

Pittsburg County Animal Shelter Operations Manual

Revised April 18, 2011

Mission Statement:

To provide temporary humane housing and care for abandoned, stray and relinquished animals found in Pittsburg County.

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SECTION 1 | INTRODUCTION

The Pittsburg County Animal Shelter is charged with the humane care and custody of animals impounded at the County Animal Shelter.

It is the policy of the Pittsburg County Animal Shelter to impound animals in accordance with county guidelines. When animals are impounded, it is the policy of Pittsburg County to shelter those animals in a safe and humane manner until such time that an appropriate disposition can be made of each animal.

The standards contained in this operations manual were developed by the Board of County Commissioners, in conjunction with the Pittsburg County Animal Shelter Director.

SECTION 2 | STAFFING

The Animal Shelter may be staffed seven (7) days a week. The Shelter is staffed with a Shelter Director, who is the direct supervisor over the operations of the Shelter. He/she oversees: The Kennel Manager and assistants, Animal Health Technician, Office Manager and any other employees of the Shelter. The Shelter Director is responsible to the Board of County Commissioners.

2.1 | GENERAL STATEMENT OF DUTIES: Animal Shelter Director

The Animal Shelter Director is under the direction and supervision of the Board of County Commissioners. He/she is responsible for the overall administration and management of the shelter. The director performs supervisory work in the enforcement of county guidelines as established in the manual.

2.2 | Examples of Duties: Animal Shelter Director

1. Retains sole authority on the hiring/firing of all Animal Shelter employees.
2. Supervises and coordinates the work of subordinates.
3. Authorizes the disposition of animals.
4. Schedules and assigns the work of subordinate personnel.
5. Submits monthly activity reports to the Board of County Commissioners.
6. Maintains necessary quantities of materials and supplies.
7. Acts as shelter liaison between county and municipal entities
8. Coordinates public relations for the shelter.
9. Evaluates effectiveness of present operations and makes recommendations for improvements.
10. Supervises the maintenance of buildings and grounds.
11. Performs employee performance reviews.
12. Set long and short term performance goals for subordinates.

13. Helps develop and monitor the budget for the Animal Shelter.
14. Trains and supervises volunteers.
15. Maintains files of correspondence, forms, reports and other records.
16. Compiles and verifies statistical data, calculations and reports.
17. Communicates with citizens regarding the operation of the Animal Shelter and instructs citizens on how to find their animals.
18. Proactively works with animal rescue groups and adoption organizations in adopting to the public as many animals as possible.
19. Investigates complaints with the appropriate law enforcement agency to resolve complaints from the public.
20. Works with local organizations to facilitate animal education programs.
21. Makes work schedules for all Animal Shelter employees no less than two weeks in advance.

2.3 | GENERAL STATEMENT OF DUTIES: Kennel Manager

The Kennel Manager is under the general supervision of the Animal Shelter Director. He/she oversees the daily operations of the kennel area, which includes caring for live animals, cleaning shelter facilities, performing euthanasia of animals, disposing of dead animals, directly supervising other kennel staff and performing a variety of duties involved in the operation of the shelter and other related duties that may be assigned.

2.4 | EXAMPLE OF DUTIES: Kennel Manager

1. Monitors and cares for live animals at the shelter.
2. Moves animals as needed.
3. Accepts animals from citizens.
4. Performs euthanasia on diseased, injured or unclaimed animals.
5. Communicates with citizens, in person and by phone, regarding the operation of the animal shelter and instructs citizens on how to find their animals.
6. Assists animal control and other officers with impounding, loading and unloading animals.
7. Disposes of animal carcasses by cremation.
8. Maintain logs, records and reports regarding kennel operations.
9. Stocks materials and feed.
10. Operates and maintains a variety of light automotive equipment.
11. Maintains the cleanliness of the kennels, grounds and animal cages.

2.5 | GENERAL STATEMENT OF DUTIES: Animal Health Technician

The Animal Health Technician is under the general supervision of the shelter director. He/she works under the direct supervision of the contract veterinarian. He/she performs a variety of veterinary related health tasks in caring for the impounded animals consistent with humane treatment goals of the animal shelter and other duties as may be assigned.

2.6 | EXAMPLES OF DUTIES: Animal Health Technician

1. Assists contract veterinarian with treatment and care of animals.
2. Maintains logs, records and reports.
3. Performs euthanasia on diseased, injured and unclaimed animals.
4. Administers drugs, vaccinations and micro-chipping under veterinarian supervision.
5. Monitors and cares for live animals at the shelter and performs a variety of duties involved in the operation of the animal shelter and other related duties as assigned.

2.7 | GENERAL STATEMENT OF DUTIES: Office Manager

The Animal Shelter Office Manager is under the general supervision of the animal shelter director. He/she performs a variety of administrative tasks to support the multiple work processes consistent with the mission of the animal shelter.

2.8 | EXAMPLE OF DUTIES: Office Manager

1. Interfaces with the public to assist with providing general information on shelter operations.
2. Maintains and updates various filing systems.
3. Acts as receptionist, receiving and screening visitors and customers calls, taking messages, providing information and answering inquires pertaining to animal control and assigning calls to the appropriate animal shelter employee
4. Complies and verifies statistical data, calculations and reports, type's letters, staff meeting notes, reports and other records.
5. Assists supervisor in processing and recording monies received.
6. Routes and delivers mail, packages and other materials.
7. Writes receipts and handles other bookkeeping functions.
8. Proactively works with animal rescue groups and adoption organizations in adopting animals.
9. In the absence of kennel staff shows animals to the public or those adopting or rescuing.
10. Prepares and maintains the necessary paperwork and record keeping system for the Animal Shelter.

11. Sorts and files records alphabetically, numerically or by other predetermined classification.

2.9 | GENERAL STATEMENT OF DUTIES: Kennel Assistant

The Kennel Assistant is under the general supervision of the Kennel Manager. He/she cares for live animals, cleans shelter facilities and assists citizens wishing to adopt, redeem, rescue or turn in animals.

2.10 | EXAMPLE OF DUTIES: Kennel Assistant

1. Monitors and cares for live animals at the shelter.
2. Moves animals as needed.
3. Accepts animals from citizens.
4. Shows animals to the public or those adopting or rescuing.
5. Assists citizens with questions related to their animals.
6. Assists with impounding, loading and unloading of animals.
7. Assists with euthanasia and disposal of animals.
8. Maintains logs, records and reports.
9. In the absence of the Office Manager, acts as a receptionist, receiving and screening visitors, customers, taking messages, phone calls and providing information.

SECTION 3 | DAILY SHELTER OPERATIONS

3.1 | FEEDING ANIMALS

1. The kennel staff shall feed and water animals daily. When the shelter is closed, the Kennel Manager shall ensure that the animals have enough food/water for that day.
2. For animals over the age of three (3) weeks, and under the age of two (2) months, soft food shall be administered instead of adult cat/dog food. The Kennel Manager will be responsible for maintaining a current supply of soft food. It should be also administered to older animals that do not appear to tolerate the harder food. Pregnant and/or nursing dogs and cats shall be provided soft puppy and kitten food at all times. Puppies over the age of three weeks in the same case with their mother shall be provided shall water dishes. NOTE: DOGS WILL ONLY BE FED ONCE PER DAY, THIS WILL ASSIST IN MAINTAINING A CONSISTENT DIET FOR THE DOGS AND A CLEAN ENVIRONMENT FOR THE SHELTER, CATS WILL BE FED WHEN THEIR CAGE IS CLEANED. THE ONLY EXCEPTION GIVEN WILL BE TO ANIMALS THAT ARE MALNOURISHED

3.2 | DOG RUNS/KENNELS

1. Remove animal from cage.

2. Pick up excess droppings and dispose of properly in garbage containers.
3. Scrub down shelter floors, cage doors, bowls, walkways and cage walls with disinfectant.
4. Disinfect daily. Disinfecting is done by spraying walls, ledges, fences, gates and floors with solution. Make every attempt to allow area to dry before allowing dogs back into clean kennel. Use squeegees and the fan if necessary to aid in the process. It is very important for the health of the animals to remain as dry as possible.
5. Clean the water and food dish with appropriate cleaner. Replace the water dish with fresh water. Do not replace the food dish until the afternoon at the normal feeding time.

3.3 | CAT CAGES

1. Remove cat from cage and either place in another cage or pet carrier.
2. Remove and clean the litter boxes. Refill and replace after the cage is cleaned.
3. Carefully clean cage with the soap solution and disinfect with trifectant. This shall include the floor, walls and ceiling of each cat cage. (Care should be taken to keep from getting adjoining cat cages wet while cleaning.) Wipe down the cage until it is dry.
4. Food and water dishes will be cleaned with appropriate cleaner. Replace food and water dishes after cleaning process.

3.4 | QUARANTINE KENNELS

1. Transfer the dog to the adjoining kennel and completely close off the door between kennels.
2. Pick up droppings and dispose of properly in garbage containers.
3. Disinfect entire kennel with appropriate disinfectant. Make every effort to allow the area to completely dry before allowing the animal back into the clean kennel. Use squeegees and fan if necessary to expedite the process.
4. Clean the water and food dish with appropriate cleaner. Replace the water dish with fresh water. Do not refill and replace the food dish until normal feeding time in the afternoon.

3.5 | MISCELLANEOUS DAILY OPERATIONS

1. The entire animal shelter shall be cleaned daily.
2. Perform daily maintenance, as necessary.
3. Spray animals for ticks and fleas upon their entry into the shelter and give necessary vaccinations.

SECTION 4 | INTAKE PROCEDURES

1. When the shelter employee accepts an animal into the shelter, they shall complete two intake cards. The cards shall be prepared for every animal that enters the shelter and shall include:
 - A. Owner's name, if known.
 - B. City license; veterinarian's name if animal is tagged.
 - C. Date, time and location of animal picked up.
 - D. Date and time animal arrived at shelter.
 - E. Animal category
 - F. Physical condition.
 - G. Pertinent animal information, e.g. name, age, why given away, etc.
2. Veterinary treatment and ultimate disposition of every animal shall be entered on the card with the date.
3. Animals should be categorized by:
 - A. Species, e.g. dog, cat, etc.
 - B. Size:
 - i. Large adult dog (over 50 pounds)
 - ii. Medium adult dog (36 – 50 pounds)
 - iii. Small adult dog (10 – 35 pounds)
 - iv. Puppy
 - v. Adult cat
 - vi. Kitten
 - C. Gender
 - D. Physical condition:
 - i. Healthy
 - ii. Malnourished
 - iii. Diseased
4. Injured or diseased animals should be treated to the extent possible commensurate with training, equipment and medication available. In cases of severe injury or sickness, a local veterinarian should be consulted when possible, to determine if there is any hope for recovery. Director's approval must be obtained before any veterinarian services are utilized. If there is no hope for the recovery of an injured or diseased animal, it shall be euthanized as soon as possible.
5. Every dog or cat brought into the shelter will be checked for tattoos and scanned for an identification chip.

4.1 | NOTIFICATION OF ANIMAL OWNERS

Every reasonable attempt shall be made to locate the owner of an impounded animal. If an owner's name and address or phone number can be determined from a collar, tag or other identifier, the animal shelter staff shall first place a phone call if possible. Persons calling the shelter to determine if their animal has been impounded shall be informed to come to the shelter to view the animals. Every courtesy shall be extended to citizens over the telephone to aid in locating their animal. However, due to the varying breeds, sizes, and color of dogs, cats, etc, shelter personnel may only describe animals at the shelter, but not positively confirm or deny the presence of any specific animal. To avoid a possible mistake, citizens will be asked to come to the shelter to determine if their animal is present.

SECTION 5 | SEPARATION OF ANIMALS

Animals shall be separated as follows:

- A. Dogs from cats
- B. Cats, kittens and puppies in separate cages
- C. Male dogs from female dogs
- D. Diseased and injured dogs from healthy dogs
- E. Nursing mothers with kittens or puppies separated from all other animals.
- F. Compatibility/temperament of animals sharing space

SECTION 6 | SHELTER POPULATION

Each kennel shall house no more than two large dogs or three small dogs.

In the event the shelter reaches maximum allowable population, the shelter animal population shall be reduced by one of the following methods:

1. Adoption
2. Euthanasia in accordance with county policy.

SECTION 7 | ADOPTION PROGRAM

Once any animal, whose owner is unknown, has been held for a maximum of five (5) business days, it shall be made available for adoption. Any animal surrendered by owner shall be available for immediate adoption upon determination of the animal's health and temperament. The shelter staff will contact rescue clubs, local humane societies and the general public to notify them a new animal is eligible for adoption. Notification will be carried out through newspaper, legitimate websites and any other means

available. Animals will be placed with individuals only after the person wishing to adopt has filled out all necessary forms and paid the required fee. All animals that are adopted must be sterilized.

7.1 | ADOPTION APPLICATION

The Animal Shelter Director shall research the following types of information involved with the adoption process:

1. Excessive adoptions and then returning the animals to the shelter.
2. Criminal records relating to animal abuse, domestic violence and/or child abuse.

7.2 | ANIMAL RESCUE GROUPS

Organized animal rescue groups provide a vital partnership with the animal shelter concerning the adoption of unclaimed animals. In an effort to maintain records of each animal that leaves the shelter, the animal shelter will require each animal rescue group to provide the following information to the Animal Shelter Director:

- A. Documentation stating the primary purpose of adopting animals.
- B. Copy of their certification from the Secretary of State proving their non-profit status.
- C. Copy of their Federal 501.C.3 proving their IRS non-profit status.
- D. A copy of the adoption contract, fee schedule and adoption qualification criteria.

7.3 | CONFIDENTIALITY

The only information that the Pittsburg County Animal Shelter will be allowed to share regarding the adoption of animals will be the intake date and the adoption date. All other information will remain confidential unless otherwise ordered by the courts.

The Pittsburg County Animal Shelter reserves the right to refuse adoption. The animal shelter director shall document all reasons for refusal.

SECTION 8 | VOLUNTEER PROGRAMS

Volunteers are an important part of the Adoption Program and will continue to be an asset to the Animal Shelter. All volunteers will be required to file the necessary paperwork with the Animal Shelter Director before volunteer work begins.

SECTION 9 | ANIMAL EUTHANASIA

Our shelter policy requires that we hold all unclaimed animals for a minimum of three (3) days in hopes of encouraging adoption of unclaimed animals. Animals whose owners are known will be held for five (5) days.

The animals to be euthanized shall be placed each in separate compartments, and kept as free from anxiety and fear as possible. Animals shall only be euthanized by administration of denatured sodium pentobarbital. The animal's body will not be disposed of until death has been confirmed.

Denatured sodium pentobarbital shall be administered using any one of the following methods:

1. Intravenous or intracardial injection of a lethal dose in dogs and cats. Intracardial injection is acceptable only when performed on heavily sedated, anesthetized or comatose animals.
2. Oral ingestion by wild or intractable dogs of powdered denatured sodium pentobarbital in capsules mixed with food, with the dog remaining in its individual cage until dead.
3. Intraperitoneal or intracardial injection in cats, kittens and puppies when location of an injection into the vein is difficult or impossible. Intracardial injection is acceptable only when performed on heavily sedated, anesthetized or comatose animals.

The drugs used to euthanize by injection shall be kept locked in the specified cabinet at all times.

Once the animal has been euthanized, the carcass will be cremated.

Animal Shelter personnel administering euthanasia will be required to complete euthanasia training.

9.1 | INJURED, DISEASED OR SICK ANIMALS

If a single animal must immediately be euthanized due to sickness, disease or injury, or if a kitten or puppy under sixteen (16) weeks of age, an injection of sodium pentobarbital shall be administered utilizing one of the aforementioned methods.

SECTION 10 | VACCINATION AND LICENSING OF ANIMALS

Upon releasing an animal to the owner, the owner must understand and comply with the following animal licensing policy of Pittsburg County.

1. The owner must show proof of a current rabies vaccination or a prepaid vaccination receipt dated within five (5) days prior to the current date, before the animal is released.
2. The owner must obtain a license, if mandated, by the impounding agency prior to the animal being released.
3. The owner may receive citations as mandated from the impounding agency, if applicable.
4. If redeemed under a pre-paid rabies receipt, the owner will then take the animal to a veterinarian to be vaccinated.
5. If the shelter staff suspects an animal of having or carrying rabies, the owner may not refuse to surrender said animal.
6. If the owner has redeemed an animal under a pre-paid rabies receipt, proof that the vaccination was actually administered must be brought or faxed to the shelter with five

(5) business days. Failure to show proof of vaccination will result in the animal license being revoked.

7. Animal owners shall be required to sign the Pittsburg County Animal Shelter "Agreement for Release of Impounded Animal" form. This agreement states that:
 - A. Owner shall pay licensing, impoundment fees and shelter fees, and must obtain a current rabies vaccination.
 - B. Owners also acknowledge receipt of citations issued by impounding agencies. Upon release, immediately take the animal to a licensed veterinarian for a rabies vaccination, if under a pre-paid rabies vaccination agreement.

SECTION 11 | EMPLOYEE TRAINING

The shelter staff will also be required to satisfactorily complete an in-service training period as prescribed by the shelter director. Shelter staff administering euthanasia must be certified, in accordance with county policy. Regular time will be paid for all employees during training.

SECTION 12 | RECLAIMING ANIMALS

Cost of reclaiming an animal will be set by the Board of County Commissioners and fee will be determined on the number of times an animal is reclaimed. Any time an animal is brought in to the Pittsburg County Animal Shelter, the reclaiming fee will be charged regardless of the number of times they have been brought in.

12.1 | PROOF OF OWNERSHIP ON RECLAIMS

When an "owner" comes to the Pittsburg County Animal Shelter to reclaim their lost pet, identity of the animal must be given to the front desk first. Identity would be breed, sex, sterilized, tattoo, microchip, scars, temperament, age and color.

Proof of ownership must be in the form of:

1. Proof of vaccination from veterinarian
2. City license
3. Letter from Veterinarian on Vet's letterhead
4. Registration papers
5. Photographs

To the extent that the staff can qualify that the animal belongs to said owner.

The Pittsburg County Animal Shelter reserves the right to refuse the reclaiming of animals. The animal shelter director shall document all reasons for refusal.

SECTION 13 | FEES

The following fees are approved by the Board of County Commissioners and are subject to change upon amendment:

13.1 | ADOPTION FEES

Dog/Puppy	-	\$20.00
Cat/Kitten	-	\$15.00

13.2 | RECLAIM

1 st Reclaim	-	\$10.00 per day up to three (3) days
Additional Reclaims	-	\$20.00 first day \$10.00 each additional day up to three (3) days

13.3 | PRIVATE CREMATIONS

Small (up to 20 lbs.)	-	\$135.00
Medium (21 to 50 lbs.)	-	\$150.00
Large (51 to 75 lbs.)	-	\$165.00
XLarge (76 to 150 lbs.)	-	\$200.00

13.4 | DEAD ANIMAL DISPOSAL FEE

All animals	-	\$25.00
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13.5 | OUT OF COUNTY SURRENDERS

All animals	-	\$10.00
With litter less than 6 weeks old	-	\$20.00

13.6 | EXCHANGE/REFUND POLICY

The number of days that a person can exchange an animal is fourteen (14) days. If the second animal is brought back to us no exchange can be given. Refunds will only be given in extraordinary circumstances approved by the Animal Shelter Director.