** residents’ cages; thoroughly sanitize between residents. **C<sup>3</sup> Method**
13. **RINSE chemicals** and DRY, DRY, DRY well!
14. NO phenols ANYPLACE in your shelter (Lysol, Pine-Sol). READ Labels
15. Use hand sanitizers with a 70% isopropyl alcohol (Germstar)
16. Use personal protection equipment (PPE) throughout your DAY.
17. Always change your clothes at the end of the day & keep them clean through the day
18. Create a TNR program in your community to help reduce the ferals coming into your shelter
19. The recommended preventive dose of lysine is 500 mgs per adult cat twice daily, given as a powder sprinkled on food (canned) Source: National Pet Pharmacy [www.nationalpetpharmacy.com](http://www.nationalpetpharmacy.com)
20. Do Clicker Training ([www.karenpryor.com](http://www.karenpryor.com))
21. Do Feline-ality (Meet your Match) program through the ASPCA [www.aspcapro.org](http://www.aspcapro.org)
22. Rescue Remedy (Bach-homeopathic) <http://www.rescueremedy.com/pets/>
23. Feliway (Pherome spray) <http://www.feliway.com/us>
24. Colony housing & groups (13.5 sq ft per cat; 10-12 max per room; all in/all out preferable)
25. ALL on your website & PetFinder ([www.petfinder.com](http://www.petfinder.com)) and/or PetTango



26. Partner with PetsMart ([www.petsmartcharities.org](http://www.petsmartcharities.org))
27. Humane education in the classroom! (<http://aphe.org/>)
28. *Market* your more challenging to place animals - *AGGRESSIVELY & Creatively*
29. Link to the ASPCA research data on free adult cat promotions <http://www.aspcapro.org/free-adult-cat-adoptions.php>

What about free adult cat adoptions? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

30. Creating choices in individual and group housing
  - Hideouts – top choice in stress reduction
  - Vertical space and hangouts

Additional reading materials



- BC SPCA Cat Welfare Program <http://www.sPCA.bc.ca/welfare/professional-resources/catsense/catsense.html>
- Cats as Individuals (Kit Jenkins, PetsMart Charities) <http://www.petsmartcharities.org/agencies/webinars.php>
- Clicker training for cats (Karen Pryor) [www.karenpryor.com](http://www.karenpryor.com)
- Hide Perch n Go <http://www.petfinder.com/admin/hide-perch-go.html>
- CataLyst Council ([www.catalystcouncil.org](http://www.catalystcouncil.org)) Free newsletter

4. **Nutrition and feeding schedules – Junk in = junk out!**

**Resource:** [www.sheltermedicine.com](http://www.sheltermedicine.com)

- a. Set feeding = ability to manage animals, staff, time & organic waste (Go to concepts in Herd Health Management)
  - i. No free feeding (exception – food aggression); no overnight for healthy adult dogs. *Why?*
    1. Every opportunity for dogs, should be a learning opportunity. Using treats and food as motivators for good “behavior”
    2. Odor. Excessive feeding – excessive waste
    3. Vector control. Have a rodent or roach/insect problem?
    4. Staff time. Is your staff spending most of their precious time cleaning and not in handling/enrichment/training?

**Always exceptions**

Remember key: ***Every opportunity is a learning opportunity for dogs (and even cats!)***

- b. Dietary considerations (**follow manufacturers’ guidelines**)
  - i. Puppies/dogs
  - ii. Cats/kittens (weigh at intake)
  - iii. Geriatric and convalescent animals
- c. Food quality and shelter partner programs
  - i. Hills Science Diet <http://www.hillspet.com/hillspet/portal/shelterProPortal.hjsp>
- d. Public perception and education
- e. Use of treats, Kongs™, and chews [www.kongcompany.com](http://www.kongcompany.com)
- f. Using clicker training programs as an enrichment tool
- g. Lysine and other dietary considerations cats (see cat section)
- h. **By products??** Many pet foods were found to have **sodium pentobarbital** from *ethanized pets sent to rendering companies.*
  - i. Old Roy
  - ii. Heinz
  - iii. Pro Plan
  - iv. Article – [www.addisonsindogs.com](http://www.addisonsindogs.com)

***Thought to ponder.....***

Regarding nutrition and feeding of shelter animals, I used to think

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After hearing the information on feeding schedules for dogs and nutritional needs, now I'm thinking

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## 5. Sanitation and disease control - **More than just chemicals!**



Resource: [www.sheltermedicine.com](http://www.sheltermedicine.com)

- What are the populations (generally) at highest risk in the shelter?  
\_\_\_\_\_ and \_\_\_\_\_

Key: Puppies and kittens - *Why?*

- Set up & establish policies to keep **all population** (herd) healthy
- Know your numbers!! (shelter statistics AND animal housing numbers)
- Aggressive **vaccination protocol**
  - **When do you vaccinate animals?**
    - What about BEFORE they enter the shelter?
- **Baseline health interventions** -communicable diseases
- **Segregation and isolation** of potential sick animals from the rest of the population
- Balance with the needs of the **individual animal**
- Breed, temperament, background of housing (stamina, how valiant, steadfast under change of environment)
- **Housing and construction.** Which of these are **important? (Key-ALL)**
  - Double sided kennels/cages (guillotine doors)
  - Limited animal “wrangling” NO CROWDING
  - All surfaces non-porous & able to be sanitized
  - Noise abatement
  - Natural light
  - Air Flow
  - Limiting cross contamination via fomites
- First impressions
- Traffic flow?
  - How are animals entering into the facility?
  - POE – Point of entry. Think of what is most frequently used, but not frequently cleaned

- Tiered housing and segregation (See handout in reference materials)
  - **Isolation** – A place to keep animals you have reason to believe **are sick** or have been exposed to contagions.
  - **Quarantine** – A place to keep apparently healthy animals until it is determined that they are probably not sick
  - **Adoption** – A place for animals that have shown to be healthy; animals vaccinated, given behavioral assessment and able to be re-homed
- Schedule of cleaning
  - **Start with HEALTHIEST population first then to the least healthiest**
  - Adoptable kittens/puppies
  - Adoptable adult animals
  - Stray/Quarantine kittens/puppies
  - Stray/Quarantine adult animals
  - Isolation areas



#### **CHANGE YOUR CLOTHES**


- Point of entry (POE) and vehicle cleaning
- Use PPE, boots, booties  
PPE stands for \_\_\_\_\_


(Key: Personal protection equipment)

- Single use items (disposable litter pans; food trays) and cleanable services (Yes – that means the cat trees have to go)
- Traffic flow – Think of all the places you walk thru; all the animals that you handle
- What about foot baths? Not all that useful. Use booties instead

#### **WHAT REALLY Needs Cleaning**

- **Pre-vaccination surfaces**
  - For example, animal transport vehicles, carriers, exam surfaces, **clothing of intake staff**
  - **Animal housing *between occupants***
  - Pay special attention to kitten, puppy and sick animal areas
- **High contact surfaces**
  - “Get-acquainted rooms”, aisles, exercise areas, door knobs, telephones
- Remember, we move about shelters much more than animals do.

- **Investing in keeping our hands, arms, clothing and feet clean** (either by cleaning or by use of protective garments) will often go *at least as far as environmental cleaning* in preventing disease spread
    - Wear gloves when handling sick or wounded animals.
    - Wear gloves when cleaning cages.
    - Consider use of goggles or face protection if splashes from contaminated surfaces may occur (Refer to MSDS)
    - Facemasks should be worn when handling ill birds to minimize the risk of contracting disease. SINGLE USE!!!
    - Bring a change of clothes to wear home at the end of the day
    - Bag and thoroughly clean clothes worn at the shelter
  - **Suppliers:**
    - ACES [www.animal-care.com](http://www.animal-care.com)
    - Pro Safety <http://prosafety.com>
    - Reference sheet: [www.jenniferorme.vpweb.com](http://www.jenniferorme.vpweb.com)
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- **Fomites:** Objects such as hands, contaminated surfaces, exam supplies, food and water dishes, etc. that serve to mechanically transmit disease
    - What are common fomites in the shelter environment?
    - Number one culprit in disease transmission? \_\_\_\_\_

Hint: *who has the most freedom in the sheltering environment and the most contact with animals?* = YOU
- 
- 
- **Changing clothing after cleaning is probably one of the simplest, most important things you can do to protect animal health.** (and yours)
    - How clean is clean (using a black light to check on organic waste)
  - Activity- Glow Germ - Gel and powder to indicate how clean is clean. Great to demo with stuff animals, topical surfaces (NOT for live animals)
    - [www.glogerm.com](http://www.glogerm.com)
  - Tools and Equipment ([www.animal-care.com](http://www.animal-care.com))
    - Scooper
    - Five gallon container w/heavy plastic bag

- Stiff brush
- Scraper
- Foamer – cat areas (*keep aerosol/aeration down*)
- **Nubbin type dispensers** (no spray/aerosol tops – See resources)



- Water hose/supply
- Chemicals/disinfectant

**Remember: Stainless steel bowls and litter pans, or disposable (no crockery, no plastic (double diners))**

- All equipment/tools are **specific to each ward**

### Cleaning vs. sanitation

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- Physical Cleaning:
  - Scooping, scrubbing – to remove organic materials that could host contagions.
- Chemical Cleaning: *Killing* of contagions through application of chemical
  - Number one cause of disease transmission? (YOU)
- Fomite control
  - objects such as hands, contaminated surfaces, exam supplies, food and water dishes, etc. that serve to mechanically transmit disease
- Ventilation and fresh air exchanges (~10-12 exchanges per hour)
  - Aeration in the kennel/cattery environment
- Dose effect (Reference:
  - It takes more than one or two germs to create disease in an animal.
  - Often the required dose is in the **millions or even billions of particles**.
  - Dose required depends on both virulence of the germ in question, and the animal's immune status.
  - **Increased dose leads** to greater likelihood of disease, faster transmission, and more severe disease.
- Sample cleaning protocol
  - Dogs
    - REMOVE the dog (do not clean and disinfect while the animal is in the cage)
  - Cats
    - **C<sup>3</sup> Method CCC** – *Cleaning while Cat is in the Cage* (refer to cat section) Give them places to hide
    - Remember: Nubbin type dispensers (no aerosol spray bottles)
    - How much space does a cat need? (See handout)



- What about Small mammals/rabbits/pocket pets (vinegar and water!)
- Acceptable chemicals for animal care/control facilities
  - **Soap/detergent**: Cleaning agent which works by suspending dirt and grease. Does **not** kill harmful microorganisms. (example: Dawn™ dishwashing liquid, do not use products with Triclosan, common antibacterial agent with a phenol base).
  - **Disinfectant**: Chemical agent which kills harmful microorganisms. Does **not** necessarily remove dirt or grease. (examples: Kennel-Sol™ and bleach).
  - **Degreaser**: More powerful soap/detergent specially formulated to penetrate layers of dried on body oils and other greasy debris. Contact your local janitorial supply and tell them you need a commercial grade degreaser safe to use around animals)
- Enveloped vs non enveloped diseases (Reference material – Profiles of Common Shelter Diseases – Association of Shelter Medicine  
[http://www.sheltermedicine.com/portal/is\\_infectious\\_diseases.shtml](http://www.sheltermedicine.com/portal/is_infectious_diseases.shtml) - top3
  - Enveloped – common viruses including distemper, rabies, canine influenza
  - Non-enveloped – what are we concerned about? Think, hard to kill, hardy, tough outer envelope
    - Parvo - Dog
    - Calici virus and panleukopenia - Cats
- What about the WysiWash and the Froamer?
  - <http://www.wysiwash.com/>
  - <http://www.brulin.com/productdetails.aspx?pid=214&cid=29>
- Also, PetAirapy has an UV sanitizing system
  - <http://www.petairapy.com/store/professional-air-disinfectant-systems/>
- Watch for ozonator system for shelters EcoSafe USA
  - <http://www.ecosafeusa.com/animalcare.html>

## Important facts about bleach (see resource materials)

- Alkaline with a ph of \_\_\_\_\_ (~11)
- Caustic and has a chemical reaction with metals (creating corrosion)
- Has a shelf life and an \_\_\_\_\_ (expiration date – see handout on determining production date and how quickly bleach breaks down)
- Comes in varying degrees of strength (HAVE to, have to read the label)
- Bleach is affected by:
  - sunlight,
  - hardness of water and
  - temperature extremes (always add in laundry ~1/2 c)
- Bleach should ALWAYS or NEVER (circle one) be combined with other chemicals/disinfectants (Key: NEVER)
- 5.25% -6.0% solution diluted at \_\_\_ : \_\_\_ \_\_\_\_\_ cup per gallon water or \_\_\_\_\_ oz per gallon water) completely inactivates **parvo, panleukopenia and calicivirus when used correctly.**
- Inactivates ringworm at higher concentrations and with repeated application. (Key: 1:10; ½ cup or 4 oz)
- Significantly inactivated by organic matter (yes, fecal matter)
- Fumes **can be irritating** at high concentration.
- Bleach has or has no (circle one) **detergent action**, and can not be used as the sole cleaning agent in a shelter. (Key: Has no)
- Disinfection with bleach requires or does not require (circle one) *prior cleaning of the surface with a detergent.* (Key: Requires)
- **Hoarding** Bleach has a shelf life and when diluted w/water is only effective for ~24 hours IF protected from sunlight (only exception is storage in opaque bottles – last ~72 hours or longer)
- **Using before prepping** **Does not work w/organic material.** Can cause a gas that is irritating to BOTH humans and animals
- **Any ole' thing will be okay** Different types and strengths. **Use a standard 5.25%**
- Decline or test the swollen bottles and throw away's from the grocery store
- **Biggest mistake? Glug, glug, glug....**Not following dilution guidelines!

- Application of chemicals and hazards
  - Foamers (not hose end sprayers) to apply chemicals
  - Cut down on aerosolizing of chemicals
  - **Not acceptable protocol**
    - Sloshing chemical into cage;
    - 'Eyeballing' dilution or just not following;
    - Mixing chemicals together;
    - Not leaving on for recommended time (usually 10 minutes)

Type	Sun	Mon	Tues	Wed	Thur	Fri	Sat
Bleach* Must clean FIRST							
Trifectant CAT areas Always							
Quaternary Ammonia							
Degreaser							

- PetroTech – Odor neutralizer (not FRESHNER)
- Use of mops? Limit, think of fomites and cross contamination
- Disease outbreak
  - **Contain!**
  - **Isolate!**
  - **Disinfect!**
  - **Aerate!**
  - **Remember where germs love to live! Warm & humid climate**
  - **High heat or cold temperatures**
  - **Client care and support (get out your checkbook – much better to lose money than your reputation)**
- Safety concerns and MSDS (MSDS stands for \_\_\_\_\_)
- Key: Material safety data sheets



- READ and follow **MSDS** (just do it...)
- Get your MSDS from the manufacturer or distributor
- Keep your books (2) by chemicals and in administrative office
- Get another to fire department/health department
- Appoint someone with 'safety officer' duties
- Remember, you are applying a chemical! Treat it with respect and safety!
- Eye wash stations (~10 seconds from the hazard)

**Reference material: Complete OSHA and Safety Guide for Animal Shelters CD ROM**

<http://www.amazon.com>

### **Note about hand sanitizers**

- **DOES not (NOT, NOT, NOT)** replace hand washing
- Hand washing is preferred method (soap and water)
- 20-seconds of sudsy wash w/thorough rinse
- **AND DRY**
- **Touch-less dispensers for soap, water, paper towels**
- **OR use the paper towel to turn the water on/off**
- **Paper towel to open door. Trash receptacle nearby**
- Hand Sanitizer should be 70% isopropyl alcohol based (read the label) Most are only 62%
- Caution about products that contain **Triclosan**
- **Overuse of anti-bacterial ingredient**
- **Concern of creating a super bug**
- **PHENOL based and not recommended for use in shelter**



[www.germstar.com](http://www.germstar.com)

## 5. Stress reduction - *Keeping animals companion ready at your facility*



- Mental health guidelines for sheltering dogs and cats (Sue Sternberg)

- **ALL DOGS**

- A bed.
- Toys.
- A Name.
- To Be Clean and Dry.
- To Have the Lights Off at Night.

- **Adoption Dogs**

- To Be Petted, and In Direct Human Physical Contact DAILY:
- If Kenneled Indoors Only: To get out and enjoy the great outdoors, DAILY.
- If Kenneled Outdoors Only: To come indoors and acclimate to a home like setting, DAILY.



[www.suesternberg.com](http://www.suesternberg.com)

- Dogs – housing and length of stay
- **Toys** – Use of toy dangling from cord NOT touching floor (studies indicate reduces territorial issues)
- **Bedding** – Carpet squares; Kuranda beds; towels
- **Exercise, walking** (Volunteer programs = *critical*)
- **Play time** – Activity w/person; walking (EVERY interaction is a learning opportunity)
  - a. Toys
  - b. Bedding
  - c. Exercise, walking
  - d. Play time
- Study – Two weeks – mental health of dogs deteriorate
  - a. Dog is ‘adapting’ to the environment
  - b. Danger – becoming less and less companion ready and suitable for re-homing
  - c. Reducing stress in kennel settings
  - d. ASPCA Pro (Webinars, printed materials on everyday enrichment)  
[www.aspcapro.org](http://www.aspcapro.org)
- Canine behavior assessment
  - Behavior Assessment (change from terminology of “temperament test”)
  - SAFER (empirically evaluated and established for shelter dogs (6 mo older) <http://www.aspcapro.org/aspcsa-safer.php>)
  - Whatever you are using – **not a fail safe program**
  - Snapshot of animal at a particular time

## 6. Noise in the animal shelter *What, I can't hear you!*



- Stress factor – both animals and humans
- Continual high levels of noise is stressful on both animals and people
- **OSHA requires hearing conservation programs for all employees whose noise exposure equals or exceeds an eight-hour time-weighted average of 85dB.**  
<http://www.dangerousdecibels.org/hearingloss.cfm>
- **Typical noise in shelter from barking dogs (100-110 dB)**
- Using mitigation/barriers
- “No free lunch” program – training. Downloadable materials: <http://deesdogs.com>
- Laughing Dog CD <http://www.petalk.org/LaughingDog.html>

## 7. Vaccination protocols for shelter dogs and cats - *Your first line of defense*

- Resource – Association of Shelter Medicine ([www.sheltermedicine.org](http://www.sheltermedicine.org))
- Good vaccinations for bad diseases (less URI in cats – not so good...)
- Guidelines dogs/puppies
  - **DA2PP or DHPP (MLV)** administered by a single injection given SQ
  - **Puppies should be vaccinated starting at 4-6 weeks of age and re-vaccinated every 2-4 weeks until 16-18 weeks of age** (earlier end of age range and shorter interval when infectious disease risk is high).
  - **Adult dogs should be vaccinated once at intake. If resources permit, a second vaccination 2-4 weeks later** may be beneficial if poor health prevented an optimal response to the vaccine given on intake.
  - AND Bordetella bronchiseptica (intranasal) Can be used on puppies as young as 2-3 weeks of age
- Guidelines cats/kittens
  - Kittens should be vaccinated starting at **4-6 weeks of age and revaccinated every 2-4 weeks until 18 weeks of age** (earlier end of age range and shorter interval when infectious disease risk is high).

- Adult cats should be vaccinated once at intake. If resources permit, a second vaccination 2-4 weeks later may be beneficial if poor health prevented an optimal response to the vaccine given on intake.
- A word about community immunity – important to keep your community animals vaccinated
- Use of matrix to see where disease outbreak may be in your community
- Vaccine storage and handling
  - a. Vaccine must be kept cold during transit and refrigerated immediately
  - b. Avoid storing close to freezer compartment
  - c. **NO (NONE)** food items with vaccine or other medicine. Vaccine ONLY fridge
  - d. Use immediately (don't pre-draw; don't leave out)

