

Due out Report

*Once logged into Chameleon click on **Reports** and **Run a Report**.

Chameleon 32 Version: 4.643 NATOSHA at SHELTER connected to [animal]

File Windows Commands Procedures Reports Extras Help

Run a Report F3

Print Receipt
Print Kennel Card
Print Medical History
Print Adoption Contract
Print Activity Card

OR HELP TIPS ARCHIVE



Chameleon Software Support
support@chameleonbeach.com
800.459.8376

The latest version of Chameleon is:
4.643 released June 4, 2010
What version are you running? (It's
on the top of the window in the title
bar.)
Upgrades are always included with
Chameleon. Contact the support team
today to schedule yours!

GoToAssist® Express

ENTER MEETING ID

Meet Now
CLICK HERE

Chameleon

User Conference 2013!

April 8 - 11 Las Vegas, Nevada

*Be inspired, challenged and enlightened in
three independent educational tracks,
interactive sessions and private one on
one consulting sessions*

*View/Download the
agenda in the client area
of Chameleonbeach.com
(or click here)*

*Don't wait! Register for
the conference right now!
(seriously... stop reading and
on contact)*

*Pose challenges and find solutions as part
of the largest gathering of Chameleon
users, trainers and developers all under
one roof*



start

Chameleon 32

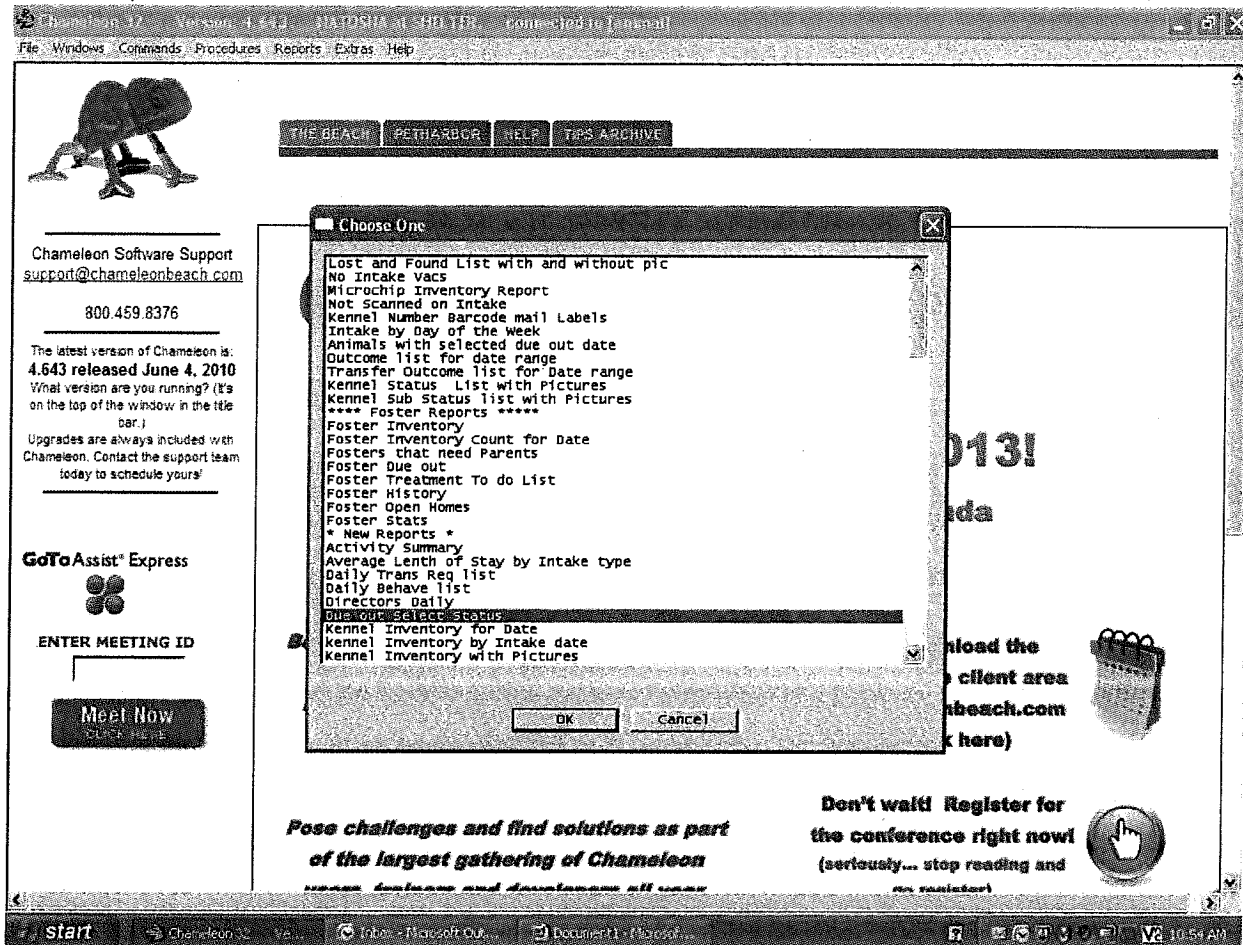
Inbox - Microsoft Out...

Document1 - Microsoft...

Business Objects - v0...

11:02 AM

***Then, Click on *Due out Select Status*.**



The screenshot shows the Chameleon software interface. At the top, there's a menu bar with 'File', 'Windows', 'Commands', 'Procedures', 'Reports', 'Extras', and 'Help'. Below the menu bar is a navigation bar with 'THE BEACH', 'PETHARBOR', 'HELP', and 'TIPS ARCHIVE'. On the left side, there's a logo of a chameleon and contact information for Chameleon Software Support: support@chameleonbeach.com and 800.459.8376. Below this, it says 'The latest version of Chameleon is: 4.643 released June 4, 2010'. A 'GoToAssist Express' section is also present. In the center, a 'Choose One' dialog box is open, displaying a list of reports. The 'Due out Select Status' option is highlighted. To the right of the dialog box, there's a large number '013!' and a calendar icon. At the bottom, there's a banner for a conference: 'Pose challenges and find solutions as part of the largest gathering of Chameleon users, trainers and developers all over'. To the right of the banner, there's a call to action: 'Don't wait! Register for the conference right now! (seriously... stop reading and register!)' with a hand cursor icon. The taskbar at the bottom shows the 'start' button and several open applications: 'Chameleon', 'Info - Microsoft Out...', and 'Document1 - Microsoft...'. The system clock shows '10:54 AM'.

Chameleon 4.643 Version 4.643 NATOSHIA H. HARTER connected to Internet

File Windows Commands Procedures Reports Extras Help

THE BEACH PETHARBOR HELP TIPS ARCHIVE

Chameleon Software Support
support@chameleonbeach.com
800.459.8376

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GoToAssist Express

ENTER MEETING ID

Meet Now
CLICK HERE

Choose One

- Lost and Found List with and without pic
- No Intake Vacs
- Microchip Inventory Report
- Not Scanned on Intake
- Kennel Number Barcode mail Labels
- Intake by Day of the week
- Animals with selected due out date
- Outcome list for date range
- Transfer Outcome list for Date range
- Kennel status List with Pictures
- Kennel Sub Status list with Pictures
- **** Foster Reports ****
- Foster Inventory
- Foster Inventory Count for Date
- Fosters that need Parents
- Foster Due out
- Foster Treatment To do List
- Foster History
- Foster Open Homes
- Foster Stats
- * New Reports *
- Activity Summary
- Average Length of Stay by Intake type
- Daily Trans Reg list
- Daily Behave list
- Directors Daily
- Due out Select Status**
- Kennel Inventory for Date
- Kennel Inventory by Intake date
- Kennel Inventory with Pictures

013!

Download the
client area
chameleonbeach.com
(here)

Don't wait! Register for
the conference right now!
(seriously... stop reading and
register!)

Pose challenges and find solutions as part
of the largest gathering of Chameleon
users, trainers and developers all over

start Chameleon VA... Info - Microsoft Out... Document1 - Microsoft...

10:54 AM

*Type in or click on the calendar and select the date desired

Chameleon 32 Version 4.643 NATOSHIA W. SHULTER Connected to [animal]

File Windows Commands Procedures Reports Extras Help

THE BEACH PETHARROR HEIP TIPS ARCHIVE

Enter Values

Please select a date

Please enter Date in format 'yyyy-mm-dd'

2013-03-04

Select status for report

Available Values:

- TRANS CONF
- TRANS REQ
- ACO CONFIS
- ADOPTABLE
- ADOPTED
- AVAILABLE
- BEHAV EVAL
- DD INVEST

Enter a Value:

Remove Remove All

Business Objects - Win...

March 2013

<< < Today > >>

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

OK Cancel

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The latest version of Chameleon 4.643 released June 2013. What version are you running on the top of the window bar.) Upgrades are always included. Contact the support today to schedule your upgrade.

GoToAssist Express

ENTER MEETING

Meet Now
CLICK HERE

Pose challenges and find solutions as part of the largest gathering of Chameleon users, business and developers all over the world.

Don't wait! Register for the conference right now! (seriously... stop reading and register now)

start Chameleon 32 V6... Inbox - Microsoft Out... Document1 - Microsoft... Business Objects - Win... 10:59 AM

*Now, select the **Owner Follow-up** report from the **Available Values** and click the single arrow to transfer the selected report in the **Selected Values** field.

Chameleon 32 Version 1.0.1.1 MAINTENANCE SYSTEM connected to [animal]

File Windows Commands Procedures Reports Extras Help

Enter Values

Please select a date Date

Please enter Date in format: yyyy-mm-dd

2013-03-01

Select status for report Status

Available Values:		Selected Values:
ET PROCESS	☐	
ET REQUEST	☐	
EVACUEE	☐	
EVALUATION	☐	
INFANT	☐	
MEDICAL	☐	
OUTSURGERY	☐	
OWNER FU	☒	

Enter a Value:

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The latest version of Chameleon 4.643 released June 1, 2013. What version are you running on the top of the window bar. Upgrades are always included with Chameleon. Contact the support team today to schedule your upgrade.

GoTo Assist Express

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Don't wait! Register for the conference right now! (seriously... stop reading and go register)

start Chameleon 32 - Ve... Inbox - Microsoft Out... Document1 - Microsof... Business Objects - Wi... V2 11:00 AM

*Once you have transferred the desired reports, click **Ok** and print.

Chameleon 3.2 Version 3.443 MATOSHA at SURLIER connected to [animal]

File Windows Commands Procedures Reports Extras Help

THE DEATH RETRAPPROC HELP TIPS ARCHIVE

Enter Values

Please select a date Date

Please enter Date in format 'yyyy-mm-dd'

2013-03-01

Select status for report Status

Available Values:

- QUARANTINE
- RELEASE AC
- REOSURGERY
- RTO BY ACO
- SIN REQ
- STRAY
- STRAY ID
- STRAY WAIT

Selected Values:

- OWNER FU
- STRAY ID

Enter a Value:

Remove Remove All

OK Cancel

Chameleon Software
support@chameleonbe
800.459.8376

The latest version of Chameleon
4.643 released June
What version are you running
on the top of the window
(bar.)
Upgrades are always included
Chameleon. Contact the support
today to schedule your
upgrade.

GoToAssist® Express

ENTER MEETING

Meet Now
CLICK HERE

Pose challenges and find solutions as part
of the largest gathering of Chameleon
users, business and developers all year

Don't wait! Register for
the conference right now!
(seriously... stop reading and
register)

start Chameleon 3.2 Ve... Inbox - Microsoft Out... Document1 - Microsoft... Business Objects - B...

11:31 AM

*This is the report that you will print. Each kennel number will show the ***Animal I.D , Status, Gender and Description***. Underneath will be a memo detailing notes that other employees have made. There will be times where you will have to go to the ***Kennel Screen*** and pull up a particular animal to view all notes and memos.

Chameleon Report

2 of 24 100% Total: 3 100% 3 of 3

Daily Evaluation Report

Date: 3/1/2013

Responsible: Business Manager

Kennel Status: OWNER FU

DOG

K004	A486544	AH REQUEST	N WHITE POODLE TOY
2-23-13 will post to rescue if not adoptable nb			
Q02	A476122		M BLUE & WHITE PIT BULL
SEE NOTES FROM 2/14/13. DJR			

start Chameleon Chameleon Report Microsoft Office Word Document2 - MS... strikezone bus... 11:55 AM

[illegible]

*It is important that you review all memos and notes thoroughly. This information will help you to determine what your next step will be. This could include: calling owners to verify if they have

Memo - NATOSHIA at SHELTER

File Commands Procedures Reports Extras Help

DEBRA 2013-02-20 13:42:52.120

Memo No: M13-000885 Memo ID: A476122 ID Type: ANIMAL_ID Date: 01/16/13 Type: MEMO Subtype: Author: AVAUGHN

Memo Text

1/16/13 Lady called would not leave name or number stating she wanted to adopt this dog. I told her it was not available and due to it being an ongoing investigation, she would need to speak to Adam H. AV

2/13/14 Robert Bennett, Shawn Harmon and Karen Faulkner id'd dog. Mr. Bennett stated that he went to court today at 9:45 (later he changed that to 9:03) and that the judge said that they could get the dog out. There was a lot of red flags due to the notes on this and he had nothing from court stating he could take the dog. I gave him a ROUGH est of \$1572.30 and told him he would have to come back in when the it is in. This man is talking about going to the Mayor and I asked him if he would talk to the it. first because I don't have all the facts on this incident. He is supposed to be coming back tomorrow. He says the dog is utd on shots, I told him we would need some paperwork from Grimes or we can call them. He is also claiming this dog is an assist dog, he said he would bring a paper from 7 counties to verify this claim. When he comes in please get with Lt. Hamilton to see how we are to handle it and IF Mr. Bennett actually went to court or not. djr

PS THE ABOVE DATE IS 2/14/13, also not sure who's name this dog is supposed to be in that is why I did not put and person id in the outcome information. djr

2/20/13 Per Lt. Hamilton Neither Robert Bennett or Shaw Harmon and redeem dog at this

Hold Request
Y COURT

Comment
SEE NOTES FROM 2/14/13. DJR

-This dog will be held for court. DO NOT LET ROBERT BENNETT OR ANYONE ASSOCIATED WITH HIM

Task	Date	Time	Action
DOXY 100	10/10/12 00	16:00	Give
DOXY 100	10/11/12 00	16:00	Give
DOXY 100	10/12/12 00	16:00	Give
DOXY 100	10/13/12 00	16:00	Give
DOXY 100	10/14/12 00	16:00	Give

Complete Cancel New

Kennel Lost Foster

PetHarbor.com Other Shelters

Out Date	Out Type	Color2
		WHITE

Memo No	Memo Date	Memo Type	Subtype	Memo Text
M13-000885	01/16/13 00:00	MEMO		1/16/13 Lady called would not leave name or number
M12-011987	09/14/12 00:00	MEMO		-This dog will be held for court. DO NOT LET RO

Identified their pets and/or when they will be coming in to redeem them. You may notice that the owner has not been contacted or we have not spoken with them yet. You may have to give them a call or send out a 10-15 to the owners address if the phone number is not available.

Make sure to document every thing you do in a memo. With this example above, a memo may not be necessary. This one is a hold for court and is shown as such. You may want to talk to a Supervisor or Lieutenant to get more information.

If the owner does not redeem by the deadline given, and this happens repeatedly, or they no longer want the animal, the **Status** can be changed to **Behavior Evaluation**.

Please ask questions or express any concerns. We want to make sure we make every attempt to reunite the pet with the owner and maintain available space for incoming animals.

Refund Process

- Each dollar amount being refunded must be entered as a negative (ex: -25.00)

The screenshot shows a software interface for processing refunds. A dialog box titled "Choose One From INVENTORY" is open, displaying a list of refund items and their corresponding amounts. The items are listed in two columns, with amounts of .00 for each. The background shows a receipt form with fields for Date, Amt, and Item Code.

Item Code	Amount
REF ADP LIC	.00
REF ADP MIRC	.00
REF ADP S/N	.00
REF ADP VACC	.00
REF BOARD	.00
REF DON ANI	.00
REF IMPOUND	.00
REF LATE FEE	.00
REF LEAP	.00
REF LIC	.00
REF MICROCHIP	.00
REF POSTAGE	.00
REF REDEM	.00
REF RTO FEE	.00
REF S/N	.00
REF VACC	.00
REFUND ADOP	.00
REFUND TRAP	.00
REFUND ADP LICENSE	.00
REFUND ADP MICROCHIP	.00
REFUND ADOP S/N	.00
REFUND ADOPT VACCIN	.00
REFUND BOARDING	.00
REFUND DON ANIMAL C	.00
REF IMPOUND	.00
REFUND LATE FEE	.00
REFUND TRAP LEAP	.00
REFUND LICENSE	.00
REFUND MICROCHIP	.00
REF POSTAGE	.00
REFUND REDEMPTION	.00
REFUND RTO FEES	.00
REFUND S/N	.00
REFUND VACCINATION	.00
REFUND ADOPTIONS	.00
REFUND TRAP RENTAL	.00

- In the case of an adoption that was returned there is a \$25 administration fee that may be assessed by the director, if this is the case, then that fee will need to be charged, it's called "administrative fee"
- When all of these have been entered the total should match the amount that was refunded
- Enter a positive amount that is equal to the amount of the total to be refunded to Item Code "REF LEAP"
- The total due and the change amount should be 0
- Store the receipt
- Print the receipt from Chameleon and attach to the refund request form
- File these receipts with your daily work for that day.

Refunds to Donation – if the individual chooses to donate the entire amount of the refund

- Go to Chameleon Receipt screen
- Enter the refunds as before
- Instead of entering the Item Code as "REF LEAP" you will enter the amount as Donation
- Print a donation letter for the Director's signature
- Print the receipt and attach to the refund request form and file with your daily work

Refund Process

- Each dollar amount being refunded must be entered as a negative (ex: -25.00)

The screenshot shows a software interface for processing refunds. The main window is titled "Modified Fields" and displays a date of 06/25/10. A modal window titled "Choose One From INVENTORY" is open, showing a list of refund items and their amounts. The list includes items like "REF ADP LIC", "REF ADP MICR", "REF ADP S/N", "REF ADP VACC", "REF BOARD", "REF DON ANI", "REF IMPOUND", "REF LATE FEE", "REF LEAP", "REF LIC", "REF MICROCHIP", "REF POSTAGE", "REF REDEM", "REF RTO FEE", "REF S/N", "REF VACC", "REFUND ADOP", and "REFUND TRAP". Each item has a corresponding amount of .00. The modal window also has "OK" and "Cancel" buttons.

- In the case of an adoption that was returned there is a \$25 administration fee that may be assessed by the director, if this is the case, then that fee will need to be charged, it's called "administrative fee"
- When all of these have been entered the total should match the amount that was refunded to the credit card.
- Enter the negative amount to the credit field of the receipt (ex: -25.00) and store the receipt
 - Please note the negative dollar amount will be on your daily report (the refund slip from the credit card machine will need to be included in your nightly close out)
- Print the receipt from Chameleon and attach to the refund request form
- File these receipts with your daily work for that day.

Check request refunds – these are refunds that were paid by cash or check

- Once the refund requests are approved by the Director you will process for payment
- Check each individual being refunded in the Leap system, if the person and address are present in Leap you will need to write their vendor ID on the refund request (this will be needed for the next step)
- Open "My Documents"

Refund Process

- G: drive/business office/Refunds
- Open the master spreadsheet and save as date refund is being sent to the Office of Management and Budget in the appropriate Fiscal Year folder (ex: FY11)
- Fill out the spreadsheet specifying which line item and dollar amount is to be used (for an adoption there will be multiple lines used as the funds were applied to multiple account strings)
- Each line will need a new invoice number (the invoice number is the receipt number, for multiple lines put a -1, -2 etc. at the end)
- Save the changes to the spreadsheet and print a copy
- Open the word document named refund authorization from: G/business office/refunds
 - Save as the date being sent to the Office of Management and Budget in the appropriate fiscal year (same as above)
 - Change the date to reflect the date the refund request is being sent
 - The number of refund checks being requested will be the number of refund requests
 - The total dollar amount will need to match the total of the refund requests, as well as the total of the spreadsheet
 - Save this document and print a copy
- E-mail **Juan Moran** in the Office of Management and Budget with the refund requests
 - Attach the spreadsheet and word document to the e-mail
- The printed copy of the word document and the spreadsheet should be attached to the refund request forms
- Juan will send a verification of refund before checks are cut.
 - Print off the report Juan e-mails and match it up to the refund request form that was sent to her for processing
 - When you have verified that the amounts, customers' names and addresses, and account strings are correct reply to Juan's e-mail to release the payments.

After sending Juan the approval to release the funds you will need to enter the refunds into Chameleon

- In Chameleon pull up the receipt screen
- Enter the refunded items into the item field (each refund description begins with "ref" see example below)

- Click F4 (Pop-up). Search for the owner to determine whether or not he/she has a record in Chameleon. Enter the Last Name and First Name into the respective fields. Click F12 (Find) to search and locate similar and/or matching names.

The screenshot shows the Chameleon software interface. On the left is a large table with multiple rows and columns, representing search results. On the right is a form with various fields for data entry. The form includes sections for 'Owner Information' (Name, Address, City, State, Zip), 'Property Information' (Address, City, State, Zip), and 'Contact Information' (Phone, Fax, Email). There are also checkboxes for 'Active' and 'Inactive' status. The bottom of the form has buttons for 'Find', 'Clear', and 'Print'.

- If you are unable to locate a record for the owner after searching by name, click F11 (Clear) to clear the screen. Input the telephone number into the respective field and click F12 (Find) to search by phone number.
- If you are still unable to locate a record for the owner by phone number, click F11 (Clear) and input the numeric street address and street name into the respective fields. Click the house icon at the end of the row to populate the city, state, and zip code (assuming the address is within Jefferson County). Click F12 (Find) to search.
- If a record for the owner is located by name, telephone number, or address, double-click on owner's information to the right, and the owner's information will become populated in the fields to the left.

This screenshot is identical to the one above, showing the Chameleon software interface with the search results table on the left and the data entry form on the right. The form fields include Owner Information, Property Information, and Contact Information, with buttons for Find, Clear, and Print at the bottom.

- If a matching record is found for the specified pet, double click on the pet's most recent animal license to populate the correct pet information.

- Due to duplication, some owners may have multiple records within Chameleon. If you come across multiple records for the same owner, notify and Animal Services Clerk or Administrative Clerk.
- If you are unable to locate a record for the owner by name, telephone number or address, you must create a record for the owner. Type the owner's name, telephone number, and address into the respective fields. Click F9 (Store) to save and create a record for the owner.
- Click the green checkmark icon to populate the owner's information on the Tag screen. Tab down to highlight the Animal ID (A) field. If a match was found when searching for the owner by name, telephone number, or address, click F12 (Search) to locate any pet records for the owner.

- Hold Alt and tap P + W to clear the fields for license tag entry.

The screenshot shows a software window with a form for animal information. The form is divided into several sections. At the top, there are fields for 'Name', 'Sex', 'Age', 'Breed', 'Color', 'Size', 'Collar Type', and 'Bite Record'. Below these are fields for 'Owner', 'Address', 'City', 'State', and 'Zip'. There are also fields for 'Phone' and 'Fax'. At the bottom left, there is a button labeled 'TAG NOT VET'. The form is surrounded by a standard Windows-style border with a title bar and menu bar.

- If you created a new record for the owner, after tabbing down to the Animal ID, click F4 (Pop-up).

The screenshot shows a software window with a form for animal information. The form is divided into several sections. At the top, there are fields for 'Name', 'Sex', 'Age', 'Breed', 'Color', 'Size', 'Collar Type', and 'Bite Record'. Below these are fields for 'Owner', 'Address', 'City', 'State', and 'Zip'. There are also fields for 'Phone' and 'Fax'. At the bottom right, there is a button labeled 'F4 (Pop-up)'. The form is surrounded by a standard Windows-style border with a title bar and menu bar.

- Input the pet's name, sex, breed, size, color, collar type, and bite record. ***To view selectable options, place the cursor in the respective field, and click F4 (Pop-up) to see a list of options.*** If options are abbreviated, click the Abbrev. box to determine the meaning of each abbreviation.

Click to highlight your selection, and then click OK. ***All fields highlighted in red are required.*** Once all the provided pet information has been input, click F9 (Store) to save and create a record for the specified pet. Tab down to tag number

TAG ENTRY

a) Tag No

- 1a. If the tag is a one-year animal license, the tag number will begin with a D (dog), C (cat), or F (ferret).
- 1b. If the tag is a three-year animal license, the tag number will begin with "3Y".
2. Regardless of license term, the tag number will continue with the two-digit year of expiration (*For example, 2012 = 12*). This tag prefix is followed by a dash "--".
- 3a. If a one-year animal license, enter a six digit license number after the dash. If the tag number provided has less than six digits, enter as many zeros as needed at the beginning of the tag number to suffice the six digit requirement.
- 3b. If a three-year animal license, enter a five digit license number after the dash. ***Before continuing, please view license tags already recorded within Chameleon. If similar license tag numbers are already recorded, view the information associated with the record to ensure no prior data entry errors. Use the vet sheet to compare information. If this is truly a new record, continue with entry.***
4. Tab over to "Tag Type".

b) Tag Type

1. Type "lic", and then click F4 (Pop-up) to view the licensing options. Select the specified tag type. ***Adding 50 cent to the price of the license tag specified within Chameleon should equal the price of the license on the vet sheet.***

1 YR Altered License	\$9.00	\$9.50
1 YR Unaltered License	\$50.00	\$50.50
1 YR Altered Senior License	\$4.50	\$5.00
3 YR Altered License	\$24.00	\$24.50
3 YR Altered Senior License	\$12.00	\$12.50
2. Tab over to "Subtype".		

- c) Subtype
1. Type "vet".
 2. Tab over to "S/N".
- d) S/N
1. Input the sex of the animal:
 - i. F = Female (intact/not spayed)
 - ii. S = Spayed Female
 - iii. M = Male (intact/not neutered)
 - iv. N = Neutered Male
 - v. U = Unknown
 2. Tab over to "Status".
- e) Status
- 1a. If entering a current license tag (*per expiration year specified in tag number prefix*), type "current" as the status.
 - 1b. If entering an expired license tag, type:
 - i. "Renewed" as the status if there is a more recent animal license already recorded in Chameleon.
 - ii. "Expired" as the status if the license is outdated and a more recent animal license is not recorded in Chameleon.
- Tab down to "Issue Date".
- f) Issue Date
1. Click F5 (Date), which will input "today's" date.
 2. Tab to "Tag Expiration".
- g) Tag Expiration
1. Add one/three year(s) to the vaccination date on the vet sheet as determine by the respective fields in Chameleon. (For example, the vet sheet specifies a vaccination date of 2/14/2013. If the customer purchased a one-year animal license, the tag expiration date would be 2/14/2014. If the customer purchased a three-year animal license, the tag expiration date would be 2/14/2016.)
 2. Tab down to "Vaccination Date".
- h) Vaccination Date
1. Input the date specified on the vet sheet in mm/dd/yy format.
 2. Tab over to "Vaccination Expiration".
- i) Vaccination Expiration.
- 1a. If the vet sheet specifies a vaccination term of one year, the expiration date is equal to one year from the vaccination date specified. Input in mm/dd/yy format.
 - 1b. If the vet sheet specifies a vaccination term of three years, the expiration date is equal to three years from the vaccination date specified. Input in mm/dd/yy format.
 3. Tab over to "Veterinarian".

- j) Veterinarian
1. Input a ten letter abbreviation for the animal clinic/hospital specified at the top of the vet sheet.
 2. Tab over to "Rabies No".

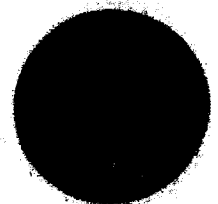
- k) Rabies No
1. Input the rabies tag number specified on the vet sheet.
 2. Tab down to Bus ID.

- l) Bus ID
1. With cursor blinking, click F4 (Pop-up).
 2. Begin typing the name of the animal clinic/hospital specified on the vet sheet. Entry of the full name is not needed. Once a portion of the name has been typed, click F4 (Pop-up). Select a match from the list of names.
 3. Once the selection has been made, click F12 to populate the respective address, telephone number, and Business ID – a G followed by six digits.
 4. Click the green checkmark to populate the Bus ID on the Tag Screen.
 5. Tab down to "Voucher Number".

- m) Voucher Number
1. Enter your initials.
 2. Tab over to "Receipt No".

- n) Receipt No
1. Enter the receipt number (RXX-XXXXXX) written on the vet sheet. The receipt may also be attached to the back of the sequence of vet sheets.
 2. If no receipt number is indicated and there is no receipt attached, leave the field blank.
 3. Click F9 (Store) to create and save this record.

DEPARTMENT OF ANIMAL SERVICES



3705 Manslick Road
Louisville, Kentucky 40215
Phone: (502) 361-1318
Fax: (502) 363-9742
Email: animals@louisvilleky.gov
Website: www.louisvilleky.gov/AnimalServices

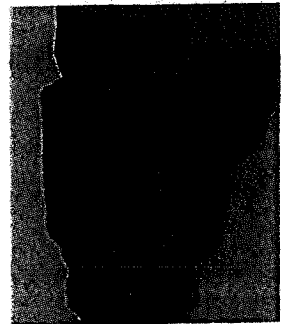
Barking Dog Information

Metro Animal Services (MAS) has developed this brief information sheet to assist owners with training dogs. Although MAS is providing you this information it is your responsibility to report your dog's barking to the appropriate authority. So what can you do?

The first step is to determine why your dog is barking so much that it is bothersome to your neighbors.

There are many reasons dogs bark:

- Boredom/loneliness
- To protect their territory
- Distractions
- Fear or aggression
- Separation anxiety
- Play
- Uncomfortable confinement (i.e. chaining or extensive crating)



Boredom - The most common reason that a dog barks all day is boredom. Dogs are social animals and need to be with people or other animals. Dogs perceive isolation as a cruel form of punishment and it goes against their nature. The simple action of leaving your dog outside all day while you are at work might be the cause of its boredom barking.

Territorial barking - Many dogs bark to make things go away. In their mind it works pretty well. A squirrel enters the yard, it is startled and it leaves. Mission accomplished! The same goes for the mail carrier, kids riding their bikes, lawn mowers, etc. Therefore, if you have a lot of activity in your neighborhood your chances of having a barking dog are higher. Please consider that if your dog is in your house it isn't exposed to as many invaders and has less to scare away. Dogs are pack animals; they are very social and want to be a part of the family. Including them in your daily life keeps them busy. A busy dog is a happy dog that isn't bored and barks far less. Plus if your dog does bark from inside your house the sound is muffled and far less annoying. Dogs are also good burglar alarms. If for some reason your dog must be kept outside. You can curb barking by creating visual barriers with a privacy fence or shrubs; they help reduce visual stimulation and battles noises.

Fear, aggression or separation anxiety barking - If the problem appears to be from fear, separation anxiety, or any type of aggression, you will need to seek the help of a professional trainer or a veterinarian. It is important to rule out any medical problems, and then proceed to deal with the problem behavior. It is also important that you understand that PUNISHMENT will NOT get your dog to stop barking. Some dogs bark because they are scared of something that we may not be able to see or hear. Try to get on your dog's level and look around and listen for strange sights or sounds. Remember that some breeds are more prone to barking, i.e. hounds and beagles. Consider this before you choose a dog.

Play barking - Some dogs bark to let everyone know that they want to play. Supplying your dog toys and exercise is very important to keep them healthy and happy. As we've mentioned dogs are very social animals and they love interaction with their human and animal friends.

We hope this helps! Contact us at 361-1318 if you need more information!



10/6/2009

Rabies Vaccine

Vaccine Information Statement

NOTE: Several brands of rabies vaccine are available in the United States, and reactions may vary between brands. Your provider can give you more information about a particular brand.

Other nervous system disorders, such as Guillain-Barre syndrome (GBS), have been reported after rabies vaccine, but this happens so rarely that it is not known whether they are related to the vaccine.

- hives, pain in the joints, fever (about 6% of booster doses)

Moderate problems

- headache, nausea, abdominal pain, muscle aches, dizziness (5%–40%)
- soreness, redness, swelling, or itching where the shot was given (30%–74%)

Mild problems

A vaccine, like any medicine, is capable of causing serious problems, such as severe allergic reactions. The risk of a vaccine causing serious harm, or death, is extremely small. Serious problems from rabies vaccine are very rare.

5 What are the risks from rabies vaccine?

If you have been exposed to rabies virus, you should get the vaccine regardless of any other illnesses you may have.

If you have a minor illness, such as a cold, you can be vaccinated. If you are moderately or severely ill, you should probably wait until you recover before getting a routine (non-exposure) dose of rabies vaccine.

- cancer, or cancer treatment with radiation or drugs, such as steroids,
- treatment with drugs that affect the immune system, HIV/AIDS or another disease that affects the immune system,
- 2. have a weakened immune system because of:

allergies, Talk with a doctor before getting rabies vaccine if you: 1. ever had a serious (life-threatening) allergic reaction to a previous dose of rabies vaccine, or to any component of the vaccine; tell your doctor if you have any severe

4 Tell your doctor if...

- Ask your doctor.
- Call your local or state health department.
- Contact the Centers for Disease Control and Prevention (CDC): - Visit CDC's rabies website at www.cdc.gov/rabies/

7 How can I learn more?

VAERS is only for reporting reactions. They do not give medical advice.

Afterward, the reaction should be reported to the Vaccine Adverse Event Reporting System (VAERS). Your doctor might file this report, or you can do it yourself through the VAERS web site at www.vaers.hhs.gov, or by calling 1-800-822-7967.

- If you think it is a severe allergic reaction or other emergency that can't wait, call 9-1-1 or get the person to the nearest hospital. Otherwise, call your doctor.

What should I do?

Signs of a severe allergic reaction can include hives, swelling of the face and throat, difficulty breathing, a fast heartbeat, dizziness, and weakness. These would start a few minutes to a few hours after the vaccination.

- Look for anything that concerns you, such as signs of a severe allergic reaction, very high fever, or behavior changes.

What should I look for?

6 What if there is a serious reaction?



Rabies Advisory

Officer: _____

Activity A - _____

Louisville Metro Animal Services has received notification that an animal was reported to have bitten and/or scratched you. Animal bites can be a serious medical problem due to the potential transmission of rabies. Rabies is a preventable viral disease of mammals most often transmitted through the bite of a rabid animal. The vast majority of rabies cases reported to the Centers for Disease Control and Prevention (CDC) each year occur in wild animals like raccoons, skunks, bats and foxes. Bites from bats are the main source of rabies in the United States.

The rabies virus infects the central nervous system, ultimately causing disease in the brain, and if untreated can result in death. The early symptoms of rabies in humans are similar to many other illnesses including: fever, headache, and general weakness or discomfort. As the disease progresses, more specific symptoms appear and may include: insomnia, anxiety, confusion, slight or partial paralysis, excitation, hallucinations, agitation, hypersalivation (increase in saliva), difficulty swallowing and hydrophobia (fear of water). Death usually occurs within days of the onset of these symptoms.

Animals involved in bites must be quarantined for a ten day period for observation. Animals with rabies will start to show symptoms of the disease or will die within the ten day quarantine period. If you are able to view the animal after the ten day quarantine period and it is alive and appears healthy, then the animal did not transmit rabies at the time of the bite. Therefore, you will not need to seek medical attention for rabies.

However, if you are:

- 1) Unable to observe the animal after the ten day quarantine period to verify it is alive and healthy (no matter if it was current on its rabies vaccination or not)
- 2) The animal becomes ill or dies during this period
- 3) Or the animal is not available for testing,

then there is potential for the transmission of rabies and other infections. If a bite from a rabid animal goes untreated and rabies develops, it is almost always fatal. If you were bitten by an animal that cannot be quarantined or tested for rabies, then you are urgently advised to contact your physician to determine the need for rabies post - exposure treatment. If you do not have access to a physician, contact the Louisville Metro Department of Public Health and Wellness's Communicable Disease Program at 502-574-6570 for assistance.

If you need further assistance or have additional information regarding the animal bite, please contact Metro Animal Services at 502-363-6609 or Louisville Metro Department of Public Health and Wellness's Rabies Control Program at 502-574-6640.

By signing below, you acknowledge that you have received a copy of this form.

Signature _____

Date _____

BASIC PRINCIPLES

PROTECTION of public health and safety as well as animal welfare

PLACEMENT of animals into new, loving and adoptable homes

EDUICATION of the public about responsible pet ownership practices

TEAMWORK amongst the citizens and the community

SERVICE to the public that is timely, professional and courteous

FIVE FREEDOMS OF ANIMAL WELFARE

Freedom from thirst, hunger and malnutrition by ready access to fresh water and a diet to maintain full health and vigor

Freedom from discomfort by providing a suitable environment including shelter and a comfortable resting area

Freedom from pain, injury and disease by prevention or rapid diagnosis and treatment

Freedom to express normal behavior by providing sufficient space, proper facilities and company of the animals own kind

Freedom from fear and distress by ensuring conditions that avoid mental suffering



LOUISVILLE'S ANIMAL SERVICES

METRO ANIMAL SERVICES

WORKPLACE CULTURE AGREEMENT

Support a UNITED animal services agency

- Honor and respect differences between departments and locations
- Minimize inter-department competition
- Practice "we" thinking
- Seek to understand the different needs of the departments
- We are all responsible for the whole
- Include, rather than exclude

Practice collaboration, cooperation and

coordination

- Provide access to information about decisions, decision-making processes and what's going on
- Encourage inter- and intra-departmental collaboration
- If you must interrupt someone, give them a chance to say if it's a good time or not, and schedule a later time if need be

Embrace diversity and practice open-

mindness

- Expect differences
- Different is not wrong
- Look for the contribution that each person is trying to make to help the animals
- See commonalities and seek to understand differences
- Disagreements are not necessarily a hindrance—they keep MAS dynamic

Practice open, direct, prompt

communications

- Take a stand to stop gossip
- Practice proactive listening and seek to understand
- Deliver and receive complaints, suggestions, and other communications responsibly
- Hear someone out before responding
- Take time to check for understanding before proceeding
- Practice honesty
- Use phone or face-to-face meetings when topics merit such communications; e-mails can be misinterpreted or impersonal

Deal with conflict responsibly

Agree to resolve outstanding conflict NOW

- Be active in resolving conflicts
- Deal with conflict directly—with the persons involved
- Show respect—keep your voice calm and your language clean
- Promote healthy conflict—view it as an opportunity to explore differences and increase understanding
- Opinions are subjective—respect other people's right to their own perspectives

Promote trust

- Everyone takes responsibility for themselves in continuing to build trust and is accountable for their actions
- Commit to working towards a healthier future

Address problems proactively and

constructively

- Lead support to build trust individual to individual, intra- and inter-department, between locations and MAS-wide
- Trust that everyone at MAS is making decisions for the animals in good faith—or check it out if you have questions

consequently

- Treat complaints, suggestions, and ideas with respect
- Take responsibility to bring issues needing attention to someone who can take action
- Think constructively, look for solutions
- Encourage people to work things out between themselves
- Give up the grudges or let grudges be a signal to you that you need to go talk with the person in question

Demonstrate respect

- Respect people's right to different opinions
- Respect decisions made
- Respect the right to disagree
- Extend compassion to your coworkers
- Practice courtesy and consideration of others
- Value each other regardless of job title, seniority, position, or opinion

Acknowledge feelings and the emotional

aspects of our work

- Recognize the importance of having a sense of humor—lighten up
- Identify healthy ways to reduce or release stress—ask for help if you need it
- Find ways appropriate to the setting to express sadness, grief, and anger when those feelings arise
- Respect others' response to emotions—help them find creative and appropriate outlets to express their feelings
- Keep things in perspective—help yourself and others maintain a positive outlook
- Have fun!

Create and maintain a safe workplace

- Find safe ways to accomplish your task
- Commit to following safety procedures even when you're in a hurry
- Know your limitations and seek out others to help when needed
- Bring safety concerns to the attention of your supervisor or someone on the safety committee

Show appreciation

- Remember why we have chosen to work here
- Practice appreciation at all levels of the organization
- Acknowledge people across the organization when they're really fantastic
- Model appreciation interdependently as well as inter- and intra-departmentally and individually

FISCHER ADMINISTRATION TEAM VALUES

INTEGRITY AND TRANSPARENCY

Having integrity means we are completely forthright in our dealings. Our efforts, practices and policies will be transparent. Integrity builds trust. We respectfully say what needs to be said, not what people want to hear. There is soundness and completeness between what we say and what we do. We keep our commitments.

TRUST AND RESPECT FOR ALL

Mutual respect and trust are basic to establishing effective working relationships with voters, colleagues and all citizens. We value diversity, open communication and differing opinions. Trust is created as we relate openly with one another in spirit and fairness, honesty and respect. Trust is necessary to build long term working relationships that can make our community and the world a better place.

TEAMWORK AND PARTNERSHIPS PRODUCE WINNERS

We believe a culture of teamwork is core to success. Teamwork is a competitive edge. Aligned teams leverage our combined talents and problem solving skills to accelerate learning and achieve a shared vision. The collective ability of our teams and partnerships allows us to proactively and reactively respond at a pace that significantly outperforms our competition.

IMPROVEMENT IS OUR LIFELOOD

The goal is to constantly improve tax-efficient, citizen-centric services based on the belief that we can achieve results as good as any community in the world. We are relentless in the pursuit of continuous and breakthrough improvement for all our systems and relationships. We seek input from all corners of Jefferson County to develop these systems and provide the communications and training needed to implement them effectively. We think systematically to optimize our actions.

POSITIVE PEOPLE LIVING TO FULL POTENTIAL

We believe that positive people with passion and winning attitudes produce superior results and are fun to be around! Our individual and collective effort will leave the Louisville region, our state, country and world a better place.

SENSE OF URGENCY

We have a very large job to do. We will use technology whenever possible to increase our speed and quality of operation. Living our values open communications, trust, teamwork, and continuous learning and improvement allows us to move more quickly than our competition.

