



# Public Integrity Unit

Case # 14-072

Interview of:

**All documents were provided by  
Leah Scott, Administrative  
Assistant in Metro Hall.**

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-
ISSUE DATE: April 16, 2013	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC:		
REFERENCES:		

**Administrative Clerk / Adoption Coordinator Procedures**

**Duties Performed by Administrative Clerk and Adoption Coordinator**

**Opening / Closing Procedure**

- Each morning every Administrative Clerk/Adoption Coordinator receives allotted amount of money which they have responsibility for to use as their "Cash Box". This is verified every morning by the Administrative Clerk/Adoption Coordinator. The clerk will secure this in a locking cash drawer or lock box throughout the day. This money is verified by a signature of the Clerk and AC as well as another person.
- If throughout the day a Clerk/AC receives large bills they should place them in sealed envelope and secure it in the safe until the end of the day. These envelopes will have the clerks name on them and at the end of their shift they will be returned to the clerk for their normal check-out procedure.
- Each evening the Clerk is responsible for returning the Cash Box money to the safe with the beginning balance that was given to them in the morning. This should be completed before balancing the day's receipts. Make sure bank has small bills for change.
- The On-Site Supervisor will conduct periodic, random audits to ensure adherence to these directives.

**Balancing Daily Reports**

- At the end of each Clerks / AC shift it is the responsibility of each person to balance their daily report.
  - When entering in cash, checks and credits in Chameleon it needs to be applied to the right field for auditing purposes. **DO NOT** enter credits under check, etc.
- Each report should balance and if there are any discrepancies it should be brought to the immediate attention of the on-site supervisor. It should also be noted on the Closing Report as to what the issue is and how to resolve the mistake.
- Copy all checks and attach all credit card slips to your daily reports along with cash and checks.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-
<b>ISSUE DATE:</b> April 16, 2013	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Administrative Procedures		
<b>SUB-TOPIC:</b>		
<b>REFERENCES:</b>		

- The Closing Report needs to be signed by the Clerk / AC and verified by another individual. Reports should not be sent to OMB with only one signature.
- Once all Closing Reports are verified they must be placed in the Deposit Bag supplied by Bee Line and secured in the safe until the carrier picks up the deposit the following day.
- Credit Card machines must be Settled out each evening at both locations and placed in the Deposit Bag.
- Any business entered in Chameleon (i.e. Credit On-Lines, Adoptions) need to be placed with those days' deposits. **DO NOT** hold paperwork if it has been entered into Chameleon. Complete what you start. This especially goes for working during non-business hours. If the dispatcher is entering in On-Lines or someone is doing Rescues it is important that the paperwork is included in the daily deposits.

**Metro Cash Management Policy**

- Please refer to hand out when accepting checks.
- Please refer to hand out for Credit Card Transactions
- Please refer to handling Returned Checks

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-
<b>ISSUE DATE:</b> April 16, 2013	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Administrative Procedures		
<b>SUB-TOPIC:</b>		
<b>REFERENCES:</b>		

**Vet Licensing Program**

- Once a check is received from the Veterinary that is authorized to sell Metro Licenses it is imperative to process this paperwork immediately since it is Metro's policy that over \$1,000 **CAN NOT** be left on property for more than 1 business day. For a copy of how to enter the Vet payment please refer to the attachment.
- Please make sure that envelopes received from the Veterinarians are indeed checks and not invoices for services such as Spay/Neuter vouchers. Invoices must be sent to OMB for processing with the appropriate signature.
- **SEE ATTACHED PROCEDURE**

**Mail-In Licensing**

- The mail in licensing should be kept in a secure locked environment.
- Licensing should be completed and returned to the customer in a timely manner.

**On-Line Licensing**

**SEE ATTACHED PROCEDURE**

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-
ISSUE DATE: April 16, 2013	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC:		
REFERENCES:		

**Additional Directive Regarding Chameleon & Computer Usage**

The following directive is effective immediate and shall serve in conjunction with all other standing department and/or Metro-wide policies and/or directives regarding Chameleon, computer, email and/or internet usage:

Any employee using Chameleon must log in when starting a session and must log off anytime the computer is left unattended. No employee will use another person's Chameleon ID or perform any actions under someone else's Chameleon and/or computer username at any time.

Password users shall be held accountable for all actions taken with their account. Workstations must be secured anytime the computer is left unattended.

Employees must log off, lock the computer or activate a password-protected screen saver each time the workstation is left unattended. Use of the screen saver idle time lock activation is mandatory.

No employee is permitted to change, update, add, remove or otherwise alter his/her own personal, family or friend's information or their personal, family or friend's pet(s) information or any other information

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-
<b>ISSUE DATE:</b> April 16, 2013	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Administrative Procedures		
<b>SUB-TOPIC:</b>		
<b>REFERENCES:</b>		

**Purchase Orders**

Each division supervisor/manager will select one qualified person to place orders. All orders for the division should go through this person.

It is mandatory to complete a purchase order request form and obtain all the required signatures for all purchases and services requested, prior to placing the order or request.

Each division will be responsible for its own purchases and only the person designated by the supervisor of the division will place the order after approval. Prior to placing the order, the Assistant Director with the assistance of OMB will ensure that the budget allows for the expense and there are sufficient funds available.

Purchase orders must be completed and approved through the chain of command prior to placing the order or request for services.

The approval process is as follows:

- Purchase order completed and signed by designated employee.
- Purchase order is forwarded to division supervisor/manager for approval
- Purchase order is forwarded to Assistant Director for approval (for orders under \$100, this step and next step can be skipped).
- Purchase order is forwarded to Director for approval (For orders under \$1000, this step can be skipped).
- Approved purchase order is forwarded to the Office of Management & Budget (OMB). OMB will verify that funds are available and issue PO number. Purchase order is then returned to employee to place the order. Orders shall not be placed until a PO number has been assigned.

Once received, the order and invoice must be checked to ensure all products have been received. The division supervisor/manager or designee must sign the invoice to verify it is correct and ready to be paid. The invoice is then given to the Assistant Director for OMB processing.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-
<b>ISSUE DATE:</b> April 16, 2013		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Administrative Procedures		
<b>SUB-TOPIC:</b>		
<b>REFERENCES:</b>		

All invoices must be paid within 30 days of the invoice date. If the invoice is being paid late, a note of explanation must be attached.

The Purchase Order Form is an Excel spreadsheet and available on the G drive to be completed.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-
ISSUE DATE: April 1668, 2013	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC:		
REFERENCES:		

**Refund Request Processing**

All refund requests must be submitted and approved on a Refund Form. Each division will be responsible for submitting the request and obtaining the proper approvals. Employees receiving the refund request shall submit the form to their division manager immediately (the receipt showing the method of payment must be attached to the refund request). The division manager will forward the form to the Director or his/her designee for approval. After the request has been approved or denied, it will be sent to the Assistant Director for OMB processing.

Customers requesting a refund must complete a Refund Form unless it's an online issue and then the employee will initiate the refund request. Employee receiving the form must ensure that the customer has adequately completed the form. For any adoption refund, Adoption Coordinators must verify the authenticity of the request and may add any pertinent information to the form with their initials. Customers will be informed that processing may take up to three weeks if approved. All cash and check payments will be refunded by check. All credit card payments will be refunded to the credit card. Refunds will only be issued to the person that made the payment.

A \$25 administrative fee will be deducted from each refund. Only the Director or his designee can waive or reduce this fee. The exceptions to this fee are a refund request for a trap rental deposit and services paid twice.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-
ISSUE DATE: April 16, 2013	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC:		
REFERENCES:		

**Daily Bank Deposit**

At this time; please make sure the following are in the locking bank bag and ready for the Beeline Courier pick-up today.

- Your Balanced Cash Box Report ( If there is a mistake on your report, please correct the mistake)
- All Cash listed on your the Cash Box Report
- All Checks listed on your Cash Box Report
- All Credit Card Receipts listed on your the Cash Box Report
- Your Signature and one other person's signature verifying that your report is correct and all items listed on your report are included.
- Credit Card Batch Settlement Report

**Daily Deposit Procedure**

Metro Animal Services must strictly follow the Cash Management Policy released by the Department of Finance date 9-01-2008.

- **Bank Deposits will be picked up on the following days by B-Line Courier.**
  - Monday thru Friday at the Manslick Office
  - Monday, Wednesday, Thursday and Friday at the Newburg location. No Pick-up on Tuesday since Newburg location is closed on Monday.
- Daily Receipts will be placed in a locking bag provided by B-Line and only 1 days deposit should be placed in each bag.
- If there are any discrepancies with your daily balance it will be necessary to write the reason on your balance sheet. If there are any Journal Entries that need to be made (example... duplicate entries the clerk will need to print 2 receipts and identify Right receipt and Wrong receipt.
- All Cash Box Closing Reports must be signed and verified.

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-
ISSUE DATE: April 16, 2013	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC:		
REFERENCES:		

- It is IMPORTANT that any transactions throughout the day are entered into the system under their log-in. Transactions should never be recorded while logging in under another user.
- Daily receipts must be kept in the locked safe.
- At the beginning of each work day they will be responsible for verifying their cash bag for the day. This will be their "BANK" for their daily activities to make change for customers and any other transactions. This money is kept in either a locking cash bag, secured in a locking cash register or locking drawer.
- During the working day if a large amount of cash is received they should place the large bills in an envelope with their name and secure the cash in the locking safe that is away from the public.
- At the close of their shift the coordinator/clerk will be responsible for replenishing their "Bank" for the next day and balancing their daily receipts to their **Chameleon Cash Box Closing Report** for that specific day remembering to retrieve any cash that was placed in the safe.
- The Credit Card Machine must be settled at the end of each work day. Credit card report should include Grand Totals, Details and Settlement.
- The combined deposit for the Animal Service Department will be reconciled at OMB office using the **Chameleon Account Code Report Summary** for the stated day. These reports are used to prepare bank reconciliations for the entire month. The deposits are recorded to the general ledger in a timely basis.

**METRO ANIMAL SERVICES  
Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-
ISSUE DATE: April 16, 2013	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC:		
REFERENCES:		

**Money Verification Signature Cards Directive**

All, we have recently changed the procedure for the placement of the signature cards for your money bags. We have also implemented a quarterly sign off of the Cash Management Reconciliation form that list's the opening cash on hand for each cash bag. These minor adjustments will ensure that our front office controls are in line with OMB (The Office of Management & Budget) requirements.

All signature cards will be kept separate from the money bags at all times. These cards are located inside of the black file cabinet inside of the blue folder labeled 'Cash Bag Cards'.

Each card is required to have "2" initials (One from another front office employee or manager) verifying the dollar amount counted.

At the end of each month all cards will be collected and filed with the Assistant Director. Please make sure that these procedures are followed going forward.

Also, we will be scheduling a meeting with all front office clerks to explain the addition of our collection agency and their role in collecting for our agency.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.02
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Duty Preparation		
<b>REFERENCES:</b>		

**Uniforms**

Kennel/Shelter Workers are required to be in complete uniform while executing the performance of their duties. Uniforms issued to each employee are to be clean and neatly pressed at all times.

Each piece of uniform apparel provided becomes the full responsibility of the employee. In the event an article of clothing becomes lost, damaged, etc., the Animal Care Supervisor or his/her designee is to be immediately notified. Uniforms will be supplemented as needed. Worn or torn articles shall be turned in to the supervisor who will arrange for repair or replacement.

Uniformed kennel/shelter staff shall follow the same appearance and grooming requirements as that followed by the ACO's.

The following is a list of uniform apparel to be issued to all Kennel/Shelter Staff:

All Season Pants  
Shirts

Pair of Boots

No form of personal attire (i.e. baseball jacket, sweatshirt, hats, etc.) shall be worn with their uniform. No employee shall wear any items or articles of their uniform while off duty.

Employees will maintain their Departmental identification card on their person at all times.

Name tags, if/when provided must always be worn on the outermost garment.

The Department shall provide kennel/shelter workers facility/cage keys.

Upon termination of employment with Metro Animal Services, any and all, employees regardless of what unit assigned, shall turn in all issued uniforms, items and articles (cleaned).

ISSUING AUTHORITY: \_\_\_\_\_

Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.01
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Dress Code		
<b>REFERENCES:</b>		

**Shelter Operations**

Kennel/Shelter Personnel will wear the issued uniform during the performance of their duties. Uniforms will be clean and neat. Kennel/Shelter Personnel are prohibited from wearing non-issued items on the uniform.

Kennel Personnel will not wear any part of the uniform while off duty.

Management may make exceptions to this policy on a case by case basis. Medical certification may be required depending on the exception being requested.

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Justin L. Scally  
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**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.03
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Housing, Disease Control & Isolation		
REFERENCES:		

**Housing, Disease Control & Isolation**

**HOUSING**

1. Stress reduction and disease control are the goals when determining how to separate animals.
2. Separate animals as follows:
  - a. Dogs from Cats
  - b. Sick and injured from healthy animals
  - c. Puppies and kittens from adult animals (unless puppies and kittens are nursing, then the mother may be left with puppies)
  - d. Males from females
  - e. Aggressive animals from all others
  - f. Nursing mothers and their young from all others
3. Animals that are stressed or recuperating from injuries or illness must have a quiet place to rest during their recovery period. If kept awake, stressed, or forced to be on the guard because of close proximity to barking dogs, their recovery period may be lengthened or otherwise compromised.
4. Enclosures shall be equipped as follows:
  - a. Potable water must be available at all times. Water containers should be cleaned and disinfected regularly (and always before a new animal is put into the cage or run). Water containers should be mounted so that animals cannot tip them over or urinate in them.
  - b. Provide resting boards or beds. Even with heated floors, beds should be provided for nursing mothers, injured animals, sick animals, and animals being held for an unusually long time (for example, in cruelty cases). Cardboard boxes and other enclosures or platforms that can be disposed of, changed, or easily disinfected may be used, and blankets or towels that can be disinfected may be used for bedding.
  - c. Cats shall be supplied with litter pan(s).

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.03
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Housing, Disease Control & Isolation		
REFERENCES:		

- d. Ensure that each cat has constant access to water and dry food.

#### DISEASE CONTROL & ISOLATION

Employees will be mindful of the health and well-being of the animals within the shelter at all times. Animals that are impounded can very easily be sick and/or injured at the time of their taken into Department custody. As a result, it is Animal Services' responsibility to provide the most humane treatment necessary for these animals, even if it means humane euthanasia. Furthermore, animals in the Department's care and custody at the shelter will at times show symptoms of illness or injury. With that said, it is absolutely imperative that employees constantly and consistently monitor the animals in Department's care for signs of illness and/or injury. **It is every department employee's responsibility to care for these animals.**

Personnel will evaluate all animals at the time of intake and observe them during their entire stay with the agency. When faced with a possible sick animal intake – whether it's over the counter or in the field.

- If a dispatcher or other staff member is alerted to a sick animal being brought into MAS by a citizen over the counter (i.e. a person comes to the gate) - the dispatcher will immediately alert animal care staff that the animal is incoming and the citizen should be advised not to bring the animal into the facility until instructed to do so by animal care personnel, veterinary staff and/or a supervisor.

- If a dispatcher or other staff member is alerted to a sick animal being brought into MAS by an ACO from the field - the dispatcher or employee will immediately alert animal care staff and the ACO will not remove the animal from their truck until instructed to do so by veterinary staff and/or a supervisor.

All personnel should be mindful of what measures are necessary to limit cross contamination at all times. This includes the wearing of gloves, gowns, etc that can be disposed of after personnel have finished handling a potentially diseased animal. Furthermore, once an animal is taken into custody, whether on the street or over the

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.03
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Housing, Disease Control & Isolation		
<b>REFERENCES:</b>		

counter – staff must be mindful of anything and everything that may now be contaminated. Any countertops, clothing, floors, tables, trucks, transport carriers, shoes, blankets – just to name a few – will be properly disinfected immediately to avoid cross contamination.

Any animal showing signs of having any type of illness, disease or injury shall be brought to the attention of a supervisor immediately. Upon being notified, the supervisor will then contact veterinary staff who will then determine whether the animal is to be placed in isolation, sent to a veterinarian (staff or off-site) or euthanized.

Once the animal has been assessed and it is determine that the animal has symptoms consistent with a potentially contagious disease (respiratory illness, nasal discharge, ocular and/or nasal discharge, vomiting, diarrhea, lethargy, etc) the animal will then be placed in the designated isolation area if it is determined after a consult with veterinary staff and/or supervisors that the animal will be held at the facility. Employees will remember that sick, injured, pregnant and nursing animals shall not be housed with other animals and in the isolation area – the animals will only be housed one per run/enclosure.

Utilizing the LMAS animal health check list that shall be completed on all intakes will also help personnel determine if/when animals should be isolated and/or when vet staff should be notified. Personnel should remember that regardless of how busy they are, any abnormalities that are consistent with an animal being sick and/or injured shouldn't simply be documented on the animal health check and filed away - swift action must be

taken to provide the animal with the care needed and to immediately determination the actions necessary to keep the overall animal population healthy at all times.

Some common signs of illness in dogs and cats that may warrant veterinary care (this list shall not serve as an all-inclusive list):

- a. Eyes are watery, appear swollen or show discharge.
- b. Ears appear red or in flamed, show discharge, or have a foul odor.
- c. Nose shows discharge (mucous, blood, or pus) or is crusty, congested, or blocked.

METRO ANIMAL SERVICES  
Standard Operating Procedure

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.03
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Housing, Disease Control & Isolation		
<b>REFERENCES:</b>		

- d. Gums are swollen, inflamed, pale or dark red in color.
- e. Animal Sneezing, coughing, or wheezing.
- f. Animal has fleas or ticks, skin shows swelling or lesions, animal limps.
- g. Animal has wounds or abscesses, or body temperature is abnormal.
- h. Vomiting, diarrhea and/or lethargy.

All symptoms of possible illness and/or injury must be documented on the animal's impound form/entered into the computer system and/or medical record. **Most importantly, all possible signs of illness or injury, whether listed above or not, must be brought to the attention of a supervisor and a veterinary treatment request form will be submitted immediately.**

An employee handling animals that potentially have a contagious disease is required to wash their hands thoroughly before handling any other animals. Furthermore, ANY and ALL areas a sick animal has come in contact with must be properly disinfected immediately. Whenever possible for parvo cases, the employee should try to keep their clothing from coming in contact with the animal or shall change clothing if it becomes soiled with excretion from the infected animal.

**Note:** Whenever an animal is moved to a new location, that change must be reflected in Chameleon and on the animal's impoundment form. The animal's cage card must also be moved with the animal to prevent confusion.

ISSUING AUTHORITY: \_\_\_\_\_  
Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.04
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Housing and Cleaning Procedures		
<b>REFERENCES:</b>		

**Animal Housing Cleaning Procedures (Any animal area- dog or cat, etc)**

The following is the animal housing area(s) cleaning procedure:

- All kennels, cages, and runs must be cleaned daily and sometimes more than once a day with hot water (if available) and a broad-spectrum disinfectant proven to be effective against various bacteria and viruses common in a shelter environment (including distemper and parvovirus.) Each enclosure should be cleaned, scrubbed, and disinfected BEFORE a new animal enters. At the present time, Animal Control employees will use bleach at a ratio of 1:32 dilution. This may be replaced by a broad-spectrum disinfectant as approved by the Department Head/Director.
- Remove the animal from the run or cage and place him/her in a separate holding area, carrier, or clean pen, then remove all matters in the enclosure such as bedding, toys, newspaper and all food and water containers. Take all items such as bedding, toys and all food and water containers to be properly cleaned and disinfected. Additionally, any and all water or food bowls are to be removed from the kennels prior to any kennel cleaning. Cage cards should be transferred at this time as well if necessary. NO animal shall be in a cage while chemicals are being used to disinfect the enclosure.
- Remove all solid waste such as feces and hair by scooping it out into a bucket lined with a garbage bag. This is important because disinfectants are much less effective in the presence of organic material and this material will clog the drains. The scoop should be disinfected between each run. This can be accomplished by rotating two scoops in a bucket of disinfecting solution; use one scoop, place it in the bucket, use the other scoop and then place it in the bucket, and so on. This bucket of disinfectant solution should be changed daily. Do not hose solid waste into the drainage system; rinse away only urine into the drainage system.
- Wash enclosures using a high pressure sprayer, steam-cleaning machine, or long-handled, stiff-bristled scrub brush. Do not spray adjacent row of pens causing animals to get wet. Spray aisle and visitor area floors as you go along. Also use a hose proportion regulator such as a Hydro-Foamer Sprayer to apply disinfectant to all surfaces of empty runs at the same time (after initially scrubbing is completed). This is a relatively

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.04
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Housing and Cleaning Procedures		
<b>REFERENCES:</b>		

inexpensive piece of equipment that accurately dilutes chemicals to a desired dosage. This equipment also puts air into the chemical as it sprays out, allowing it to foam as it runs down the walls, thus helping to leave the disinfectant in place for a suggested minimum of ten minutes before scrubbing and rinsing.

- Open cage doors and scrub interior doors and all parts of cage/enclosure. After germicidal/disinfectant cleaner has been applied between cages, on top and behind – Using a scrub brush and a solution of detergent/disinfectant in accordance with manufacturer's instruction, scrub all surfaces within the enclosure including the floor, sides, resting boards/pads, top, walls, gates and doors. If any one section of the shelter is left un-sanitized, disease can be easily transmitted.
- Using a germicidal/disinfectant cleaner, soap cages in their entirety so contact is made to every part of the cage/enclosure, including between cages, on top and behind each cage. Make sure cage doors are closed at this time. By this time – no area of the enclosure should have any unclean areas before the final application of the disinfectant.
- Allow the solution to stand for at least 10 minutes (or the length of time recommended by the manufacturer.)
- Thoroughly rinse all surfaces with a steady stream of water (preferably hot.)
- Scrub all visitor/common area floors, walls and drains in their entirety. Drains are to be clean and free from any hair, excrement and/or dirt.
- Rinse all floor aisles.
- Mop floor with 1 cup bleach in 1 gallon of water or other approved disinfectant.
- Dry the run or cage as completely as possible using a squeegee or disposable item such as a paper towel. No cages shall be cleaned with rags where fomites may be transmitted from one cage to another or dirty water from one cage may expose an animal in another enclosure. If possible, ventilate the area prior to returning animals to it. Squeegee all pens and floor areas pushing excess water into the drainage system. Enclosures should be

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.04
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Housing and Cleaning Procedures		
<b>REFERENCES:</b>		

entirely dry before placing an animal back into the pen, cage or enclosure. Cat pens shall be lined with newspaper.

- Flush drainage system(s) with disinfectant.
- Clean, disinfect and dry beds, toys, food dishes, water bowls, or anything else to be placed or has been placed in an animal holding area.
- Clean and disinfect cat litter boxes. Properly dispose of any disposable litter boxes.
- Clean and disinfect the holding area or carrier after each animal has been removed.
- Clean and disinfect other areas used by animals. Personnel shall be mindful that there will be cross contamination that needs to be addressed when moving animals from one building to another (i.e. moving animals from the 100 building to the 200 building).
- Ensure all cabinets are cleaned and polished. Clean all windows and window sills. Make sure hand soap dispenser(s) and hand sanitizers are full. Make sure all animals have fresh water.
- Spray room with deodorizer such as ODOR-BAN or other deodorizer/neutralizer as approved by the director.
- Clean all areas used by the staff and public. Because bacteria can accumulate and lead to disease and/or odor problems, be sure to regularly clean and disinfect all areas, including the aisles, walls and ceiling.
- At a minimum of once a week, all animal holding areas shall be cleaned with an approved disinfectant/degreaser.

ISSUING AUTHORITY: \_\_\_\_\_

Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.05
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Isolation Areas/Cleaning Procedures		
REFERENCES:		

**Animal Isolation/Cleaning Procedures**

Any sick animals entering the facility, or becoming sick once in the facility, is to be placed in the animal's designated Isolation Area.

Animal Isolation Areas will be closed off to general staff and/or public access at the beginning of each shift to prevent unnecessary employees/volunteers from coming into contact with contagious diseases.

Latex gloves and disposable gowns will be worn and changed between handling each potentially sick animal. This will reduce the risk of spreading diseases from one animal to another.

New laminated "Under the Weather" signs will also be utilized as a way to display on an animal's cage that he/she is not feeling well or could potentially spread any contagious disease to other shelter animals such as parvo, distemper, mange, etc. The sign is to be hung on the animal's cage and remain on the animal's cage until the animal leaves the shelter. Animals with these signs on their cages must not be moved out of that cage until approved by the Animal Care Supervisor or the Veterinary Services Supervisor, and shall only be handled with gloves and gowns as universal precautions, separate foot baths with bleach as needed.

In addition to food, water and litter pans for cats, a towel can be placed in the cage to provide additional comfort for sick/injured animals.

When an animal has been removed from an area, the entire cage/area is to be thoroughly cleaned.

The floor and walls of all animal areas are to be scrubbed with an approved disinfectant and dried daily.

Authorized Animal Services employees will only take the necessary medications needed to treat sick or injured animal(s) to help avoid contamination with medications kept in storage.

Animals will be maintained on the same level of cages (when room is available) to minimize cross contamination (especially with consideration of cats). Divide the cages whenever possible. Make sure cages with dividers are only used when maintaining kittens. Disease can spread without a solid barrier.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.05
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Isolation Areas/Cleaning Procedures		
<b>REFERENCES:</b>		

Towels will be used to cover the front of the cages to avoid air borne contaminants from spreading as animals cough or sneeze as much as possible but also in consideration of ventilation needs.

Hand and arm washing will be completed once employees have completed their duties in the designated Isolation Areas. Foot baths will also be implemented in areas where sick or potentially exposed animals are being maintained.

Foot baths have also been placed at the entrance and exit of all kennel areas and they will be used by everyone (volunteer, employee, public, etc.) prior to entering or exiting a kennel area.

**EMPLOYEES MUST MINIMIZE EXPOSURE TO SICK ANIMALS SINCE THEY CARE FOR HEALTHY ANIMALS THROUGHOUT THE DAY.**

**ISSUING AUTHORITY:** \_\_\_\_\_  
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*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.06
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Quarantine Cleaning Procedures		
<b>REFERENCES:</b>		

**Animal Quarantine Cleaning Procedure**

All animal quarantine areas will be cleaned in the same way as any other animal holding area. However, for the safety of employees, whenever an employee is handling an aggressive/feral cat, approved **handling gloves must be worn** by the staff member when it is necessary to protect their health and safety. Whenever an aggressive dog is being handled, a **control pole** will be used for the safety of the staff when deemed necessary.

Employees must keep in mind while handling an animal in the quarantine area that these animals are usually being observed for signs of a communicable disease such as rabies. Animals in quarantine could also be in that particular holding area due to a public safety violation such as a bite. Animals that are being housed in quarantine may not be housed with another animal due to the possibility of disease transmission and/or aggressive animal behavior.

**ISSUING AUTHORITY:** \_\_\_\_\_

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*Director, Metro Animal Service*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.07
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Miscellaneous Cleaning and Maintenance		
<b>REFERENCES:</b>		

**Euthanasia Room Cleaning Procedure**

The Euthanasia Room is to be maintained in as spotless a manner as possible. All used needles are to be placed in the sharps container. Used syringes are to be rinsed in the bowl provided, and placed back in the drug box. All euthanasia drugs, syringes, and needles are to be kept in a double-secured box or drawer.

Muzzles, when used are to be wiped off after use. If they become soiled they are to be washed and dried.

All trash cans are to be emptied daily. The floor in the Euthanasia Room is to be scrubbed once a week and mopped daily.

The euthanasia table is to be kept clean at all times. Hair, fecal material, urine and blood are to be cleaned immediately prior to the entrance of each animal.

No more than one (1) animal may be permitted in the Euthanasia Room at any given time.

**Receiving/Animal Food Preparation Areas**

Thoroughly clean counters, floors, all stainless steel and any other surface or walls.

**Loading Bay Area**

The Shelter Loading Area/Bay is to be kept free from clutter at all times. The loading dock/bay area shall also be disinfected and scrubbed daily.

**Storage Room**

All storage areas are to be maintained in a way to allow access to the room. No stacks of food or litter are to be piled higher than 6 feet. All food and litter bags are to be stacked in a way that will keep them dry (on pallets, etc). Any spilled food or litter is to be promptly cleaned up.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.07
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Miscellaneous Cleaning and Maintenance		
<b>REFERENCES:</b>		

Any objects placed in the Storage Rooms should be placed to ensure the safety of all employees.

Any observed potential danger is to be brought to the attention of a supervisor immediately.

**Freezer Cleaning and Maintenance**

The freezer entryway is to be kept clear at all times. The freezer floor and walls are to be scrubbed at least quarterly. Freezer doors are to remain closed at all times when not in use.

**ISSUING AUTHORITY:** \_\_\_\_\_

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*Director, Metro Animal Service*

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.08
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Check-In		
REFERENCES:		

**General Animal Check In:**

All discussions or findings including but not limited to prospective lost pet owners who may call or stop by or interested parties in adoption or rescue shall be immediately documented by the staff member in on the respective animal's memo in chameleon. This is done so that MAS ensures every effort to save as many animals as possible is afforded. If someone were to come by and say that they are really interested in an animal and left intending to come back the next day or a few days later, the concern is that MAS personnel won't know who the person is.

An animal is considered picked-up or impounded when it enters the custody of the ACO/Shelter staff by way of any physical restraint. Every animal impoundment form shall be filled out **COMPLETELY** as soon as an animal has been impounded. **The impoundment form must include the complete name, address and home/work phone numbers and any other available contact numbers for the person/owner.** Employees will not accept P.O. Boxes as addresses. A street address must be obtained so that the location of animals linked to a particular home can be located.

The assigned staff member will note the animal's condition on the designated animal health check sheet and update Chameleon with the information as well.

ACO's will make every effort to redeem a pet to his/her owner in the field before deciding to bring the animal to the shelter (i.e. microchip, tags, speaking with neighbors, etc.)

All incoming animals will be immediately taken to the receiving area along with the animal's impoundment form.

Impoundment forms examples are: Owner Surrender, Stray Surrender, Confiscation Form, Euthanasia Form, etc.

**All live animals entering the facility are to be thoroughly examined and evaluated by the Animal Care employees:**

1. Determine if animal is aggressive or feral before handling.

For aggressive dogs a control pole will be used for the safety of the staff when deemed necessary and handled by two staff members when appropriate. If the animal cannot be

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.08
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Check-In		
<b>REFERENCES:</b>		

handled safely, it is to be brought to the attention of the Animal Care Supervisor or his/her designee. The supervisor will determine if a visual examination is warranted or what steps are needed to safely check in the animal. Aggressive animals will be maintained in quarantine after check-in.

2. Leash dogs and weigh. For cats, weigh in the cage and deduct the cage weight. Indicate weight on the impound form.
3. Dogs may be examined on the floor or examined on a table/counter just as would be done for a cat.
4. Determine and indicate on the animal's impoundment form in the appropriate area:
  - a. Species (Domestic, Wildlife, Livestock)
  - b. Breed (Breeds are to be identified as accurately as possible)
  - c. Color
  - d. Sex
  - e. Altered
  - f. Age
  - g. Tail: Docked, Long, Feathered, Curly
  - h. Ears: Cropped, Floppy, Point, Fold
  - i. Muzzle: Short, Medium, Long
  - j. Coat: Short, Medium, Long, Wavy, Thick, Curly, Coarse, Smooth, Clipped
  - k. Note if the animal is wearing a collar. Accurately describe the collar. Ex: blue nylon, black leather with silver studs.
  - l. Note if the animal is wearing any identifiable tags, tag numbers and collars. Ex: rabies, name tag, etc.
  - m. Scan for micro-chip twice. Record microchip number on animal impoundment form or note scanned none found.
  - n. Look for tattoos or other identifying marks.
  - o. During intake, personnel shall conduct an intake exam on each animal to assess their current condition. Everything from overall body condition, eyes, ears, weight, parasites, mouth, etc will be examined. Notes will be entered into the computer database to indicate that a triage exam was conducted (i.e. NSF, WNL, BAR). If a problem is found, note it and determine if veterinary care is needed.
  - p. For cats, check to see if the animal is de-clawed.
  - q. Temperament (Aggressive/Feral, Friendly, Shy, Nice, Scared, etc.)

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.08
ISSUE DATE: November 1, 2011		REVISION DATE: N/A
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Check-In		
REFERENCES:		

- r. Note any wounds, parasites, skin conditions and determine if veterinary treatment is required. Administer minor first-aid, if necessary.
- s. Administer necessary vaccines. Be sure to put vaccinations that are given in Chameleon. In addition, employees must create a memo on the TO DO list for two weeks out to revaccinate each animal that comes in. The stickers from the vaccination vials will also be placed on the animal's kennel card.
- t. Take a digital photo of the animal.
- u. Place animal in a holding cage
- v. Determine proper location for the animal to be placed in the facility and note the location.
- w. Enter all information in chameleon. Print a kennel card and impound form then place in clean pouch.
- x. **Collar ALL animals** (*unless aggressive/feral and behavior prohibits an employee's ability to handle the animal safely or it would endanger the animal's health and safety by collaring such as with an infant animal*) with ID collars. The collar insert is to have the animal id number placed on them. Collars should be snug, but not overly tight (2 fingers should be able to be slipped under the collar). If an animal is found without a collar, the staff member that finds the animal is responsible for placing one on the animal with the correct impound number and notifying the supervisor. Animals that cannot be collared shall be brought to the attention of the Animal Care Supervisor or his/her designee immediately.
- y. Take animal to the appropriate kennel and write the pen # on the animal's impoundment form. Blankets are to be provided to all thin, injured, sick, weak animals, puppies under 8 months, and dogs over 10 years old. Attach pouch with paperwork on kennel door.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.08
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Check-In		
<b>REFERENCES:</b>		

The previously mentioned check-in procedure also applies to other domestic animals (such as birds, rabbits, gerbils, hamsters, ferrets, etc.).

All animals brought into the facility either through the Receiving Lobby, by a citizen, or when an ACO brings an animal in from the field, are to have an animal impoundment form completed.

Animals are to be handled humanely at all times. In the event a dog will not walk on a leash, it is to be picked up and carried or the animal care supervisor should be contacted. Cats will be transported by carriers. **AT NO TIME** is an animal to be restrained or handled in an inhumane manner.

It is the responsibility of the Animal Care employee to perform all necessary check-in procedures on each animal prior to taking the animal to a kennel.

If an employee needs to place an aggressive dog in a pen in quarantine - a notation that the dog, or any animal, is aggressive must be clearly noted on the pen door, impoundment form and in chameleon. All doors which could be a route of escape for the animal should he/she get loose are to remain closed. The door to the quarantine building must remain locked at all times. Do not prop open doors for any length of time.

Incomplete animal impoundment reports will be brought to the attention of a supervisor.

Animal Care employees will check lost & found for possible matches. The animal care employee will initial and date the lost and found book. Employees will utilize any information located on the animal impoundment form, lost & found, animal tags or microchips to alert the owners their animal is at the facility by telephone or posting the property. Every effort to contact a possible owner **MUST** be performed.

The animal control employee will record the efforts made to contact the owner on the animal memo in chameleon. Any updates must include the date and employee's name.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.08
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Check-In		
<b>REFERENCES:</b>		

Any animal that shows possible signs of abuse or neglect must be investigated fully. This includes situations with owner surrenders or strays. Animal Care employees will alert their supervisors of suspected abuse or neglect based on their observations and facts to support their conclusion. The supervisor will ensure the abused/neglected animal receives the appropriate care required and notify the Animal Control Supervisor of the animal's status. The Animal Control Supervisor will then assign an officer to cases that warrant an investigation.

Many times animal abuse or neglect is not apparent until several factors are reviewed. Suspect or animal history is available upon request to assist employees in making that decision. It is necessary that Animal Care employees update chameleon for any animal that was not initially listed as an abuse/neglect case. The following list contains some examples of possible animal abuse or neglect:

- 1 Untreated or unexplained injuries/sickness. Lack of necessary veterinarian care without reasoning or justification.
- 2 Extremely underweight or obese animals.
- 3 Extensive Animal Control history.
- 4 Skittish animals with signs of injuries.
- 5 Abandonment situations.
- 6 Uncooperative or evasive animal owners with animals revealing suspect behavior or injuries/illness.
- 7 Animal hoarding situation

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.08
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Check-In		
<b>REFERENCES:</b>		

Animal Care employees must ensure the following evidence is obtained and forwarded to the ACO/Supervisor handling the animal abuse or neglect case for court purposes:

- 1     Photographs                    (ex: before, during, and after treatment).
- 2     Medical records.
- 3     Physical evidence            (ex: bullet, embedded collar).

**Identifying Animals over the phone**

Based on the high probability for error, MAS employees will not attempt to identify an animal over the phone for an owner who calls in looking for their lost pet. Callers shall be advised that we do not identify animals over the phone, and should be encouraged to come to the shelter for identification.

**Additional Domestic Animal Check-In Information**

It is always helpful and in most cases comforting to the owner when told that all will be done to process their pets visit as quickly as possible. Let them know that we must ensure their pet was not injured while at large and that we appreciate their patience during this process. However, do not forget to obtain the possible owner's contact information if they leave or have called via telephone stating that they would potentially be the animal's owner.

Keep in mind that in most cases a pleasant voice, personal unhurried attention and sincere concern for a person's feelings go a long way.

All animals will be monitored closely throughout the day by Animal Care personnel. Staff shall observe the animal's behavior, temperament, eating, urination and elimination on a daily basis. Any concerns in these areas will be brought to the attention of a supervisor immediately.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.08
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Check-In		
REFERENCES:		

Animals observed to be aggressive or unpredictable will be relocated to quarantine whenever possible. The designated Animal Care employee will ensure the cage is marked with a sticker or sign stating "Aggressive – Seek Assistance."

Volunteers will NOT be permitted in areas marked "Employees Only" for their health and safety.

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*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.09
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Monitoring		
<b>REFERENCES:</b>		

**Animal Monitoring**

Daily Observation Records will be completed by Animal Care employees for all animals maintained in isolation, or animals requested to be monitored by a supervisor. The purpose of the Daily Observation Record is to safeguard the well-being of each animal in these areas due to extenuating circumstances while in MAS's custody. This is done by observing the animal daily and recording the findings. The form will be maintained on or with the animal's impoundment form. The form will then be filed with the animal impoundment form once disposition has been made on the animal if the form was completed on a separate paper from the impoundment form.

All dogs will be provided beds whenever possible. Injured, elderly and young dogs shall be provided blankets adequate for their size at all times. All cats will have dry and clean cages throughout the day. Every animal will have an ample supply of fresh water at all times.

All doors to restricted areas of the facility will be locked at all times.

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**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.10
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SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Medical Care/Treatment Injured Animals		
REFERENCES:		

**Medical Care/Treatment Injured Animals**

(See Administrative section for more detail)

When an animal comes into the facility with a *wound of unknown origin*, the animal will be placed in the quarantine section of the shelter. These particular animals are not readily available for adoption/redemption. At the top of the animal's impoundment form will be marked "Adoption with Extensive Quarantine Conditions". The types of injuries will be listed on the animal's impoundment form and entered into chameleon. Should a citizen show an interest in adopting/redeeming one of these animals, the citizen will be advised that the animal is to be placed on a strict 6-month isolation quarantine if rabies vaccination status is expired or unverifiable and a 45-day quarantine if the rabies vaccination is current. The location of the quarantine must be at a veterinarian hospital or a boarding facility. The approval of the location must be done by the assigned Animal Control employee prior to adoption approval/release of the animal. Animals with wounds of unknown origin shall not be permitted to be adopted without prior approval from the Director.

Animal Care employees must ensure that any animal that appears sick or injured will be made comfortable during the time it is in our custody. A decision must be made to provide veterinarian care for those animals whose condition causes them pain or discomfort. Special care will be taken to maintain the highest level of comfort to animals having to be moved or transported.

Employees will contact a supervisor to determine the kind of treatment needed in each particular case. Minor medical treatment may be provided to the animal by trained staff. The designated Animal Care Staff member will immediately contact the MAS Veterinary Services staff in all cases where the animal is in discomfort or injuries/sickness is apparent. Should a decision be made to later transport the animal to a veterinarian outside of MAS, the Animal Services employee assigned to take the animal to the veterinarian for treatment will be responsible for relaying the monetary limits to the attending veterinarian prior to any services being rendered. **Treatment will not exceed \$50.00 without supervisor approval.** The employee will notify a supervisor of the veterinarian's evaluation and any instructions for care of the animal in writing.

Employees will determine a proper course of action for treatment of animals during non-business hours. Employees shall review the policies and procedures for "Injured Animal With & Without I.D." Employees who have taken in badly injured/sick animal(s) will contact the on-call veterinary services staff member so that an informed decision can be made regarding treatment

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.10
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Medical Care/Treatment Injured Animals		
<b>REFERENCES:</b>		

for the animal. The employee will document on the animal's memo in chameleon which veterinary staff member authorized the treatment for the animal.

Employees will submit a copy of the animal's kennel card, veterinarian bill and any related paperwork to the Assistant Director on the same day as completed. The original assigned employee, will also follow-up on the animal's care and condition daily until a supervisor has relieved them of that responsibility.

In the event an animal dies or becomes sick, either in the kennel during the required holding period or at any time during the quarantine, a supervisor will be notified immediately. If the animal is not adopted/redeemed, it will automatically be tested for rabies after the required holding period if there has been contact with humans or animals that constitutes an exposure in accordance with state and county public health regulations.

Any animal impounded injured is to be treated with the utmost of care. If the animal is placed in the kennel it is to be made as comfortable as possible. The same policy applies for sick animals brought into the shelter.

Minor medical treatment may be provided by the facility staff. Whenever appropriate, Animal Care employees may treat minor injuries. All other cases, suspect or serious in nature, shall be promptly treated by a veterinarian.

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*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Department of Animal Control	<b>S.O.P.#</b> AC-004.11
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures	
<b>SUB-TOPIC:</b> Rescue Procedures	
<b>REFERENCES:</b>	

**Rescue Policy**

Metro Animal Services works with Breed Specific Rescue leagues as well as All Breed Rescuers as a means of providing a second chance at adoption for animals. All animals available to rescue groups are deemed available at the discretion of MAS. The objectives of MAS with regards to working with rescues are to ensure:

- the protection of public health through timely rabies vaccination and spay/neuter,
- suitable placement of all adoptable animals,
- quality care throughout the holding and adoption transition process, and
- timely compliance of all requirements.

**Rescue Criteria**

MAS may work with rescue groups and their representatives upon verification of the groups' legitimacy in the form of at least two of the following with the exception of the requirement marked with " \* ", which is a requirement of all rescue groups:

- A) - Rescue Application, Agreement or Criteria
- B) - Business Card
- C) - Adoption or Fostering Contract
- D) - Adoption Policy
- E) - \*Must have a 501 (c) 3 or be a group otherwise approved by the Department Head/Director

Rescue facilities are subject to inspection by Animal Control in order to:

- A) - provide initial inspection of a new rescue facility,
- B) - investigate a complaint,
- C) - ensure each rescue group remains in good standing with the Department.

Inspections shall be arranged in advance with a rescue group unless the inspection is prompted by a complaint. Interference or refusal of an inspection by Animal Control

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.11
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Rescue Procedures		
<b>REFERENCES:</b>		

may warrant the revocation of adoption privileges.

### **Rescue Process**

Metro Animal Services shall make a concerted effort to call appropriate rescue groups for those animals available for adoption. When an animal is of interest to a rescue group, the following shall apply:

- A) - Animals shall be held for consideration by a rescue group for not longer than two business days once notified and they fail to contact the department, unless by special arrangement.
- B) - Unless otherwise determined by a supervisor, all adopted animals shall be spayed/neutered and provided with a current rabies vaccination. If these tasks cannot be completed prior to adoption, the animals shall be released on compliance and a follow-up to ensure compliance will be conducted only as approved by the director.
- C) - *It is the responsibility of the rescue group to obtain compliance information from their adopters, and in turn provide that information to MAS.*

Compliance information from rescuers may be mailed or faxed to:

Metro Animal Services  
Post Office Box 16346  
Louisville, KY 40256-0346  
ATTN: Adoption Program  
FAX NUMBER: 502-363-9742

### **Rescue Medical Expenses**

In the event a rescue group wishes to adopt an animal requiring medical care too extensive and involved to be treated by MAS, a rescue group may offer to pay for medical services for that animal. This particular type of situation is more complicated than a routine adoption and therefore, must be discussed with the Director or designee in advance for approval. Due to budgetary constraints, the rescue group

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.11
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Rescue Procedures		
<b>REFERENCES:</b>		

interested in adopting an injured/sick animal will be required to pay all medical expenses above and beyond those which would be normally paid through Animal Control.

### **Rescue Denial**

Adoption privileges may be revoked or suspended, if:

- there is failure to provide rabies and/or spay/neuter verification in a timely manner,
- the rescue group denies an inspection of their facility by Animal Control,
- there is a history of failure to respond to view a rescue animal which had been placed in "hold" status for the rescue group,
- a rescue group representative displays offensive behavior.

### **Fostering or Rehabilitation of Animals**

All MAS employees interested in fostering or rehabilitating animals that come into the facility shall get approval from the Director; for each animal fostered, the animal impoundment form will be initialed by the approving supervisor. It shall be the responsibility of the employee fostering the animal to report to the designated supervisor on a weekly basis with a progress report. Also, a copy of the animal impoundment form(s) of the animal(s) fostered shall be given to the designated supervisor to be kept in the book/clip board along with the progress reports. It shall be the responsibility of the employee to provide the proper food and care necessary and also any medical treatment needed for the fostered animals. Any deviation from this policy will result in future foster denials and possible disciplinary action.

### **Care and Feeding of Foster Animals**

All animals that are being fostered by employees are not to be fed during working hours unless that employee is on his/her break or lunch; or the employee has received prior approval from a supervisor.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.11
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Rescue Procedures		
<b>REFERENCES:</b>		

**Feral Animals**

Feral dogs and cats are to be brought to the attention of the Animal Care Supervisor when impounded, who will determine whether the animal will be held. All known feral cats are to be monitored in an area away from the public for both the animal and visiting public's safety. If unsure, cats shall be held and re-evaluated at a later time when the animal has a chance to calm down.

**Unadoptable Strays**

It is the decision of the Animal Care Supervisor and/or his/her designee which animals are considered adoptable or unadoptable. Any animal deemed adoptable will be available for the public. Any animal that has been determined to be unadoptable by the supervisor may become adoptable when re-evaluated. If a citizen insists on adopting an animal determined to be unadoptable, they are to be referred to the Assistant Director or Department Head/Director.

**ISSUING AUTHORITY:** \_\_\_\_\_  
Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.12
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Handling		
<b>REFERENCES:</b>		

**Animal Feeding/Watering**

- 1 All healthy adult dogs will be fed fresh dry food daily and observed during feeding time to ensure that certain dogs are not guarding the food from the others that are housed within their respective kennel. If after approximately twenty minutes all of the food within the cage has been eaten, place an additional small amount of food in the kennel or cage. Water should be available at all times for all animals (dogs, cats, etc.)
- 2 Make fresh dry food available at all times for all healthy adult cats.
- 3 Puppies and kittens should be fed fresh dry puppy and kitten food daily until they are 16 weeks old. Then, they should be switched to an adult food. If they are under 8 weeks old, or are having difficulty eating dry food, canned food should be made available. Observe them to be sure they are eating well. Puppies and kittens that are six to twelve weeks of age should be fed three times a day.
- 4 Nursing mothers should be fed a high protein diet that includes canned kitten or puppy food.
- 5 Geriatric animals and those with dental problems should be fed soft food. Underweight or malnourished animals may have enhanced nutritional needs. This could include but shall not be limited to having access to more food throughout the day than a healthy dog or cat may require.
- 6 Bowls should be emptied and disinfected daily. Stale or moldy food should never be used.
- 7 Animals that are to be fed once daily, such as adult dogs, should be fed between 6:00 p.m. and 6:30 p.m., their stools can then be removed before closing and the dogs will generally be in clean kennels overnight.
- 8 An animal impounded after hours will be provided with fresh food and water at the time that they are brought into the shelter.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.12
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Handling		
REFERENCES:		

- 9 Animals that appear to not be eating or drinking shall be brought to the attention of a supervisor immediately.

### **Vaccinations/Worming**

All animals will be given a distemper vaccination and deworming suspension prior to being placed in the kennel. Dogs shall also be administered a bordetella vaccination prior to being placed in the kennel. This policy will be strictly followed unless otherwise advised by the Director.

It is important to remember to note the date of vaccination and the vaccine given on the animals' impound form as well as ensuring that it's documented in Chameleon.

### **Bathing and Grooming**

A dog or cat entering as a stray cannot be groomed prior to the required holding period unless needed for health reasons (i.e., hair matted to eyes, around rectum, etc.) or prior approval has been received from a supervisor. In the event that an animal does have excessive matting and he/she is on hold – the animal will be photographed and clipped when necessary. This is to ensure the humane care for the animal and to ensure that the animal has no injuries or wounds under the mats.

Grooming animals at the animal adoption facility areas will be essential to adoption success. However, grooming should only be done by trained professionals and/or trained staff.

Any medical problems found such as ticks, fleas, open sores, skin diseases, etc., shall be brought to the attention of a supervisor as soon as possible and noted on the animals impound form. Animals with excessive matting shall also be brought to the attention of a supervisor and veterinary staff as there could be underlying medical issues as well.

### **Wildlife Care and Handling**

Any wildlife brought into the facility by either ACOs or through the receiving area is to

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.12
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Handling		
<b>REFERENCES:</b>		

be treated with caution. Gloves must be worn when handling any form of wildlife.

Whenever possible, wildlife (raccoons, skunks, groundhogs) are to be left in the carrier they were brought in so that they can be euthanized by a certified staff member.

Injured wildlife is to be brought to the immediate attention of a supervisor who will determine if the animal can be rehabilitated or euthanized.

Certain newborn wildlife may be raised by authorized rehabilitator's. However, all rehabilitation arrangements must be pre-approved by a supervisor.

#### **Housing Location(s)**

All cats are to be housed in either the cat room (for healthy cats) or the Cat Isolation Room if the animal exhibits signs of illness, if at all possible. Possible feral cats that require a re-assessment will not be placed with healthy cats up for adoption.

All dogs are to be kept in the kennel runs. However, the same policy of isolation shall also apply to dogs.

#### **Animal Carcass Disposal**

Dead animals are to be placed within the drums in the freezer, if available. THE ANIMAL CARE EMPLOYEE SHALL PLACE CARCASSES **COMPLETELY** IN THE DRUMS IN THE FREEZER WHEN AVAILABLE. At no time shall a carcass be left partially out of a drum.

Prior to placing any domestic carcasses in the drum, the Animal Care employee must remove all items, materials, collars, etc.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.12
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Handling		
REFERENCES:		

**Contagious Diseases**

Contagious diseases are of great concern in any animal facility.

To avoid spread of possible contagious disease, no animal is to be placed in a pen/cage that another animal has occupied unless that pen/cage has been disinfected.

Most commonly seen **disease** includes:

1. **Parvo-Virus** - a gastro-intestinal disease characterized by severe vomiting and bloody foul smelling diarrhea. The animal quickly becomes listless and can often die within 24-48 hours.
2. **Canine Distemper** - a central nervous system disease often characterized by convulsions often confined to certain groups of muscles in the limb. Often-times accompanied by a greenish discharge from eyes and or nose.
3. **Canine Kennel Cough** - a dry hacking "goose honk" type sound cough found in dogs often in kennel situations (hence the nickname). It is highly contagious to other dogs and can spread throughout the facility quickly.
4. **Mange** - some types of mange can be contagious to humans as well. Most often noticed by hair loss commonly around the eyes and face, but can spread to the rest of the body. Care must be taken by employees to prevent spread of the disease to themselves.
5. **Feline Upper Respiratory Disease/Infection** - highly contagious viral disease that spreads rapidly through cats. Signs include watery, runny eyes and sneezing. The cat loses his appetite and will not drink water. Dehydration may occur if the animal does not drink.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.12
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Animal Handling		
<b>REFERENCES:</b>		

## **RABIES**

### **What is it?**

A natural disease caused by a virus of dogs, cats, bats, domestic animals, and wild carnivores.

### **How is Rabies Transmitted?**

It may be recovered from the central nervous system, also from the salivary glands, pancreas, kidney, and adrenal tissue of infected animals. In nature it is transmitted from animal to animal by means of a bite introducing the virus bearing saliva, although there have been recorded cases of transmittal through aerosol.

### **What are the Symptoms of Rabies?**

The incubation period is variable, but generally is within 15 to 50 days. There are two types and two sets of symptoms. Paralytic (Dumb), characterized by early paralysis of the throat and masticator muscles, usually with profuse salivation and an inability to swallow. Drooping of the lower jaw is a common sign in dogs. These animals are not vicious and rarely attempt or are able to bite. Furious form (Mad Dog), the animal becomes irrational and viciously aggressive. The facial expression is one of alertness and anxiety with pupils dilated.

Noise invites attack, and it is instinctive in all species to attack.

Such animals lose all caution and fear of natural enemies. There is no evidence of paralysis during the excitatory stage; dogs rarely live beyond ten (10) days after the onset of symptoms.

### **Is the Disease Communicable from Dead Animals?**

Rabies virus lives only a short time in dead tissue. The virus is destroyed by sunlight within a few minutes.

### **Can a Vaccinated Animal Get Rabies?**

No vaccination is 100% effective. Occasionally a vaccinated animal will contract the disease; therefore, any animal bitten by a rabid or suspected rabid carrier must be quarantined for the prescribed period of time.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.12
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Handling		
REFERENCES:		

**Handling of Diseased Animals/Disease Control**

Any animal showing signs of having any type of illness or disease are to be brought to the attention of a supervisor immediately. They will determine whether the animal is to be held in isolation, sent to a veterinarian or euthanized. Latex gloves and disposable gowns will be worn and changed between handling each potentially sick animal. This will reduce the risk of spreading diseases from one animal to another.

The cage/pen from which a sick animal was removed is to be thoroughly cleaned with bleach and left empty for at least 24 hours.

When cleaning a pen or pen containing parvo, there shall be a bleach bath set up for the employee to step into upon entering and exiting each pen. This is done to help prevent the spread of parvo-virus.

An employee handling animals that potentially have a contagious disease is required to wash their hands thoroughly before handling any other animals. Whenever possible for parvo cases, the employee should try to keep their clothing from coming in contact with the animal or shall change clothing if it becomes soiled with excretion from the infected animal.

**Note:** Whenever an animal is moved to a new location, that change must be reflected in the computer and on the animal's impoundment form. The animal's cage card must also be moved with the animal to prevent confusion.

**ISSUING AUTHORITY:** \_\_\_\_\_

Justin L. Scally

*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.13
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Adoption Procedures		
REFERENCES:		

### **Adoption Policy**

The adoption policy of the Metro Animal Services is to seek quality homes for as many adoptable animals as possible. The facility reserves the right to refuse adoption of its animals to any individual or determine an animal is unadoptable for any reason it deems appropriate, being selective as to which animals are available for adoption.

### **Adoption Procedure**

When a citizen visits Animal House and selects an animal to adopt:

1. Citizen is to complete an Adoption Processing Form with an Adoption employee.
  - Adoption processing form must be completely filled out with all information confirmed, i.e., landlord approval, veterinarian records, past history i.e., citations, past adoptions, etc.
2. Prior to approval, remember to check for previous adoption compliance, outstanding citations, bad checks, cruelty complaints, declarations, etc. Any problem areas warrant the denial of adoption.
3. Once approved, the adoption fee is then collected in the form of a check, cash or credit. All checks are to contain phone number and driver's license number and are to be checked in the "delinquent check file".

Refer to Office Procedure for payment procedure.

4. The adopter's paperwork must indicate:
  - a) "Paid in Full" and initialed by the processor.
  - b) The contract requiring spay/neuter of the animal must be attached.
5. At the time of pickup:
  - A) Adopter is to submit their receipt.
  - B) Processor is to pull copy of animal impoundment form and review attached spay/neuter and rabies certificate (if applicable), post-surgery instruction forms or any other pertinent forms/instructions (if applicable).
  - C) Processor is to complete name, address, etc., on rabies certificate or rabies compliance notice.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.13
ISSUE DATE: November 1, 2011		REVISION DATE: N/A
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Adoption Procedures		
REFERENCES:		

- D) Processor is to complete Adoption Contract indicating spay/neuter surgery compliance requirement.
- E) Processor is to note all vaccinations and medical treatment given.
- F) The processor is to ensure the adopter leaves with all necessary paperwork.

No one other than the Department Head/Director or his/her designee shall have the discretion to make fee adjustments to the public.

**Adoption Procedure Regarding Animals with Injuries of Unknown Origin:**

When an animal comes into the facility with an *injury of unknown origin*, whether it is a stray or a give-up, the animal will be placed in the quarantine section of the kennel. These particular animals are not readily available for adoption/redemption. Should a citizen show an interest in adopting/redeeming one of these animals the citizen will be told by an Animal Services employee that the animal is to be placed in a strict 6-month isolation quarantine if rabies vaccination status is expired or unverifiable and a 45-day quarantine if the rabies vaccination is current. The location of the quarantine must be at a veterinarian hospital or a boarding facility. The approval of the location and the caretaker of the animal must be done by the Animal Control Supervisor and Animal Care Supervisor prior to adoption approval/release of the animal. All adoptions of animals with wounds of unknown origin however will require the approval of the director.

Due to the health and safety of the public there will not be any exceptions made to this policy. In the event an animal dies or becomes sick, either in the facility during the required holding period or at any time during the quarantine, the animal must be euthanized and tested for rabies. If the animal is not adopted/redeemed, it will automatically be tested for rabies after the required holding period if there has been contact with human or animal. At the top of the animal impoundment form will be marked "Adoption with Extensive Quarantine Conditions". The types of injuries will be listed on the animal impoundment form and in Chameleon.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.13
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Adoption Procedures		
REFERENCES:		

All animal adopted from the facility will be spayed/neutered and vaccinated prior to leaving unless otherwise stated by a veterinarian or if this process is not presently available by the Department. When animals cannot be spayed/neuter or vaccinated prior to their release, adoption employees will release animals on compliance to have the procedures done. Animals under quarantine may not be vaccinated for rabies unless being given a booster for a 45-day quarantine policies/procedures or has been released from quarantine.

**Give-Up Animal (by Owner) Policy**

All staff taking in GIVE-UP animals, either in the field or over-the-counter, shall request PROOF OF OWNERSHIP. In the event the alleged owner is unable to provide it, the animal shall still be accepted, but it shall be noted that no proof of ownership was shown.

The type of ownership verification provided shall be documented on the animal's impoundment form. Any verifying documentation, i.e. rabies or spay/neuter certificate, bill of sale, pedigree records, medical records, photographs, etc. shall be attached to the animal impoundment form. The rest of the process for receiving all incoming animals should be followed. In the comments section, an employee should write, "Owner unable to provide proof of ownership" when not provided. Employees shall legibly initial all comments documented by them. Staff will advise owners to bring proof of ownership when they bring the animal in.

There is no set time frame for holding periods of owner-surrendered animals and therefore these animals may be made available for adoption, rescue or euthanasia the same day that the animal is taken into MAS custody.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.13
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Adoption Procedures		
<b>REFERENCES:</b>		

### **First Choice Adoption**

Many animals housed in the facility are strays. County law requires that all strays be held five (5) days before leaving the facility newly adopted.

All adoptable animals are available on a first come, first serve basis on the date they become available. However, as a means of preventing euthanasia in case no one else shows an interest, if at any point during the animal's stay at the facility, a citizen shows an interest in adopting the animal, Animal Care/Adoption personnel will place the person's name and contact information on the respective animals impound form and put the person's information in Chameleon. These persons should be noted as a "3<sup>rd</sup> Party Interest" and the animals status should be updated in Chameleon accordingly. The purpose behind taking this person's name even though the animal will be adopted on a first come first serve basis on the day it becomes available is so that employees may have an additional contact in case no one else shows an interest in the animal and no one had adopted it after its release date. More than one citizen may leave their information to be placed on the animal's impoundment form.

### **Stray Animal Adoptions**

Stray animals are available on a first come first serve adoption on the date that they become available.

### **Employee Adoptions**

Any employee of the MAS may adopt a pet from MAS and shall be subject to paying the required fee for adopting the animal unless prior approval has been received from the Director.

All employee adoptions and conditions are to be pre-approved by the Director.

Employees are expected to follow all county laws and Department policy and procedures pertaining to adoptions. Any exceptions must be pre-approved by the Department Head/Director or his/her designee.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.13
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Adoption Procedures		
REFERENCES:		

**Protective Custody Policy**

Animals impounded under protective custody will not be made available for adoption until such time as deemed appropriate by a designated supervisor and/or the Director.

**Criteria for Denying Adoptions**

A citizen wishing to adopt an animal may be denied adoption if any of the following apply:

- A. No proof of current address.
- B. Unable to verify landlord approval or landlord does not allow pets.
- C. A minor filing as adopter. (Adults 18 years of age or older are eligible for adoption.)
- D. Animal is going to be given as a gift.
- E. Citizen has adopted other animals and failed to comply with requirements.
- F. Other pets at home do not have current rabies vaccination(s).
- G. Bad check on file.
- H. Previous uncleared violations. (Cruelty, running, etc.).
- I. Adopted pet not suited for adopter based on Supervisor determination.
- J. Falsifying information provided by adopter.
- K. Poor pet ownership history, i.e. declaration, habitual violation problems.
- L. Adoption animal has been involved in bite case and shows signs of aggressive behavior.  
(Note: Bite cases involving puppies/kittens under 4 months of age shall be evaluated and available for adoption on a case by case basis to be determined by the Department Head/Direct or his/her designee.)
- M. Adopter failed home inspection, if applicable.
- N. It has been determined by a supervisor that the animal is unadoptable due to aggressive or unpredictable behavior, illness, injury, etc.
- O. Public Housing Pet Ban.
- P. The director may deny any adoption for any reason.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.13
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Adoption Procedures		
REFERENCES:		

**Adoption Fee Refund Criteria**

Adopted young or sick animals or animals released for other reasons that are not spayed or neutered before they leave must have the procedure completed by the date listed on the adoption contract for spay/neuter and rabies compliance. If the animal cannot have surgery at the designated time, the adopter must provide a veterinary statement with a medical reason why the surgery cannot be performed by the given date. There must be a date when the animal can have surgery and proof of the procedure shall be brought to the facility once completed. According to County Policy, there are no refunds other than those approved by ordinance/contract.

Compliance, regardless of the circumstances must be aggressively pursued and monitored. A Civil Citation shall be issued for non-compliance where explanations are not provided. All such cases shall be handled via a supervisor or designee.

Adoption contracts should be filled out and signed at the time of payment.

**Redemption Procedure**

Any person attempting to redeem an animal from the facility must first establish proof of ownership for the animal.

Any of the following constitutes proof of ownership:

1. Rabies Certificate.
2. Veterinary records verification from a veterinarian.
3. Photographs.
4. AKC papers or bill of sale.

If the citizen is unable to provide proof of ownership they will have the option of adopting the animal or redeeming the animal as approved by the Department Head/Director. If adopted, the citizen will pay the adoption fee and the animal shall be spayed/neutered prior to release unless otherwise approved by the director for release on compliance. At the discretion of the Department Head/Director, the animal maybe held for the required five (5) day stray period when no proof is shown.

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.13
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Adoption Procedures		
REFERENCES:		

If a citizen has proof of ownership, they can redeem the animal using the following procedure:

1. Have the citizen locate the animal in the facility and provide the pen number.
2. Pull the animal impoundment form and pull up the Chameleon record.
3. Obtain the citizen's driver's license.
4. Fill in the redemption section of the animal impoundment form and complete the necessary documents in Chameleon. Check the violations folder and computer database for prior violations.
5. Check for current rabies vaccinations. (If not current see section below)
6. Check to be sure there are no outstanding vet bills. It should be noted on the animal impoundment form if the animal was sent to a vet. **Vet bills must be paid in full before the animal can be redeemed to the owner.**
7. Have the owner sign the appropriate place on the impoundment form and any other documents necessary.

If an owner does not have a current rabies vaccination for their pet, the animal cannot be released from the facility until one is received or may be released on compliance to receive the rabies vaccination by a licensed veterinarian as approved by the assistant director or the director.

If the owner is going to pay a violation, it must be noted on the animal's impoundment form and in Chameleon. If the citizen is not paying the fine, a copy of his/her driver's license and a copy of the animal impoundment form and in Chameleon are to be made (and the impoundment form noted NOT PAID) in order that a civil citation is written. Animal shall not be released without the owner paying any associated violation fees/fines in full without prior approval from a supervisor.

Once all paperwork has been completed, the animal can be retrieved from the kennel. No animal is to be brought from the kennel until all paperwork is completed.

Check the animal impoundment form and Chameleon to see if a collar was on the animal at the time of impoundment. Staff is to ensure the collar is secured and returned to the owner at the time of redemption.

For all aggressive dogs, the owner(s) shall be instructed to handle their animal personally.

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.13
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Adoption Procedures		
REFERENCES:		

### Visiting Rooms

While citizens are visiting with animals in the visiting rooms, **under no circumstances will the citizens be left unattended during their visitation.**

Animals already under an adoption contract are not to be visited by other citizens.

Owners claiming to redeem their animals are not allowed to visit with the animal. All paperwork and fees must be taken care of before that animal is released to the owner.

ISSUING AUTHORITY: \_\_\_\_\_  
Justin L. Scally  
*Director, Metro Animal Services*

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.14
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Euthanasia Procedures		
REFERENCES:		

Following the verification of the animal's death, the animal is to be removed from the euthanasia room and appropriately disposed of following the "animal disposal" procedure. The table and floor area is to be cleaned before another animal enters the room. **NOT MORE THAN ONE ANIMAL AT A TIME SHALL BE IN THE EUTHANASIA ROOM.**

**ONLY Animal Services employees performing euthanasia shall be permitted in the euthanasia room, unless specifically authorized by a supervisor.**

#### **Use of Controlled Substances Policy**

Metro Animal Services has been designated by Metro Government to impound and care for all animals found running at large or otherwise subject to impoundment in accordance with the provisions set forth within the Louisville Metro animal ordinance. In accordance with Louisville Metro Ordinance 91.070, (A) "Unrestrained animals shall be taken by the Animal Control Officer, peace officer, or may be turned in by any citizen, impounded in the animal shelter and there confined in a humane manner. However, if after a reasonable effort the seizure of any such unrestrained animal cannot be made or should the animal present a hazard to public safety or property or have an injury or physical condition which causes the animal to suffer, the Animal Control Officer or peace officer may immediately destroy the animal by the most reasonable and humane means then available." Furthermore, according to Louisville Metro ordinance 91.090 (B), "Animals not reclaimed by their owners within the established time periods and those not placed in suitable new homes after such time, may be humanely euthanized by MAS."

Animals that are surrendered by their owner(s) become property of Metro Animal Services and may be adopted or humanely euthanized immediately. In accordance with Louisville Metro ordinance 91.070 (B), "Any impounded dogs, cats, or ferrets shall be kept for not less than five days (or any state-mandated holding period), unless reclaimed by their owners. All other domestic pets or owned wildlife shall be held for not less than three days unless reclaimed by their owner." Furthermore, the ordinance states "if an impounded animal has an injury or physical condition which causes the animal to suffer, MAS may immediately humanely euthanize the animal." The use of controlled substances by the aforesaid department is not to be misconstrued as being the practice of veterinary medicine and the substances are only to be administered pursuant to the directions of a state licensed veterinarian.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.14
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Euthanasia Procedures		
<b>REFERENCES:</b>		

**Storage of Euthanasia Solution**

The bulk shipment of euthanasia solution is to be stored in the Veterinary Services Division in a locked safe inside the storage room. The safe has a combination and only designated members of the veterinary staff have the combination. The euthanasia solution bottles that are currently being used are to be kept in a locked safe that is contained within the euthanasia room. The aforementioned safe is bolted to the wall inside the euthanasia room. The euthanasia room is locked when unoccupied and/or not in use.

The storage room and safe shall be locked at all times except when stocking or removing euthanasia solution for use on animals at the animal shelter. The facilities' outside doors shall be locked and the exterior fence surrounding the facility shall be locked to prevent citizens from potentially entering the facility grounds during hours when the shelter is closed.

**Record Keeping of Euthanasia Solution**

When a delivery of euthanasia solution arrives at the shelter, the Veterinary Supervisor or designee shall be notified. The package shall then be examined for damage, shortages, overages, etc. Each bottle is assigned a number which coincides with the DEA logbook. Once the delivery has been verified, it shall be properly secured within the locked cabinet. The packing slip should be compared to the original requisition form to verify that the correct solution and amount have been delivered. Copies of the requisition forms and the packing slips should be kept and filed for future reference. New (unused) requisition forms shall be kept in a locked in the safe in the veterinary services division.

A record book shall be kept in the safe in the euthanasia room to record the amount of euthanasia solution used from each bottle. Each new bottle shall be numbered and recorded on a separate sheet of paper inside the log book. The name of the euthanasia solution is use shall be written at the top of the page. The date, the animal's impoundment number, the animal's species, total milliliters (ml) used and the initials of the euthanasia specialist shall be placed on the form for each animal euthanized by injection of the euthanasia solution.

The number of milliliters (ml) of the euthanasia solution used for each individual animal shall be recorded on the individual animal's impoundment card and it must be entered into the Chameleon database. The paper documents will be maintained in the

METRO ANIMAL SERVICES  
Standard Operating Procedure

ISSUING COMMAND: Department of Animal Control		S.O.P.# AC-004.14
ISSUE DATE: November 1, 2011	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Euthanasia Procedures		
REFERENCES:		

### **Euthanasia Procedures**

One of the most important goals of this department is to provide a safe and comfortable environment for stray and unwanted animals while attempting to reunite lost pets with their families or while finding suitable adoptive homes. All personnel will work closely with each other to make animal lifesaving a top-priority at LMAS. Euthanasia of an animal should ultimately be the last resort of disposition for any healthy, adoptable animal.

**The Animal Care Supervisor or his/her designee will authorize the euthanasia of an animal and before doing so will\*:**

- 1 Thoroughly check the animals' impound form(s), animals' memos in Chameleon, activity notes if impounded by an officer for any owner information, interested adoptee or rescue.
- 2 Re-check for micro-chips, tattoos and/or other forms of identification.
- 3 Re-check lost book for any information that might possibly match the animal impound form.
- 4 If a match is found, that animal will not be euthanized.
- 5 If there are ANY questions, problems or concerns or if something does not match or cannot be verified, the euthanasia selection process will be STOPPED IMMEDIATELY and the situation will be investigated further.
- 6 Ensure the steps listed in this policy as it relates to the Euthanasia Specialist are followed (i.e. double checking by completing the appropriate checklist, etc).

*\*The staff veterinarian and/or Veterinary Services Supervisor may also initiate and conduct this process as it relates to ET for medical reasons.*

Sodium Pentobarbital is an effective and humane euthanasia agent for animals. It is a crystalline white powder which, when given in sufficient strength (1 cc per each 10 lbs; ex: dog weighting 61 lbs use 7cc) and quantity, produces a sedative and hypnotic effect followed by a painless and almost instantaneous death. It is a barbiturate and acts as an overdose to stop the animal's heart. Sodium Pentobarbital is a controlled narcotic and can be fatal to human beings as well as other animals. For this reason, strict policies and procedures as well as consistent management practices must be in place.

All euthanasia performed by this facility is to be done in the most humane manner available.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.14
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Euthanasia Procedures		
<b>REFERENCES:</b>		

Euthanasia shall only be performed by certified staff members. Intentional cruelty or mistreatment will not be tolerated at any time. Intracardiac (IC) euthanasia is not permitted. The only time IC euthanasia may be performed is after the employee has obtained permission from a veterinarian or the animal care supervisor in unusual circumstances. IC euthanasia will not be permitted at any time on any conscious animals that are not heavily anesthetized/comatose in accordance with AVMA rules. All safety measures established through the S.O.P., written policy or verbally will be adhered to.

Animals are to be euthanized Intravenously (IV). If the animal is fractious or feral, it can be tranquilized prior to being euthanized. Young puppies such as puppies only a few weeks old, can be euthanized via an Intraperitoneal (IP) injection.

All animals are to be taken individually to the euthanasia room for humane euthanasia. Animal euthanasia is NOT over until death has been verified on the animal. If there is any doubt that an animal is deceased, the animal shall be reinjected and rechecked until death is confirmed.

According to The Humane Society of the United States, there are four ways that a euthanasia specialist should check to verify death. Employees will use a stethoscope several moments following injection and will verify the following before deeming the animal deceased and disposing of the body:

1. Lack of respiration
2. Lack of eye reflexes
3. Lack of heartbeat
4. Presence of rigor mortis

Department policy is that ALL of these signs should be checked in the order that they are listed above for verification of death. According to the HSUS, "Only the fourth sign, rigor mortis, is a certain sign of death. In rare instances, an animal may appear to lack respiration, eye reflexes, or a heartbeat but still be alive. Instead of succumbing to the effects of sodium pentobarbital, the animal may instead have entered a coma-like state in which most of his or her body functions are greatly suppressed or slowed. The animal may survive in this state until the effects of the drug wear off, sometimes many hours later. He or she may then revive. Because incidents such as this are possible, it is essential to develop a system for verification of death and ensure that it is followed without exception." As a result, the aforementioned policy, procedures and recommendations from the HSUS will be strictly followed by every department employee.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.14
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Euthanasia Procedures		
<b>REFERENCES:</b>		

monthly file for impounded animals and disposed of in accordance with established records retention laws/regulations.

#### **Administration of Euthanasia Solution**

Only personnel certified in humane animal euthanasia by injection shall administer the euthanasia solution. "Certified" implies that the employee has been properly instructed by a state licensed veterinarian and/or his/her designee; has completed a state approved course in humane animal euthanasia by injection techniques; and has been certified and is currently licensed by the State Board of Veterinary Examiners. The individual trained to perform humane animal euthanasia shall be referred to as a "Euthanasia Specialist" and shall be instructed in proper intravenous, intra cardiac, intra hepatic, or intra peritoneal injection. They shall also be instructed in proper animal restraint as well as animal behavior so that temperament can be assessed prior to handling the animal.

Instructions should also include the proper manner in which to calculate the appropriate euthanasia solution dosage according to body weight. The employee/specialist will also be trained in proper handling of the syringe and how to determine the correct size of syringe for the amount of solution to be used as well as the size of the animal the solution is to be given. Proper technique in "drawing up" the solution shall also be taught and appropriate method to log each procedure in the record book.

#### **Selection of Animals for Euthanasia**

Only those animals that have become property of Metro Animal Services shall be euthanized. These include any animal surrendered and signed over to the shelter by the owner, any animal that has been held at the facility for the required amount of time set forth for strays and/or any wildlife that may have been trapped, or otherwise turned into Metro Animal Services by citizens or animal control officials. Exceptions to this rule include animals that are determined by the Animal Care Supervisor, the Director, Veterinary Services Supervisor or a state licensed veterinarian to be badly wounded or diseased so that humane euthanasia is warranted to keep the animal from needlessly suffering.

The Animal Care Supervisor or his/her designee will make the initial determination in selection of euthanasia candidates. In his/her absence, the designee as approved by the director,

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Department of Animal Control		<b>S.O.P.#</b> AC-004.14
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Euthanasia Procedures		
<b>REFERENCES:</b>		

will take on these duties. A signature from the Animal Care Supervisor and Rescue Coordinator or Foster Coordinator is needed before an animal shall be euthanized. If the animal is badly wounded or diseased so that humane euthanasia is warranted, the signatures required must be from the Animal Care Supervisor or Veterinary Supervisor and another employee. The director shall have the ultimate authority over any and all final determination on animal dispositions.

A physical exam shall be performed on any animal that may be considered for adoptions. When the physical examination is conducted on the animal, the animal(s) shall be examined for any obvious open, fresh wounds that may be bite marks left by a rabies vector and/or any signs of apparent infection or injury. Aggressive animals determined to be poor adoption choices, bite quarantine cases not redeemed by their owner(s), or dangerous/potentially dangerous animals may be euthanized. Animals that are sick or injured, regardless of the time of day or day of the week, will be brought to the immediate attention of the Animal Care Supervisor and the Veterinary Services Supervisor or his/her designee. In the case of after-hours emergencies involving sick and/or injured animals – the on-call staff member from the MAS veterinary services division will be contacted.

**Euthanasia Solution to be used**

Fatal Plus Solution, a schedule- II drug according to the Drug Enforcement Agency (DEA) shall be the primary controlled substance used for humane animal euthanasia in Louisville Metro.

Socumb manufactured by The Butler Co., which is also a controlled substance, may also be used for the humane euthanasia of animals

Any other products used for the humane euthanasia of animals shall include any other products containing sodium pentobarbital and/or any other product approved by the American Veterinary Medical Association for use in humane animal euthanasia.

Products such as a combination of Ketamine and Xylazine (Rompun) may also be used as a pre-euthanasia drug to anesthetize animals prior to the actual euthanasia procedure being performed. This shall be done particularly with aggressive/dangerous animals in an effort to ensure the safety of both the animal and the specialist.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.14
<b>ISSUE DATE:</b> November 1, 2011	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Euthanasia Procedures		
<b>REFERENCES:</b>		

**Final Steps to Euthanizing an Animal:**

**Before an animal is euthanized, the Euthanasia Specialist must:**

- 1 Ensure proper approval for euthanasia has been obtained as stated within this SOP.
- 2 A Pre-euthanasia Checklist MUST be completed for EVERY animal PRIOR to the euthanasia or sedation of the animal. This checklist will include verification of animal's impoundment number, double checking lost/found reports, conducting a behavior assessment, checking/comparing the animal's cage card, checking/comparing the animal's collar, scanning for microchips again, checking animal for other forms of identification such as tattoos, checking/comparing for pending adoptions, rescues, or owner redemptions, checking/tracking of any and all supplemental forms related to the animal.
- 3 Thoroughly review the animal impoundment form and chameleon notes making sure all possible owner and interested adopter contact has been made. The intent is to ensure redemption and adoption possibilities are fully resolved and documented as such. If not, or if any such situation is in question, the EUTHANASIA process WILL STOP IMMEDIATELY. The animal will be returned to a cage or pen and owner/adopter information reviewed until it has been determined that euthanasia is appropriate by a supervisor. This review process, if necessary, shall be addressed and resolved the same day it came into question.
- 4 Double check for micro-chips, tattoos and collars, harnesses, etc., worn on the animal or that may have come in with the animal that may contain any information which can be used for owner contact. Documentation must be recorded which addresses the Department's effort to contact an owner. All collars, harnesses, etc., must be accounted for.
- 5 Lost reports must be thoroughly reviewed in order to determine if a possible owner has reported the animal lost. Any POSSIBLE matches must be researched thoroughly, and phone calls, property postings made PRIOR to euthanizing the animal. If there is any question, the animal shall be returned to a cage or pen until possible lost report matches are confirmed.
- 6 All aggressive dogs must be poled, and handled by two staff members. Aggressive dogs are to be tranquilized and muzzled. Aggressive cats are to be tranquilized. If the animal cannot be handled safely, it is to be brought to the attention of a supervisor.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.14
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Euthanasia Procedures		
<b>REFERENCES:</b>		

**Carcass Disposal**

Carcasses will promptly be placed in bins in the freezer. Bins in the freezer are to only be filled half way. When the bin is ½ full, carcasses will be cremated.

**ISSUING AUTHORITY:** \_\_\_\_\_

Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.15
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Pet of the Week Program		
<b>REFERENCES:</b>		

**Pet of the Week Program**

The objective of the "Pet of the Week" program is to increase pet adoptions by advertising many of the wonderful pets we have at our facility via local media outlets. The "Pet of the Week" shall be chosen by the Adoption staff from available pets that are up for adoption within our facility. Once the pet has been chosen, the designated staff member will then note the respective pet's intake form to show that the animal has been chosen as "Pet of the Week." The designated staff member will then be responsible for documenting the date on the animal's form accordingly. Whatever date the animal will be advertised will be placed at the top of the form. As an example, an animal that is to be featured on December 5, 2011 will have "Pet of the Week" 12/5/11 placed at the top of the animal's impound record and it will be entered into the Chameleon database.

"Pet of the Week," just like any other animal up for adoption will be available on a first come-first serve basis. Most importantly, no pet that has been chosen to be "Pet of the Week" will be euthanized without first receiving prior approval from a supervisor. It is our goal to try to place as many adoptable animals as possible into new, loving compatible homes in a timely manner.

**ISSUING AUTHORITY:** \_\_\_\_\_

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*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.16
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Community Service Workers		
<b>REFERENCES:</b>		

**Community Service Workers**

Metro Animal Services at this time does not use community service workers. On the occasion that MAS accepts people to perform community service at the Animal Care Facility, workers will be used for office work and cleaning only. They are not allowed animal contact for safety reasons unless otherwise approved by the assistant director or the director.

**ISSUING AUTHORITY:** \_\_\_\_\_

Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.17
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Reunification Of Animals		
<b>REFERENCES:</b>		

**Reunification of Animals**

The policy of LMAS will be to ensure we're making every effort to attempt to reunite animals with their owners when legally possible. As a result, to help ensure that MAS takes every step to get an owned animal home we will be implementing the following additional procedures to the ones already in use.

First, when an officer must impound an animal and they know where the animal lives, the officer will be required to leave a notice on the suspected owner's door and/or personally deliver the notice to the owner if he/she is available. This shall be the case for a variety of reasons including if a neighbor informs the officer where the animal came from, the animal has a microchip, etc. The notice will state that the animal is at MAS and that the owner must come to MAS to identify and reclaim the animal within 5 days. The officer must enter a memo on the animal in Chameleon stating that a notice was left, who they gave it to and any other particulars regarding the conversation/action.

If the officer speaks to the owner he/she will still be required to inform the owner of the period to reclaim the animal depending on how long the animal has been at the shelter. If the release date is rapidly approaching or if no additional contact can be made, the Animal Control Supervisor and/or Assistant Director will be consulted to determine if an extra effort to leave a notice at the owner's residence is necessary as a last ditch effort to save the animal's life.

When an animal is brought to the shelter and the owner is known - a notice must then be delivered to the persons' last known address if he/she cannot be contacted via telephone. If an officer has not already left a notice but the animal still isn't reclaimed, an officer will be dispatched to respond to the owner's home to advise them that their animal is at MAS and they must come to MAS by a certain date to identify/claim the animal. This will be done prior to final disposition being authorized on the respective animal(s).

When looking up the owner, please call all phone numbers associated with that person. If you are unable to make contact with the owner then please look up the address and see if other people live at the residence that will be able to contact the owner or may be a family member or co-owner, etc.

**ISSUING AUTHORITY:** \_\_\_\_\_

Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.18
<b>ISSUE DATE:</b> November 1, 2011		<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Potential Animal Placement Documentation & Rescue Alert System		
<b>REFERENCES:</b>		

**Potential Animal Placement Documentation**

It is the responsibility of each and every member of the Animal Services Team to document when any animal has been listed, advertised or otherwise specifically promoted as needing rescue and/or adoption. These notes will be entered into the computer system immediately and without delay. Additionally, when information is sent to a rescue about an animal that is in the shelter needing rescue – this should be documented in the computer system immediately even if placement has not been found yet. The information that should be listed in the system shall include but should not be limited to the following: staff member completing the task and/or who is coordinating the outreach (i.e. John Doe, Rescue Coordinator); who the rescue or group was that was contacted that may or may not have an interest; whether the animals was sent in an email to the rescue group list as being available for rescue; if the animal was promoted as a pet of the week, etc. This policy shall also apply for when a potential adopter identifies that they're interested in an animal but they state that they need to come back or they must think about it first, etc.

**Rescue Alert System**

Upon examination and review, the veterinary supervisor and/or his/her designee shall determine the best course of care for the animal. If during this time it is determined that the animal can be saved but agency resources aren't adequate (i.e. no x-ray machine, inadequate pain medications, etc.) then the designated Rescue Coordinator should be contacted immediately – even after hours – to see if an appropriate rescue can be found in order to provide the animals with the appropriate care he/she needs. The Rescue Coordinator shall also be contacted in cases where orphaned animals are taken in and foster care is needed. **At no time will an animal remain without adequate veterinary care when it's needed and all employees will be held responsible for monitoring animal conditions.**

ISSUING AUTHORITY: \_\_\_\_\_  
Justin L. Scally  
*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.19
ISSUE DATE: January 12, 2012	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Manslick Gate Policy		
REFERENCES:		

**Manslick Gate Policy**

The gates must remain closed when MAS is closed to the public.

The hours are:

- Sunday and Holidays- Closed
- Monday – 10am- 6pm
- Tuesday – 10am – 6pm
- Wednesday – 10am -7pm
- Thursday – 10am – 6pm
- Friday – 10am -6pm
- Saturday – 9am – 12pm

Citizens must be let in the gate when MAS is closed if they have a sick, injured, or dead animal. Fosters on the approved surgery list for that day may be let in as well. The surgery list will be provided by the Veterinary Service Supervisor or designee.

When employees are entering/ exiting through the top gate when MAS is closed, it is that person's responsibility to open and close the top gate, locking it behind them. There is a key in the lock box.

Employees may enter through the lower gate when MAS is closed if they call/alert dispatch to open the gate. The number for dispatch is 574-5521.

If MAS is closed and a citizen comes to the gate to turn in an animal then the dispatcher will first explain to the citizen that we are closed and that they should bring the animal back during business hours.

If they threaten to leave the animal or request that we come to their house to pick it up then the dispatcher will call Animal Care and advise them that there is a turn in at the gate.

Animal Care will open the gate and intake the animal.

If at any time Animal Care or the dispatcher feel threatened by the person then a supervisor must be notified to determine what must be done.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.19
<b>ISSUE DATE:</b> January 12, 2012	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> Manslick Gate Policy		
<b>REFERENCES:</b>		

**Dispatcher Responsibility**

When a person is entering MAS to surrender an animal when MAS is closed it will be the responsibility of the person dispatching to open the gate and close the gate after the vehicle enters.

When an officer is entering/leaving MAS when MAS is closed it is the responsibility of the person dispatching to open/close the gate.

When an employee is leaving through the lower gate when MAS is closed it is the employee's responsibility to inform the dispatcher to open the gate and the dispatcher will close the gate behind them.

It is the responsibility of the dispatcher to open the lower gate when MAS is open and close the lower gate when MAS is closed.

**ACS Responsibility**

When a person who has been let in to drop off an animal is leaving, it will be the responsibility of the ACS to open the gate and then close the gate when the vehicle leaves.

It is the ACS responsibility to close the top gate when MAS is closed to the public in the evening/afternoon.

**ISSUING AUTHORITY:** \_\_\_\_\_

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*Director, Metro Animal Services*

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services		<b>S.O.P.#</b> AC-004.20
<b>ISSUE DATE:</b> January 12, 2012	<b>REVISION DATE:</b> N/A	
<b>SUBJECT:</b> Shelter Operations Procedures		
<b>SUB-TOPIC:</b> After-Hours Intake Procedures for ACO's		
<b>REFERENCES:</b>		

**After-Hours Intake Procedures for ACO's**

Officers will work together to complete the intake process as mentioned in this standard operating procedure manual. No animals will be left on the dock for any extended period of time and all animals taken in after hours will be provided with food/water at the time they're brought into the shelter unless otherwise advised not to do so by a supervisor and/or veterinary staff.

**ISSUING AUTHORITY:** \_\_\_\_\_

Justin L. Scally  
*Director, Metro Animal Services*



**QUESTIONS???**

**CALL**

**LOUISVILLE/JEFFERSON COUNTY**

**METRO GOVERNMENT**

**O.S.H.A. DIVISION**

**574 - 3142 or 3047**

**REMEMBER: EDUCATION IS AN IMPORTANT STEP IN THE  
PREVENTION PROCESS. DO NOT HESITATE TO ASK QUESTIONS!**

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.#
ISSUE DATE: January 10, 2012		REVISION DATE: N/A
SUBJECT: Administrative Procedures		
SUB-TOPIC: Infectious Disease Exposure/Personal Protective Equipment Policy		
REFERENCES:		

**Purpose**

The purpose of this policy is to eliminate or minimize exposure to blood borne pathogens, zoonotic diseases, illness, injury and/or any other infectious materials. All employees shall wear latex/neoprene or other appropriate gloves, aprons/gowns and eyewear when engaged in activities that may involve contact with body fluids and infectious microorganisms of either humans or animals. Hand washing should be a routine practice.

Employees are responsible for wearing the proper protective equipment in any situation.

Employees will be assigned their own PPE except for face shields, heavy duty gloves and aprons. The PPE must remain at the shelter. Employees will sign a form acknowledging that they received the PPE. Employees will be subject to random checks to ensure the PPE is present and in working condition. Employees will be responsible for wearing PPE as directed below.

**Use of Personal Protective Equipment (PPE)**

It is essential that members of Metro Animal Services follow all policies and procedures with regards to personal protective equipment while performing their duties. The purpose behind the use of PPE is to help staff to eliminate the possibility of being exposed to potential health and/or safety hazards, thus, preventing costly injuries and exposures to disease. Employees will be instructed on the use of PPE prior to their using the equipment by qualified staff members and/or instructors. The following list of procedures shall serve as a list of procedures for the use of PPE. However, this list shall not be considered all inclusive in the protection of employee health and/or safety with regards to the use of PPE.

**Animals**

- All employees shall be required to use latex or neoprene gloves while handling any bodily fluids of an animal. These bodily fluids shall include, but not be limited to, vomit, urine, blood, saliva, and any other potentially infectious microorganisms from an animal.
- Kevlar gloves will be provided to animal control officers. These gloves are meant to help resist an animal bite, but not to prevent a bite from occurring. All staff members shall refer to their training to help prevent animal bites from occurring

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.#
ISSUE DATE: January 10,2012	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC: Infectious Disease Exposure/Personal Protective Equipment Policy		
REFERENCES:		

6. Both people scrub all areas of the kennel (top, sides, walls, fencing) - Wear goggles, gloves, and apron
7. The person who did not apply the Chlor 200 will rinse the kennels 01-21 with water - Wear goggles, gloves, and apron (the other person needs to wait outside)
8. One person apply bleach 1:32 ratio to kennels 01-21 – Let sit for 10 minutes - Wear goggles, gloves, and apron ( the other person needs to wait outside)
9. The person who did not apply the bleach will rinse with water and fill the water buckets - Wear goggles, gloves, and apron (the other person needs to wait outside)
10. Squeegee out run until completely dry and dry the beds- Wear goggles, gloves, and apron
11. Repeat steps 3-10 for kennels 22-42.
12. Turn off the fan and put back.
13. After finishing the cleaning to the outside of the kennels:
  1. Remove the nozzles from the chemical/bleach bottles,
  2. Wash the nozzles of the sprayer in soapy water and then rinse with water,
  3. Place the nozzles back on the cart. Do not put the nozzles back in the bottles.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.#
ISSUE DATE: January 10,2012	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC: Infectious Disease Exposure/Personal Protective Equipment Policy		
REFERENCES:		

15. Wash the nozzles of the sprayer in soapy water and then rinse with water,
16. Place the nozzles back on the cart. Do not put the nozzles back in the bottles.

**Cat/Puppy Room Cleaning Instructions:**

- Place the animal in a clean carrier or cage
- Remove all paper, feces and other matter - gloves
- Spray with trifectant and let sit -Wear goggles, gloves, and apron
- Wipe out cage and box using a paper towel from the ceiling to the sides to the bottom
- Put in clean paper, water etc.
- Place the animal back in the cage

**Vehicle Cleaning:**

- Clean the animal control vehicle after unloading every animal
- Spray the vehicle and/or transport cages with approved disinfectant/Bleach – Goggles, gloves and apron must be worn.
- Scrub the cages - Goggles, gloves and apron must be worn. Rinse out the transport cages– Goggles, gloves and apron must be worn.
- Assure that all soiled laundry or garments are properly disposed of or cleaned and disinfected before being used again – Wear gloves

**Human**

See attached Louisville/Jefferson County Metro Government Infection Control Policy

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services	<b>S.O.P.#</b>
<b>ISSUE DATE:</b> January 10, 2012	<b>REVISION DATE:</b> N/A
<b>SUBJECT:</b> Administrative Procedures	
<b>SUB-TOPIC:</b> Infectious Disease Exposure/Personal Protective Equipment Policy	
<b>REFERENCES:</b>	

### **Face Shields**

Face shields serve the purpose of protecting the entire face or parts of it from the impact of hazards such as flying fragments and other objects. Splashes from hazardous chemicals are also eliminated or reduced with the aid of face shields.

Large percentage of eye injuries are caused by direct contact with chemicals. Serious and irreversible damage can occur when chemical substances contact the eyes in the form of splash, mists, vapors, or fumes. When working with or around chemicals, it is important to know the location of emergency eyewash stations and how to access them with restricted vision.

When fitted and worn correctly, goggles protect your eyes from hazardous substances. A face shield may be required in areas where workers are exposed to severe chemical hazards.

Resources for Chemical Hazards	
<b>Goggles</b>	Primary protectors intended to shield the eyes against liquid or chemical splash, irritating mists, vapors, and fumes.
<b>Face Shields</b>	Secondary protectors intended to protect the entire face against exposure to chemical hazards.

**Eye and Face Protectors must meet the following minimum requirements:**

- Provide adequate protection against the particular hazards for which they are designed;
- Be reasonably comfortable when worn under the designated conditions;
- Fit snugly without interfering with the movements or vision of the wearer;
- Be durable;
- Be capable of being disinfected;
- Be easily cleanable; and
- Be kept clean and in good repair.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.#
ISSUE DATE: January 10,2012	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC: Infectious Disease Exposure/Personal Protective Equipment Policy		
REFERENCES:		

### **Hand Protection: Gloves**

**To put gloves on:**

Determine which direction the gloves go on and which is left and right. Hold them up and look at which way the thumbs go.

Insert your hand into the hole at the bottom of the glove that is meant for your hand.

Slide your fingers into the finger openings that are meant for the proper finger.

Pull down the bottom part of the glove over your wrist and all the way on, if it is longer.

Handle gloves by the wrists if contamination is a concern.

You find out if a glove fits your hand by pressing your hand on the palm side of the glove. The glove should be a slight bit larger than your hand or about the same size.

Use the appropriate glove for your task if safety is a concern.

The neoprene gloves provided to all employees will protect against a wide variety of chemicals including acids, alcohols, detergents, caustics, ketones, and animal fats with these economical puncture resistant textured, neoprene over latex safety gloves.

Before reusing any safety gloves that have been exposed to chemicals, check the chemical's toxicity. Reusable rubber gloves should be washed in soapy water. The gloves should be rinsed thoroughly before being used again.

**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

<b>ISSUING COMMAND:</b> Metro Animal Services	<b>S.O.P.#</b>
<b>ISSUE DATE:</b> January 10, 2012	<b>REVISION DATE:</b> N/A
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<b>REFERENCES:</b>	

Rabies Exposure to Humans and Animals			
Risk Category	Nature of Risk	Typical Population	Recommendations

<b>Continuous</b>	Virus present continuously, often in high concentrations. Specific exposures likely to go unrecognized. Bite, nonbite, or aerosol exposure.	Rabies research laboratory workers; rabies biologics production workers.	Primary course. Serologic testing every 6 months; booster vaccination if antibody titer is below acceptable level.
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<b>Frequent</b>	Exposure usually episodic, with source recognized, but exposure also might be unrecognized. Bite, nonbite, or aerosol exposure.	Rabies diagnostic lab workers, spelunkers, veterinarians and staff, and animal-control and wildlife workers in rabies-enzootic areas. All persons who frequently handle bats.	Primary course. Serologic testing every 2 years; booster vaccination if antibody titer is below acceptable level.
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<b>Infrequent</b>	Exposure nearly always episodic with source recognized. Bite or nonbite exposure.	Veterinarians and terrestrial animal-control workers in areas where rabies is uncommon to rare. Veterinary students. Travelers visiting areas where rabies is enzootic and immediate access to appropriate medical care including biologics is limited.	Primary course. No serologic testing or booster vaccination.
-------------------	---	---	--

<b>Rare (population at large)</b>	Exposure always episodic with source recognized. Bite or nonbite exposure.	U.S. population at large, including persons in rabies-epizootic areas.	No vaccination necessary.
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## RABIES VACCINE DECLINATION STATEMENT

I understand that due to my occupational exposure to saliva or other potentially infectious materials I may be at risk of acquiring rabies virus infection. I have been given the opportunity to be vaccinated with rabies vaccine, at no charge to myself. However, I decline rabies vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring rabies, a serious disease. If in the future, I continue to have occupational exposure to saliva or other potentially infectious materials and I want to be vaccinated with rabies vaccine, I can receive the vaccination series at no charge to me.

\_\_\_\_\_  
**Name (Printed)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Social Security Number**

\_\_\_\_\_  
**Date Signed**

\_\_\_\_\_  
**Name of Witness (Printed)**

\_\_\_\_\_  
**Signature of Witness**

**LOUISVILLE/JEFFERSON COUNTY  
METRO GOVERNMENT**

**INFECTION CONTROL POLICY**

Prepared and Administered by Louisville/Jefferson County Metro Government  
Occupational Safety & Health Division

Revised November 9

Louisville/Jefferson County Metro Government has enacted a policy to protect its employees who have potential workplace exposure to Bloodborne Pathogens. This policy is in accordance with the Federal OSH Standard 1910.1030.

Bloodborne Pathogens mean pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

Infectious materials include:

- Semen
- Vaginal Secretions
- Cerebrospinal Fluid
- Synovial Fluid
- Pleural Fluid
- Pericardial Fluid
- Peritoneal Fluid
- Amniotic Fluid
- Saliva in Dental Procedures
- Any body fluid visibly contaminated with blood
- Any unfixed tissue or organ from a human
- HIV or HBV containing cell, tissue or organ cultures or culture medium
- Blood, organs or other tissue from HIV or HBV infected experimental animals

Transmission has not been documented from exposure to other body fluids (feces, nasal secretions, sweat, sputum, tears, urine or vomitus). However, each of these body fluids has the potential of containing blood. Universal precautions should be used where potential exposure to **all body fluids** is present.

The HBV virus will remain active for up to two (2) weeks after exposure to air. The HIV virus will normally die within approximately 12 hours after exposure to air; therefore, more concern is placed on protection against the HBV virus contraction.

This policy will be set forth and include the following:

The use of training and education, use of Universal Precautions, provision and use of Personal Protective Equipment, hepatitis B vaccination availability and the provision of treatment and counseling for exposed employees. All of the above will be provided to each employee who has potential exposure at no cost to the employee.

---

This policy will affect all departments of Louisville/Jefferson County Metro Government. Some departments have more potential for exposure while others have a low exposure potential. Exposure levels are classified as High, Medium and Low:

<u>Category I Exposure:</u>	employees have daily exposure potential to known infectious sources
<u>Category II Exposure:</u>	employees have daily exposure potential
<u>Category III Exposure:</u>	employees have rare exposure potential

## SECTION I

### EXPOSURE CONTROL PLAN

## **CATEGORY I EXPOSURE LEVEL (CONT.):**

### **EMS**

Auto Service Worker II  
Director of EMS  
Emergency Medical Technician  
EMS Assistant Director  
EMS Manager  
EMS Supervisor  
Fleet Coordinator  
Inventory Control Specialist  
Paramedic

### **Corrections**

Corrections Captain  
Corrections Lieutenant  
Correction Officer  
Corrections Sergeant  
Corrections Sergeant – ID Lab

### **Youth Detention Services**

Recreation Specialist II  
Senior Youth Program Worker  
Social Worker – Secure Detention & Group Homes  
Youth Program Aide  
Youth Program Supervisor I  
Youth Program Supervisor II  
Youth Program Worker

## **CATEGORY II EXPOSURE LEVEL:**

Those employees within the following departments are considered to have exposure potential at the second level. The following job classifications within these departments are protected by this policy:

### **Fire Department**

Fire Administrative Assistant  
Fire Apparatus Mechanic I  
Fire Apparatus Shop Superintendent  
Fire/EMS Ambulance Mechanic I  
Fire/EMS Ambulance Mechanic III  
Fire/EMS Maintenance Worker  
Fire Mechanic Helper  
Fire/EMS Storekeeper I  
Fire/EMS Storekeeper II

## **CATEGORY II EXPOSURE LEVEL (CONT.):**

### **Metro Parks**

Cemetery Workers (Includes Park Worker II, Park Worker III, and Labor Supervisor I at Portland Cemetery)  
Parks Supervisor I  
Parks Supervisor III  
Park Worker III

### **Corrections**

Chief of Corrections  
Corrections Lieutenant Colonel  
Corrections Supervisor II  
Deputy for Corrections  
Inmate Grievance Counselor

### **Public Works**

Equipment Operator  
Laborer  
LS-1 Supervisor  
Operations Manager  
Road Maintenance Coordinator  
Senior Equipment Operator  
Storage Equipment Operator  
Truck Driver  
Tow-In Equipment Operator

### **Facilities Management**

Custodian I  
Landscape Crew

### **Library**

Facilities Staff (Includes Supervisor II, Maintenance Worker II and Maintenance Mechanic)

### **Louisville Zoo**

Custodian I  
Those job classifications working with primates on a regular basis (Commissary Supervisor; Gorilla Forest Supervisor; Veterinary Hospital Supervisor; Veterinarian; Veterinarian Technician; Associate Veterinarian; Zoo General Curator; Zoo Assistant Curator; Keeper II; and Keeper III)

### **Metro Animal Services**

Animal Control Officer I  
Animal Control Officer II

## **CATEGORY III EXPOSURE LEVEL:**

## SECTION II

### METHOD OF COMPLIANCE

### **Engineering and Work Practice Controls (continued)**

No eating, drinking, smoking, applying cosmetics or lip balm, or handling contact lenses in work areas where there is potential occupational exposure.

Food and drink shall not be kept in areas where potentially infectious materials are present.

All work areas will be maintained in the required clean and sanitary condition. All equipment and working surfaces exposed to potentially infectious materials will be decontaminated. The following method will be used for disinfecting equipment: (PPE must be worn during this procedure) Using household bleach add 1.28 ounces of bleach to one gallon of water (1:100), soak equipment in solution for 5-10 minutes. Remove equipment and dry thoroughly. Dispose of disinfecting solution properly. Spills of blood and blood-contaminated fluids are to be cleaned up using an approved germicide or the 1:10 solution of household bleach (12.8 ounces) to one gallon of water. Gloves and other necessary PPE are to be worn during this procedure. Hands are to be washed immediately upon removal of gloves. Clothing, shoes or equipment that cannot be properly decontaminated must be disposed of immediately in accordance with the waste disposal regulations. **The use of disposable gloves is mandatory during all of the above procedures.**

Items that would release blood or other body fluids if compressed are to be placed in Biohazard plastic bags. This would include any item that is caked with dried blood (enough to cause a dusty aerosol if shaken) or other body fluids that are capable of releasing these materials during handling. Call Metro OSHA at 574-3305 to arrange for disposal of this regulated waste.

### **Hepatitis B Vaccination Program**

All employees with any level of potential exposure will be provided with the opportunity to participate in the HBV vaccination program. The vaccination program is strictly voluntary and the employee may decline the vaccination. In this case, a declination statement must be read and signed by each employee declining the vaccination and the statement must be kept on record.

Occupational Physician Services (OPS) will be the medical facility administering this program for Louisville/Jefferson County Metro Government. All records of those participating in the vaccination program will be kept on file at Metro OSHA.

Further explanation of this program is detailed in Section IV.

### **Education and Training**

All employees who have any level of exposure will attend an education and training seminar on this policy. This training will include:

## PROCEDURES FOR REPORTING A BLOODBORNE PATHOGEN EXPOSURE INCIDENT

*These procedures do not address Source Individual identification and documentation procedures.*

- 1) Exposure incident occurs (needlestick injury; break in skin caused by potentially contaminated object; contact with blood, body fluid, or other potentially infectious material into eyes, nose, mouth, other mucous membranes or non-intact skin).
- 2) Clean exposure site:
  - a. Wash needlesticks and cuts with soap and water or, if not immediately available, clean area with antiseptic cleanser and follow up with soap and water once it is accessible
  - b. Flush splashes to the nose, mouth, or skin with water
  - c. Irrigate eyes with clean water, saline, or sterile irrigants
- 3) Contact Supervisor immediately in accordance with each respective agency's injury reporting procedure. **DO NOT DELAY.**
- 4) Document the routes of exposure and how the exposure occurred on the "Exposure Report Form" and "First Report of Injury or Illness/IA-1 Form." See departmental supervisor regarding other forms that may be required. The IA-1 Form is to be completed and sent to the WC claims administrator (currently Underwriter's Safety and Claims at fax number 489-6430), Metro Risk Management Division at fax number 574-4384 and Metro OSHA Division at fax number 574-3046 within 24 hours. The Exposure Report Form is to be forwarded to the Metro OSHA Division only.
- 5) Obtain necessary medical treatment. Supervisor is to make arrangements for employee transportation to University Hospital, 550 South Jackson Street, for evaluation by Emergency Room Physician.
- 6) University Hospital will conduct a confidential medical evaluation to determine if an exposure actually occurred and if prophylactic treatment is indicated.
- 7) If prophylactic treatment is suggested and the employee accepts treatment, the employee will receive a 5-day supply of medication from University Hospital and a written prescription for remainder of medication needed. Do not delay in filling the prescription. This is generally an expensive medication; however, it will be covered under the WC program. Depending upon the timing of the prescription fill, it may be difficult to obtain the necessary pharmacy payment guarantee through the WC claim adjuster. If pharmacy arrangements cannot be made within a timely fashion for any reason, payment should be made by the employee and the employee will be reimbursed by the WC adjuster. The employee must keep the receipt for forwarding to the adjuster. The employee will then be referred to the Infectious Disease Doctor at University Hospital.
- 8) If treatment is not necessary or employee declines prophylactic treatment, employee is to contact Occupational Physician Services (OPS) for post exposure follow-up.

### **SECTION III**

### **STATEMENT OF CONFIDENTIALITY**

## **SECTION IV**

### **HEPATITIS B VACCINE**

#### **PROGRAM AND**

#### **DECLINATION STATEMENTS**

Hepatitis is an infection of the liver that causes inflammation and death to the cells. Hepatitis can be caused by a virus, drugs or other toxins. The disease can be transmitted by contact with infectious blood or other body fluids. Contact may be through the skin (cuts or lesions), contact with mucus membrane and sexual contact.

There are five types of Hepatitis:

Hepatitis A - known as **Infectious** and caused by contact with feces and has an incubation period of 28 days.

Hepatitis B - known as **Serum** and caused by contact with blood or other body fluids; this contact is through the skin or by contact with mucus membrane (lining of the nose, eyes, mouth, etc) and has an incubation period of approximately 120 days.

Hepatitis C - known as **Transfusion** and caused by blood received during transfusions. The blood screening process has greatly reduced the incidence of contraction of this type.

Hepatitis D - occurs with Hepatitis B

Hepatitis E - Epidemical

**The concern lies with the Hepatitis B disease as the incidents of this disease have increased by 50% over the last ten years. Occupational exposure accounts for approximately 4% of the cases.**

After the employee has been properly trained, Metro OSHA will send a letter to the employee with the necessary information for scheduling the vaccination series. Occupational Physician Services (OPS) is the administrator of the vaccine program and employees are to go during work hours to OPS to receive the vaccine.

The vaccination program consists of the following steps:

- 1) First dose is administered to the upper arm in the deltoid muscle.
- 2) One month later a second dose is administered

## HEPATITIS B VACCINE DECLINATION STATEMENT

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future, I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

\_\_\_\_\_  
**Name (Printed)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Social Security Number**

\_\_\_\_\_  
**Date Signed**

\_\_\_\_\_  
**Name of Witness (Printed)**

\_\_\_\_\_  
**Signature of Witness**

## Procedures for Cleaning

1. Remove Animals from Kennel Cages
2. Remove all bones, toys, bowls etc.
3. Pick up Bowel Movements and heavy dirt.
4. Hose the walls, floors, fence of the cage
5. Foam from the top of the wall downwards
6. Foam the floor and the fence
7. Scrub the walls, floor, and fence
8. Let the Cleaning Chemical sit for 5 minutes.
9. While letting it sit move to the next cage
10. Start the process over in the cage area
11. After 5 mins. Go back and rinse.

Make sure that the cages are rinsed thoroughly to avoid Cleaning Chemical residue

# aero food processing

Our line of AERO® Food Processing products is a complete line of high-foaming and CIP, alkaline, acid and chlorinated cleaners, no-rinse sanitizers and lubricants.

## HIGHLIGHTS

- Liquid chlorinated alkali cleaner
- High foaming
- Excellent for removing fatty and proteinaceous soils from walls, floors and equipment

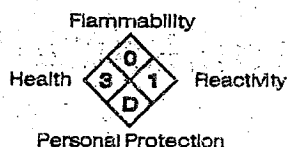
## TYPICAL PROPERTIES

- Specific Gravity: **1.182**
- pH: **>13**
- Alkalinity (as  $\text{Na}_2\text{O}$ ): **9.5%**
- Active Chlorine: **2.7%**
- Chelating & Scale Control Agents: **4.1%**
- Detergents: **3.0%**
- Appearance: **Clear Colorless Liquid**
- Odor: **Chlorine**
- USDA: **A-1**

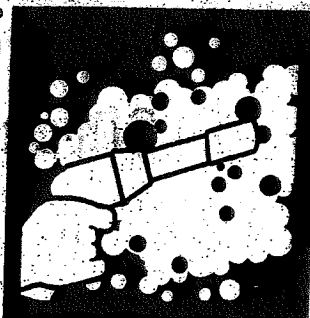
## SAFETY CAUTIONS

- Keep out of reach of children.
- It is recommended that protective gloves and safety glasses be worn when using this product.
- Make sure there is adequate ventilation.
- Refer to M.S.D.S. for additional safety information.

## HMS RATINGS



# aero



## Chlor 200

### High Foaming Chlorinated Cleaner & Degreaser

This product is a heavy-duty, fully compounded cleaner that requires no chlorine additives, alkaline boosters or foaming detergents. Excellent for removal of carbonized, fatty, proteinaceous and blood soils from floors, walls, and food processing equipment. Effective for use on many types of surfaces, including stainless steel, painted surfaces, glass, plastics, glazed and unglazed tile surfaces, porcelain and enamel. Removes hardened chick down, chemical residues, and hard water salts from chick boxes, trays & buggies, setters, and incubator walls in hatcheries. May be applied through foam-generating or pressure-washing equipment.

## DIRECTIONS-

- For cleaning kill floors and boning rooms, dilute 1:10 - 1:20 with water.
- For processing equipment and conveyors, dilute 1:20 - 1:50.
- For floors and walls, dilute 1:30 - 1:50.
- Rinse thoroughly with potable water.

distributed by:

# aero

CHEMICAL COMPANY

a division of:  
ABC COMPOUNDING CO., INC.  
Atlanta, Georgia Dallas, Texas



NSF A1 Registered,  
meets USDA 1998  
A1 Guidelines  
NSF Reg. No. 134680  
Product Category: A1



HMIS RATINGS:  
 Health: 3  
 Flammability: 0  
 Reactivity: 1  
 Personal Protection: G

Section 1: CHEMICAL PRODUCT AND COMPANY IDENTIFICATION

Trade Name: CHLOR-200 - (L-509)  
 Chemical Family: Alkali Cleaner  
 Company Identification: ABC COMPOUNDING CO., INC.  
 P.O. BOX 16247  
 ATLANTA, GA 30321-0247

Emergency Phone: 800-535-5053  
 Date Prepared: 01/15/09  
 MSDS Number: 6509  
 Mfgd By: ABC COMPOUNDING CO., INC.  
 P.O. BOX 16247

ATLANTA, GA 30321-0247

Section 2: COMPOSITION, INFORMATION ON INGREDIENTS

	CHEMICAL NAME	% BY WT	OSHA PEL/ACGIH TLV	SARA 302/304 (1)	SARA 313 (2)	STATE INFO (3) (4)	CERCLA RQ
0-73-2	Sodium Hydroxide	< 11.0	2 mg/m3 / 2 mg/m3	NO	NO	YES (4)	1000 lbs
11-52-9	Sodium Hypochlorite	< 4.0	2 mg/m3 / 2 mg/m3	NO	NO	NO	800 lbs

See Section 15 for more information

n/e = none established - n/a = not applicable

Section 3: HAZARDS IDENTIFICATION

HAZARD OVERVIEW

GER. POISON. Corrosive. Harmful or fatal if swallowed. Avoid breathing vapor or mists. Can cause moderate to severe irritation and possible tissue damage to skin and eyes. Clear, colorless liquid with chlorine odor.

Primary Route of Entry: Eye contact, skin contact

Acute/Potential Health Effects:

EYES: Contact can cause severe damage including burns and blindness.

SKIN: Prolonged or repeated contact, even to dilute concentrations, can cause a high degree of tissue destruction.

INHALATION: Breathing of this material is harmful. Exposure to vapor, mist or liquid can produce burns of the respiratory tract.

INGESTION: Harmful or fatal if swallowed. Corrosive to mouth, esophagus and stomach.

Chronic / Long Term Effects: No data.

Signs and Symptoms of Overexposure: Exposure may cause skin sensitization.

Target Organ Effects: Lungs and upper respiratory tract, gastrointestinal tract, eyes, skin.

Reproductive/Developmental Information: No data.

Trade Name: CHLOR 200 - (L-509)

MSDS Number: 6509

Carcinogenic Information: This material is not listed as a carcinogen by IARC, NTP or OSHA.

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Section 4: FIRST AID MEASURES

EYES: Immediately flush eyes with plenty of water for at least 15 minutes. Get medical attention immediately.

SKIN: Immediately flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Wash clothing before reuse. Get medical attention immediately.

INHALATION: Remove to fresh air. If not breathing, give artificial respiration. If breathing is difficult, give oxygen.

INGESTION: Seek medical attention immediately. Do not induce vomiting. If victim is alert, give 1/2 to 1 glass of water. Call a poison control center or doctor for treatment advice.

---

Section 5: FIRE FIGHTING MEASURES

Flash Point: No flash by standard methods

Extinguishing Media: Dry chemical, CO<sub>2</sub> or foam is recommended.

Special Fire Fighting Instructions: Wear a self contained breathing apparatus with a full face piece operated in the positive pressure demand mode. Chemical resistant PPE is recommended.

---

Section 6: ACCIDENTAL RELEASE MEASURES

Stop all leaks. Isolate hazard area. Keep unnecessary and unprotected personnel from entering. Absorb spill with inert material (e.g. dry sand, earth). Prevent runoff from entering drains, sewers or other bodies of water. Absorb unrecoverable product. Transfer contaminated absorbent, soil and other materials to containers for disposal.

---

Section 7: HANDLING AND STORAGE

Follow all MSDS/label precautions even after container is emptied because they may contain in product residues. Use with adequate ventilation. Do not get in eyes, on skin or clothing. Store in a cool, dry place. Keep container closed when not in use. Keep out of reach of children.

---

Section 8: EXPOSURE CONTROLS and PERSONAL PROTECTION

Eye Protection: Wear safety glasses or goggles and face shield. Remove contact lenses.

Skin Protection: To prevent repeated or prolonged contact, wear impervious gloves (made from rubber, nitrile or neoprene), clothing and boots.

Respiratory Protection: When respiratory protection is required, use an organic vapor & particulate cartridge. All respiratory programs must meet OSHA's 29 CFR 1910.34 & ANSI Z88.2 requirements.

Engineering Controls: Good general ventilation required.

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Section 9: PHYSICAL AND CHEMICAL PROPERTIES

Trade Name: CHLOR 200 - (L-509)

MSDS Number: 6509

Appearance and Odor: Clear, colorless liquid with chlorine odor  
pH Concentrate: 13.0  
Solubility in Water: Complete  
Vapor Pressure [mmHg]: n/e  
Evaporation Rate (Butyl Acetate=1): n/e  
Vapor Density [Air=1]: n/e  
Specific Gravity [H2O=1]: 1.18  
Boiling Point: > 212 F

## Section 10: REACTIVITY

Stability: Stable  
Hazardous Polymerization: Will not occur  
Conditions to avoid: High temperature  
Hazardous Decomposition Products: CO, CO2, Cl  
Incompatibility: Strong acids, water, certain metals (aluminum)

## Section 11: TOXICOLOGICAL INFORMATION

Sodium Hydroxide: Acute Dermal LD50 - Rabbit: 1350 mg/kg. Primary Skin Irritation -  
Rabbit: Severe. Primary Eye Irritation - Rabbit: Severe

## Section 12: ECOLOGICAL INFORMATION

Sodium Hydroxide: Aquatic Ecotoxicity: Fish (fathead minnow): LC50 (96 hr): 179 mg/L

## Section 13: DISPOSAL CONSIDERATIONS

Waste Disposal Method:

Waste must be disposed of in accordance with federal, state and local environmental control regulations.

## Section 14: TRANSPORTATION INFORMATION

D.O.T. Shipping Name / Class:

Corrosive Liquid, Basic, Inorganic, N.O.S., 8, UN 3266, II

(Contains Sodium Hydroxide)

## Section 15: REGULATORY INFORMATION

U.S. Federal Regulations:

TSCA (Toxic Substances Control Act): The intentional ingredients of product are listed.

Title III Section 311/312 Hazardous Categories - 40 CFR 370.2:

ACUTE (X) Chronic ( ) Fire ( ) Pressure ( ) Reactive ( ) Not Applicable ( )

(1) Title III Section 302/304 Extremely Hazardous Substances - 40 CFR 355 Appendix A

(2) Title III Section 313 Toxic Chemicals - 40 CFR 372.65

If indicated under Section 2 of this MSDS, this product contains toxic chemicals subject to the reporting requirements of Section 313 of the Emergency Planning &

Trade Name: CHLOR 200 - (I-509)

MSDS Number: 6509

Community Right to Know Act of 1986. This information must be included in all MSDS that are copied and distributed for this material.

RCRA Status: Under RCRA, it is the responsibility of the product user to determine at the time of disposal, whether a material containing the product or derived from the product should be classified as a hazardous waste. If this product becomes a hazardous waste it would be assigned RCRA Code(s)  
D002

State and Local Regulations: Certain states maintain their own ingredient lists which differ slightly from the Federal standards. If indicated under Section 2 of this MSDS, states listed below may have regulations on ingredients contained in this product. Check with your state for any additional regulations.

- (3) California proposition 65 (Safe Drinking Water & Toxic Enforcement Act of 1986)
- (4) Massachusetts (Hazardous Substance Disclosure by Employers)

---

#### Section 16: OTHER INFORMATION

This information was compiled from current manufacturer's MSDS's of the component parts of the product.

Disclaimer: The Manufacturer believes that the information contained in the Material Safety Data Sheet is accurate. The suggested procedures are based on experience as of the date of publication. They are not necessarily all inclusive nor fully adequate in every circumstance. Also, the suggestions should not be confused with, nor followed in violation of applicable laws, regulations, rules or insurance requirements.

---

# aero disinfectant cleaners

All AERO® disinfectant cleaners are federally registered with the EPA

## HIGHLIGHTS

- RTU quat-based formula
- Fast Kill Times!
- Effective against TB, HIV-1, Hepatitis A (HAV), Hepatitis B (HBV), Hepatitis C (HCV), Parvo, MRSA, H1N1 (Swine Flu)
- Meets OSHA's Bloodborne Pathogens Standard
- Excellent cleaner

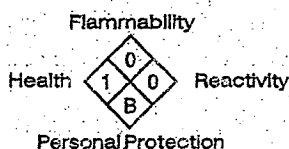
## TYPICAL PROPERTIES

- Specific Gravity: 1.02
- pH: 12.4
- Solvents: 8.0%
- Active Ingredients (quaternary ammonium chlorides): 0.21%
- Appearance: Clear, Colorless
- Fragrance: Fresh

## SAFETY CAUTIONS

- Keep out of reach of children.
- Refer to M.S.D.S. and product label for additional safety information and directions for use..

## HMIS RATINGS



# aero



**KILLS H1N1 VIRUS (SWINE FLU), HEPATITIS B, HEPATITIS C, HIV-1 and MRSA!**

## TB Quat

- **MILDEWSTAT** (on hard inanimate surfaces)
- **DISINFECTANT** • **TUBERCULOCIDAL** • **\*VIRUCIDE**
- **FUNGICIDE** (against pathogenic fungi)
- **Kills Pandemic 2009 H1N1 Influenza A virus (formerly called Swine Flu)**
- **MEETS OSHA BLOODBORNE PATHOGEN STANDARD FOR HIV, HBV and HCV**

TB Quat is designed specifically as a general non-acid cleaner and disinfectant for use in homes, hospitals, nursing homes, schools, hotels and restaurants. It is formulated to disinfect hard, non-porous, inanimate environmental surfaces such as floors, walls, metal surfaces, stainless steel surfaces, glazed porcelain, glazed ceramic tile, plastic surfaces, bathrooms, shower stalls, bathtubs and cabinets. May be used in the kitchen on counters, sinks, appliances, and stove tops. A rinse with potable water is required for surfaces in direct contact with food. In addition, this product deodorizes those areas which generally are hard to keep fresh smelling, such as garbage storage areas, empty garbage bins and cans, basements, restrooms and other areas which are prone to odors caused by microorganisms.

When used as directed, this product kills Norwalk and Rabies viruses in 30 seconds; HIV-1 in 1 minute; Human Coronavirus and H1N1 (Swine Flu) in 2 minutes; *Pseudomonas aeruginosa*, *Listeria monocytogenes*, *Staphylococcus aureus*, *Salmonella choleraesuis*, *Escherichia coli*, Methicillin resistant *Staphylococcus aureus* (MRSA), Vancomycin resistant *Enterococcus faecalis* (VRE), Vancomycin intermediate resistant *Staphylococcus aureus* (VISA) in 3 minutes; Hepatitis B Virus (HBV), Hepatitis C Virus (HCV), and TB in 5 minutes; Canine Parvovirus, and Hepatitis A Virus (HAV) in 10 minutes.

## DIRECTIONS:

**DISINFECTION, DEODORIZING AND CLEANING** - Remove gross filth or heavy soil prior to application of the product. Hold container six to eight inches from surface to be treated. Spray area until it is covered with the solution. Allow product to penetrate and remain wet for the indicated contact times. No scrubbing is necessary. Wipe off with a clean cloth, mop or sponge. The product will not leave grit or soap scum.

**One-step cleaning and disinfection of toilet bowls and urinals:** Remove water from bowl by forcing water over trap with a swab mop applicator. Press swab mop against side of the bowl to remove excess water from applicator. Apply 1 to 2 ounces of this product evenly, allowing sufficient time for product to cover entire surface of bowl for maximum cleaning. Swab bowl completely using a scrub brush or toilet mop, making sure to get under the rim. Let stand 10 minutes and flush.

Distributed by:  
AERO Chemical Company  
a division of: ABC Compounding Co., Inc. P. O. Box 16247 Atlanta, GA 30321



## HMIS RATINGS:

Health: 1

Flammability: 0

Reactivity: 0

Personal Protection: B

## Section 1: CHEMICAL PRODUCT AND COMPANY IDENTIFICATION

Trade Name: TB QUAT - (T-537)

Chemical Family: Disinfectant

Company Identification: ABC COMPOUNDING CO., INC.

PO BOX 16247

ATLANTA, GA 30321-0247

Emergency Phone: 800-535-5053

Date Prepared: 01/16/09

MSDS Number: 6537

Mfgd By: ABC COMPOUNDING CO., INC.

PO BOX 16247

ATLANTA, GA 30321-0247

## Section 2: COMPOSITION, INFORMATION ON INGREDIENTS

CAS NUMBER	CHEMICAL NAME	% BY WGHT.	OSHA PEL/ ACGIH TLV	SARA 302/304(1)*	SARA 313 (2)*	STATE INFO (3) (4)
68891-01-5	Alkyl Dimethyl benzyl Ammonium Chloride	0.105	n/e / n/e	NO	NO	NO
68956-79-6	Alkyl Dimethyl Ethyl- Benzyl Ammonium Chloride	0.105	n/e / n/e	NO	NO	NO
112-34-5	Diethylene Glycol Monobutyl Ether	< 8.0	n/e / n/e	NO	YES	NO
64-02-8	Tetrasodium Salt of Ethylenediamine- tetraacetic acid	< 5.0	n/e / n/e	NO	NO	NO

\* See Section 15 for more information

n/e = none established - n/a = not applicable

## Section 3: HAZARDS IDENTIFICATION

## EMERGENCY OVERVIEW

WARNING: Causes skin or eye irritation. Harmful if swallowed. Avoid contamination of food.

Primary Route of Entry: Eye contact, skin contact

Acute/Potential Health Effects:

EYES: Causes eye damage. Symptoms may include discomfort or pain, excess blinking and tear production, with redness and swelling of the conjunctiva.

SKIN: Brief contact may cause slight irritation. Prolonged contact may cause more severe irritation with pain, local redness and swelling.

INHALATION: High concentrations of mist may cause irritation of the respiratory tract.

INGESTION: Harmful if swallowed. May cause nausea, vomiting and diarrhea.

Chronic / Long Term Effects: None known.

Signs and Symptoms of Overexposure: Dermal exposure may cause local redness and swelling, pain and discomfort.

Trade Name: TB QUAT - (L-537)

MSDS Number: 6537

Target Organ Effects: No data.

Reproductive/Developmental Information: No data.

Carcinogenic Information: This material is not listed as a carcinogen by IARC, NTP or OSHA.

---

#### Section 4: FIRST AID MEASURES

EYES: Immediately flush eyes with plenty of water for at least 15 minutes. Get medical attention immediately.

SKIN: Immediately flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Wash clothing before reuse. Get medical attention immediately.

INHALATION: Remove to fresh air. If not breathing, give artificial respiration. If breathing is difficult, give oxygen.

INGESTION: Seek medical attention immediately. Call a poison control center or doctor for treatment advice. Have person drink large quantities of water if able to swallow.

NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

---

#### Section 5: FIRE FIGHTING MEASURES

Flash Point: No flash by standard methods.

Extinguishing Media: Use appropriate methods for combating surrounding fire.

Special Fire Fighting Instructions: Wear a self contained breathing apparatus with a full face piece operated in the positive pressure demand mode. Chemical resistant PPE is recommended.

---

#### Section 6: ACCIDENTAL RELEASE MEASURES

Stop all leaks. Isolate hazard area. Keep unnecessary and unprotected personnel from entering. Absorb spill with inert material (e.g. dry sand, earth). Prevent runoff from entering drains, sewers or other bodies of water. Absorb unrecoverable product. Transfer contaminated absorbent, soil and other materials to containers for disposal.

---

#### Section 7: HANDLING AND STORAGE

Follow all MSDS/label precautions even after container is emptied because they may contain product residues. Use with adequate ventilation. Do not get in eyes, on skin or clothing. Store in a cool, dry place. Keep container closed when not in use. Keep out of reach of children. See label for further instructions.

---

#### Section 8: EXPOSURE CONTROLS and PERSONAL PROTECTION

Eye Protection: Wear safety glasses or goggles.

Hand Protection: To prevent repeated or prolonged contact, wear impervious gloves made from rubber, nitrile or neoprene), clothing and boots.

Respiratory Protection: When respiratory protection is required, use an organic vapor cartridge. A respiratory program that meets OSHA's 29 CFR 1910.34 & ANSI Z88.2 requirements must be followed.

Trade Name: TB QUAT - (L-537)

MSDS Number: 6537

Engineering Controls: Good general ventilation required.

---

Section 9: PHYSICAL AND CHEMICAL PROPERTIES

Appearance and Odor: Clear, colorless liquid with fresh fragrance

pH Concentrate: 12.4

Solubility in Water: Complete

Vapor Pressure [mmHg]: n/e

Evaporation Rate (Butyl Acetate=1): n/e

Vapor Density [Air=1]: n/e

Specific Gravity [H2O=1]: 1.02

Boiling Point: &gt; 212 F

---

Section 10: REACTIVITY

Stability: Stable

Hazardous Polymerization: Will not occur

Conditions to avoid: High temperature

Hazardous Decomposition Products: None

Incompatibility: Strong acids, alkalis, oxidizing agents

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Section 11: TOXICOLOGICAL INFORMATION

No data.

---

Section 12: ECOLOGICAL INFORMATION

No data.

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Section 13: DISPOSAL CONSIDERATIONS

Waste Disposal Method:

Wastes must be disposed of in accordance with federal, state and local environmental control regulations. See label for further instructions.

---

Section 14: TRANSPORTATION INFORMATION

D.O.T. Shipping Name / Class:

Not regulated.

---

Section 15: REGULATORY INFORMATION~~U.S. Federal Regulations:~~

TSCA (Toxic Substances Control Act): The intentional ingredients of product are listed.

Title III Section 311/312 Hazardous Categories - 40 CFR 370.2:

ACUTE (X) Chronic ( ) Fire ( ) Pressure ( ) Reactive ( ) Not Applicable ( )

(1) Title III Section 302/304 Extremely Hazardous Substances - 40 CFR 355 Appendix A

(2) Title III Section 313 Toxic Chemicals - 40 CFR 372.65

If indicated under Section 2 of this MSDS, this product contains toxic chemicals

Trade Name: TB QUAT - (L-537)

MSDS Number: 6537

subject to the reporting requirements of Section 313 of the Emergency Planning & Community Right to Know Act of 1986. This information must be included in all MSDS that are copied and distributed for this material.

RCRA Status: Under RCRA, it is the responsibility of the product user to determine at the time of disposal, whether a material containing the product or derived from the product should be classified as a hazardous waste. If this product becomes a hazardous waste it would be assigned RCRA Code(s)  
None

State and Local Regulations: Certain states maintain their own ingredient lists which differ slightly from the Federal standards. If indicated under Section 2 of this MSDS, states listed below may have regulations on ingredients contained in this product. Check with your state for any additional regulations.

(3) California proposition 65 (Safe Drinking Water & Toxic Enforcement Act of 1986)

(4) Massachusetts (Hazardous Substance Disclosure by Employers)

---

#### Section 16: OTHER INFORMATION

This information was compiled from current manufacturer's MSDS's of the component parts of the product.

Disclaimer: The Manufacturer believes that the information contained in the Material Safety Data Sheet is accurate. The suggested procedures are based on experience as of the date of publication. They are not necessarily all inclusive nor fully adequate in every circumstance. Also, the suggestions should not be confused with, nor followed in violation of applicable laws, regulations, rules or insurance requirements.

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**METRO ANIMAL SERVICES**  
**Standard Operating Procedure**

ISSUING COMMAND: Metro Animal Services		S.O.P.#
ISSUE DATE: January 10,2012	REVISION DATE: N/A	
SUBJECT: Administrative Procedures		
SUB-TOPIC: Infectious Disease Exposure/Personal Protective Equipment Policy		
REFERENCES:		

### **Rabies Vaccine Program**

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.

The rabies virus infects the central nervous system, ultimately causing disease in the brain and death. The early symptoms of rabies in people are similar to that of 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.

Rabies virus is transmitted through saliva and brain/nervous system tissue. Only these specific bodily excretions and tissues transmit rabies virus.

#### **Rabies Treatment**

Emergency first aid to prevent rabies when you get bit in humans includes the following steps:

Let the wound bleed. This will also help remove the rabies virus from the wound.

Wash the wound with soap and water.

Apply an antiseptic, if available.

Seek medical attention.

Contact a supervisor.

Complete a First Report of Injury.

**Any bite, even a small one, can be deadly.**

**MATERIAL SAFETY DATA SHEET**

MSDS #

Identity: Trifectant powder

Page 1 of 3

Product Code: 9100

**Section I – Supplier Information:**

Emergency Telephone Number:

Vétoquinol USA (TOMLYN PRODUCTS, EVSCO PHARMACEUTICAL, Vet Solutions)

Address: 4250 N. Sylvania Ave.  
Fort Worth TX 76137

1-800-285-0508

**Section II – Hazardous Ingredients/ Identity Information**

Hazardous Components	OSHA PEL	ACGIH TVL	STEL	CAS#	%(opt)
Trifectant (common name):					
Sulfamic Acid				5329-24-6	5%
Potassium Peroxomonosulfate				70693-62-8	50%
Sodium Chloride				7647-14-5	15%

**Section III – Physical/Chemical Characteristics**

Boiling Point:	Not Applicable
Specific Gravity: (H <sub>2</sub> O = 1)	Not Applicable
Vapor Pressure (mm Hg):	Not Applicable
Melting Point:	Not Applicable
Vapor Density (Air = 1):	Not Applicable
Evaporation Rate (butyl acetate = 1):	Not Applicable
Solubility in water:	Soluble : 65g/L
pH:	2.6
Appearance and Odor:	Yellow free flowing Powder with lemon odor

**Section IV – Fire and Explosion Hazard Data**

Flash Point (method used):	N/A
Flammable Limits:	LEL: Not Applicable UEL: Not Applicable
Extinguishing Media:	Water Spray, dry chemical, carbon dioxide, or foam suitable for the surrounding fire and materials
Unusual Fire and Explosion Hazards:	fire fighting personnel to wear breathing apparatus in event of fire. May emit sulphur dioxide under fire conditions.

**Section V – Reactivity Data**

Stability:	STABLE
Incompatibility:	Extreme Heat, alkaline products
Hazardous Decomposition or Byproducts:	SO <sub>2</sub> released at temp > 70°C
Hazardous Polymerizations:	WILL NOT OCCUR
Conditions to Avoid:	None Known.

**MATERIAL SAFETY DATA SHEET**

MSDS #

Identity: Trifectant powder

Page 2 of 3

Product Code: 9100

**Section VI – Health Hazard Data**

Routes of Entry: Inhalation? Yes

Skin? Yes

Ingestion? Yes

Health Hazards (Acute and Chronic):

**SKIN:** Dust may cause skin irritation specially under moist conditions (TRIFECTANT 1% solution is non-irritating (rabbit). **EYES:** Dust may cause eye damage (1% solution is non-irritating (rabbit). **INHALATION:** Dust causes Irritation to nose, throat, lungs, and respiratory tract. **INGESTION:** May cause severe irritation to mouth, throat, digestive tract and stomach.

Carcinogenicity: NTP? NO

IARC Monograph? NO

OSHA Regulated? NO

Signs and Symptoms of Exposure:

None Known.

Possible irritant to skin or eyes.

If inhaled material may be irritating to mucous membranes and upper respiratory tract.

May be harmful if swallowed.

Medical Conditions Generally Aggravated by Exposure:

None presently known.

Emergency and First Aid Procedures:

INGESTED:

If appreciable quantities are swallowed, do not induce vomiting and call a physician or the Poison Control Center.

SKIN CONTACT:

Wash affected areas promptly and thoroughly with soap and water, rinse thoroughly. If irritation occurs, get medical attention.

EYE CONTACT:

Immediately rinse eyes with water holding eyes open and rinse slowly with water for 15-20 minutes. Remove Contact Lenses, if persistent after the first 5 minutes. If irritation persists, call a Poison Control Center or doctor for treatment.

INHALATION:

Remove to fresh air and seek medical attention if irritated.

Note to Physician:

This solution has a low oral and dermal toxicity, and is minimally irritating to the eyes and practically non-irritating to the skin. Treatment is controlled removal of exposure followed by symptomatic and supportive care.

**Section VII – Precautions for Safe Handling and Use**

Steps to be taken in Case Material is Released or Spilled:

Exercise appropriate precaution to minimize direct contact with skin/or eyes and prevent dust inhalation. Place in closed containers for disposal. Ventilate area and wash spill after material is completely picked up.

Waste Disposal Method:

Dispose of in accordance with all applicable federal, state and local laws.

Precautions to be Taken in Handling and Storage:

Avoid contact with eyes, skin and clothing.

Store at room temperature.

Do not freeze.

Other Precautions:

Keep out of the reach of children, Wash hands after using product. Good practices require that gross amounts of any chemical be removed from the skin as soon as practical, especially before eating or smoking.

**Section VIII – Control Measures**

Respiratory Protection:

Not necessary under recommended conditions of use.

Ventilation:

Local Exhaust:

Adequate

Special:

Adequate

Mechanical (general):

Adequate

Protective Gloves:

Rubber gloves recommended.

Eye Protection:

Goggles or face shield.

Other Protective Clothing or Equipment:

Coveralls recommended.

Work Hygienic Practices:

When using, do not eat, drink or smoke.

Wash hands after using.

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**MATERIAL SAFETY DATA SHEET**

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**MSDS #****Identity: Trifectant powder****Page 3 of 3****Product Code: 9100**

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**Section IX – Additional Information**

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Tomlyn Products, Evsco Pharmaceuticals and Vet Solutions are registered trademarks of Vétoquinol USA.

Disclaimer of Expressed and Implied Warranties: This information is provided in good faith but without express or implied warranty. Buyer assumes all responsibilities for safety and use not in accordance with label instructions.

Prepared By: JPS QA Department

New MSDS Dated: 10 November 2008

Supersedes MSDS Dated: 01 Nov. 2006





## Accel (Concentrate)

## 1. PRODUCT AND COMPANY IDENTIFICATION

**Product Name** Accel (Concentrate)  
**MSDS No.** 002201  
**Manufacturer** Virox Technologies Inc., 2770 Coventry Rd., Oakville, ON, L6H 6R1, 905-813-0110  
**Emergency Contact Information** Virox Technologies Inc., 1-800-387-7578  
**Use** Disinfectant Cleaner

## 2. HAZARDS IDENTIFICATION

**Emergency Overview** WARNING: MODERATELY IRRITATING TO EYES. MAY BE HARMFUL IF SWALLOWED.

**Potential Health Effects**

**Route of Exposure** Skin contact; eye contact; ingestion.  
**Skin Contact** May be mildly irritating to skin.  
**Eye Contact** Causes moderate eye irritation.  
**Ingestion** May cause irritation of mouth, throat and stomach if ingested.

## 3. COMPOSITION/INFORMATION ON INGREDIENTS

Chemical Name	CAS Registry No.	Concentration %	Other Identifiers
Hydrogen peroxide	7722-84-1	4	

**Notes**

Active ingredients are listed above. All ingredients of this product are listed on the US EPA TSCA Inventory. EPA Registration Number 74559-4

## 4. FIRST AID MEASURES

**First Aid Procedures**

**Inhalation** Not a normal route of exposure.  
**Skin Contact** Remove contaminated clothing and thoroughly flush affected areas with lukewarm water.  
**Eye Contact** Immediately flush the contaminated eye(s) with lukewarm, gently flowing water for 15-20 minutes, while holding the eyelid(s) open. Remove contact lenses, if applicable, once flushing has begun. Get medical attention immediately after flushing.  
**Ingestion** Have victim rinse mouth with water. NEVER give anything by mouth if victim is rapidly losing consciousness, or is unconscious or convulsing. DO NOT INDUCE VOMITING. Call a Poison Centre or doctor if the victim feels unwell.

## 5. FIRE FIGHTING MEASURES

**Flammable Properties** Not flammable by WHMIS/OSHA criteria. Not combustible.  
**Suitable Extinguishing Media** Not combustible. Use extinguishing agent suitable for surrounding fire.  
**Unsuitable Extinguishing Media** None known.

**MSDS Name:** Accel Concentrate US - Ver. 1  
**MSDS No.:** 002201  
**Date of Preparation:** February 01, 2013

**Specific Hazards Arising from the Chemical** Decomposition releases oxygen which may intensify fire.

**Protective Equipment and Precautions for Firefighters** Wear self-contained breathing apparatus for fire fighting if necessary.

## 6. ACCIDENTAL RELEASE MEASURES

**Personal Precautions** Use the Personal Protective Equipment recommended in Section 8 of this MSDS.

**Environmental Precautions** Before attempting clean-up, refer to hazard data. Prevent large spills from entering sewers or waterways. Contact emergency services and supplier for advice.

**Methods for Containment and Clean-up** Large spills or leaks: (greater than 5 gallons) Contain and soak up spill with absorbent that does not react with spilled product. Place used absorbent into suitable, covered, labelled containers for disposal. Use water rinse for final cleanup.

## 7. HANDLING AND STORAGE

**Handling** Use good industrial hygiene practices in handling this material. (See Section 8) Avoid contact with eyes, skin and clothing. Prevent accidental contact with incompatible materials. FOR COMMERCIAL AND INDUSTRIAL USE ONLY.

**Storage** Keep container tightly closed in a dry and well-ventilated place. Store in an area that is: out of direct sunlight and away from heat and ignition sources. Avoid storage at elevated temperatures. **KEEP OUT OF REACH OF CHILDREN.**

## 8. EXPOSURE CONTROLS/PERSONAL PROTECTION

### Exposure Guideline

Chemical Name	ACGIH		OSHA PEL		AIHA WEEL	
	TWA	STEL	TWA	Ceiling	8-hr TWA	TWA
Hydrogen Peroxide	1 ppm		1 ppm			

**Engineering Controls** General ventilation is usually adequate.

### Personal Protective Equipment (PPE)

**Eye/Face Protection** Wear chemical safety goggles.

**Skin Protection** Wear appropriate chemical resistant gloves.

**Respiratory Protection** Not normally required if product is used as directed.

**General Hygiene** Handle in accordance with good industrial hygiene and safety practice.

**Considerations**

## 9. PHYSICAL AND CHEMICAL PROPERTIES

<b>Physical State</b>	Liquid
<b>Odour Threshold</b>	Not available
<b>Boiling Point</b>	Not available
<b>Melting Point</b>	Not available
<b>Freezing Point</b>	Not available
<b>Relative Density (water = 1)</b>	1.038
<b>Solubility in Water</b>	Soluble.
<b>pH</b>	1.0
<b>Partition Coefficient, n-Octanol/Water</b>	Not available
<b>Viscosity-Kinematic</b>	Not available
<b>Vapour Pressure</b>	Not available
<b>Critical Temperature</b>	Not available
<b>Vapour Density (air = 1)</b>	Not available
<b>Evaporation Rate</b>	Not available

MSDS Name: Accel Concentrate US - Ver. 1  
 MSDS No.: 002201  
 Date of Preparation: February 01, 2013

<b>Evaporation Rate</b>	Not available
<b>Flash Point</b>	> 200 °F (93 °C)
<b>Lower Flammable/Explosive Limit</b>	Not available
<b>Upper Flammable/Explosive Limit</b>	Not available
<b>Auto-Ignition Temperature</b>	Not available
<b>Appearance</b>	Clear colourless liquid
<b>Odour</b>	Faint, characteristic odour.
<b>In-Use pH</b>	2.3 at 1:16

## 10. STABILITY AND REACTIVITY

<b>Chemical Stability</b>	This product is stable.
<b>Conditions to Avoid</b>	High temperatures.
<b>Incompatible Materials</b>	Oxidising agents, Reducing agents, Bases, Ferrous Materials such as Galvanized Iron and heavy metals
<b>Hazardous Decomposition Products</b>	Oxygen when heated to decomposition. May intensify fire.
<b>Possibility of Hazardous Reactions</b>	Hazardous polymerization will not occur.

## 11. TOXICOLOGICAL INFORMATION

Inhalation LC50: > 2 mg/m<sup>3</sup>

Oral LD50: > 2000 mg/kg

Dermal LD50: > 5000 mg/kg

### Skin Irritation / Corrosion

May be mildly irritating to skin.

### Eye Irritation / Corrosion

Causes moderate eye irritation.

### Effects of Short-Term (Acute) Exposure

#### Inhalation

Non-hazardous by OSHA criteria.

#### Skin Absorption

Non-hazardous by OSHA criteria.

#### Ingestion

May cause irritation to mouth, throat and stomach if ingested.

### Respiratory and/or Skin Sensitization

Not a skin sensitizer. Not a respiratory sensitizer. Non-hazardous by WHMIS/OSHA criteria.

### Carcinogenicity

Non-hazardous by WHMIS/OSHA criteria.

### Teratogenicity / Embryotoxicity

Non-hazardous by WHMIS/OSHA criteria.

### Reproductive Toxicity

Non-hazardous by WHMIS/ OSHA criteria.

### Mutagenicity

Non-hazardous by WHMIS/OSHA criteria.

MSDS Name:	Accel Concentrate US - Ver. 1
MSDS No.:	002201
Date of Preparation:	February 01, 2013

Page 03 of 04

**Mutagenicity**

Non-hazardous by WHMIS/OSHA criteria.

**Toxicologically Synergistic Materials**

None known.

**12. ECOLOGICAL INFORMATION****General Comments** This section is not required by OSHA.**13. DISPOSAL CONSIDERATIONS**

Review the STORAGE and DISPOSAL instructions on product label prior to disposal.

PCRA Hazard Class: D002.

**14. TRANSPORT INFORMATION****Shipping Information**

Not regulated under Canadian TDG Regulations. Not regulated under US DOT Regulations.

**Other Transport Information****Special Shipping** Not applicable**Information****15. REGULATORY INFORMATION****USA****Additional USA Regulatory Lists**

US Regulations:

EPA Reg. No.: 74559-4

This chemical is a pesticide product registered by the US Environmental Protection Agency and is subject to certain labelling requirements under federal pesticide law. These requirements differ from the classification criteria and hazard information required for safety data sheets (SDS) and for workplace labels for non-pesticide chemicals. The following is the hazard information as required on the pesticide label: CAUTION - HARMFUL if swallowed. Causes moderate eye irritation.

**16. OTHER INFORMATION**

<b>NFPA Rating</b>	<b>Health - 2</b>	<b>Flammability - 0</b>	<b>Instability - 0</b>
<b>MSDS Prepared By</b>	Virox Technologies Inc.		
<b>Phone No.</b>	(800) 387-7578		
<b>Date of Preparation</b>	February 01, 2013		
<b>Additional Information</b>	For an updated MSDS please contact the supplier/ manufacturer listed on the first page of this document. Information contained herein was obtained from sources considered technically accurate and reliable. While every effort has been made to ensure full disclosure of product hazards, in some cases data is not available and is so stated. Since conditions of actual product use are beyond control of the supplier, it is assumed that users of this material have been fully trained according to the requirement of all applicable legislation and regulatory instruments. No warranty, expressed or implied, is made and manufacturer/supplier will not be liable for any losses, injuries or consequential damages which may result from the use of or reliance on any information contained in this document. The contents of this document have been prepared in accordance with the OSHA Hazard Communication Standards.		

MSDS Name: Accel Concentrate US - Ver. 1

MSDS No.: 002201

Date of Preparation: February 01, 2013

Page 04 of 04



## Kennel

## Functionality

2006 Chameleon Software User Meeting  
Page 1 of 17

Pop up keys – F4, F6, F8, F9, F11, F12, look under the commands menu for definitions

Kennel - SYSADM at SHELTER

File Windows Commands Procedures Reports Extras Help

Ready Find F12  
Find Next  
Update F8  
Store F9  
Delete  
Clear Screen F11  
Blank Screen Ctrl+F11  
Soundex Search  
Clear Field Shift+F11  
List Values F4  
Validate Field Shift+F4  
Now (Date/Time) F5  
Show IDs F6

Kennel Name  
Animal ID  
Source ID  
Owner ID  
Crossing/Co

Intake  
Type Subtype OS Source OS Reason  
OTC

Date Time Due Out Total C  
04/28/06 11:36 1

### Special Fields

Kennel Number – Areas (Cat Room) vs. location (C01)

Intake Type, Subtype, Outcome Type, Subtype, Intake Cond are all used for National Stats reports

# Tag

Tag/Link - SYSADM at SHELTER

File Windows Commands Procedures Reports Extras Help

Ready

Person ID  
P

Animal ID  
A

Tag No Tag Type Subtype Price Receipt No

0.00

Date Term Tag Exp Status S/N Cert No

04/28/06 CURRENT

Vac Date Term Vac Exp Vaccine L/K Serial No

12

Vet ID  
G

Animal ID	Name	Tag No	Status	Tag Type	Tag Exp	Cert No	Serial No

Animal ID	Name	Tag No	Status	Tag Type	Tag Exp	Cert No

## Functionality

Same yellow fields, red labels used throughout Chameleon

Relationship between tag and kennel (tag number, animal id, person id)

Notice person id relationship to tag can be defined to owner or source

Notice the new larger list boxes in 4.634

When searching by animal id, top list box is all tags for that animal; bottom is all tags for the person

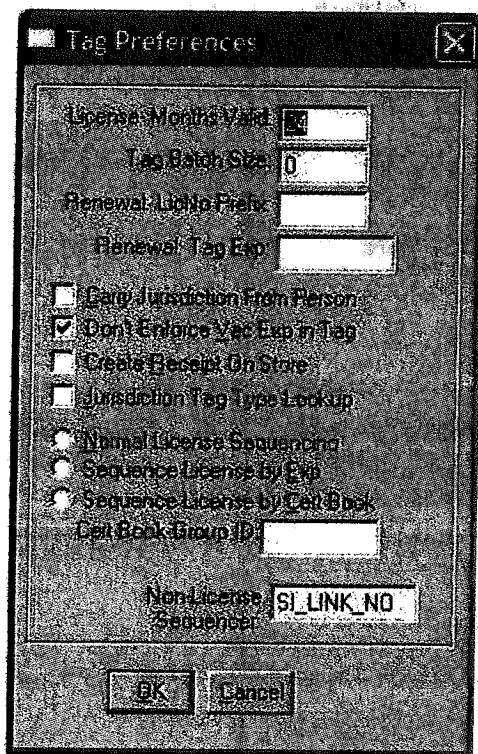
## Special Fields

Special rules apply when you use the prefix 'LIC' in tag type

Tag Number is unique that is why we use L06 etc.

## Preferences

Tag Preferences - you can set it to ignore the vaccination expiration vs tag expiration by choosing 'Don't enforce Vac Exp in tag'



The screenshot shows a 'Tag Preferences' dialog box with the following fields and options:

- License Months Valid:
- Tag Batch Size:
- Renewal License Prefix:
- Renewal Tag Exp:
- ☐ Carry Jurisdiction From Person
- ☒ Don't Enforce Vac Exp in Tag
- ☐ Create Record On Save
- ☐ Jurisdiction Tag Type Lookup
- ☐ Normal License Sequencing
- ☐ Sequence License by Exp
- ☐ Sequence License by Cat Book
- Cat Book Group ID:
- Non-License Sequencer:
- Buttons: OK, Cancel

## Person

Person - SYSADM at SHELTER

Person ID: P Last Name: First Name: DOB: Sex:

Number: Dir: Name: Type: Ord: Apt: Phone:

Number: Dir: Name: Type: Ord: Apt: Gen Identifier:

Type: Tol Animal: 1

Email Address:

Red Check: Bldg: Memo: Donor: No Adopt: Dodge:

PersonID	Last Name	First Name	Phone	No	Dy	Street	Apt	Zip

### Functionality

Same yellow fields, red label used throughout Chameleon  
Crystal reports - notice that kennel to person can be linked to source or owner  
Email address field - anyone capturing that data?

### Special Features

#### Name Searches

First name, last name search uses 'sounds like' search.  
When searching Chameleon first looks for last name = last name and first name like first name%  
then  
first name like first name% and last name sounds like last name  
then  
first name truncated to first letter% and last name sounds like

#### Address searches

You can use % wildcard in the street name in an address search

## Flags

Notice the flag option boxes at the bottom of the page, then memo, bad check, bite and donor are automatically filled in when a person memo is stored

Use the no adopt and danger when appropriate and please store a memo to explain why

# Animal

## Functionality

### Age and DOB

Year, Month and date of birth fields are used together – why? The DOB remains accurate but the age may be wrong.

Why don't we automatically update the age every day? It would require the database to change every animal record every day which would generate a lot of database activity.

### Color and Breed

Looks Like color is used to help matches in the kennel search. Brown, red, sandy, buff, gold are all examples of types of browns. So looking for a buff dog we would search for BR and see all the brownish colors. Use OO for snakes and birds etc., all cats and dogs are flavors of B, BR, W. Breed looks like is used in a similar fashion to find animals in a kennel search. This is based on what animals look like not the AKC breed grouping.

## **Size**

Size is based on the size of this dog compared to all other dogs not the based on a comparison to the breed standard

Kitten and puppy are special because they are not sizes but ages, again this is useful for kennel searches.

## ***Special Features***

### **Breed Lookup**

Fill in the fields size, coat, ears, tail, muzzle

Choose procedures, lookup breed

Chameleon will display a weighted list of possible breeds that match your chosen characteristics

# Treatment

Treatment - SYSADM at SHELTER

File Commands Procedures Reports Index Help

Date: 04/28/06 Time: 11:58 Treatment No: T Animal ID: A

Visit Type	Visit Reason	Condition	Assoc No	Treat By	Cadence
		NORMAL			

Weight Temp Review Date Diagnosis Resolved Receipt No Price

Description

Treatment

Treatment Type	Subtype	Name

Type	Subtype	Treats	Price

Medication	Dose	Unit	Qty	Cycle	Days	Treatment

To Do

Task	Date	

Complete Cancel

## Functionality

Unusual in Chameleon, this screen really has 4 separate screens rolled into one. The visit, treatment, medication and todo.

The F8(Update) and F9(Store) keys work on the visit section. There are buttons for the store, update and delete in the treatment and medication sections of the screen.

Where items in Visit Type, Treatment Type and Medication appear are controlled in the inventory screen by use of the field 'Item Class'.

## Special Features

### Templates

Templates are a powerful tool used to remove the necessity for repetitive data entry.

They are created and edited using the 'Edit Memo Template' option found under the supervisor menu.

## ToDo's

Todo's can be automatically generated to provide a list of medications that need to be dispensed for the day.

Individual todo's can be created from the todo screen to schedule single items in the future- such as suture removal etc.

**ToDo** - SYSADM at SHELTER

Commands Procedures Reports Extras Help

ToDoNo  
[ ]  
Animal ID  
A [ ]

Ref No [ ] Ref Type [ ] Task [ ]

Due Date [04/28/06] Due [12:01] Comp Date [ ] Comp Time [ ] By [ ]

Description  
[ ]

Date	Comp Date	Task	Description	Time

[illegible]

2006 Chameleon Software User Meeting  
Page 11 of 17

## Animal View

Animal View - SYSADM at SHELTER

Commands: Commands, Records, Reports, Extras, Help

Animal ID:

Activity No	Sex	Date	Type

Complaint No	Booked No	Disposition

Kennel No	Intake Date	Hold	Quarantine Type

Pelton ID	Tag No	Tag Type

Condition	Treatment	Medication	Description	Date	Treatment No

Shows activities, tags, complaints, kennel and treatment records for the animal in one screen

## **Key Reports**

### ***Kennel Inventory***

The kennel Inventory report is the foundation of an accurate kennel statistics. If it is inaccurate stats are of the web has incorrect animals and animals may end up with the wrong outcome – adopted too early or ...?

### ***Due Out Report***

Used to list animal whose review date has been reached. They can then be evaluated for the next stage of their impound.

### ***Pre Euth Report***

Used to provide a list of animals that are subject to euthanasia. To be on the list animals need to have 'EUTH' in the outcome type field.

### ***Other critical reports used at your shelter?***

## **Procedures**

### **Litter Procedures**

From the original kennel record:

Change Total (in the intake area box) to 1

Update

Pop-up Animal Window

Accurately describe one of the animals

Update

Shift-tab one and hit the delete key (you need to clear the animal ID box)

Pick one of the litter and describe it correctly in all the necessary fields

Store (there should be a new animal ID generated)

Hit the enter key (moves you back to the Kennel screen)

Store

Popup the Animal Window

Repeat steps 6 through 8 for each member of the litter

### **Example:**

You have a litter of three 6 week old puppies and a mother dog. The mother is a 2 year old, purebred black lab. The pups (2 females, 1 male) are obviously mixed with Malamute. On the initial intake, the total was 4 (mom + 3).

Change total to 1

Update

Pop-up animal Window

Change Sex to F (this is the mom we are describing)

Change Age to 2 years, 0 months

Verify that the rest of the description matches the mom dog. (Black, Labrador, Purebred, etc.)

Update

Shift-tab, delete (this should remove the mom dog's ID number)

Change Age to 0 years, 1.5 months

Change the rest of the description to match puppy number 1 (F, Black, White, Labrador, Malamute, etc.)

Store

Hit the enter key (moves you back to the Kennel screen)

Store

Popup Animal Window

Shift-tab, delete (this should remove puppy 1's ID number)

Change the rest of the description to match puppy number 2 (F, Black, Black Smoke, Labrador, Malamute, etc.)

Store

Hit the enter key (moves you back to the Kennel screen)

Store

Popup Animal Window

Shift-tab, delete (this should remove puppy 2's ID number)

Change sex to M

Change the rest of the description to match puppy number 3 (F, White, Black Smoke, Labrador, Malamute, etc.)

Store

Hit the enter key (moves you back to the Kennel screen)

Store

If you clear the kennel window, enter the kennel number that they are in and do a Find (F12), you should see all four animals listed.

### **Submitting Duplicates**

It is highly unlikely the only the people who have delete rights are going to be the ones finding duplicate records. Yet, these records still need to be corrected without having to find a supervisor every time one is found. For this, we have the Submit Duplicate option.

This is only available in the Person window and only useable if you can get both the correct and the duplicate records to show in the listbox.

### **To submit a duplicate:**

Enter one of the common searchable values in the person window (Phone number, last name) and click F12 (FIND).

Double-click on the correct ID. The fields should show the correct information on the screen.

Highlight the duplicate record in the listbox (Don't double-click!)

Go to Procedures > Submit Duplicate.

Read the message and verify that you have the correct and incorrect records listed properly. Click OK

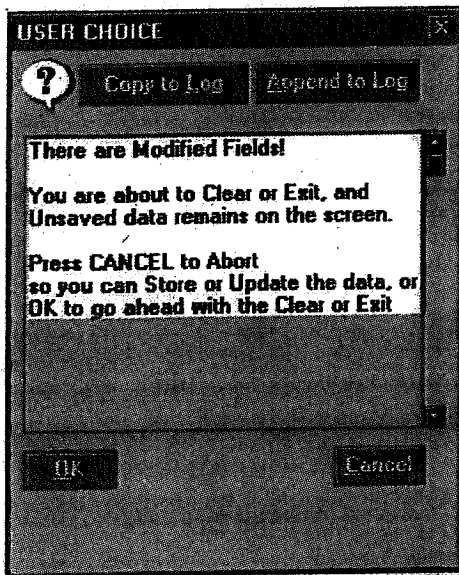
You should then get a message saying "Duplicate Person Submitted successfully". If you did not, note the ID's and hand that to someone who can access the Fix Duplicate ID's screen. It may be that the record has already been submitted.

The information has been added to the Fix Duplicate window and is ready for a supervisor to correct.

## Error Messages

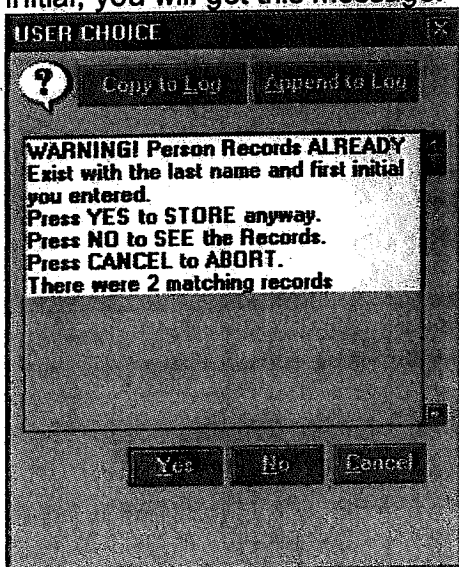
With Chameleon, you will see "error" message boxes appear on a regular basis. It is important that you pay attention to what the "error" says and act accordingly. Quickly clicking "OK" through the messages may end up giving you results you were not looking for. Here are the most common error text boxes:

When you are about to close a screen that has data filled in but has not been either updated or stored, you'll get this message:



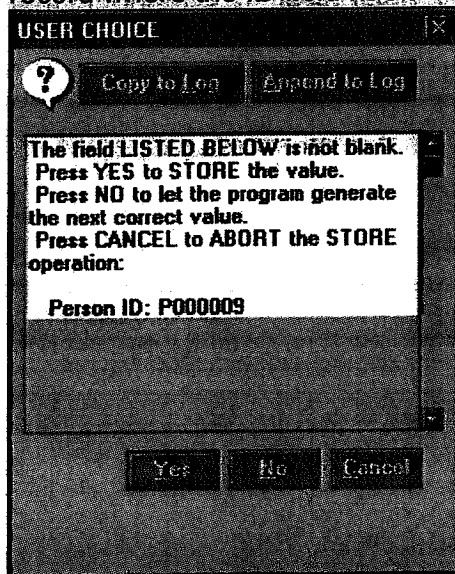
You will get this message twice, giving you a chance to update/store the record. Just in case you didn't really want to leave the window!

When you have elected to store a person record where there is a match on the last name and first initial, you will get this message:

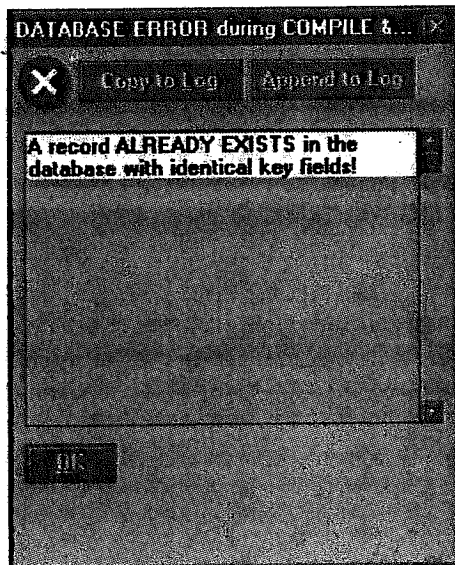


Pay attention to your options on this one! If you click YES a new record is stored. If you click NO, the listbox fills with the records that may be a match. You do not lose the data on the screen when this happens.

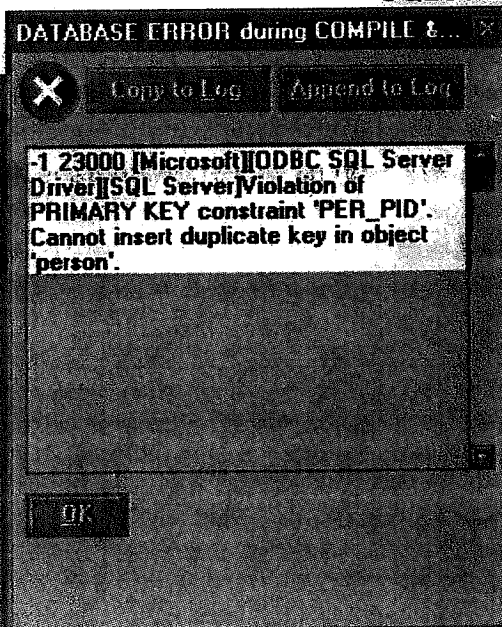
Chameleon is designed to generate unique identifiers for each record. If you attempt to store a record where the ID field has a value, you will get this message:



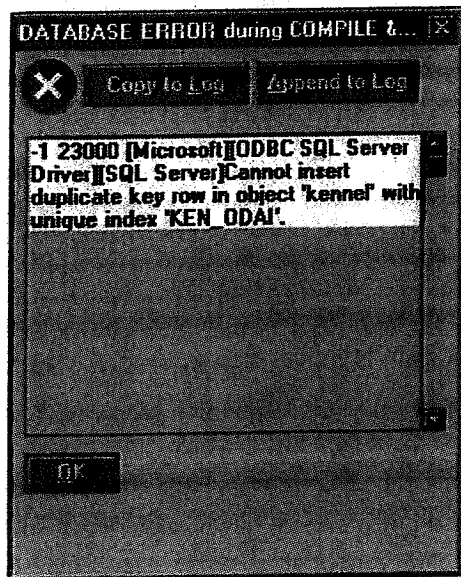
If you click YES, Chameleon will attempt to store the record with the value that has been inserted. If you click NO, a new number will be generated, just as if there wasn't a value in there at all. If you decide to store a record with the ID field filled out, and that unique ID is already in use, you will get one of two messages:  
SQLBase users will get this:



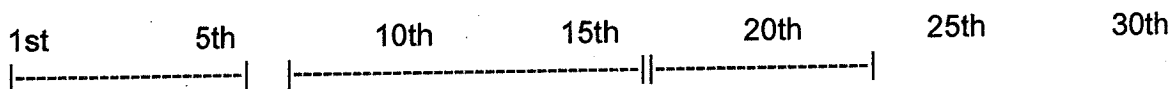
SQLServer users will get this:



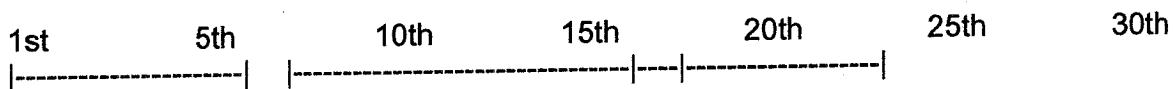
When storing a record in the Kennel window, SQLServer users may also see this:



This means that the record already exists. In the Kennel window, it is important to remember that an animal can not be in two different kennels at the same time. Think of the kennel records as a straight line. Put all of an animal's kennel records on a ruler, At no point should there be an overlap. If there is, the record can not be stored.



All three of these records could be stored.



In this example, the green record can be stored but the red or the blue can not.

1944

1. The first part of the report is a general introduction to the subject of the study. It discusses the importance of the problem and the objectives of the research. It also mentions the methods used and the scope of the study.

2. The second part of the report is a detailed description of the experimental work. It includes a description of the apparatus used, the procedure followed, and the results obtained.

3. The third part of the report is a discussion of the results. It compares the results with those obtained by other workers and discusses the significance of the findings.

4. The fourth part of the report is a conclusion. It summarizes the main findings of the study and states the author's conclusions.

5. The fifth part of the report is a list of references. It includes a list of the books and papers consulted during the course of the study.

6. The sixth part of the report is an appendix. It contains supplementary material, such as tables of data, graphs, and photographs.

7. The seventh part of the report is a list of symbols and abbreviations. It defines the symbols and abbreviations used in the report.

8. The eighth part of the report is a list of figures. It includes a list of the figures and a brief description of each.

9. The ninth part of the report is a list of tables. It includes a list of the tables and a brief description of each.

# Chameleon Secrets

For the Chameleon User Conference 2008, Hilton Head, SC

Version Notes – ever wonder what's in Chameleon?  
Error Messages – read the message, save the message  
Little-Known keystroke combinations – did *you* know?  
ChameleonBeach – hit the beach, sit in the sand, soak up the sun.  
Column Descriptions – info at your users' fingertips  
PetHarbor searches (shelter and regional) in Chameleon  
Breed Group AutoFill  
Breed Lookup  
Tag Sequencing  
Automatically create a Receipt when you store a license  
Obsolete Inventory Items – at last a cure for old items in your F4 list  
Item Note – customize your receipts  
Debt Scripting  
Restricted Memos.  
Preventing Update of Memos  
Local Validation – a speedier startup

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- **Version Notes**
  - A record of changes and features in Chameleon dating back to version 4.501
  - If there are new features, there will be a description of how to use them
- **Error Messages**
  - **READ THE MESSAGE**
  - Different Types of Messages
    - Information
    - Warning
    - Error
  - What to do in the face of an error message
    - **SAVE THE MESSAGE**
    - Help us help you
- **Little-Known keystroke combinations**
  - <alt><a number> puts the cursor into the first field of the appropriate group of fields. For example, <alt><1> puts the cursor in the first field of the first group, <alt><2> puts the cursor in the first field of the second group. On the Person Window, <alt><1> puts the cursor into the Person ID field, <alt><2> into the Street Number field, ..., and <alt><6> into the Bad Check field.
  - <ctrl><F4> in a person\_id/animal\_id field takes you to the appropriate view.
  - <shift><F11> clears the current entry field.

- <ctrl><F11> completely clears the screen (defaults are erased, too.)
- **ChameleonBeach.com**
  - Now available from your Chameleon Help Menu!
- **Column Descriptions**
  - Chameleon has a 'Column Description' table that can provide your users with a pop-up informational message for every data entry field in the system.
  - Once the Column Description table has been populated, simply pressing <shift><F1> in an entry field will cause the pop-up message to appear, giving information about that entry field.
  - The initial population of the Column Description table can be easily accomplished by running the "col\_desc.hsc" file included in releases of Chameleon after version 4.414. Simply log in as SYSADM, choose "Process Script File" from the Supervisor menu, and enter the name of the .hsc file.
  - To change the information for a particular field, you will need to run Enterprise Manager in "Table Mode". The table to edit is called "COL\_DESC", and has three columns: table\_name, col\_name, and col\_desc. To change the entry for the dob field in person, edit the col\_desc info for the item with a table\_name of "PERSON" and a col\_name of "DOB".
- **PetHarbor searches from within Chameleon**
  - Set the "Extras" Preference. Make sure to get your Client Codes correct!
- **Breed Group Auto-fill**
  - Make Breed Group depend on Animal Type
  - Make Primary Breed depend on Breed Group
  - Make Secondary Breed depend on Animal Type
  - Fill in Animal Type, leave Breed Group Blank, Fill in Primary Breed
  - Tab out of Primary Breed, watch Breed Group fill in!
  - (Do you know about dob?)
- **Breed Lookup**
  - Procedures pulldown, "Lookup Breed"
- **Tag Sequencing**
  - Sequence by Year, Expiration, or Cert Book
  - Different sequence for Tags, Links
- **Automatically create a Receipt when you store a license**

- If this item is checked in the Tag Preferences Window, when a Tag record is stored successfully a message will appear asking if Chameleon should store a Receipt and Lineitem. Press OK to store the records.
- The value entered for Tag Type will be checked in Inventory and the proper price will be looked up.
- In the case of an overpayment, a pop-up window will prompt the user to enter values for 'DONATION', 'PENALTY', and/or 'DESIGNER'. ('DESIGNER' refers to any fees associated with designer tags.
- In the case of an underpayment a balance record will automatically be entered for the customer.
- You can always store Receipts manually by popping up the Receipt Window from Tag.

- **Obsolete Inventory Items**
  - To cause the F4 list to 'ignore' a particular Inventory item, set the Item Status to 'OBSOLETE'. *Voila.*
- **Item Note**
  - The Item Note Table, accessible via Enterprise Manager, matches an Inventory Item Code with a text message that will appear on any Receipts which include that Item.
  - The Item Note table has two fields, Item Code and Item Text.
  - For example, if you want to include special instructions for patrons who purchase collars at your shelter's store, enter (via Enterprise Manager) a record in the Item Note table.
    - For Item Code, enter the Inventory Item Code for the collar that requires special instructions. Perhaps the Item Code is 'COLLAR'.
    - For Item Text, enter the special instructions. Perhaps they will be something like, "Put the collar on the animal's neck."
    - The next time you print a receipt that includes a 'COLLAR', your special instructions will be printed on the receipt.
- **Debt Scripting**
  - There is a really useful feature in Chameleon which allows pre-loading receipts based on variable information.
- **Restricted Memos**
  - Put 'RESTRICTED' in MEMO\_SUBTYPE
- **Preventing Update of Memos**
  - Database administrator sets table privileges for roles or groups
- **Local Validation**
  - Chameleon has a feature which may make application start-up go a little faster. Choose "Validations: Local File" from the main Preferences window. Having a local validation file means that Chameleon will have less of a chore loading validations over the network as it initializes itself.
  - The next time you enter Chameleon you will see a series of messages telling you that it was unable to find/load your local validation file, and then prompting for your patience as it creates a local file for you.
  - Any time that validations are changed, a new local file must be created. This happens automatically.

# PREFERENCES

Chameleon Software



Version: 4.639

Updated: 2/08

## **GENERAL PREFERENCES**

Setting preferences allows local customization of various printing, searching, and display settings for each Chameleon workstation.

From the Chameleon Menu: PROCEDURES ~> PREFERENCES

A screenshot of the 'Preferences' dialog box from Chameleon Software. The dialog has a title bar with a close button. It contains several sections: a top section for company information (Company, Address 1, Address 2, Phone 1, Phone 2); a middle section for file paths (Bitmap Path, Ini Path); a section for dialog settings (Dialog Scale, Editor, Grid Rows, and checkboxes for Validations: Local File, Multi-Site Inventory, Alternate Dates: (dd/mm/yy), and Autoload Images); and a right section with checkboxes for Show SQL, Warn of Modified Fields on F11, No Print Preview, No Sounds, and Fix Duplicates: Store Tag. At the bottom, there is a grid of buttons for various settings: Treatment, Activity, Tag, Kennel, Visual Kennel, Address Verity, Reports, Extras, Dispatch, Receipt, Printers, Visual Schedule, Database, Fonts, and Colors. At the very bottom are 'OK' and 'Cancel' buttons.

Preferences

Company:

Address 1:

Address 2:

Phone 1:  Phone 2:

Bitmap Path:

Ini Path:

Dialog Scale:  Editor:

Grid Rows:

☐ Validations: Local File

☐ Multi-Site Inventory

☐ Alternate Dates: (dd/mm/yy)

☒ Autoload Images

☐ Show SQL

☐ Warn of Modified Fields on F11

☐ No Print Preview

☐ No Sounds

☐ Fix Duplicates: Store Tag

Treatment Activity Tag Kennel Visual Kennel Address Verity Reports

Extras Dispatch Receipt Printers Visual Schedule Database Fonts

Colors...

OK Cancel

### **Company Name**

The name of your organization

### **Address 1 / Address 2**

The address of your organization

### **Phone 1 / Phone 2**

The phone numbers of your organization

**Bitmap Path**

The local or network directory where the Chameleon background picture is located

- To set a custom background image simply copy an image of your choice (.bmp or .jpeg) into this directory and rename your file HLP

**Ini Path**

The local or network directory in which your Chameleon .ini files are located

**Dialog Scale**

This setting will increase or decrease the size of the windows in Chameleon without the need for a user to change their Windows display settings

- The smaller the Dialog Scale the smaller your Chameleon window

**Validations: Local File**

Stores a local validation file for the Chameleon workstation

- This setting is often enabled on field units running Chameleon wirelessly

**Multi-Site Inventory**

Enables different locations running Chameleon on the same database to keep separate inventory items

- This is determined by the location each user signs in at when logging into Chameleon

**Alternate Dates**

Changes date format from mm/dd/yy to dd/mm/yy

**Autoload Images**

Automatically loads image on Chameleon windows

- This setting is often disabled on field units running Chameleon wirelessly

**Show SQL**

Displays all SQL commands that are sent to the database will be displayed.

- If you don't know what in the world this means, it's probably a great idea to leave it alone

**Warn of Modified fields on F11**

Displays a warning to the user that they are about to clear a window with modified fields

**No Print Preview**

Sends all reports directly to the printer

**No Sounds**

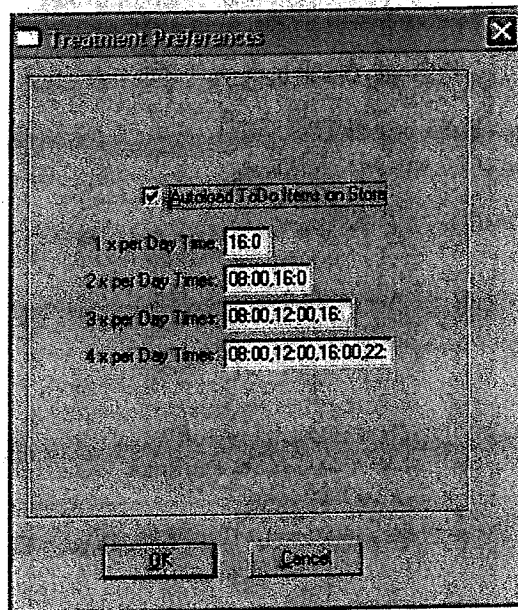
Turns off Chameleon sounds

**Fix Duplicate Store Tag**

We could tell you but then we would have to kill you. 🐼

- We recommend not using it

## TREATMENT PREFERENCES



### **Autoload ToDo Items on Store**

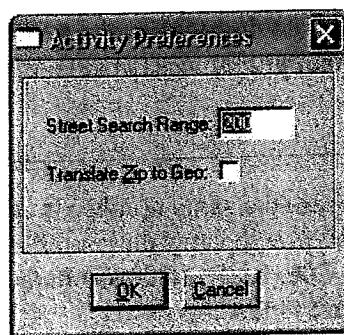
Stores ToDo records for prescribed medications that need to be administered

### **Per Day Time (1x / 2x / 3x / 4x)**

The time of day you would like your ToDo records "due"

- Preferences should be set in military time

## ACTIVITY PREFERENCES



### **Street Search Range**

Specifies the search range for the Activity Search and License Search buttons

### **Translate Zip to Geo**

Converts zip code values to the corresponding geo code when a record is stored. This is for sites whose officers patrol zones delineated by zip code values. The translation is made using the VT\_GEO\_CODE list of values

## **TAG PREFERENCES**

The screenshot shows a 'Tag Preferences' dialog box with the following fields and options:

- License Months Valid:** A text box containing the value '12'.
- Tag Batch Size:** A text box containing the value '2'.
- Renewal LicNo Prefix:** An empty text box.
- Renewal Tag Exp:** An empty text box.
- Carry Jurisdiction from Person:** An unchecked checkbox.
- Don't Enforce Vac Exp in Tag:** An unchecked checkbox.
- Create Receipt On Store:** A checked checkbox.
- Jurisdiction Tag Type Lookup:** An unchecked checkbox.
- Normal License Sequencing:** A radio button.
- Sequence License by Exp:** A radio button.
- Sequence License by Cert Book:** A radio button.
- Cert Book Group ID:** An empty text box.
- Non-License Sequencing:** A text box containing the value 'SI\_LINK\_NO'.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

### **License-Months Valid**

This sets the default number of months for the tag term. Typically this is set in context and this value is ignored.

### **Tag Batch Size**

If you have piles of licenses to enter, they can be tracked by batch number. This is the number of tag records to be stored before moving to the next batch number. A total amount of money received can then be calculated for that pile of tags. This is useful when doing large numbers of license renewals.

### **Renewal: LicNo Prefix**

If you use "permanent" tags, tags where the same number is used over and over for the same animal, year after year, this is a great way to carry that number over so you don't have to retype it. Enter the prefix (such as L05, R, C06, etc.) and those characters will replace the first character(s) of the tag number you are renewing.

### **Renewal: Tag Expiration**

If your licenses expire on the same date for that year, no matter when issued, this will force that date on all license renewals.

### **Carry Jurisdiction from Person**

This will carry the data from the jurisdiction field in person back to the tag subtype field in tag

### **Don't Enforce Vac Exp in Tag**

Some areas of the country can only issue a license if the rabies vaccination is current through the term of the license. Other places are not restricted this way.

### **Create Receipt on Store**

When doing multiple licenses, this will create the receipt automatically. You can then run a report to print out all the license receipts for the day.

### **Jurisdiction Tag Type Lookup**

This was a custom search that would insert the tag type based on some narrow parameters. It is non-functional at this point in time for most sites.

### **Sequencing**

#### **Normal License Sequencing**

When allowing Chameleon to generate the license number, it will enter the next number from the si\_license\_no table.

#### **Sequence License by Exp**

When allowing Chameleon to generate the license number, it will enter the next number from the si\_license\_no table but prefix it with L and the two digits from the year the tag expires.

#### **Sequence License by Cert Book**

When you issue tags to specific groups, you can later store those tags. You can set a prefix for them and set the range. This is a good way to track which vet hospital you gave which tag numbers to.

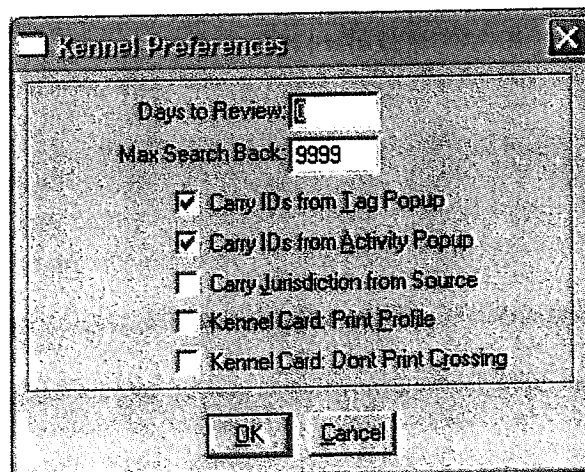
#### **Cert Book Group ID**

This is the group record to use when sequencing by Cert Book.

#### **Non-License Sequencer**

When storing a tag that is not an LIC type tag, this is the sequencer table to use to generate the next number.

## **KENNEL PREFERENCES**



The screenshot shows a dialog box titled "Kennel Preferences" with a close button (X) in the top right corner. Inside the dialog, there are two text input fields: "Days to Review" with a value of "1" and "Max Search Back" with a value of "9999". Below these fields are five checkboxes with labels: "Copy IDs from Tag Popup" (checked), "Copy IDs from Activity Popup" (checked), "Copy Jurisdiction from Source" (unchecked), "Kennel Card Print Profile" (unchecked), and "Kennel Card Don't Print Crossing" (unchecked). At the bottom of the dialog are two buttons: "OK" and "Cancel".

**Days to Review**

The number of days from the Intake Date the animal will be up for review

- If set to 0 the Due Out date will not be calculated and must be entered manually

**Max Search Back**

The number of days from the current date Chameleon will search, if using the Search Back field, for kennel records that have an outcome date.

**Carry IDs from Tag Popup**

Carries information from the Tag window back to the Kennel window

- Tag No. ~> Tag No., Animal ID ~> Animal ID and Owner ID ~> Source ID

**Carry IDs from Activity Popup**

Carries information from the Activity window back to the Kennel window

- Activity No. ~> Activity No., Animal ID ~> Animal ID, Caller ID ~> Source ID, Owner ID ~> Owner ID
  - We recommend entering the Owner ID in the Kennel window *at Outcome* with the Person ID of the person taking the animal

**Carry Jurisdiction from Source**

Carries address information from the Person window (Source ID) to the Kennel window

- Street Address ~> Crossing/Comment

**Kennel Card: Print Profile**

Prints animal profile information on Chameleon's internal Kennel Card

- Most agencies now use a customized Kennel Card generated by Crystal Reports

**Kennel Card: Don't Print Crossing**

Removes the Crossing/Comment field from Chameleon's internal Kennel Card

## VISUAL KENNEL PREFERENCES

Changes the color of the following Visual Kennel attributes

**Visual Kennel Configuration**

1 Text Heading Color 128,000,255	2 Cage Label Color 000,000,000	3 Normal Border Color 128,128,128	4 Selected Border Color 000,128,255	
5 Empty Cage Color 128,255,128	6 Full Cage Color 255,255,128	7 Overfull Cage Color 255,128,128	8 Unusable Cage Color 000,000,000	9 Normal Cage Color 192,192,192

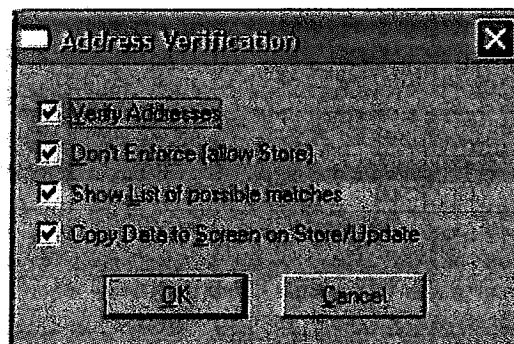
OK Cancel

**Visual Kennel** page 1 of 10

File Display Page

001	002	003	004	005	006	007	008	009	010	011	012	013	014	015	016	017	018	019	020	021	022	023	024	025
Dog Kennels																								
026	027	028	029	030	031	032	033	034	035	036	037	038	039	040	041	042	043	044	045	046	047	048	049	050
051	052	053	054	055	056	057	058	059	060	061	062	063	064	065	066	067	068	069	070	071	072	073	074	075
Cat Building A																								
A01	A02	A03	A04	A05	BARN					Cat Building B														
A06	A07	A08	A09	A10																				
A11	A12	A13	A14	A15																				
A16	A17	A18	A19	A20																				
Cat Building C																								
C01	C02	C03	C04	C05	C06	C07	C08	C09	C10	C11	C12	C13	C14	C15	C16	C17	C18	C19	C20	C21	C22	C23	C24	C25

## ADDRESS VERIFY PREFERENCES



### **Verify Addresses**

Enables the address verification feature in Chameleon

Don't Enforce (allow Store) - Enables users to store (F9) a record even though the address wasn't found

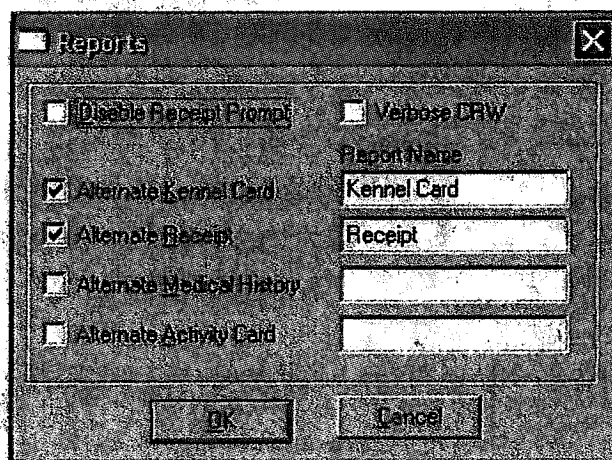
### **Show List of possible matches**

Displays a list of addresses if the house number, street direction, street type, city, state or zip code doesn't match valid addresses for the street name

### **Copy Data to Screen on Store/Update**

Copies street direction, street type, city, state and zip code to the present screen if a valid address is found

## REPORT PREFERENCES



### **Disable Receipt Prompt**

Sends receipt straight to printer on store (F9)

### **Verbose CRW**

Displays a message box of commands sent from Chameleon to the Crystal Reports runtime dlls

- Don't know what we're talking about? It's probably a great idea to leave it alone. ☺

### **Alternate Kennel Card**

Will print the respective Kennel Card in your F3 list when you select Print Kennel Card from the Kennel window's reports menu

### **Alternate Receipt**

Will print the respective Receipt in your F3 list when you select Print Receipt from the Receipt window's reports menu

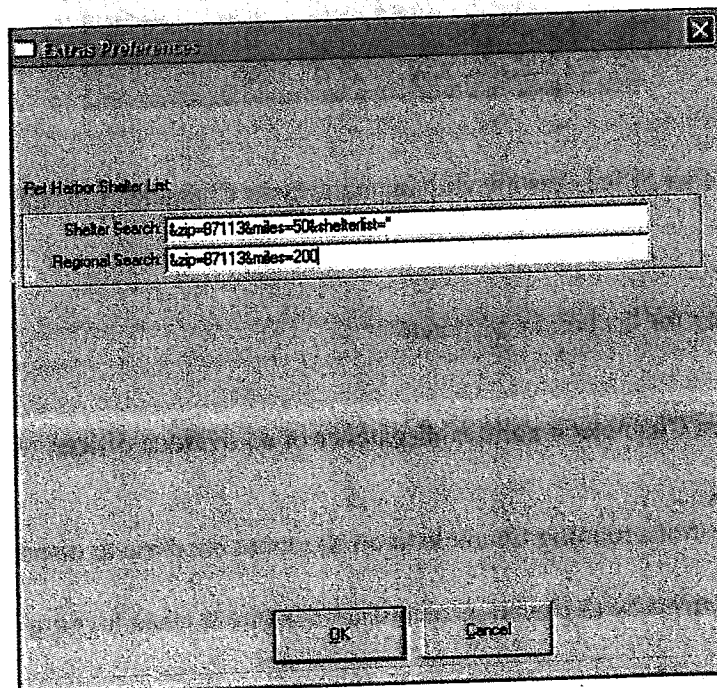
### **Alternate Medical History**

Will print the respective Medical History in your F3 list when you select Print Medical History from the Treatment window's reports menu

### **Alternate Activity Card**

Will print the respective Activity Card in your F3 list when you select Print Activity Card from the Activity window's reports menu

## **EXTRAS PREFERENCES**



### **Shelter Search**

Passes typed parameters to PetHarbor.com when a user selects Pet Harbor – Shelter from the Extras menu in Chameleon

- Your Chameleon Client ID should be in the "shelterlist" parameter
  - &shelterlist='HLP'

### **Regional Search**

Passes typed parameters to PetHarbor.com when a user selects Pet Harbor – Region from the Extras menu in Chameleon

- Your zip code should be in the "zip" parameter

## DISPATCH PREFERENCES

Dispatch Preferences

ACO Overdue: 21

Default Sort: activity\_no

☐ Disable Bell

☐ Multi-Site Dispatch

☐ Jurisdiction repl. city/zip

Priority: Use First Letter ONLY

High Priority (purple): 1

Med. Priority (yellow): 2

Low Priority (green): 3

Default Zoom A/D:

OK Cancel

### **ACO Overdue**

Notifies dispatcher if an officer has not had any activity in Chameleon for this amount of time (minutes)

### **Default Sort**

Sets default sort order for list box in Dispatch

### **Disable Bell**

Turns sound off when Chameleon notifies dispatcher of an overdue officer

### **Multi-Site Dispatch**

Enables different locations running Chameleon on the same database to dispatch independently from one another

- This is determined by the location each user signs in at when logging into Chameleon

### **Jurisdiction repl. City/Zip**

Adds activity jurisdiction information to the activity list box detail instead of the city and zip code

### **High Priority (purple)**

Changes the color of activities listed in the Dispatch window with this priority value to purple

### **Med Priority (yellow)**

Changes the color of activities listed in the Dispatch window with this priority value to yellow

### **Low Priority (green)**

Changes the color of activities listed in the Dispatch window with this priority value to green

## Default Zoom ACO

Sets the view to an individual officer when the officer's Person ID is entered

## RECEIPT PREFERENCES

**Receipt Preferences**

Tax Rate 1:  ☒ Auto Debt Lookup

Tax Rate 2:  ☐ Debt Lookup: Don't Get Kennel Debt

Tax Rate 3:  ☐ Debt Lookup: get \$0 Kennels

Tax Rate 4:  ☐ Debt Lookup: Don't Get Tag Debt

Tax Rate 5:  ☒ Debt Lookup: get \$0 Tags

☐ Debt Lookup: Don't Get Treatment Debt

☒ Debt Lookup: get \$0 Treatments

☐ Debt Lookup: Don't Get Bite Debt

☒ No user created Receipt No's

☒ No Positive Balances

☒ No Negative Balances

Debt Script:

### Tax Rate 1 through Tax Rate 5

Chameleon can keep track of up to 5 different tax rates for inventory items. In the Receipt window, each line item is checked for its tax type in the Inventory table. If a line item has a Tax Type of 1, tax will be computed with the value in the Tax Rate 1 preferences. Assigning a tax rate of 0 for an inventory item indicates a non-taxable item.

### Auto Debt-Lookup

Loads the Receipt window line item list box with unpaid Kennel, Tag, Treatment, or positive balance Receipt records linked to a particular Person ID

### Debt-Lookup: Don't Get Kennel Debt

Disables Kennel window inventory from populating the Receipt window line item list box

### Debt-Lookup: get \$0 Kennels

Will populate the Receipt window line item list box with inventory items that have an Item Class = Kennel and Dispense Price = 0

*NOTE: Implementation of Kennel Debt requires some setup. This feature is geared towards agencies with a very basic fee structure*

### Debt-Lookup: Don't Get Tag Debt

Disables Tag window inventory from populating the Receipt window line item list box

### Debt-Lookup: get \$0 Tags

Will populate the Receipt window line item list box with inventory items that have an Item Class = Tag and Dispense Price = 0

**Debt-Lookup: Don't Get Treatment Debt**

Disables Treatment window inventory from populating the Receipt window line item list box

**Debt-Lookup: get \$0 Treatments**

Will populate the Receipt window line item list box with inventory items that have an Item Class = Treatment or Visit and Dispense Price = 0

**Debt-Lookup: Don't Get Bite Debt**

Disables Treatment window inventory from populating the Receipt window line item list box

**No user-created Receipt No's**

Enforces use of the receipt number sequencer by preventing users from manually entering a receipt number

**No Positive Balances**

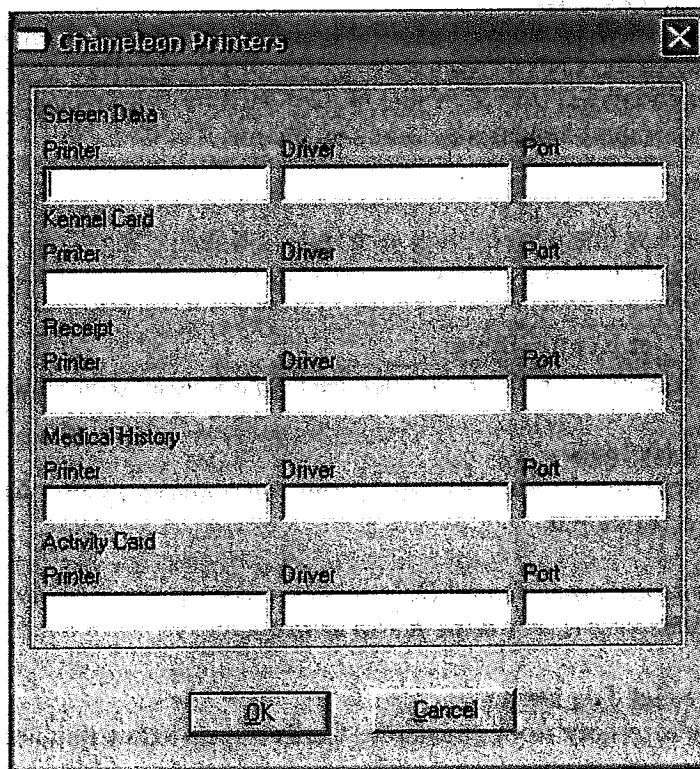
Prevents users from storing a receipt with a positive balance

**No Negative Balances**

Prevents users from storing a receipt with a negative balance

**PRINTER PREFERENCES**

Chameleon can be configured to print reports to specific printers. The reports that can be configured are mentioned in more detail in the Reports Preferences section.

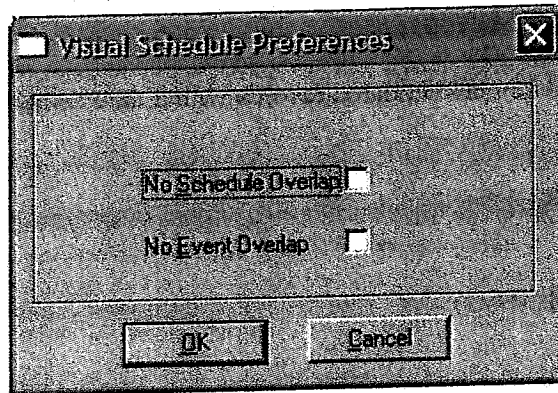


The image shows a dialog box titled "Chameleon Printers" with a close button (X) in the top right corner. The dialog box contains five sections, each with three input fields for "Printer", "Driver", and "Port". The sections are: "Screen Data", "Kennel Card", "Receipt", "Medical History", and "Activity Card". At the bottom of the dialog box are two buttons: "OK" and "Cancel".

Section	Printer	Driver	Port
Screen Data			
Kennel Card			
Receipt			
Medical History			
Activity Card			

Buttons: OK, Cancel

## VISUAL SCHEDULE PREFERENCES



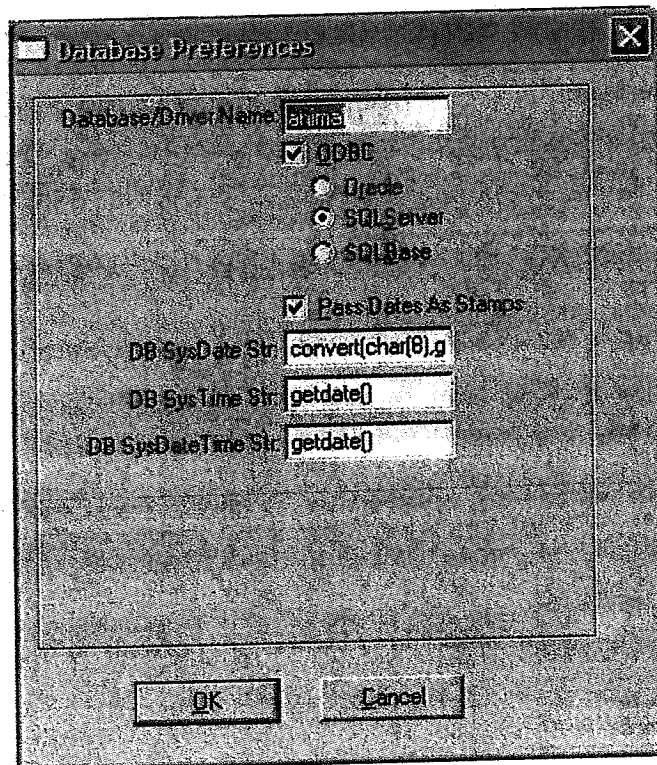
### **No Schedule Overlap**

Prevents Schedules in Chameleon from overlapping when stored.

### **No Event Overlap**

Prevents Events in Chameleon from overlapping when stored

## DATABASE PREFERENCES



### **Database/Driver Name**

By default the System Data Source Name should be animal. We do not recommend changing this setting unless you are setting up a test database.

## ODBC

Chameleon uses ODBC (Open Database Connectivity) to communicate with the DBMS. Currently, we recommend using MS SQL Server 2000 or MS SQL Server 2005.

## Pass Dates As Stamps

Chameleon now stamps all new and updated records with a date and time stamp

## DB SysDate Str

DBMS Date function field

## DB SysTime Str

DBMS Time function field

## DB SysDateTime Str

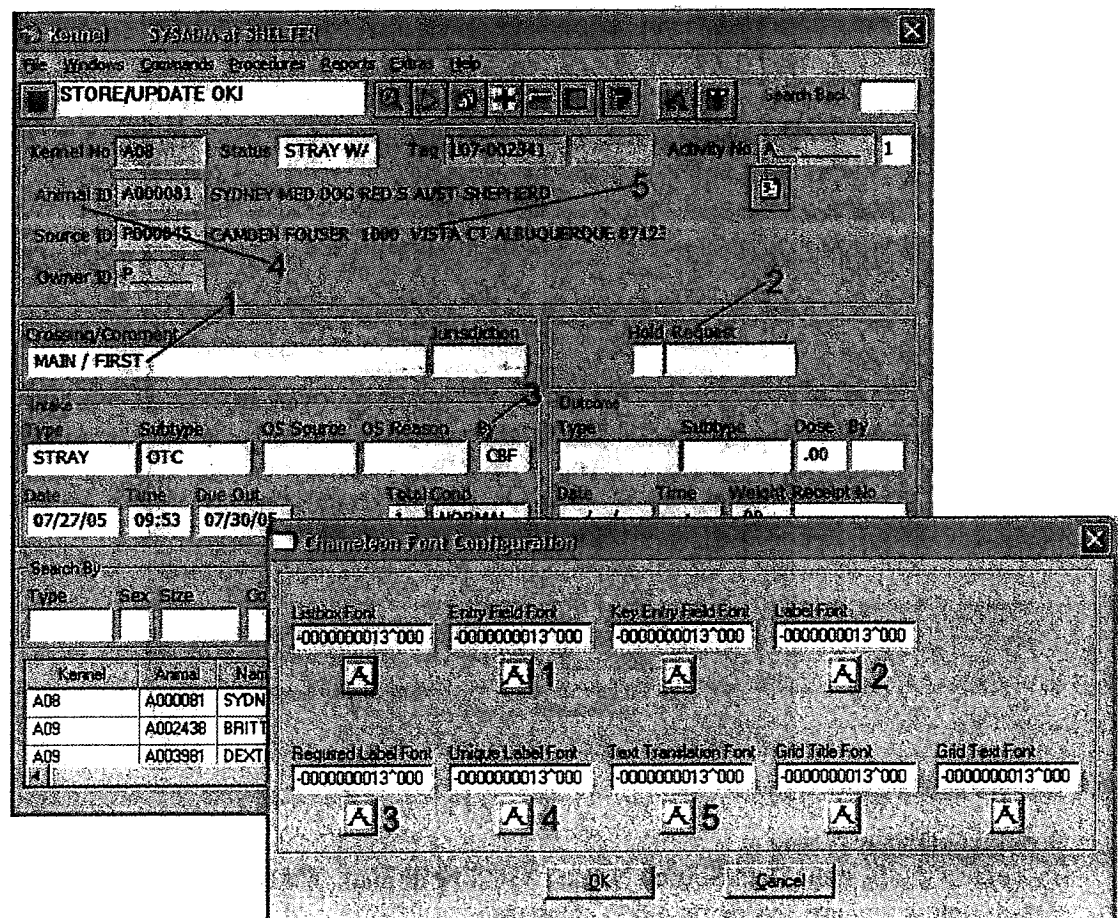
DBMS DateTime function field

*NOTE: If changes need to be made to your database preferences it is best to call support. ☺*

## FONT PREFERENCES

Fonts for the following text objects can be changed.

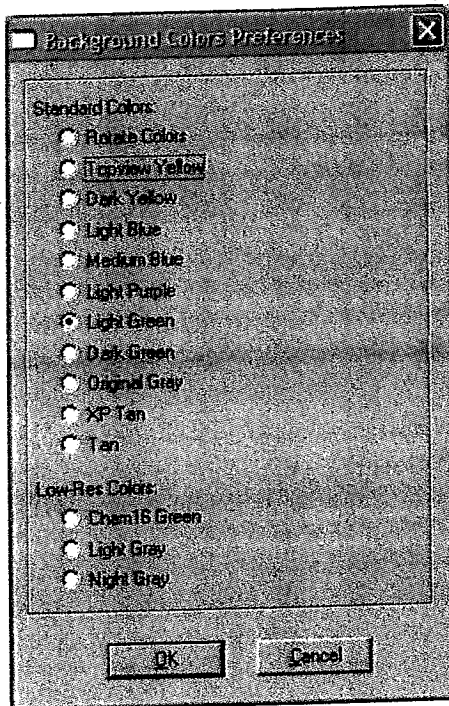
*(Text objects not numbered were preferences for previous versions of Chameleon)*



## COLOR PREFERENCES

Users can change the color of windows displayed in Chameleon.

- Rotate Colors will change the color of a window when a new window is displayed





# HOW NOT TO GREET A DOG

Most people do this stuff and it stresses dogs out so they BITE!  
I don't care how cute you (or your kid) think Boogie is. Please show him some respect



**DON'T**  
Lean over the dog & stick  
your hand in his face



**DON'T**  
Lean over the dog & touch  
your hand on top of his head



**DON'T**  
Grab or Hug him



**DON'T**  
Stare him in the eye  
(This is an adversarial gesture)



**DON'T**  
Scream or shout in his face



**DON'T**  
Grab his head and kiss it  
(This is an invasion of space)

Doing this to a dog who doesn't know you is like a perfect stranger giving you a great big hug and kiss in an elevator. Wouldn't that creep you out? And wouldn't you have the right to defend yourself?

## THE CORRECT WAY:



- No Eye contact
- Let the dog approach you in his own time
- Keep either your SIDE or BACK towards the dog (non-threatening posture)



- Pet or stroke him on the SIDE of his face or body. Or on his back.

*Libi*

# DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE"  
KICK back/head turn



STRESSED  
yawn



STRESSED  
Foot lift



"PEACE"  
sniff ground



"RESPECT"  
tail & walk away



"NEED SPACE"  
whale eye



STALKING



STRESSED  
scratching



STRESS RELEASE  
shake off



RELAXED  
soft ears, blinky eyes



"RESPECT"  
offer his back



FRIENDLY & POLITE  
curved body



FRIENDLY



"PRETTY PLEASE"  
round puppy face



"I'M YOUR LOVERBUG"  
licky-nub nose



"HELLO I LOVE YOU!"  
greeting stretch



"I'M FRIENDLY!"  
play bow



"READY!"  
play bow



"YOU WILL FEED ME"



CURIOUS  
head tip



HAPPY  
(for all)



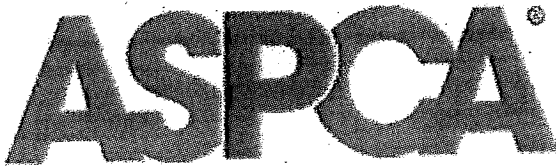
OVERJOYED  
waggy



"MINNIE..."



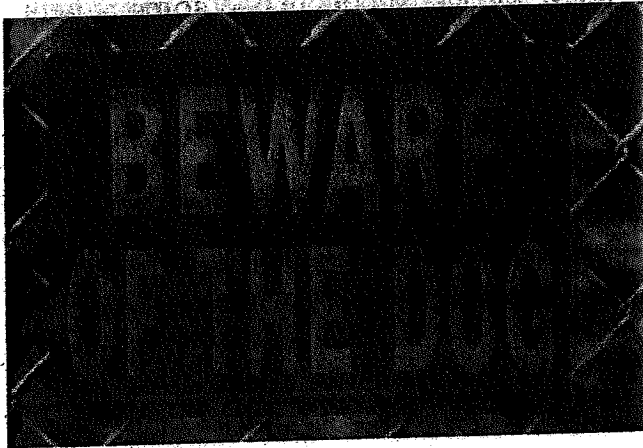
"I LOVE YOU,  
DON'T STOP"



Published on ASPCA (<http://www.asPCA.org>)

[Home](#) > Aggression in Dogs

## Aggression in Dogs



Aggression is the most common and most serious behavior problem in dogs. It's also the number-one reason why pet parents seek professional help from behaviorists, trainers and veterinarians.

### What Is Aggression?

The term "aggression" refers to a wide variety of behaviors that occur for a multitude of reasons in various circumstances. Virtually all wild animals are aggressive when guarding their territories, defending their offspring and protecting themselves. Species that live in groups, including people and dogs, also use aggression and the threat of aggression to keep the peace and to negotiate social interactions.

To say that a dog is "aggressive" can mean a whole host of things. Aggression encompasses a range of behaviors that usually begins with warnings and can culminate in an attack. Dogs may abort their efforts at any point during an aggressive encounter. A dog that shows aggression to people usually exhibits some part of the following sequence of increasingly intense behaviors:

- Becoming very still and rigid
- Guttural bark that sounds threatening
- Lunging forward or charging at the person with no contact
- Mouthing, as though to move or control the person, without applying significant pressure
- "Muzzle punch" (the dog literally punches the person with her nose)
- Growl
- Showing teeth
- Snarl (a combination of growling and showing teeth)

- Snap
- Quick nip that leaves no mark
- Quick bite that tears the skin
- Bite with enough pressure to cause a bruise
- Bite that causes puncture wounds
- Repeated bites in rapid succession
- Bite and shake

Dogs don't always follow this sequence, and they often do several of the behaviors above simultaneously. Many times, pet parents don't recognize the warning signs before a bite, so they perceive their dogs as suddenly flying off the handle. However, that's rarely the case. It can be just milliseconds between a warning and a bite, but dogs rarely bite without giving some type of warning beforehand.

### Classification of Aggressive Behavior

If your dog has been aggressive in the past or you suspect she could become aggressive, take time to evaluate the situations that have upset her. Who bore the brunt of her aggression? When and where did it happen? What else was going on at the time? What had just happened or was about to happen to your dog? What seemed to stop her aggression? Learning the answers to these questions can clarify the circumstances that trigger your dog's aggressive reaction and provide insight into the reasons for her behavior. You need an accurate diagnosis before you can hope to help your dog.

Aggressive behavior problems in dogs can be classified in different ways. A beneficial schema for understanding why your dog is aggressive is based on the function or purpose of the aggression. If you think of aggression this way, you can determine what motivates your dog to behave aggressively and identify what she hopes to gain from her behavior.

### Territorial Aggression

Dogs' wild relatives are territorial. They live in certain area, and they defend this area from intruders. Wolves are highly territorial. If a coyote or a wolf who's not part of a pack invades their territory, the resident wolves will attack and drive off the intruder. Some dogs display the same tendencies. They bark and charge at people or other animals encroaching on their home turf. Dogs are often valued for this level of territorial behavior. However, some dogs will attack and bite an intruder, whether the intruder is friend or foe. Territorial aggression can occur along the boundary regularly patrolled by a dog or at the boundaries of her pet parents' property. Other dogs show territorial aggression only toward people or other animals coming into the home. Male and female dogs are equally prone to territorial aggression. Puppies are rarely territorial. Territorial behavior usually appears as puppies mature into adolescence or adulthood, at one to three years of age.

### Protective Aggression

Dogs are a social species. If they were left on their own, they would live together in small group or packs, of family and friends. If one member of a pack is in danger, the others typically rush in to help defend that individual. This is classified as protective aggression because the dogs are protecting one of their own. Pet dogs may show the same type of aggressive behavior when they

think that one of their family members or friends (human or animal) is in peril. Sometimes dogs reserve protective aggression for individuals they consider particularly vulnerable. A dog who has never shown aggression to strangers in the past might start behaving aggressively when she has a litter of puppies. Likewise, a dog might first show protective aggression when her pet parents bring a human child into the family. While this behavior sounds appealing at first glance, problems arise when the protective dog starts to treat everyone outside the family, including friends and relatives, as threats to the baby's safety. Both male and female dogs are equally prone to protective aggression. Puppies are rarely protective. Like territorial behavior, protective aggression usually appears as puppies mature into an adolescence or adulthood, at one to three years of age.

### Possessive Aggression

Dogs evolved from wild ancestors who had to compete for food, nesting sites and mates to survive. Even though our pet dogs no longer face such harsh realities, many still show the tendency to guard their possessions from others, whether they need to or not. Some dogs only care about their food. These dogs might react aggressively when a person or another animal comes near their food bowl or approaches them while they're eating. Other dogs guard their chew bones, their toys or things they've stolen. Still others guard their favorite resting spots, their crates or their beds. (Often, these dogs also guard their pet parents' beds!) Less common are dogs who guard water bowls. Usually a possessive dog is easy to identify because she's only aggressive when she has something she covets. But some dogs will hide their cherished things around the house and guard them from unsuspecting people or animals who have no idea that they're anywhere near a valued object. Male and female dogs are equally prone to possessive aggression, and this type of aggression is common in both puppies and adults. For more detailed information about food-related possessive aggression and how to treat it, please see our article, [Food Guarding](#) [1].

### Fear Aggression

When animals and people are afraid of something, they prefer to get away from that thing. This is called the flight response. But if escaping isn't an option, most animals will switch to a fight response. They try to defend themselves from the scary thing. So a dog can be afraid of a person or another animal but still attack if she thinks this is her only recourse. A fearful dog will normally adopt fearful postures and retreat, but she may become aggressive if cornered or trapped. (Please see our article, [Canine Body Language](#) [2], for more information about what fearful, aggressive dogs look like.) Some dogs will cower at the prospect of physical punishment but attack when a threatening person reaches for them. Fearful dogs sometimes run away from a person or animal who frightens them, but if the person or animal turns to leave, they come up from behind and nip. This is why it's a good idea to avoid turning your back on a fearful dog. Fear aggression is characterized by rapid nips or bites because a fearful dog is motivated to bite and then run away. Sometimes the aggression doesn't begin with clear threats. A fearful dog might not show her teeth or growl to warn the victim off. In this kind of situation, the only warning is the dog's fearful posture and her attempts to retreat. Male and female dogs are equally prone to fear aggression, and this type of aggression is common in both puppies and adults.

### Defensive Aggression

Closely related to fear aggression is defensive aggression. The primary difference is the strategy adopted by the dog. Defensively aggressive dogs are still motivated by fear, but instead of trying to retreat, they decide that the best defense is a good offense. Dogs who are defensively aggressive exhibit a mixture of fearful and offensive postures. (Please see our article, [Canine Body Language](#) [2], for more information about what defensive, aggressive dogs look like.) They may initially charge at a person or another dog who frightens them, barking and growling. Regardless of whether the victim freezes or advances, the defensively aggressive dog often delivers the first strike. Only if the victim retreats is the defensively aggressive dog likely to abort an attack. Male and female dogs are equally prone to defensive aggression. It's slightly more common in adults than in puppies simply because dogs need to have some confidence to use this defensive strategy, and puppies are usually less confident than adults.

## Social Aggression

Animals who live in social groups, like people and dogs, typically live by certain rules in order to minimize conflict between group members. Canid species, including the dog, adopt a type of hierarchical order that influences which group members get first crack at food, the best resting spots and opportunities to mate. So rather than having to fight for access to valued things each and every time, those lower down on the totem pole know to wait until the higher-ups have had their share before taking their turn. These ordered relationships are frequently reinforced by displays of ritualized aggression. Individuals of high status use aggressive threats to remind the others of their place in the pack. The relationships between people and dogs who live together are certainly more complex than this simplified description, but it's still important to know that a dog who perceives herself as high in status may show aggression toward family members. (This kind of behavior is sometimes called dominance or status-seeking aggression.) This is why a dog might be perfectly trustworthy with one pet parent but react aggressively toward the other or toward young children in the family. Such dogs are often described as "Jekyll and Hyde" because, most of the time, they're happy-go-lucky, friendly dogs. But if they feel that someone in the pack has overstepped his or her bounds, these dogs can quickly resort to aggression. An aggressive response is usually provoked by things that a dog perceives as threatening or unpleasant, such as:

- Taking food away
- Taking a chew bone, toy or stolen object away
- Disturbing the dog while she's sleeping
- Physically moving the dog while she's resting
- Hugging or kissing the dog
- Bending or reaching over the dog
- Manipulating the dog into a submissive posture (a down or a belly-up position)
- Lifting or trying to pick up the dog
- Holding the dog back from something she wants
- Grooming, bathing, towelling or wiping the dog's face
- Touching the dog's ears or feet
- Trimming the dog's nails
- Jerking or pulling on the dog's leash, handling her collar or putting on a harness
- Verbally scolding the dog
- Threatening the dog with a pointed finger or rolled-up newspaper
- Hitting or trying to hit the dog

- Going through a door at same time as the dog or bumping into the dog

Social aggression is somewhat more common in males than in females and more common in purebreds than in mixed breeds. Puppies are rarely socially aggressive with people, but they can be with other dogs, particularly littermates. Social aggression usually develops in dogs between one to three years of age.

It's important to realize that the complexities involved in social aggression are poorly understood and hotly debated by behavior experts. Some believe that all social aggression is rooted in fear and anxiety, while others believe that it's motivated by anger and the desire for control. When consulting a professional, make sure you're comfortable with her treatment recommendations. If the professional's suggestions consist of techniques for instilling fear and respect in your dog, such as alpha rolls, scruff shakes and hanging, there's a very good chance that your dog will get worse rather than better—and you might get bitten in the process. Punishment may be appropriate, but only when it's well planned and limited in application. The judicious use of punishment should always be embedded in a program that's based on positive reinforcement and trust.

### Frustration-Elicited Aggression

Dogs can be like human children in that when they get frustrated, they sometimes lash out with aggression. A dog who's excited or aroused by something but is held back from approaching it can become aggressive, particularly toward the person or thing holding her back. For instance, a frustrated dog might turn around and bite at her leash or bite at the hand holding her leash or collar. Over time, the dog can learn to associate restraint with feelings of frustration so that even when there's nothing to be excited about, she tends to react aggressively when restrained. This explains why some normally friendly dogs become aggressive when put behind a gate, in a cage or crate, in a car, or on a leash. Likewise, a dog who loves people can still show surprising levels of aggression when her pet parent lifts her up so that guests can enter or leave the home. Male and female dogs are equally prone to frustration-elicited aggression, and this type of aggression occurs in both puppies and adults.

### Redirected Aggression

Redirected aggression is a lot like frustration-elicited aggression with the exception that the dog need not be frustrated. Redirected aggression occurs when a dog is aroused by or displays aggression toward a person or animal, and someone else interferes. The dog redirects her aggression from the source that triggered it to the person or animal who has interfered. This is why people are often bitten when they try to break up dog fights. When a person grabs or pushes a fighting dog, the dog might suddenly turn and bite. Another example is when two dogs are barking at someone from behind a fence. Sometimes one will turn and attack the other. Male and female dogs are equally prone to redirected aggression, and this type of aggression occurs in both puppies and adults.

### — Pain-Elicited Aggression

An otherwise gentle, friendly dog can behave aggressively when in pain. That's why it's so crucial to take precautions when handling an injured dog, even if she's your own. A dog with a painful orthopedic condition or an infection might bite with little warning, even if the reason you're

touching her is to treat her. The improper use of certain pieces of training equipment, such as the pinch (or prong) collar or the shock collar, can inflict pain on a dog and prompt a pain-elicited bite to her pet parent. Male and female dogs are equally prone to pain-elicited aggression, and this type of aggression can occur in both puppies and adults.

### Sex-Related Aggression

Even though pet dogs rarely have the opportunity to reproduce, intact male dogs will still vie for the attention of females in heat, and females will still compete for access to a male. Intact male dogs sometimes challenge and fight with other male dogs, even when no females are present. Fighting can also erupt between males living together in the same household. In the wild, this is adaptive because the strongest males are more likely to attract females for breeding. Likewise, females living together in the same household might compete to establish which female gets access to a male for breeding. This type of aggression is rare. It's observed most often in reproductively intact males and less often in intact females. Dogs who were neutered or spayed as adults may still show this type of aggression. If sex-related aggression happens, the dogs involved are usually at least one to three years of age.

### Predatory Aggression

Dogs are closely related to wolves and coyotes, both of whom are large predators, and pet dogs still show some classic canine predatory behaviors, including chasing and grabbing fast-moving things. Many dogs love to chase running people, people on bicycles and inline skates, and cars. They might also chase pets, wildlife and livestock. Some dogs bite and even kill if they manage to catch the thing they're chasing. Predatory aggression is very different from other classifications of aggression because there's rarely any warning before an attack. A predatory dog doesn't growl or show her teeth first to warn her victim, so predatory aggression can seem to come out of the blue. Predatory behavior can be especially disturbing if it's directed toward a human baby. Sometimes the sound of a baby crying or the movement of lifting a baby out of a crib can trigger a lightening-fast reaction from a predatory dog. Fortunately, predatory aggression directed toward people or other dogs is extremely rare in pet dogs. For more information about predatory aggression and how to deal with it, please see our articles, [Predatory Behavior in Dogs](#) [3], [Dogs Chasing Bicycles, Skateboards and Other Moving Things](#) [4], [Dogs Chasing Cars](#) [5], [Dogs Chasing Cats](#) [6], [Dogs Chasing Children](#) [7], [Dogs Chasing Runners](#) [8] and [Dogs Chasing Wildlife](#) [9].

### Family Members, Strangers or Other Animals

Determining whom your dog is aggressive toward is essential to understanding her behavior. It's common for dogs to behave aggressively toward unfamiliar people. Some studies report that as many as 60 to 70% of all pet dogs bark threateningly at strangers and act unfriendly when around them. Aggression toward unfamiliar dogs is also widespread. It's less common for dogs to direct aggression toward family members or other pets in the home. Most problematic are dogs who are aggressive toward children, especially children in the family. Not only is aggression toward children exceedingly difficult to treat because of safety concerns, the likelihood that a dog with this problem will ever become trustworthy is slim.

Some dogs are aggressive only to a certain category of people. A dog might be aggressive only with the veterinarian or groomer, or with the postal carrier, or with people in wheelchairs or

individuals using canes and walkers. In some cases, it's easy to limit a dog's access to the people that upset her. For instance, if your short-haired dog dislikes the groomer, you can just groom her yourself at home. But in other cases, the targeted people are impossible to avoid. For example, if you have a dog who dislikes children and you live in a densely populated urban apartment building next to a preschool, it will be difficult to avoid exposing your dog to children.

Aggression toward people, aggression toward dogs and aggression toward other animals are relatively independent patterns of behavior. If your dog is aggressive toward other dogs, for example, that doesn't mean she's any more or less likely to be aggressive toward people.

## Risk Factors

If you're deciding whether to live with and treat your aggressive dog, there are several factors to consider because you, as the pet parent, are ultimately responsible for your dog's behavior. These factors involve the level of risk in living with your dog and the likelihood of changing her behavior:

- **Size.** Regardless of other factors, large dogs are more frightening and can inflict more damage than small dogs.
- **Age.** Young dogs with an aggression problem are believed to be more malleable and easier to treat than older dogs.
- **Bite history.** Dogs who have already bitten are a known risk and an insurance liability.
- **Severity.** Dogs who stop their aggression at showing teeth, growling or snapping are significantly safer to live and work with than dogs who bite. Likewise, dogs who have delivered minor bruises, scratches and small punctures are less risky than dogs who have inflicted serious wounds.
- **Predictability.** Dogs at the highest risk of being euthanized for aggression are those who give little or no warning before they bite and who are inconsistently, unpredictably aggressive. Dogs who give warning before they bite allow people and other animals time to retreat and avoid getting hurt. As counterintuitive as it might seem, it's easier to live with a dog who always reacts aggressively when, for instance, every time you push him off the bed than a dog who does so only sporadically.
- **Targets.** How often your dog is exposed to the targets of her aggression can affect how easy it is to manage and resolve her behavior. A dog who's aggressive to strangers is relatively easy to control if you live in a rural environment with a securely fenced yard. A dog who's aggressive to children can be managed if her pet parents are childless and have no friends or relatives with children. A dog who is aggressive to unfamiliar dogs poses little difficulty for pet parents who dislike dog parks and prefer to exercise their dog on isolated hiking trails. In contrast, living with a dog who has recurring ear infections and bites family members when they try to medicate her can be stressful and unpleasant.
- **Triggers.** Are the circumstances that prompt your dog to behave aggressively easy or impossible to avoid? If your dog only guards her food while she's eating, the solution is straightforward: Keep away from her while she's eating. If no one can safely enter the kitchen when your dog's there because she guards her empty food bowl in the cupboard, that's another story. If your dog bites any stranger within reach, she's a lot more dangerous than a dog who bites strangers only if they try to kiss her.
- **Ease of motivating your dog.** The final consideration is how easy it is to motivate your dog during retraining. The safest and most effective way to treat an aggression problem is

to implement behavior modification under the guidance of a qualified professional. Modifying a dog's behavior involves rewarding her for good behavior—so you'll likely be more successful if your dog enjoys praise, treats and toys. Dogs who aren't particularly motivated by the usual rewards can be especially challenging to work with, and the likelihood of such a dog getting better is small.

### Always Work with Your Veterinarian

Some aggressive dogs behave the way they do because of a medical condition or complication. In addition to acute painful conditions, dogs with orthopedic problems, thyroid abnormality, adrenal dysfunction, cognitive dysfunction, seizure disorders and sensory deficits can exhibit changes in irritability and aggression. Geriatric dogs can suffer confusion and insecurity, which may prompt aggressive behavior. Certain medications can alter mood and affect your dog's susceptibility to aggression. Even diet has been implicated as a potential contributing factor. If your dog has an aggression problem, it's crucial to take her to a veterinarian, before you do anything else, to rule out medical issues that could cause or worsen her behavior. If the veterinarian discovers a medical problem, you'll need to work closely with her to give your dog the best chance at improving.

### Always Work with a Professional Behavior Expert

Aggression can be a dangerous behavior problem. It's complex to diagnose and can be tricky to treat. Many behavior modification techniques have detrimental effects if misapplied. Even highly experienced professionals get bitten from time to time, so living with and treating an aggressive dog is inherently risky. A qualified professional can develop a treatment plan customized to your dog's temperament and your family's unique situation, and she can coach you through its implementation. She can monitor your dog's progress and make modifications to the plan as required. If appropriate, she can also help you decide when your dog's quality of life is too poor or the risks of living with your dog are too high and euthanasia is warranted. Please see our article, [Finding Professional Help](#) [10], to learn how to find a Certified Applied Animal Behaviorist (CAAB or ACAAB), a veterinary behaviorist (Dip ACVB) or a Certified Professional Dog Trainer (CPDT) in your area. If you choose to employ a CPDT, be sure that the trainer is qualified to help you. Determine whether she has education and experience in treating canine aggression, as this expertise isn't required for CPDT certification.

### Can Aggression Be Cured?

Pet parents of aggressive dogs often ask whether they can ever be sure that their dog is "cured." Taking into account the behavior modification techniques that affect aggression, our current understanding is that the incidence and frequency of some types of aggression can be reduced and sometimes eliminated. However, there's no guarantee that an aggressive dog can be completely cured. In many cases, the only solution is to manage the problem by limiting a dog's exposure to the situations, people or things that trigger her aggression. There's always risk when dealing with an aggressive dog. Pet parents are responsible for their dogs' behavior and must take precautions to ensure that no one's harmed. Even if a dog has been well behaved for years, it's not possible to predict when all the necessary circumstances might come together to create "the perfect storm" that triggers her aggression. Dogs who have a history of resorting to aggression as a way of dealing with stressful situations can fall back on that strategy. Pet parents of aggressive dogs should be prudent and always assume that their dog is NOT cured

so that they never let down their guard.

## Are Some Breeds More Aggressive Than Others?

It's true that some breeds might be more likely to bite if we look at statistics gathered on biting and aggression. There are many reasons for this. One likely reason is that most dog breeds once served specific functions for humans. Some were highly prized for their guarding and protective tendencies, others for their hunting prowess, others for their fighting skills, and others for their "gameness" and tenacity. Even though pet dogs of these breeds rarely fulfill their original purposes these days, individuals still carry their ancestors' DNA in their genes, which means that members of a particular breed might be predisposed to certain types of aggression. Despite this, it's neither accurate nor wise to judge a dog by her breed. Far better predictors of aggressive behavior problems are a dog's individual temperament and her history of interacting with people and other animals. You should always research breeds to be sure that the breed or breed mix you're interested in is a good fit for you and your lifestyle. However, the best insurance policies against aggression problems are to select the best individual dog for you (please see our article, [Choosing a Puppy from a Litter](#) <sup>[11]</sup>, for more information) and to provide her with appropriate socialization as a youngster (please see our article, [Socializing Your Puppy](#) <sup>[12]</sup>).

### Tags:

[Dog Behavior - Aggression Issues](#) <sup>[13]</sup>

### Animal:

[Dogs](#) <sup>[14]</sup>

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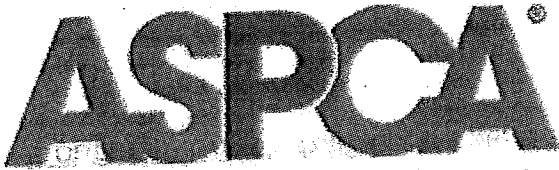
aggression-in-dogs

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- [2] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/canine-body-language>
- [3] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/predatory-behavior-dogs>
- [4] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/dogs-chasing-bicycles-skateboards-and-other-moving>
- [5] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/dogs-chasing-cars>
- [6] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/dogs-chasing-cats>
- [7] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/dogs-chasing-children>
- [8] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/dogs-chasing-runners>
- [9] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/dogs-chasing-wildlife>
- [10] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/finding-professional-help>
- [11] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/choosing-puppy-litter>
- [12] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/socializing-your-puppy>
- [13] <http://www.aspca.org/taxonomy/term/353>
- [14] <http://www.aspca.org/taxonomy/term/119>





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[Home](#) > Breaking Up a Dogfight

## Breaking Up a Dogfight



Although dogfights look and sound frightening, most of them end with no damage to either party. Because dogs are capable of seriously injuring each other, much of their aggression is ritualized. Arguing dogs might growl fiercely, bark, snap and show their teeth—or even bite each other's faces or loose neck skin. However, most dogfights, especially those between well-socialized dogs, don't result in injury. A dogfight is usually the equivalent of a brief, heated argument with a friend or family member. There may be a lot of spit and noise, but actual damage, aside from the odd scratch or scrape, is relatively rare.

### Is It a Real Fight or Just Good Fun?

Normal dog play can seem pretty violent, especially to new dog parents. In fact, when some dogs play, they often look and sound like they're trying to kill each other! Dogs use their mouths to interact, communicate and explore their world, and a certain amount of growling, snapping and gnawing on one another is to be expected during playtime. If your dog is playing with another and you can't tell if you're witnessing rough play or an actual battle, watch the dogs' bodies. Playing dogs don't look rigid or stiff. Instead, they appear loose and bouncy, usually with wagging tails and happy faces.

If you're not sure that both dogs are interested in playing roughly, especially if it looks as though one is picking on the other, try separating them. Pick a time when it's safe to grab the "bully" dog by the collar or noose him with a leash, and gently lead him away. If the other dog immediately follows after the two of you, trying to engage her friend in play again, the dogs were probably fine and you can allow play to continue. You can find more information about appropriate dog play in our article on [Choosing Playmates for Your Dog](#) [1].

## Preventing Dogfights

### Go for Good First Impressions

If you've brought a new dog into your home, please see our article on [Introducing Your Dog to New Dog](#) [2] to learn how to do a calm, gradual introduction on neutral ground. You can also use the techniques in the article to introduce your dog to a dog who's just visiting your home or to a new playmate who lives elsewhere.

### Avoid Competition over Food and Valued Objects

If you have multiple dogs in your home, it's a good policy to feed them in separate rooms or crates. There is no reason to add extra stress around feeding time. Let your dogs eat in peace. It's also wise to keep track of toys, chewies and other valuable resources. If you suspect that your dogs might fight over something, pick it up when you're not able to supervise.

When one of your dog's canine buddies or an unfamiliar dog comes to visit, pick up all toys, chewies and food bowls before he arrives. Even if your own dog doesn't guard things from other dogs, the visitor might, so removing valued objects is always a good idea.

### Be the Referee

If you have multiple energetic dogs in your home, you know that playtime can sometimes get out of hand. As the one who brings home the dog food and pays the bills, you should also be the one who decides how rough dog play can get in your household. You can institute rules like "no wrestling in the living room" or "all dog play must happen outside." Alternatively, you can simply interrupt play when you think your dogs have become too noisy or rowdy. Teaching your dogs to reliably come when called can help you get your dogs' attention easily. (Please see our article on [Teaching Your Dog to Come When Called](#) [3] for training tips.) After you've interrupted the play session, you have a number of options:

- If you'd like to let your dogs continue to play, just put them in separate areas for 30 seconds to 2 or 3 minutes so that they can cool down. Then you can let them play again. Another option is to take your dogs outside so that they can continue their play in a fenced yard, where they'll have plenty of space to romp.
- If you think it's time for a play break, you can take the dogs for a walk or engage them in a game of fetch or tug. Encouraging other active behaviors may help them expend some of their pent-up energy.
- Have some quiet time. Sometimes dogs get overly excited and just need to chill out for a while. To help your dogs cool down, give each one something to chew, like a tasty bone or a stuffed Kong toy. (To learn about Kongs, please see our article on [How to Stuff a Kong Toy](#) [4].)

### Teach and Reward Calm Behavior

Managing life with multiple dogs isn't always easy. Conflict can crop up in a number of situations. Many arguments between dogs in the same household happen during exciting events, like going out to play in the yard or greeting visitors who've just arrived. Teaching your dogs to remain calm during these events can prevent the excitement from turning into agitation. Good training is key.

You can teach your dogs to sit or lie down and stay instead of rushing up to greet visitors. You can teach your dogs to wait for permission to walk through doorways, exit cars or pass through gates. (Instead of using a single word to release all of your dogs at the same time, release each one separately by saying her name.) You can teach your dogs to settle on a mat in many situations—whenever they get too rambunctious. (Please see our articles on Teaching Your Dog to Sit <sup>[5]</sup>, Teaching Your Dog to Lie Down <sup>[6]</sup>, Teaching Your Dog to Stay <sup>[7]</sup>, Teaching Your Dog to Wait at Doors <sup>[8]</sup> and Teaching Your Dog to Settle <sup>[9]</sup> for detailed training tips.) All of these skills help dogs learn to control their impulses and can keep them from starting arguments with each other. Please see our article on Impulse Control Training and Games <sup>[10]</sup> to learn about more exercises that teach dogs to stay calm, even when they're excited.

For more useful techniques that help pet parents manage multi-dog households, we recommend reading Dr. Patricia McConnell's booklet "Feeling Outnumbered?"

## Breaking Up a Fight

### How to Stop a Scuffle between Two Dogs

Sometimes, despite your best efforts to monitor their interactions, dogs get into fights. Luckily, most fights last less than a few seconds, and you can often interrupt them by simply shouting at the dogs. If the fight continues, however, you should be prepared to physically separate them.

Breaking up a dogfight can be dangerous. To reduce the likelihood of injury to all parties, follow the guidelines below.

### General Advice

- Have a plan. Decide in advance exactly what you'll do if a fight happens. If you live with multiple dogs and other people, make sure everyone living in your home knows about the plan.
- Don't panic. Remember that most dogfights are noisy but harmless. If you stay calm, you'll be able to separate two fighting dogs more safely and efficiently.
- DO NOT grab your dog by the collar if she starts to fight with another dog. It seems like the natural thing to do, but it's a bad idea. Your dog might whip around to bite you. This kind of bite, called redirected aggression, is like a reflex. The dog simply reacts to the feeling of being grabbed and bites without thinking. Many pet parents get bitten this way—even when their dogs haven't shown any signs of aggression in the past. Another reason to avoid grabbing your dog's collar is that it puts your hands way too close to the action! You might be on the receiving end of a bite that was intended for your dog.

### Plan A: Startle the Dogs or Use a Barrier

Before you physically separate two fighting dogs, try these methods:

- A sudden, loud sound will often interrupt a fight. Clap, yell and stomp your feet. If you have two metal bowls, bang them together near the dogs' heads. You can also purchase a small air horn and keep that handy. Put it in your back pocket before taking your dog somewhere to play with other dogs. If you have multiple dogs who get into scuffles, keep your air horn in an easily accessible place. If a startling noise works to stop a fight, the noise is effective

- almost immediately. If your noisemaking doesn't stop the fight within about three seconds, try another method.
- If there's a hose or water bowl handy, you can try spraying the dogs with water or dumping the bowl of water on their heads.
  - Use a citronella spray, like SprayShield™ or Direct Stop®. Aim for the fighting dogs' noses. If you walk your dog in an area where you may encounter loose dogs, it's wise to carry citronella spray with you. If an aggressive dog approaches, spraying the deterrent in his direction may stop him in his tracks and prevent a fight. If he attacks, spraying the deterrent on or near his nose may break up the fight.
  - Try putting something between the fighting dogs. A large, flat, opaque object, like a piece of plywood, is ideal because it both separates the dogs and blocks their view of each other. If such an object isn't available, you can make do with a baby gate, a trash can or folded lawn chair. Closing a door between the dogs can also break up a fight. Throwing a large blanket over both dogs is another option. The covered dogs may stop fighting if they can no longer see each other.

### Plan B: Physically Separate the Dogs

If other methods don't work or aren't possible, it's time for Plan B. If you're wearing pants and boots or shoes, use your lower body instead of your hands to break up the fight. If they're covered, your legs and your feet are much more protected than your hands, and your legs are the strongest part of your body.

If you feel that it's necessary to grab the dogs, use this method:

1. You and a helper or the other dog's pet parent should approach the dogs together. Try to separate them at the same time.
2. Take hold of your dog's back legs at the very top, just under her hips, right where her legs connect to her body. (Avoid grabbing her lower legs. If grab a dog's legs at the knees, her ankles or her paws, you can cause serious injury.)
3. Like you'd lift a wheelbarrow, lift your dog's back end so that her back legs come off of the ground. Then move backwards, away from the other dog. As soon as you're a few steps away, do a 180-degree turn, spinning your dog around so that she's facing the opposite direction and can no longer see other dog.

### The Aftermath

After the fight stops, immediately separate the dogs. Don't give them another chance to fight. It's important to make sure that they can't see each other. If necessary, take one or both dogs into another room or area. If the dogs are friends and you've interrupted a minor squabble, keep them apart until they calm down.

#### Tags:

Dog Behavior - Aggression Issues <sup>[11]</sup>

#### Animal:

Dogs <sup>[12]</sup>

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- [2] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/introducing-your-dog-new-dog>
- [3] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/teaching-your-dog-come-when-called>
- [4] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/how-stuff-kong-toy>
- [5] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/teaching-your-dog-sit>
- [6] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/teaching-your-dog-lie-down>
- [7] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/teaching-your-dog-stay>
- [8] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/teaching-your-dog-wait-doors>
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- [10] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/dog-behavior/impulse-control-training-and-games-dogs>
- [11] <http://www.aspca.org/taxonomy/term/353>
- [12] <http://www.aspca.org/taxonomy/term/119>

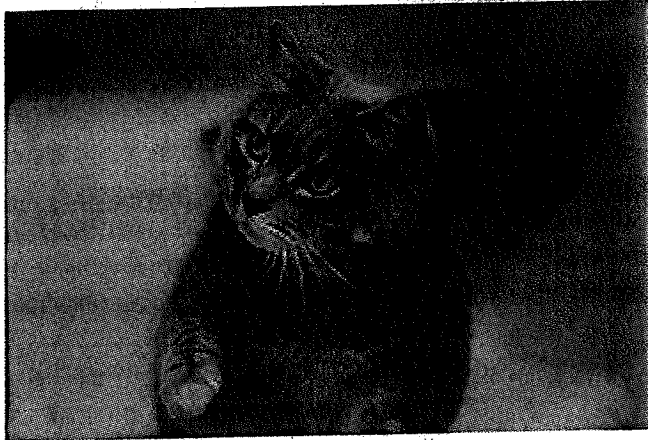




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[Home](#) > Aggression in Cats

## Aggression in Cats



Aggression is the second most common feline behavior problem seen by animal behaviorists. Although cat aggression is sometimes taken less seriously than dog aggression—perhaps because cats are smaller and don't pursue people to bite them like dogs can—aggressive cats can be formidable. They have five potential weapons (their teeth and all four clawed paws) compared to dogs' sole weapon: their mouth. They can inflict bites and severe lacerations, which are painful and can easily become infected. They can also cause cat scratch fever, a usually benign but potentially serious infectious disease that causes flu-like symptoms. Fights between cats rarely result in fatalities, but they can lead to infections and result in considerable veterinary expenses for cat parents. Aggressive cats can be risky to have at home and can pose a real danger to family and visitors.

### What Is Aggression?

Aggression is threatening or harmful behavior directed toward another individual (a person, another cat or other animals). Virtually all wild animals display aggression to guard their territories, defend their offspring and protect themselves if attacked. Aggression refers to a wide variety of complex behaviors that occur for different reasons under various circumstances. Aggression problems in pet cats range from cats who hiss and avoid the target of their aggression to cats who aggressively attack.

### Understanding Cat Body Language

Understanding what cats are communicating through their body language is essential for cat parents. It enables them to more accurately "read" their cats and understand their feelings and motivations for doing what they do. It also helps them respond more effectively to behavior

issues like aggression. Body language is made up of cats' body postures, facial expressions, and the position and carriage of certain body parts, like ears, tail and even whiskers. Cat body language is more subtle than dog body language and can be harder for people to interpret. Nevertheless, knowing what the basic postures mean helps cat parents deal with problems more effectively and enjoy their cat's company more fully because they can understand a common language.

Threats and aggression can be either offensive or defensive. An offensively aggressive cat tries to make himself look bigger and more intimidating, whereas a defensively aggressive cat adopts a self-protective posture and tries to make himself look smaller. Following are some typical postures seen in feline aggression. A rule of thumb for all the postures listed is—don't touch, attempt to reassure or punish cats showing these postures!

Offensive postures include:

- A stiff, straight-legged upright stance
- Stiffened rear legs, with the rear end raised and the back sloped downward toward the head
- Tail is stiff and lowered or held straight down to the ground
- Direct stare
- Upright ears, with the backs rotated slightly forward
- Piloerection (hackles up), including fur on the tail
- Constricted pupils
- Directly facing opponent, possibly moving toward him
- Might be growling, howling or yowling

Defensive postures include:

- Crouching
- Head tucked in
- Tail curved around the body and tucked in
- Eyes wide open with pupils partially or fully dilated
- Ears flattened sideways or backward on the head
- Piloerection (hackles up)
- In an anxious cat, whiskers might be retracted. In a fearful cat, whiskers might pan out and forward to assess distance between himself and the danger
- Turning sideways to the opponent, not straight on
- Open-mouthed hissing or spitting
- Might deliver quick strikes with front paws, claws out

Overt aggression, whether defensive or offensive, includes:

- Swatting, striking with paws
- Biting
- Fighting
- Growling, shrieking
- Scratching
- Preparing for an all-out attack by rolling onto side or back and exposing all weapons: teeth and claws

- In this position, your cat might attempt to grab your hand and bring it to his mouth to bite it

## Classification of Aggressive Behavior

If your cat has been aggressive in the past or you suspect he could become aggressive, take time to evaluate the situations that got him upset. Who did he aggress toward? When and where did it happen? What was going on during the half-hour or so leading up to the incident? What was about to happen to your cat? Determining the answers to these questions can clarify the circumstances that trigger your cat's aggressive reaction and provide insight into why he's behaving this way. You need to understand the cause of your cat's aggression and his motivation for it before you can help him.

Keep in mind that a number of medical conditions can cause or contribute to your cat's aggression, including toxoplasmosis, hyperthyroidism, epilepsy, abscesses, arthritis, dental disease, rabies, trauma, and sensory decline or cognitive dysfunction in older cats. The first step in resolving your cat's aggression problem is to have a complete veterinary exam to assess his physical health.

Aggressive behavior problems in cats can be classified in different ways. A good way to understand why your cat is aggressive is to think about the function or purpose of the aggression. If you consider all the reasons why cats behave aggressively, you can determine what motivates your cat to do so and identify what he might gain from his behavior.

## Between Cats

The most obvious and easily understood type of aggression between cats occurs between unneutered males. As males reach adulthood, they often begin to challenge each other for access to mates and territory. Tom cats who roam will get into threatening stand-offs and actual fights. They sit or stand stiffly, their hackles up, and stare at each other. Their ears are swivelled backward, and they often growl, hiss and howl loudly. One cat might eventually slowly leave, or one or both of them might attack.

Aggression between household cats is more subtle and complex than the conflicts between two outdoor toms. It can be so subtle, in fact, that cat parents don't notice it. The aggressor cat postures, and the recipient makes himself look smaller and may break away to avoid the aggressor. The aggression can occur between females or between females and males. It can be related to physical size and activity (large cats often intimidate smaller or less active cats), to a lack of pleasant social experiences with other cats, to an accidentally learned association between the other cat and something unpleasant (like fireworks or thunder), or to a simple personality clash. Please see our article, [Aggression Between Cats in Your Household](#) [1], for more information about this problem.

## Fearful or Defensive

Fear aggression can occur when a cat perceives a threat, and it escalates if he can't escape. The more threatening the person, animal, object or sound seems to the cat, the more heightened his fear reaction will be. Typical body postures associated with fearful or defensive aggression are a combination of defensive signals (such as crouching, flattening the ears, tucking the tail, leaning away or rolling onto the side, and pupil dilation) and aggressive signals (such as hissing

and spitting, piloerection, growling, swatting, biting and scratching). Aggressive signals are especially likely to be displayed if a cat can't escape the thing he fears. Often, the best way to deal with a defensively aggressive cat is to simply avoid him until he calms down.

## Territorial

Animals of many species strive to expel or keep out other individuals from their territory, and cats are no exception. Both male and female cats are territorial, but males may defend larger territories than females. Cats' territorial aggression is usually directly toward other cats, but it can be directed toward dogs and people, too. A cat can show territorial aggression toward some family members and not others and toward some cats but not others. Cats mark their turf by patrolling, chin rubbing and urine spraying. They may stalk, chase and ambush a targeted intruder while displaying offensive body postures, including hissing, swatting and growling. Some cats take a slow and steady approach in their stalking, while others immediately and aggressively give chase. A cat's perceived territory could be the entire house or part of it, the yard, the block or the neighborhood. Some of the most common situations that trigger territoriality are:

- A kitten in the household reaches sexual maturity
- A new cat is introduced into the family and household
- Major changes are made in the cat's family or environment (for example, moving or someone moving in)
- Stray or roaming cats in the neighborhood enter a cat's territory

## Play

Rough play is common and natural among kittens and young cats less than two years of age. Despite the playful intentions of a cat, however, when such play is directed toward people or becomes overly rambunctious, it can cause injury to people or damage household items. Play aggression is the most common type of aggressive behavior that cats direct toward their owners. It involves typical predatory and play behaviors, including stalking, chasing, attacking, running, ambushing, pouncing, leaping, batting, swatting, grasping, fighting and biting. It's believed that through play with each other, young cats learn to inhibit their bites and sheathe their claws when swatting. The degree to which individual cats learn to inhibit their rough play varies, and those who were orphaned or weaned early might never have learned to temper their play behavior. Other factors that can contribute to play aggression are long hours spent alone without opportunities to play, and if pet parents encourage their cats to chase and attack people's hands and feet in play. Please see our article, [Cats Who Play Rough](#) [2], for more information.

## Redirected

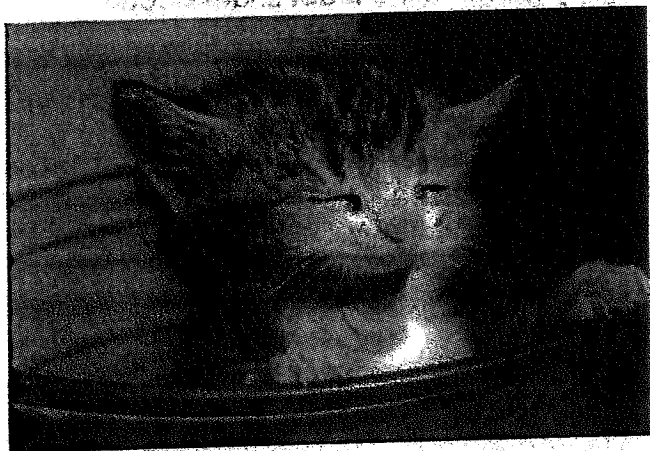
Redirected aggression is probably the most dangerous type of cat aggression, because the bites are uninhibited and the attacks can be frightening and damaging. Unfortunately, it's a very common type of feline aggression. Redirected aggression occurs when a cat is aggressively aroused and agitated by an animal or person he can't get at (because there's a window between them, for example). Unable to get to the trigger of his agitation, he turns and lashes out at someone—person, dog or cat—who is nearby or who approaches him. There can be considerable delay between the initial arousal and the redirected aggression, as long as hours. This is why cat parents sometimes describe this kind of aggression as unprovoked or "out of the



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[Home](#) > Cat Vocalizations

## Cat Vocalizations



### Meow More Than Ever!

Purrs, chirps, hisses and snarls...What exactly is your cat trying to tell you?

*A stray tabby gives birth to a litter of three kittens under the lilac bush in a backyard. As she nurses them, she purrs; as they suckle, the kittens purr, too. When the queen shifts her weight to try to find a more comfortable nursing position, one of the kittens lets out a distress call, indicating he's trapped under his mother's weight. She readjusts herself, and the purring party continues.*

*One morning, the mother cat decides to move her litter to a safer spot. She deposits the first one inside the garden shed, and goes to retrieve the next one. Detecting the absence of his mother via his sense of smell, the kitten in the shed lets out a loud distress call, distinctly meant to reunite mothers and wayward kittens.*

*As the kittens mature, the queen spends more time away from the nest, hunting for prey to ensure enough milk for her growing crew. Each time she returns, she gives out a "brrp" to her kittens.*

*When the kittens enter the weaning stage, the queen brings prey home to them, calling them over to it with a chirp. The kittens also begin to make chirping noises in anticipation for what they are about to receive. However, one night's dinner is interrupted when Mom lets out a long, low-pitched growl. The kittens scatter and retreat to safety inside the shed before the owl overhead can snatch one for his own evening meal.*

As independent hunters, cats have limited need for an extensive vocal repertory. Cat-to-cat vocalizations are generally limited to communicating with one's kittens, one's sexual partners and one's potential enemies. There is also an array of vocalizations used by our furry friends when they attempt to communicate with us.

By changing volume, intensity and number of repetitions of the vocalizations and backing them up with expressive body language and olfactory signaling, cats ensure their messages are received and that their needs are met.

## Purring 101

The purr is the most common sound issued by cats—and yet one of the least understood. Kittens just a few hours old begin purring as they knead their mother's chest and nurse. The purr sound is made both on the inhale and the exhale, with an instantaneous break between breaths. Built-up pressure created by the opening and closing of the glottis results in a sudden separation of the vocal folds, creating the purr. While purring is often heard when the cat seems content, those familiar with handling cats in pain or near death know that they also purr when under duress, the reason for which is yet unknown.

## The Meaning of Meow

The second most common vocalization is the meow. Rarely heard between cats, this vocalization seems tailor-made for communication between cats and humans. Early on, cats notice that meowing brings attention, contact, food and play from their human companions. Some behaviorists suggest that certain cats seem to alter their meows to suit different purposes, and that some guardians can differentiate between, say, the "I'm Hungry!" meow from the "Let Me Out!" meow.

The meow is the most often used of the vowel patterns—vocalizations produced with the mouth first open and then gradually closing.

- The sound cats make when highly aroused by the sight of prey is called chirping.
- When a cat is frustrated (such as when an indoor cat finds he is unable to get to the birds at the feeder), you may hear him chatter.
- When a neonate kitten is cold, isolated from his mother or trapped, he issues a distress call—also sometimes called an anger wail. As the kitten matures, the distress call is used when play is too rough or the cat finds something else to protest.

## A Hiss Is Just a Hiss?

All threat vocalizations are produced with the mouth held open. These sounds mirror the cat's intense emotional state. A hiss is uttered when a cat is surprised by an enemy. A high-pitched shriek or scream is expressed when the cat is in pain or fearful and aggressive. Snarling is often heard when two toms are in the midst of a fight over territory or female attention. And a long, low-pitched growl warns of danger.

**Tags:**

**Behavior**

**Animal:**

**Cats**

blue." They weren't even aware of the initial trigger (for example, a cat outside who passed by 30 minutes before the attack). A redirected attack occurs only if an agitated cat is approached or there's someone close by. The cat won't go looking for someone to attack! It's not a malicious or even intentional type of aggression. It's almost like a reflex, done automatically without thought. This is why it's never a good idea to break up a cat fight or approach an agitated cat showing defensive or offensive aggression postures. Some common triggers for redirected aggression are:

- Watching another cat through a door or window
- Watching or stalking birds, squirrels or other prey animals
- Smelling another cat's odor on a family member, a visitor or clothing
- Coming indoors after getting outside if the cat usually lives only indoors
- Hearing high-pitched noises
- Being frightened or harassed by a dog
- Having a person intervene in a cat fight
- Being in an animal shelter, surrounded by the sight, smell and sounds of other cats

### Petting-Induced

Some cats enjoy being petted, held, carried and even hugged. Some merely tolerate these activities with their owners, or they like being petted but not carried. And a few don't like being petted at all. Petting-induced aggression occurs when a cat suddenly feels irritated by being petted, nips or lightly bites the person petting him, and then jumps up and runs off. This type of aggression isn't well understood, but behaviorists think that physical contact, like stroking, can quickly become unpleasant if it's repeated over and over. Repetitive contact can cause arousal, excitement, pain and even static electricity in a cat's fur. Imagine if someone rubbed your back but, instead of moving his hand all over your back, he rubbed in just one spot, over and over. That could quickly become unpleasant. Your cat might feel the same way: what started out feeling good is now irritating, and he wants you to stop. This type of aggression is more common in males than females. When your cat signals you to stop petting, the best response is simply to stop. With careful observation of your cat's communication signals, you'll usually see warning signs, such as:

- Quickly turning his head toward a person's hand
- Twitching or flipping his tail
- Flattening his ears or rotating them forward and back
- Restlessness
- Dilating pupils

Please see our article, [Petting-Induced Aggression](#) [3], for more information.

### Pain-Induced and Irritable

Pain-induced and irritable aggression are triggered by pain, frustration or deprivation, and they can be directed toward people, animals and objects. Any animal—including humans—can aggress when in pain. So even a well-socialized, normally docile cat can lash out when he's hurt, when someone tries to touch a painful part of him (for example, to medicate his infected ears), or when he's in pain and he anticipates being handled because someone is approaching him. Cats with aggression problems should always be examined for underlying medical problems,

especially painful diseases such as arthritis, dental pain and abscesses from fighting. Painful punishment is not only ineffective for changing cat behavior, it can also trigger pain-induced aggression and worsen other types of aggression, like fear and territorial aggression. Body postures will usually be defensive.

## Maternal

All mothers have instincts to protect their offspring from potential danger. Maternal aggression can occur when a mother cat (called the queen) with her kittens is approached by people or other animals whom she perceives as a threat. It's more often directed at other cats, but it can be directed toward people, too. Queens can be quite aggressive when defending their young, especially in the first few days after birth. For this reason, it's a good idea to avoid handling kittens during the first few days of their lives.

## Idiopathic

The classification of idiopathic aggression includes any type of aggression whose cause can't be determined or explained through behavior history or medical exam. Cats with this type of aggression can attack their owners violently. They may bite repeatedly and remain in an aroused state for long periods of time. Redirected aggression must be closely considered and ruled out as a possible cause before a diagnosis of idiopathic aggression is made. These cats are dangerous, and pet parents of such cats should carefully assess their quality of life, as well as the safety of those around them.

## Predatory

Cats are predators, and predatory behaviors are completely natural and highly motivated behaviors for them. Many experts don't classify predation as aggression because its purpose is to obtain food—unlike other types of aggression, which are responses to conflict. Cats are superb hunters. They use their acute vision and sensitivity to high-pitched sounds to locate their prey. They hunt insects, reptiles, rodents, young rabbits and birds. Most cats specialize in rodents, such as mice and voles, but a few become good at killing birds. When a cat detects potential prey, his predatory sequence of behaviors starts with silent stalking, watching and waiting for the perfect moment to strike (his rear end might wobble from side to side and his tail might twitch). Then he'll finally sprint toward the prey and strike it with his front paws. If he's successful, he'll deliver a killing bite that all cat species use—he'll bite the prey at the back of the neck to sever the spinal cord. If your cat likes to watch out the windows, you may have seen him become focused, twitch the end of his tail and move his mouth to make a strange chattering sound. When cats do this, it's because they've detected prey that they'd like to hunt. For more information on feline predatory behavior and how to deal with it, please see our article, [Predatory Behavior in Cats](#) (4).

## Always Work with Your Veterinarian

A medical workup is essential for all aggressive cats. Some cats behave aggressively because of a medical condition or complication. In addition to acute painful conditions, cats with orthopedic problems, thyroid abnormality, adrenal dysfunction, cognitive dysfunction, neurological disorders and sensory deficits can show increased irritability and aggression. Geriatric cats can suffer from confusion and insecurity, which could prompt aggressive behavior.

Certain medications can alter mood and affect your cat's susceptibility to aggression. Even diet has been implicated as a potential contributing factor. If a medical problem is detected, it's crucial to work closely with your veterinarian to give your cat the best chance at improving.

### Always Work with a Professional

Aggression can be a dangerous behavior problem. It is complex to diagnose and can be tricky to treat. Many behavior modification techniques have detrimental effects if misapplied. Even highly experienced professionals get bitten from time to time, so living with and treating an aggressive cat is inherently risky. A qualified professional can take a complete behavior history, develop a treatment plan customized for your cat and coach you through its implementation. She can monitor your cat's progress and make alterations to the plan as required. If appropriate, she can also help you decide when your cat's quality of life is too poor or when the risks of living with your cat are too high and euthanasia is warranted. Please see our article, [Finding Professional Help](#) [5], to locate a Certified Applied Animal Behaviorist (CAAB or ACAAB) or board-certified veterinary behaviorist (Dip ACVB) in your area for guidance.

1Hetts, Suzanne. (1999). *Pet Behavior Protocols*. Lakewood, CO: AAHA Press.

### Tags:

[Cat Behavior - Aggression Issues](#) [6]

### Animal:

[Cats](#) [7]

### Sitecore itemid:

5a0fdd23-47d5-4db9-9f95-610b9d98f0e4

### Sitecore key:

aggression-in-cats

Source URL: <http://www.aspca.org/pet-care/virtual-pet-behaviorist/cat-behavior/aggression-cats>

### Links:

- [1] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/cat-behavior/aggression-between-cats-your-household>
- [2] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/cat-behavior/cats-who-play-rough>
- [3] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/cat-behavior/petting-induced-aggression>
- [4] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/cat-behavior/predatory-behavior-cats>
- [5] <http://www.aspca.org/pet-care/virtual-pet-behaviorist/finding-professional-help>
- [6] <http://www.aspca.org/taxonomy/term/358>
- [7] <http://www.aspca.org/taxonomy/term/120>



## LmaskIOSK - Quick Reference

### Opening setup

Step 1 - Turn on Computer

Step 2 - Use Password **Imaskiosk** to log on

Step 3 - Open Internet Explorer

Step 4 - Open 4<sup>th</sup> tab to display the Shelter Inventory

Citizen has lost a Pet and wants to view our animals

Step 1 - Have them select the Lost Cat or Dog registration Form, it's the 2<sup>nd</sup> or 3<sup>rd</sup> Tab on the screen

Step 2 - They must fill out the form and press the submit button.

Exception - If they truly do not have an email address, tell them to use [animals@louisvilleky.gov](mailto:animals@louisvilleky.gov)

Step 3 - After they submit the information they must select edit

Step 4 - They must print the registration for proof prior to taking a Lost Walk

Citizen has lost a Pet and already registered

Find the Kennel record in Chameleon, print a Kennel ~~card~~ LOST REPORT

\*Remember to suggest the free lost pet ad provided  
at [courier-journal.com](http://courier-journal.com)

Citizen has lost a Pet and wants to view our animals

Step 1 – Have them select the Lost Cat or Dog registration Form, it's the 2<sup>nd</sup> or 3<sup>rd</sup> Tab on the screen

Step 2 – They must fill out the form and press the submit button at the bottom of the form

Submit Request

Exception – If they truly do not have an email address, tell them to use [animals@louisvilleky.gov](mailto:animals@louisvilleky.gov)

**Lost DOG Registration**

Please fill in the form below.  
You will be emailed automatically when an animal matching what you select is registered as FOUND or shows up at one of the following shelters:

Louisville Metro Animal Services  
[Click here to request shelter](#)

This page is not maintained by any animal shelter, but it is our policy to forward your information to shelters that have supplied us with an appropriate email address.  
None of the shelters from the above list have done so. You will still receive emails.  
Automatic Email-Requests are effective for 30 days. After that you will be asked to submit a new request. Emails are sent once per day.  
We do not accept information from pet stores or breeders. By the transfer of information to us you are certifying that you do not represent a pet store or breeder.

After filling in this form you will have the opportunity to select Lost Pet Postcards options

\*First Name: \_\_\_\_\_  
\*Last Name: \_\_\_\_\_  
\*Email Address: \_\_\_\_\_  
\*Confirm Email Address: \_\_\_\_\_  
Email Format: HTML ☐ Receive Email even if no animals found?  
\*Public Area Code and Phone: \_\_\_\_\_ (this will be printed on Lost Pet Postcards, if you purchase them)

**PETHARBOR**  
Find a friend. Save a life.

Home Privacy Policy

Enter Street and Zip Code

Crossing Field on Kennel Screen

What is the name of your LOST Pet?  
\*Breed: Please Select ☐ Search for Similar Breeds (recommended)  
Please fill in these descriptive fields as best you can. The first four of these choices will narrow your search returning fewer animals.  
Gender: No Preference  
Approximate Age: No Preference  
Size: No Preference  
Mostly what 2nd Color: No Preference  
Coat: No Preference  
Bars: No Preference  
Nose: No Preference  
Tail: No Preference  
Collar Type: No Preference  
Collar Color: No Preference

The descriptors help the Staff and the Officers in the Field identify your lost Pet.

Internet Protected Mode Off

**Step 3 – After they submit the information they must select edit:**

Thank you for your information.  
Processing has completed. You will receive an email shortly confirming that we have received your information.

NOTE: the email will contain a link which you must click on in order to Activate your Request.  
If your email or Breed Interest is not correct, or if you have changed your mind,  
[Click Here to Cancel your Request at any time](#)

If you choose to produce Lost Pet Postcards, the text below will appear on each Postcard.  
Please check it for accuracy before you start the transaction

**LOST CAT**  
Have You Seen Cat?  
Please Call Betty (502) 974-2211  
My cat looks pretty like an American cat shorttail, I would best describe my pet as the following... this is a best record  
Last Seen Place: 3105 roadhouse road Louisville, KY 40215 in Louisville. This is a pet record  
Last taken in your state on 8/10/2012

[Click Here to Edit your Profile](#)

Don't forget to select how many Lost Pet Postcards you want to send!  
Lost Pet Postcards are a proven way to help find your lost pet.

**Step 4 – They must print the registration for proof prior to taking a Lost Walk**

**Editing Lost CAT Registration**

Please Make Changes to your information in the form below, then press the 'Submit Request' button.  
You will be emailed automatically when an animal matching what you select is registered as FOUND or shows up at one of the following shelters:  
[Louisville Metro Animal Services](#)  
[Rocky Hill Humane Society](#)

This page is not monitored by any animal shelter, but it is our policy to forward your information to shelters that have supplied us with an appropriate email address.  
None of the shelters from the above list have done so. You will still receive emails.  
Automatic Email Requests are effective for 30 days. You have 30 days remaining. After that you will be asked to submit a new request. Emails are sent once per day.

We do not accept information from pet stores or breeders. By the transfer of information to us you are certifying that you do not represent a pet store or breeder.  
This record's status is currently PENDING. Editing is not available.

After filling in this form you will have the opportunity to select Lost Pet Postcards options

No image is currently available for this animal

The Kiosk is setup to print duplex on the printer in intake.

## Sample email requesting activation of Lost and Found report.

From: Support@PetHarbor.com [mailto:Support@PetHarbor.com]  
Sent: Friday, August 17, 2012 9:54 AM  
To: Animals  
Subject: We have received your information.

Dear betsy helm, Thank you for your information. After you have Activated your request, we will send you an email when animals matching your request show up at the following animal shelters:  
Louisville Metro Animal Services.

Your request will be effective for 30 days. After 30 days you will be asked to submit a new request. Emails are sent once per day.

NOTE: YOU MUST FIRST ACTIVATE YOUR REQUEST BEFORE WE WILL SEND YOU ANY MORE EMAILS.

Activate by following the link below or copying and pasting it into your browser.  
[http://www.PetHarbor.com/WebForm\\_ConfirmRequest.aspx?req\\_id=995267](http://www.PetHarbor.com/WebForm_ConfirmRequest.aspx?req_id=995267)

DO NOT REPLY TO THIS EMAIL.

YOU MUST USE THE LINK ABOVE TO ACTIVATE YOUR ACCOUNT.

Replies are not checked.

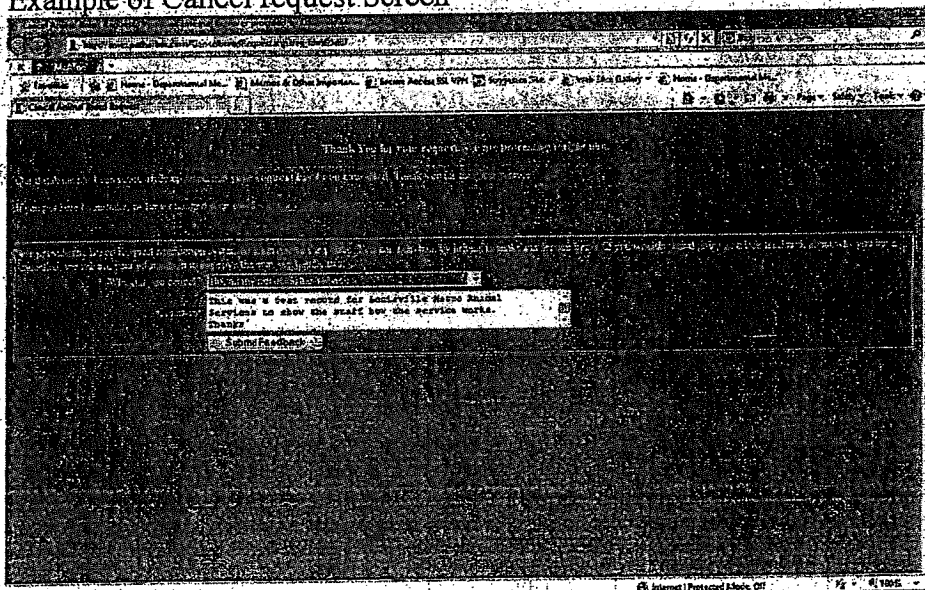
To cancel your registration at any time click the following link or copy and paste it into your browser:  
[http://www.PetHarbor.com/CancelBreedRequest.asp?req\\_id=995267](http://www.PetHarbor.com/CancelBreedRequest.asp?req_id=995267)

Do not rely on this site or any email you receive as your sole source for finding your pet. Many breeds can be misidentified as another similar breed. Checking the shelter in person is the best way to find a missing pet.

If you uploaded an image there will be an approval delay of a couple of business days.

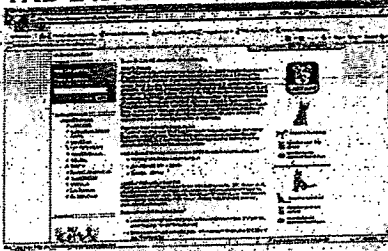
HLP, Inc. and PetHarbor make no assertions about the availability, behavior or condition of any animal.

### Example of Cancel request Screen

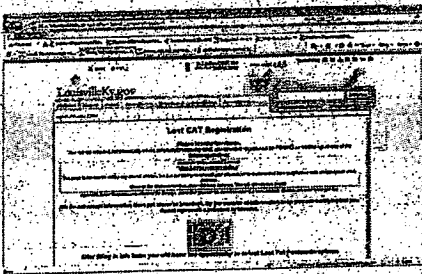


This is the home screen on LMAS Kiosk

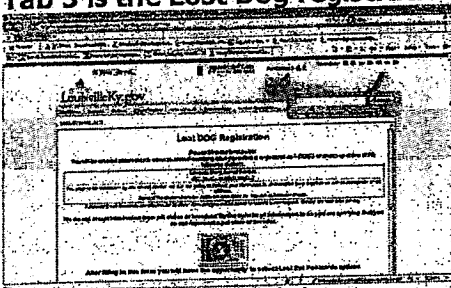
TAB 1 is the Lost and Found page on our Public website



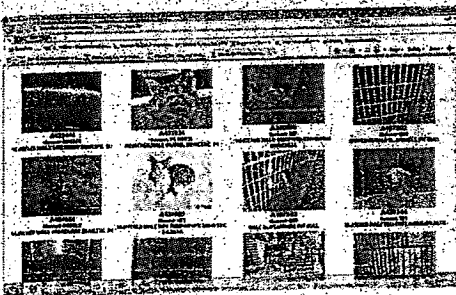
Tab 2 is the Lost Cat registration form

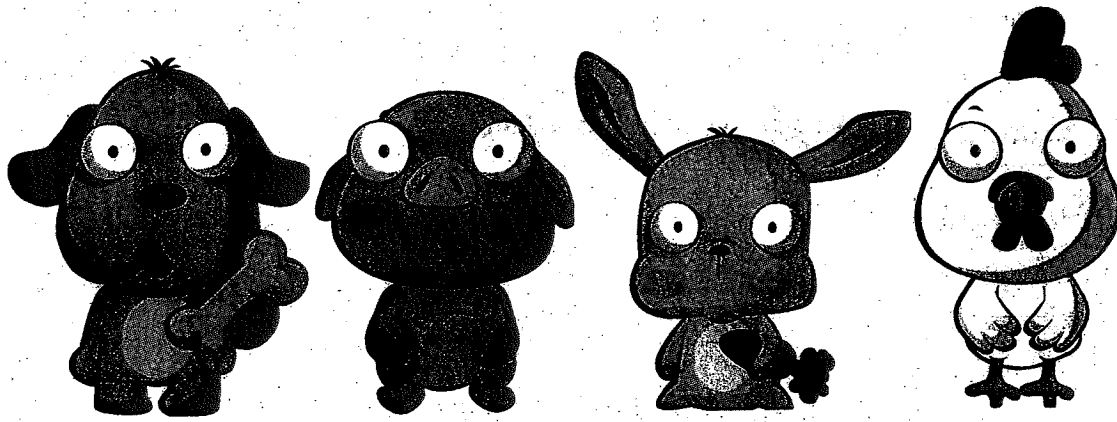


Tab 3 is the Lost Dog registration form



Tab 4 is a scrolling view of the kennel inventory





# LOST PET INFORMATION



## What Next?

- **File Your Lost Report with Metro Animal Services!**
  - **Search Your Neighborhood**
- **Contact Your Microchip Company Immediately!**
  - **Create a Lost Pet Flyer**
- **Distribute Flyers in Your Area, Stores, Shelters**
  - **Check the Newspaper Daily**
- **Call Veterinarian's Offices, Shelters, Rescues, Groomers**
  - **Place an ad on Craigslist and share it on Facebook**
  - **Check Craigslist and Facebook Lost Pages Daily**
  - **Visit Area Shelters and Shelter Websites Often!**



**For a Free Lost Pet Flyer Template Visit**

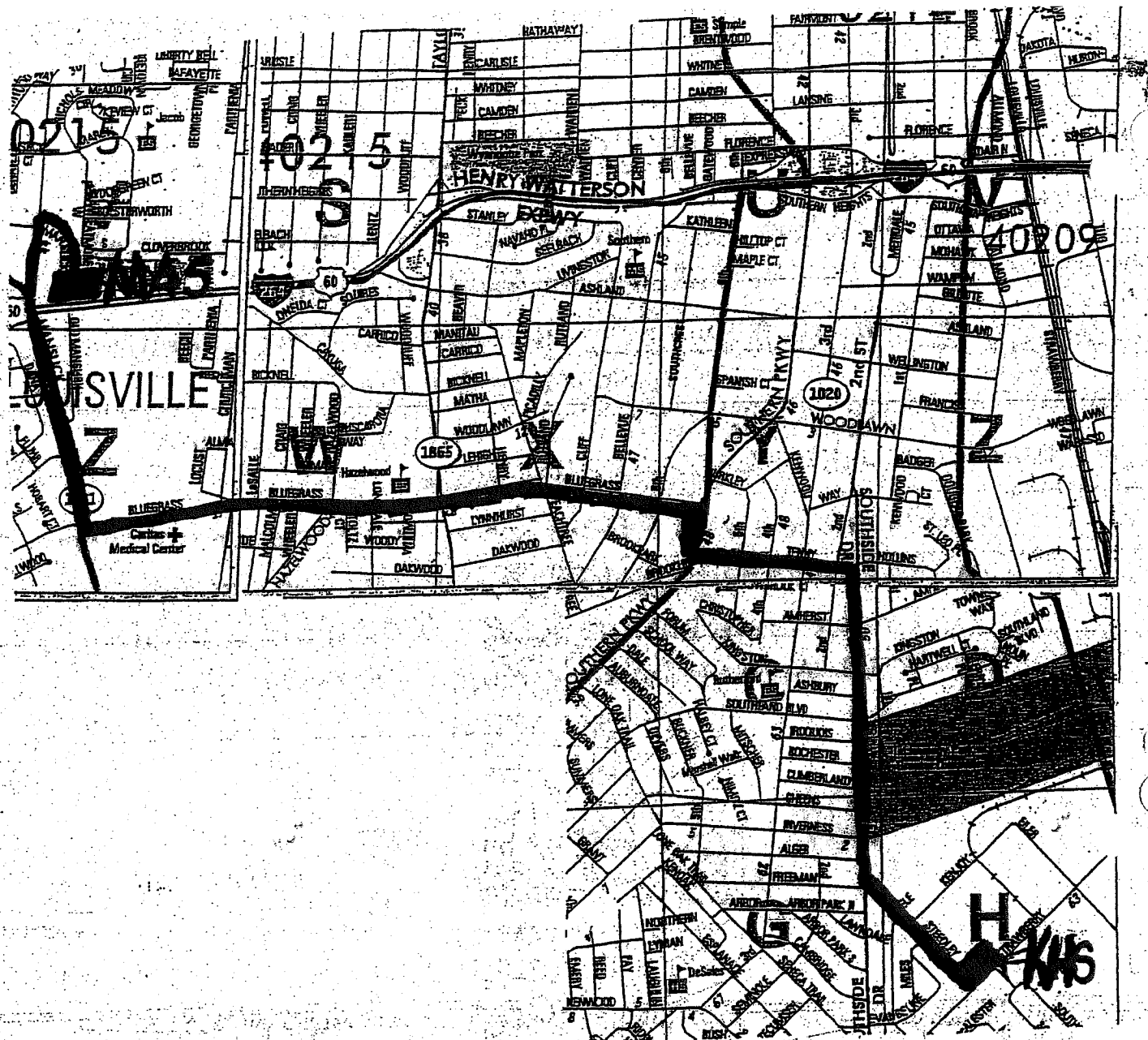
**[www.missingpetflyer.com](http://www.missingpetflyer.com)**

### **Other Web Resources**

**[www.PetHarbor.com](http://www.PetHarbor.com)**

**[www.LostPetsKentuckiana.org](http://www.LostPetsKentuckiana.org)**

**[www.LouisvilleLostAndFound.com](http://www.LouisvilleLostAndFound.com)**



## DIRECTIONS TO THE KENTUCKY HUMANE SOCIETY

241 STEEDLY DR. 40214 (502-366-3355)

- GO TO THE END OF THE DRIVE AND TURN LEFT ON TO MANSLICK RD.
  - GO PAST THE FIRE HOUSE AND TURN LEFT ON TO BLUEGRASS PKWY.
- AT STOP SIGN, GO RIGHT THEN IMMEDIATELY A LEFT AT THIS INTERSECTION.
- THIS STILL BLUEGRASS, IT WILL END AT SOUTHERN PKWY, YOU WILL TURN RIGHT AND THEN TAKE FIRST LEFT (TENNY AVE.)
- TAKE TENNY AVE. TIL IT ENDS AT SOUTHSIDE DR. AND TAKE A RIGHT.
  - PAST TECHNOLOGY PARK AND TURN LEFT ON TO STEEDLY DR.
  - KENTUCKY HUMANE SOCIETY IS LOCATED ON THE LEFT TOWARDS THE END OF THE ROAD.

*\*Lost reports  
are filed in binder  
by date of report*

# LOUISVILLE METRO ANIMAL SERVICES

ONLY USED  
IN THE EVENT COMPANIONS  
ARE UNAVAILABLE

## LOST ANIMAL REPORT

☐ DOG ☐ CAT ☐ OTHER

DATE LOST: maybe different than report date  
(Month/Day/Year)

BREED: \_\_\_\_\_

COLOR(S): \_\_\_\_\_

SEX: ☐ M ☐ A/M ☐ F ☐ S/F

AGE: \_\_\_\_\_ (Years/Months)

COAT:

☐ SHORT ☐ MEDIUM ☐ LONG ☐ WAVY ☐ THICK  
☐ CURLY ☐ COARSE ☐ SMOOTH ☐ CLIPPED

TAIL:

☐ DOCKED ☐ LONG ☐ FEATHERED ☐ CURLY

EARS:

☐ CROPPED ☐ FLOPPY ☐ POINTED ☐ FOLDED ☐ THICK

EYES (COLOR): \_\_\_\_\_

DECLAWED: ☐ YES ☐ NO

COLLAR(S): \_\_\_\_\_

(Color and Type of Collar - Only if wearing when lost)

LICENSE/TAGS (NUMBER): \_\_\_\_\_

These numbers can help you determine  
(Only if wearing when lost) If the animal is in  
our system already

TATTOO/IDENTIFYING MARKS: \_\_\_\_\_

commonly in ears, on stomach,  
inside of thighs

PET'S NAME: \_\_\_\_\_

TEMPERAMENT: \_\_\_\_\_

WHERE LOST: \_\_\_\_\_

if different than home address then  
ask for specific address or desc. Cex - Speedway on Dixie Hwy.

OWNER'S NAME: \_\_\_\_\_

STREET: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_

ZIP: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_

WORK/CELL: \_\_\_\_\_

SPEED

COLORS

SEA  
(ALTERED?)

ZIP CODE

REPORT DATE

FILLED OUT BY STAFF ONLY

Date they  
came in &  
filled out

*allie swan  
is completely  
pulled out*

*I make sure  
they write*

# Animal Shelters & Rescue Organizations

## Surrounding Louisville Metro

<b>Shelter Name</b>	<b>Address</b>	<b>Telephone Number</b>
Alley Cat Advocates	204 Bardstown Road Louisville, KY 40205	502-634-8777
Animal Care Society	12207 Westport Road Louisville, KY 40245	502-426-6303
Chelsea's Legacy	P.O. Box 17425	502-931-7025
Kentucky Humane Society KHS	241 Steedly Drive Louisville, KY 40214	502-366-3355
Shamrock Foundation	P.O. Box 24033 Louisville, KY 40224	502-585-3220
Bullitt County Animal Control	545 Clermont Road Shepherdsville, KY 40165	502-543-8686
Shelby County Humane Society	400 Hudson Boulevard Shelbyville, KY 40065	502-633-4033
Oldham County Humane Society	2419 S Highway 53 La Grange, KY 40031	502-222-7537
HOPE for Pets	<a href="http://www.hopeforpets.com">www.hopeforpets.com</a>	502-955-3586
Woodstock Animal Foundation	6791 Shelbyville Road Simpsonville, KY 40067	859-277-7729
No Kill Louisville	<a href="http://www.No-Kill-Louisville.com">www.No-Kill-Louisville.com</a>	<a href="http://www.No-Kill-Louisville.com">www.No-Kill-Louisville.com</a>
Lexington Humane Society	1600 Old Frankfort Pike Lexington, KY 40504	859-233-0044
Animal Protection Agency (Indiana)	702 East 11 <sup>th</sup> Street Jeffersonville, IN 47130	812-283-6555
Clark County Animal Shelter (Indiana)	2406 Hamburg Pike Jeffersonville, IN 47130	812-282-0071
New Albany/Floyd County Animal Shelter (Indiana)	215 W. Market Street New Albany, IN 47150	812-948-5355
JB Ogle Animal Shelter (Indiana)	201 Willinger Lane Jeffersonville, IN 47130	812-282-0071

### Microchip Contacts

HomeAgain- 888-466-3242

AVID- 800-336-2843

AKC- 800-252-7894

24PetWatch- 866-597-2424

Banfield- 877-567-8738

## ***The Many Benefits of Spaying or Neutering Your Pets***

Many people believe that their pet's offspring won't contribute to the pet over population problem. Unfortunately, this is far from reality. Metro Animal Services (MAS) receives more than 15,000 animals per year; the majority of them are unaltered and between the ages of 10 and 18 months. Many of these animals are born accidentally; many others are from amateur breeders unaware of the accountability associated with responsible breeding. Thereby the story is simple: the pet is acquired from one of too many offspring with good intentions of keeping and enjoying the animal for ever, but for a myriad of reasons the pet will end up at MAS without the knowledge of the breeder. Another common situation is that the breeder will find new homes for the offspring before they are ready to leave the mother, but once the offspring are ready to leave, many of families who promised to give homes to the offspring change their minds, and the breeder ends up bringing their litter surplus to MAS.

For every animal that is born, there are countless others waiting for the chance of a home at MAS. For every person born there are 15 dogs and 45 cats born, so in order to find a home for every animal, a family of four would have to house 60 cats and 180 dogs! There simply aren't enough homes for all the puppies and kittens that are born.

### **Benefits of Spaying and Neutering**

- ☼ Females will not come into heat, and you won't have unwelcome males suitors hanging around or female dog blood stains and leaks in your house
- ☼ Spaying or neutering is a foolproof method of birth control that lasts a lifetime
- ☼ Annual licensing fees are cheaper: \$9 for a spayed or neutered cat, dog or ferret, versus \$50 for an unaltered cat, dog or ferret. That's an annual savings of \$41!
- ☼ Spaying or neutering provides relief from such hormone driven urges as:
  - ☼ Aggression toward other animals, particularly for males
  - ☼ The urge to escape from your yard or home and roam the neighborhood looking for females. A male dog can smell a female in heat for up to 3 miles. Male cats can roam for several days before returning home, and in many cases will never come back due to multiple injuries or death caused by fights or vehicle accidents
  - ☼ Territorialism, a the tendency to be overprotective of the animal's home ground
  - ☼ Dominance
  - ☼ Marking territory with urine/feces. Male cats have a strong odor that lasts for a long time and is very difficult to eliminate
  - ☼ Unwanted sexual behavior such as humping, sniffing, licking and arousal
- ☼ You'll be sure that your pet will never have offspring that will end up unwanted, abandoned, neglected or euthanized
- ☼ Your pet will live a longer happier life because it will have a reduced chance of hormone induced illnesses, cancers, genital abscess, infections, inflammation, adenoma, tumors and hyperplasia and mastitis on females

### **Myths**

**My pet will get fat.** Your pet will only get fat if you overfeed, give inappropriate food or do not provide enough exercise.

Letting my pet have a litter is a good way to teach my children about childbirth. This is clearly not a good idea for the reasons enumerated above. Fortunately, there are countless videos, DVD's and books that will do a much better job of educating your children without adding to the pet overpopulation problem. It will also save you the headaches suffered by inexperienced breeders as they struggle to provide the expensive care and medical services the litter will need, as well as the \$150 fee you must pay and breeding facility inspection you must have to obtain a Class A Kennel License in order to legally have a litter in Louisville Metro.

☒ The ordinance pertaining to breeding and animal sales is stated on the back of this sheet.



# LOUISVILLE METRO ANIMAL SERVICES

ANIMAL ID # \_\_\_\_\_

Pen# \_\_\_\_\_

Incident/Call for Service # ACO ONLY

Animal Services Employee: \_\_\_\_\_

M T W TH F S :SU

Incoming Date: \_\_\_\_\_

Incoming Time: \_\_\_\_\_

ANIMAL BROUGHT IN VIA: ☐ County Official ☐ Citizen

ANIMAL INITIAL STATUS: ☐ Stray ☐ Unwanted ☐ Confined ☐ Trapped ☐ Sick ☐ Injured  
☐ Prt. Custody ☐ Mandatory/Confiscate ☐ Quarantine ☐ DOA  
☐ ET by Owner ☐ Return to Shelter ☐ Other: \_\_\_\_\_

Citation Issued: ☐ Yes ☐ No ☐ Pending

← PRIMARY ACO USE →

Hold: ☐ Court ☐ Inspection

## INTAKE INFORMATION:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

DOB: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Work/Other Telephone: \_\_\_\_\_

Driver's License State and License Number: \_\_\_\_\_

Impound Location: \_\_\_\_\_

How long have you had the animal/been caring for the animal: \_\_\_\_\_

## ANIMAL DESCRIPTION

Species: \_\_\_\_\_ Breed (if applicable): \_\_\_\_\_ Color: \_\_\_\_\_

Animal's Name: \_\_\_\_\_ Sex: M AM F SIF Age: \_\_\_\_\_ Weight: \_\_\_\_\_

Tail: ☐ Docked ☐ Long ☐ Medium ☐ Short ☐ Curled ☐ Bushy ☐ None

Ears: ☐ Cropped ☐ Flappy ☐ Point ☐ Fold ☐ Vazze ☐ Short ☐ Medium ☐ Long

Coat: ☐ Short ☐ Medium ☐ Long ☐ Wavy ☐ Thick ☐ Curly ☐ Coarse ☐ Smooth ☐ Clipped

Collar: \_\_\_\_\_ Tattoo: \_\_\_\_\_ Micro chip: \_\_\_\_\_

Tag Information: \_\_\_\_\_

Rabies Tag/No: \_\_\_\_\_

Rabies Vaccination from: \_\_\_\_\_

Date of Bite/Ref: \_\_\_\_\_

Qtn End Date: \_\_\_\_\_

Temperament: \_\_\_\_\_

De-clawed: \_\_\_\_\_

Eyes: \_\_\_\_\_

Physical Condition: Left injury / abnormal

Comments: \_\_\_\_\_

## NON-IMPOUND OWNED DISCLAIMER/ACKNOWLEDGEMENT

I certify that I do ☐ legally own the animal described above and that I surrender ☐ all rights and interests to property in this animal. For owned animal, I also certify that no other person has a right to property in the aforesaid animal. If surrendered, I hereby agree that the animal shall be disposed of at the discretion of Louisville Metro Government. Such disposition includes adoption or immediate euthanasia. It is also expressly agreed that Louisville Metro Government or any of its officials, employees, or agents will not incur any obligation or liability on account of such disposition of such animal. Further, I understand that I may become liable for criminal prosecution by falsely claiming ownership of this animal. To the best of my knowledge, this animal described above has ☐ / has not ☐ bitten anyone within the last ten days. I understand a \$30 fee is assessed for any euthanasia request.

Signature \_\_\_\_\_

Date \_\_\_\_\_

REASON: \_\_\_\_\_

## STRAY DISCLAIMER/ACKNOWLEDGEMENT

I certify that I do not ☐ legally own the animal described above and that I surrender ☐ all rights and interests to property in this animal. If surrendered, I hereby agree that the animal shall be disposed of at the discretion of Louisville Metro Government. Such disposition includes adoption or euthanasia. It is also expressly agreed that Louisville Metro Government or any of its officials, employees, or agents will not incur any obligation or liability on account of such disposition of such animal. Further, I understand that I may become liable for criminal prosecution by falsely surrendering this animal. To the best of my knowledge, this animal described above has ☐ / has not ☐ bitten anyone within the last ten days.

Signature \_\_\_\_\_

Date \_\_\_\_\_

THIRD PARTY INTEREST: \_\_\_\_\_

## REQUEST FOR TIME OFF

This form is to be filled out for any time off requested.

Date(s) requested: \_\_\_\_\_

Reason for request: Personal \_\_\_\_\_ Vacation \_\_\_\_\_ Sick \_\_\_\_\_ Other \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Approved: \_\_\_\_\_ Denied \_\_\_\_\_ Supervisor \_\_\_\_\_ Date \_\_\_\_\_

---

## METRO ANIMAL SERVICES

### REQUEST FOR TIME OFF

This form is to be filled out for any time off requested.

Date(s) requested: \_\_\_\_\_

Reason for request: Personal \_\_\_\_\_ Vacation \_\_\_\_\_ Sick \_\_\_\_\_ Other \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Approved: \_\_\_\_\_ Denied \_\_\_\_\_ Supervisor \_\_\_\_\_ Date \_\_\_\_\_

---

## METRO ANIMAL SERVICES

### REQUEST FOR TIME OFF

This form is to be filled out for any time off requested.

Date(s) requested: \_\_\_\_\_

Reason for request: Personal \_\_\_\_\_ Vacation \_\_\_\_\_ Sick \_\_\_\_\_ Other \_\_\_\_\_

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Approved: \_\_\_\_\_ Denied \_\_\_\_\_ Supervisor \_\_\_\_\_ Date \_\_\_\_\_

---

AID#

Kennel #

# Pet Adoption Survey

**animal house**  
ADOPTION CENTER

Thanks for your interest in adopting a pet from Metro Animal Services' Animal House Adoption Center!  
Please take a moment to tell us about yourself so we can help you make the best match when choosing a pet!

Why do you want to adopt a pet? Companion, service animal, working animal, ect

Why is today the right time to add a new pet to your life? \_\_\_\_\_

## The Basics

*\*if poss. attach copy of ID to application*

Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Alternate Phone: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Driver's License #: \_\_\_\_\_

Issuing State: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Email: \_\_\_\_\_

## The Details

Describe your household (size, # of people, # of pets, yard, etc.): \_\_\_\_\_

Are there children under 10 years of age that live in the home/ visit frequently (grandchildren, nieces/nephews, etc)? \_\_\_\_\_

Anyone in the household have allergies? \_\_\_\_\_

Does everyone in the household agree on adopting a pet? \_\_\_\_\_

Do you: ☐ own your home ☐ rent your home ☐ live with family ☐ other? Explain \_\_\_\_\_

*If you rent...*

Have you notified your landlord/management office that you are interested in adopting a pet? \_\_\_\_\_

Name of landlord/management company: \_\_\_\_\_

Phone: \_\_\_\_\_

*If you live with family...*

Name of family member who owns the home: \_\_\_\_\_

Phone: \_\_\_\_\_

Have you discussed with this person your desire to add a pet to the home? \_\_\_\_\_

\*\*\* If you do not own your home, we will verify with the owner/landlord that you have permission to own a pet on the property and that they approve of the type and breed of pet you are interested in adopting. \*\*\*

Have you adopted from us before? \_\_\_\_\_ If yes, what type of pet and when? \_\_\_\_\_

Have you surrendered an animal to us or any other shelter or rescue group? \_\_\_\_\_ If so, what type of pet and why? \_\_\_\_\_

Please be sure to complete both sides of this adoption application.

**Please Visit  
Animal House to  
Adopt Your New Best  
Friend**

**Adoption Hours:**

Monday CLOSED

Tuesday 12pm - 6pm

Wednesday 12pm - 7pm

Thursday- Friday 12pm - 6pm

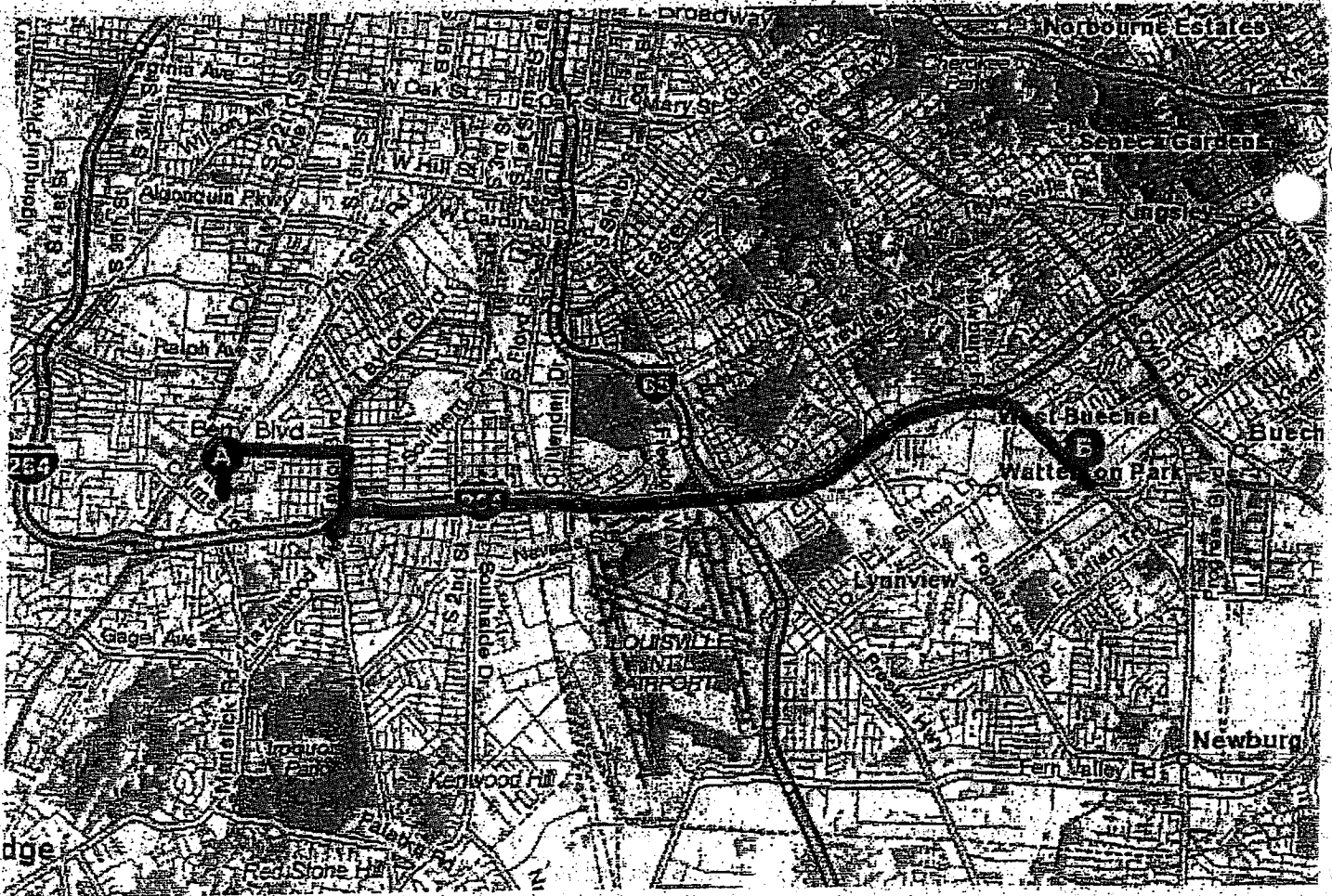
Saturday ~~12pm~~ - 6pm

Sunday 12pm - 6pm

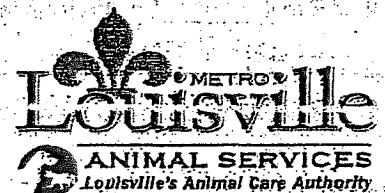
**We offer the largest selection of  
adoptable animals in one organization.**

**Directions to 3516 Newburg Road:**

- Start out going NORTH on MANSICK RD/KY-1931 N toward MARCH BLVD.
- Turn RIGHT onto BERRY BLVD/US-60-ALT.
- Turn RIGHT onto TAYLOR BLVD/KY-1865
- Merge onto I-264 E/US-60 E.
- Take the KY-1703/NEWBURG RD exit, EXIT 15.
- Turn RIGHT onto NEWBURG RD/KY-1703 S.
- 3516 NEWBURG RD is on the RIGHT.



For more information please call: Metro Animal Services at  
475-PETS(7367) or go to [www.Louisvilleky.gov/AnimalServices](http://www.Louisvilleky.gov/AnimalServices)





**Lost Pets  
Kentuckiana**

Finding lost pets in the Greater Louisville area



**LostPetsKentuckiana.org of the Greater Louisville and  
Southern Indiana area**  
ANIMAL RESOURCES & FRIENDS



THIS IS A NEW SIGHT THAT IS FREE AND CAN BE USED TO SEARCH FOR LOST AND POST FOUND PETS. IT IS NOT A SHELTER.

ALSO CHECK CRAIGSLIST.COM LOUISVILLE KENTUCKY, LOST AND FOUND. PLACE AN ADD ON THE SIGHT WITH A PICTURE IF POSSIBLE.

MAKE SURE YOU CHECK VISUALLY AT LEAST EVERY 4 DAY. STRAYS ARE ONLY HELD FOR 5 DAYS.



LOUISVILLE METRO  
DEPARTMENT OF ANIMAL SERVICES

TEL: (502) 361-1318 FAX: (502) 363-9742  
[www.louisvilleky.gov/AnimalServices](http://www.louisvilleky.gov/AnimalServices)



BITE REPORTING FORM

Activity # \_\_\_\_\_

B \_\_\_\_\_ - \_\_\_\_\_

Animal ID# \_\_\_\_\_

VICTIM

Picture of Victim and Wound ☐

Victim Name (last, first) ID#: _____		Date of Birth	SSN or Drivers License #	Victim Phone Number
Address (number, street, city, state, and zip)			Email Address	
Parent/Guardian if Minor/ Owner of Victim Animal		Address (number, street, city, state, and zip)		Phone Number
Victim Animal Name	Breed	Description	Sex	Rabies # License #
Date Bitten	Time Bitten	Address Where Bitten (if no address make sure to put city, state, and zip)		Body Location Bitten
How Bite Occurred (explain)				

Date Treated	Hospitalized <input type="checkbox"/> Yes <input type="checkbox"/> No	Treated By	Phone Number
Type of Treatment			

BITE ANIMAL

Picture of Bite Animal ☐

Owner Name (last, first) PID#: _____		Address (number, street, city, state, and zip)	
Phone number	Date of Birth	Drivers License Number or SSN	Sex
Type of Animal: _____ Name: _____	Was Animal Euthanized? <input type="checkbox"/> Yes <input type="checkbox"/> No Date _____		
Breed _____ Sex: _____	Reason Euthanized: <input type="checkbox"/> Injured <input type="checkbox"/> Sick <input type="checkbox"/> Other		
Description: _____	Please Explain: _____		
	Prior Bites: _____		
Quarantined Location:	Quarantined By:		
Specimen Prepared for Rabies Testing? <input type="checkbox"/> Yes <input type="checkbox"/> No	Vet Name	Date Last Vaccinated:	
By: _____	Rabies #	License #	
	Was Animal Vaccinated for Rabies? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Employee Taking Report:	Date:	Time:
-------------------------	-------	-------

# RABIES EXAMINATION

Address for hand delivery of specimens only!

## Incident Information

Kind of animal: ☐ Dog ☐ Cat ☐ Fox ☐ Skunk ☐ Bat ☐ Raccoon ☐ Other \_\_\_\_\_

Was animal: ☐ Owned ☐ Stray

Was animal vaccinated? ☐ Yes, date \_\_\_\_/\_\_\_\_/\_\_\_\_ ☐ No  
day year

Symptoms suggestive of Rabies? ☐ No ☐ Yes \_\_\_\_\_

County of incident: \_\_\_\_\_

## Reason for Request

Person bitten? ☐ Yes, (name) \_\_\_\_\_ ☐ Animals exposed \_\_\_\_\_  
(area of body) \_\_\_\_\_

Person: ☐ Scratched ☐ Licked ☐ Touched ☐ No known exposure

Other human exposure (specify) \_\_\_\_\_ ☐ Wildlife Survey \_\_\_\_\_  
(county)

## Specimen Information

Animal: ☐ Killed ☐ Died (Date: \_\_\_\_/\_\_\_\_/\_\_\_\_) Packed for shipment: \_\_\_\_/\_\_\_\_/\_\_\_\_  
day mo year day mo year

## Identification

Preference: (Must be a person's name) Owner if known, or Person exposed

Name: \_\_\_\_\_ Phone: \_\_\_\_/\_\_\_\_/\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_ County: \_\_\_\_\_

Submitting County Health Department: **Louisville Metro Dept. of Public Health & Wellness**

City: **430 East Gray St., Louisville, KY 40202** Phone: **(502) 574-6540**

If applicable: Vet Clinic, or Reference Lab (Ref # \_\_\_\_\_)

Name: **Metro Animal Services** Address: **PO Box 16346**

City: **Louisville** ST: **KY** ZIP: **40256** Phone: **(502) 361-1318**

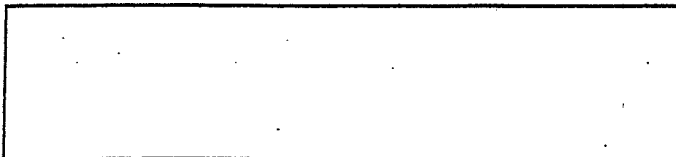
All below for DLS use ONLY

Id#:

Received:

Lab #:

###



## Phone Record

Preliminary Report: \_\_\_\_\_

To: \_\_\_\_\_

Date / time : \_\_\_\_\_

By: \_\_\_\_\_

Confirmatory Report: \_\_\_\_\_

To: \_\_\_\_\_

Date / time: \_\_\_\_\_

By: \_\_\_\_\_

Deliverer

Lab Staff



# DEPARTMENT OF ANIMAL SERVICES

Intake and Vet Facility   Animal House Adoptions

3705 Manslick Rd

3516 Newburg Rd

Louisville, KY 40218

Louisville, KY 40215

Phone: 502-361-1318

Phone: 502-473-7387

Fax: 502-361-3948

Fax: 502-473-2634

Website: [louisvilleky.gov/animalservices](http://louisvilleky.gov/animalservices)

Email: [MASFoster@louisvilleky.gov](mailto:MASFoster@louisvilleky.gov)

## LMAS Foster Agreement and Vet Schedule

Animal ID(s):				<b>Vet Schedule</b>																			
Expected Return Date:				<b>FVRCP or DAPP &amp; Pyrantel</b>																			
Animal Information (check/fill in all appropriate boxes): <table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 15%;">Dog</td><td style="width: 25%;"></td><td style="width: 15%;">Age</td><td style="width: 45%;"></td></tr><tr><td>Cat</td><td></td><td>Weight</td><td></td></tr><tr><td>Male</td><td></td><td>Breed</td><td></td></tr><tr><td>Female</td><td></td><td>Color</td><td></td></tr></table>				Dog		Age		Cat		Weight		Male		Breed		Female		Color		Due Date			
				Dog		Age																	
Cat		Weight																					
Male		Breed																					
Female		Color																					
Date Received																							
Health/Status: <input type="checkbox"/> Underweight <input type="checkbox"/> On Medication <input type="checkbox"/> Injured <input type="checkbox"/> Bottle-Fed Infants <input type="checkbox"/> Infants with mom <input type="checkbox"/> Other  Comments:				Vaccinations can be provided at either location, Tues-Fri, 12-6p.m.																			
				Spay/Neuter Date																			
				Please arrive between 8-9a.m. at 3705 Manslick Rd. No food after midnight the night before, water is okay.																			
				Alternate times are available for all surgery/vaccination appointments. Please contact the Foster Coordinator for details. If an animal needs to be seen by our veterinarian, drop-in hours for foster parents are 12p.m.-3p.m., Mon-Fri at Manslick Rd. For more advanced medical questions, please call 574-5669 or email <a href="mailto:animalservicesvetstaff@louisvilleky.gov">animalservicesvetstaff@louisvilleky.gov</a> . For emergencies, please call 363-6609 (until 11:30p.m.). They will contact the appropriate staff member to handle your concern. <b>Please email <a href="mailto:MASFoster@louisvilleky.gov">MASFoster@louisvilleky.gov</a> or call 574-2247 with any questions.</b>																			

- I agree to provide food, water, shelter, medical care and the best humane treatment of the foster animal(s) I am given to the best of my ability.
- I agree to keep the animal(s) at the property listed on my application, and that I will be their sole caretaker.
- If I decide to adopt this animal, I will sign an adoption agreement and pay the adoption fee of \$35 within 90 days of signing the foster agreement.
- If for any reason either party decides that the foster situation is not working, the animal will be returned to LMAS, located at 3705 Manslick Rd. Louisville, KY 40215.
- I acknowledge that the animal(s) entrusted to me is the property of LMAS. When asked to return the animal(s), I agree to do so without conflict, and I understand that refusal to do so may result in criminal prosecution against me.
- I agree to let LMAS into my home to perform an inspection to ensure that the animal(s) I am caring for is being kept humanely. If LMAS does not feel, for any reason, that this environment is proper for the animal(s), they may reclaim the animal(s) at any time.
- I acknowledge that LMAS has recommended that foster animals be kept separate from my own pets and that there is a risk of infecting my pets with known or unknown diseases, even if they are separated.

Your signature indicates you have read and agreed to the terms of this Foster Agreement.

Foster Parent Name \_\_\_\_\_ PID \_\_\_\_\_

Foster Parent Signature \_\_\_\_\_ date: \_\_\_\_\_

MAS Staff Signature \_\_\_\_\_ date: \_\_\_\_\_

# LOUISVILLE METRO ANIMAL SERVICES OFFICIAL PUNCH EXCEPTION FORM

EMPLOYEE PRINTED NAME: \_\_\_\_\_

PAY PERIOD: \_\_\_\_\_

THROUGH \_\_\_\_\_

DAY	DATE	BEGINNING TIME	ENDING TIME	TOTAL HOURS & MIN	DETAILED EXPLANATION
SUNDAY	/ /	:	:		
MONDAY	/ /	:	:		
TUESDAY	/ /	:	:		
WEDNESDAY	/ /	:	:		
THURSDAY	/ /	:	:		
FRIDAY	/ /	:	:		
SATURDAY	/ /	:	:		
SUNDAY	/ /	:	:		
MONDAY	/ /	:	:		
TUESDAY	/ /	:	:		
WEDNESDAY	/ /	:	:		
THURSDAY	/ /	:	:		
FRIDAY	/ /	:	:		
SATURDAY	/ /	:	:		

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_ Supervisor's Printed Name and Approval Signature \_\_\_\_\_

Date \_\_\_\_\_

\*Falsification of any information or time worked may result in the dismissal of the person responsible for such falsification. (O&C ord. 35.010)(C) I affirm by my signature that this is an accurate attendance report.

\*The Director must approve any work to be completed at home. Manually entered overtime and/or compensatory time will not be awarded in the pay system for missing punch time without this form.