

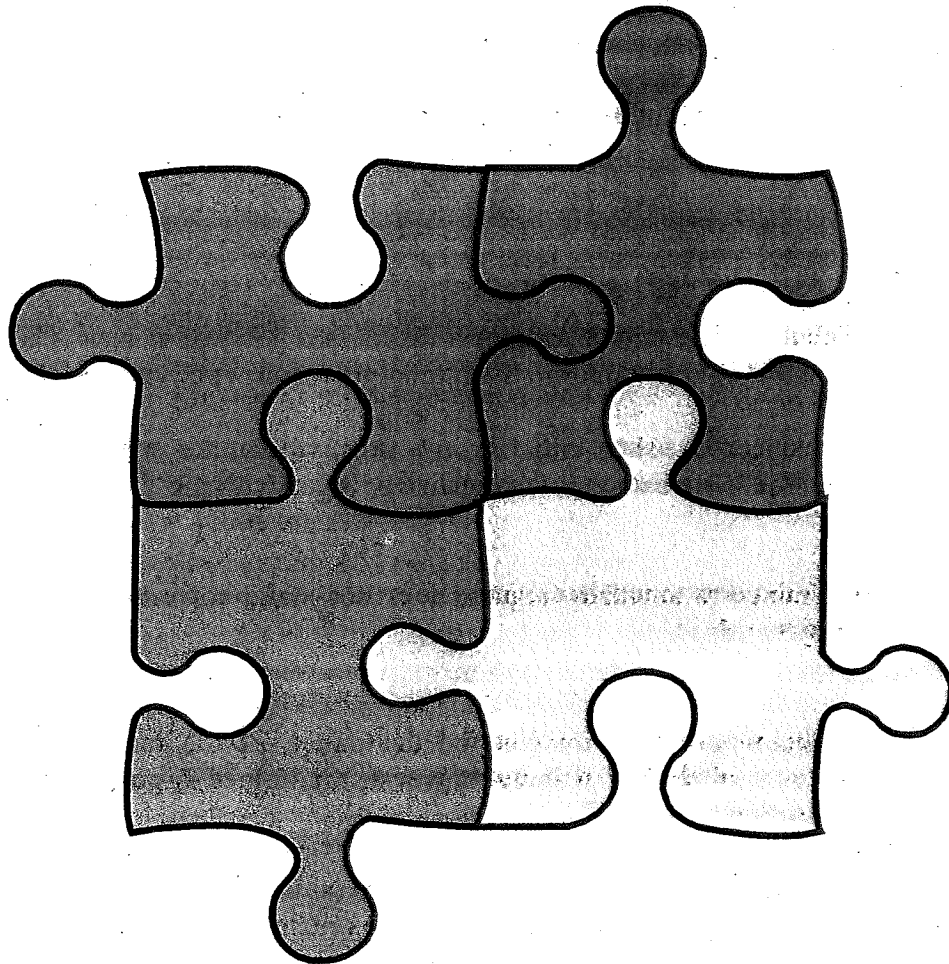


# **AnimalCare**

## **Training Manual**



**LOUISVILLE METRO  
DEPARTMENT OF ANIMAL SERVICES**



***BASIC ANIMAL SERVICES  
EMPLOYEE TRAINING PROGRAM***

# **STANDARDIZED EVALUATION GUIDELINES FOR ANIMAL SERVICES TRAINING PROGRAM**

## **Appearance:**

1. General Appearance – Uniform is appropriate to perform the various duties of an Animal Services employee. Uniform and equipment are neat and clean. Hygiene: No offensive body odor.

Minimum Acceptance: Neat, clean uniform, well groomed hair. No offensive body odors.

Unacceptable: Dirty shoes and/or uniform, long un-kept hair, dirty equipment, offensive body odor.

## **Attitude:**

2. Acceptance of Feedback – The trainee accepts criticism in a positive manner. The trainee takes the corrective criticism and is able to turn criticism into improved productivity/performance.

Minimum Acceptance: Accepts criticism in a positive manner and applies it to further the learning process. The trainee does not rationalize or argue with the TI concerning any corrective criticism.

Unacceptable: Trainee rationalizes, argues, does not make corrections, considers criticism a negative action by the TI.

3. Initiative – At the beginning of the training period, the trainee may be limited in this area due to lack of experience. After several days of training, however, the trainee is performing tasks without the benefit of direct instruction of the TI.

Minimum Acceptance: Recognizes and identifies situations that require Animal Services involvement. Trainee begins assignments without instruction of the TI.

Unacceptable: Does not see or avoids activity. Trainee does not follow-up. Trainee makes little or no attempt to improve in areas of animal control employee's assignments that they have difficulty with.

## **Knowledge:**

4. Agency Policy/Procedure – The trainee demonstrates a competent knowledge of the Agency's policies and procedures as well as City, County and State laws. The level of knowledge is sufficient for the animal control employee to properly perform his/her duties completely and without violating Agency policy.

Minimum Acceptance: The trainee is familiar with most commonly applied policies and/or procedures and usually complies with these policies and procedures. However, an occasional reminder from the TI may be required to perform according to Agency policy.

Unacceptable: The trainee has insufficient knowledge of Agency policies and procedures to carry out routine assignments. The trainee makes no attempt to become familiar with Agency policies and procedures and/or is unable to comprehend them. Even after admonishments from the TI, the trainee frequently violates Agency policies and procedures.

5. Louisville Metro/Kentucky State Animal Laws – The trainee demonstrates a level of knowledge sufficient for them to properly complete their assigned duties.

Minimum Acceptance: The trainee is familiar with the most commonly used laws. An occasional reminder from the TI may be required to the trainee to properly enforce the law.

Unacceptable: The trainee has insufficient knowledge to properly complete investigations. The trainee makes no attempt or is unable to locate various violations of law for investigation purposes.

#### **Performance:**

6. Driving Skills – The trainee adheres to all safe driving practices, obeys all traffic laws and displays professionalism in his/her driving habits at all times.

Minimum Acceptance: The trainee is able to maintain control of the vehicle while being alert to activities outside of the vehicle. The trainee usually practices good defensive driving techniques. The trainee does not commit a violation which contributes to an accident.

Unacceptable: The trainee continually violates the Transportation Article (red lights, stop sign, etc.). The trainee is involved in a chargeable accident, lacks dexterity and/or coordination during normal vehicle operation.

7. Routine Forms: Accuracy/Completeness – The trainee is able to complete, fully and accurately, routine forms used during the performance of his/her duties (i.e.: Animal intake forms, treatment requests, adoption contracts, etc.).

Minimum Acceptance: The trainee knows most standard forms and understands their format. The trainee completes forms with accuracy and thoroughness.

Unacceptable: The trainee is repeatedly unable to determine the proper form for a given situation and/or forms are frequently incomplete or inaccurate.

8. Safety: General – The trainee employs good practices of employee safety. The practices are employed not only for the safety of the trainee but also for the safety of fellow employees and citizens.

Minimum Acceptance: The trainee understands the principles of safety and generally applies them.

Unacceptable: The trainee fails to exercise employee safety techniques, i.e.

- a. Does not foresee potentially dangerous situations.
- b. Fails to assist others in dangerous situations.
- c. Does not keep equipment organized and in working order, and
- d. Does not use equipment properly.

9. Safety Employee: Animals – The trainee employs the principles and techniques of employee safety when handling/transporting animals.

Minimum Acceptance: The trainee generally displays awareness of potential danger, maintains position of advantage over animal.

Unacceptable: The trainee confronts wildlife/aggressive animals without proper technique. The trainee fails to maintain position of advantage with animals to prevent attack or escape.

10. Control of Conflict: Voice Command – In conflict situations, the trainee is able to use proper voice communication to maintain control and keep the situation from worsening.

Minimum Acceptance: The trainee speaks with authority in a calm, clear voice. Trainee displays an appropriate level of competence for the situation. Has the ability to prevent the situation from deteriorating.

Unacceptable: The trainee uses improper voice inflection (i.e.: too soft, too loud, confused or indecisive). The trainee cannot maintain or obtain control of the situation at hand.

11. Control of Conflict: Physical Skill – The trainee keeps himself in good physical condition to effectively perform assigned duties.

Minimum Acceptance: Maintains good physical condition.

Unacceptable: The trainee is physically weak or uses too little or too much force for a given situation. Trainee does not stay in good physical condition to effectively perform assigned duties.

12. Use of Common Sense and Good Judgment – The trainee possesses and employs good common sense and good judgment in all Animal Services situations. (Since it would be impossible to present every possible situation an employee will encounter in their career, it is a must that the trainee use common sense and good judgment when completing every task they may handle.

Minimum Acceptance: The trainee is able to reason out a problem and relate it to what the trainee was taught during the training period. Trainee has good perception and the ability to make his/her own decisions.

Unacceptable: The trainee acts without thought and/or is indecisive, the trainee is naive. The trainee does not reflect on the consequences of his/her actions before attempting to complete a task.

13. Vehicle and Agency Equipment – The trainee regularly maintains issued equipment (i.e.: personal protective/self defense equipment, radio equipment).

Minimum Acceptance: The trainee completes daily inspections of equipment. He/she follows good preventative maintenance procedures.

Unacceptable: The trainee fails to properly maintain equipment or follow proper equipment operating procedures.

14. Canine Area Cleaning – The trainee regularly uses proper cleaning supplies, understands cleaning procedures and maintaining daily checklist(s). The trainee will observe the animal's well-being, reporting any animal concerns to the TI.

Minimum Acceptance: The trainee has the capability of satisfactorily cleaning the pens to ensure complete and proper cleaning with an occasional reminder from the TI on the order in which the pens are cleaned.

Unacceptable: Inability of trainee to follow the routine in which cleaning is done. Trainee shows an inexcusable fear of animals.

15. Canine Quarantine/Isolation Cleaning - The trainee regularly uses proper cleaning supplies, understands cleaning procedures and maintaining daily checklist(s). The trainee will observe the animal's well-being, reporting any animal concerns to the TI.

Minimum Acceptance: Trainee follows "Do Not Enter" rules regarding pen entrance. Trainee has basic concept on how to clean pens with little help from TI.

Unacceptable: Trainee entering restricted pens without TI or other employee. Trainee is cleaning this section without TI or other employee. Quality of cleaning is poor.

16. Feline Area Cleaning - The trainee regularly uses proper cleaning supplies, understands cleaning procedures and maintaining daily checklist(s). The trainee will observe the animal's well-being, reporting any animal concerns to the TI.

Minimum Acceptance: Trainee follows routine of cleaning, shows ability to handle cats with occasional assistance from TI.

Unacceptable: Trainee unable to follow routine of cleaning. Trainee shows fear and inability to handle cats.

understands cleaning procedures and maintaining daily checklist(s). The trainee will observe the animal's well-being, reporting any animal concerns to the TI.

Minimum Acceptance: Trainee has the ability to follow the routine of cleaning, shows the ability to handle the cats and demonstrates basic knowledge of cat health problems that need to be reported to the TI.

Unacceptable: Trainee unable to follow routine for cleaning; shows fear of cats. Trainee does not report to TI any noticeable health issues the cats may have.

18. Intake Room/Lobby Cleaning - The trainee regularly uses proper cleaning supplies, understands cleaning procedures and maintaining daily checklist(s). The trainee will observe the animal's well-being, reporting any animal concerns to the TI.

Minimum Acceptance: Trainee has the ability to follow the routine of cleaning, shows the ability to handle the animals in receiving and placing animals in the proper area of the facility.

Unacceptable: Trainee unable to follow routine for cleaning; shows fear of animals, unable to place animals in proper area of the facility.

19. Exotics Area Cleaning - The trainee regularly uses proper cleaning supplies, understands cleaning procedures and maintaining daily checklist(s). The trainee will observe the animal's well-being, reporting any animal concerns to the TI.

Minimum Acceptance: Trainee shows ability to thoroughly and completely clean all aspects of the Exotics Room, and reports any health conditions to the TI.

Unacceptable: Trainee does not demonstrate proper cleaning methods or shows fear and inability to handle animals.

20. Laundry & Dish Room Cleaning - The trainee shows ability to thoroughly wash laundry, food bowls, litter pans, etc.

Minimum Acceptance: Trainee shows ability to thoroughly clean all aspects of the laundry room, including proper procedures for laundry, washing and cleaning of all food bowls, water bowls and litter pans.

Unacceptable: Trainee does not thoroughly or completely clean all areas of the laundry room.

21. Euthanasia Room/Area Cleaning - The trainee shows ability to clean and disinfect table, floor, counters and freezer.

Minimum Acceptance: Trainee shows ability to clean and disinfect the table and floor, as well as the freezer and also able to keep cabinet top clean and straightened.

Unacceptable: Trainee does not demonstrate proper cleaning methods of the floor, table, freezer or cabinet top.

22. Exam/Surgery Room, Veterinary Area Cleaning – The trainee shows ability to thoroughly clean and disinfects cages, floors, counters, etc., paying attention clean surgical and veterinary areas (if applicable).

Minimum Acceptance: Trainee shows ability to thoroughly and completely clean all aspect of the Exam/Surgery/Veterinary Area, disinfecting the inside of all cages, cleaning tops of cages, also disinfecting the floor, cleans surgical and veterinary areas (if applicable).

Unacceptable: Trainee does not thoroughly or completely cleans area of the Exam/Surgery/Veterinary Area.

23. Animal Kitchen/Food Preparation – The trainee shows ability to thoroughly and completely clean counters, cabinets and floors and maintains organization of all food, litter, bowls, etc., stored in the room.

Minimum Acceptance: Trainee shows ability to thoroughly and completely clean all aspects of the animal kitchen/food preparation room as well as maintaining organization of the food, litter, bowls, etc., stored in the room.

Unacceptable: Trainee does not thoroughly or completely clean all areas of the room. Trainee does not maintain organization of supplies.

24. Large Animal/Livestock Areas – The trainee shows ability to identify livestock. The trainee understands proper feeding and care in handling livestock.

Minimum Acceptance: Trainee has the ability to identify the different types of livestock and show knowledge of care and handling and feeds proper food.

Unacceptable: Trainee has no concern for the types of feed necessary, shows fear of livestock.

25. Outside Facility Area – The trainee shows ability to keep outside of Facility free from trash and debris.

Minimum Acceptance: Trainee readily cleans up trash and debris from around facility, paying attention to sidewalks and parking lot.

Unacceptable: Trainee makes no effort to keep facility ground clean and neat.

26. Assisting Animal Care Staff – The trainee has the ability to assist the Animal Care Staff in performing check-ins, tranquilization, euthanasia, etc. The trainee shows the ability to use equipment (i.e., catch pole, etc.) The trainee has basic knowledge of animal care and handling with the ability to alert Animal Care Staff/Supervisor/TI regarding illness, need for first aide or medication.

Minimum Acceptance: Trainee has the ability to work with the Animal Care Staff in performing animal check ins, assisting with and performing euthanasia and tranquilization of animals. Trainee shows ability to use the capture pole, and the pole syringe. Also, has knowledge of basic animal care, handling and first aid and is able to administer medications.

Unacceptable: Trainee demonstrates a total inability to assist Animal Care Staff in all aspects of her work and shows fear of animals. Trainee is incapable of learning animal diseases and medication. Trainee does not display proper use of equipment.

## **Relationships:**

27. Other Relationships - Supervisors, Co-workers, Public – Discrimination based on race, color, religion, sex, national origin, ancestry, age, marital status or physical/mental impairment is prohibited by Federal and State Law. A policy of fair practices supports the Louisville Metro Department of Animal Services belief that employees must treat each other with mutual trust, respect, fairness and dignity.

Minimum Acceptance: The trainee is able to communicate and function cooperatively with supervisors, the public and his/her peers. The trainee promotes a work environment that fosters respect and fairness among co-workers which enhances morale and encourages similar relationships with the public.

Unacceptable: The trainee argues or rationalizes their mistakes to supervisors. The trainee displays hostility or prejudice to co-workers or the public. The trainee criticizes co-workers.

28. Customer Service - The trainee demonstrates a professional and courteous demeanor at all times when dealing with the citizens coming into the facility, contacting citizens while handling calls for service or speaking with citizens on the telephone. The trainee must be timely and professional when responding to the needs of the public.

Minimum Acceptance: The trainee demonstrates a professional and courteous demeanor at all times when dealing with the public in person or on the telephone. The trainee is responsive to the needs of the public.

Unacceptable: The trainee demonstrates a negative or abusive demeanor when dealing with the public either in words or actions. The trainee fails to assist citizens with reasonable requests from the public.

29. Telephone Etiquette – The trainee demonstrates the proper, courteous, and professional speaking voice when dealing with citizens over the telephone. The trainee provides assistance and resources to citizens in response to their questions and needs.

Minimum Acceptance: The trainee answers the telephone in a professional and clear voice with a greeting such as "Good Morning", "Good Afternoon" Animal Services my name is \_\_\_\_\_ can I help you.

Unacceptable: The trainee answers the telephone without a greeting, without identifying themselves and in an unprofessional voice.

30. Animal Compassion/Care/Concern – Humane treatment of animals is of utmost importance; exercising care in handling; and concern over the well-being of the animal.

Minimum Acceptance: The trainee is able to be compassionate and provide humane treatment to all animals. Exercises care in properly handling all animals whether healthy, sick/injured, or aggressive. Bring any animal concerns to the attention of TI, Animal Care staff or Supervisors.

Unacceptable: Trainee is not able to provide compassion, cannot properly handle animals, shows no concern for the animal or the trainee, and shows an inexcusable fear of animals.

31. Computer Knowledge - The trainee demonstrates the ability to comprehend and perform the necessary computer functions needed to input data into the agency files/database such as Chameleon. Demonstrated the ability to navigate and find necessary data in Chameleon.

Minimum Acceptance: The trainee demonstrates the ability to perform and/or learn the functions needed to input data correctly into the agency computer files. He/she can navigate Chameleon.

Unacceptable: The trainee is unable to perform the functions needed to input data or is unable to learn these functions within their training period.

32. Routine Forms: Accuracy/Completeness – The trainee is able to complete, fully and accurately, routine forms used during the performance of his/her duties (i.e.: civil citations/warnings, violation notices, animal intake forms, activity reports, comply notices, investigation reports, etc.).

Minimum Acceptance: The trainee knows most standard forms and understands their format. He completes forms with accuracy and thoroughness.

Unacceptable: The trainee is repeatedly unable to determine the proper form for a given situation and/or forms are frequently incomplete or inaccurate.

33. Report Writing: Organization/Detail – The trainee is able to put his/her thoughts on paper in a **chronological** manner. The trainee is able to observe and record all the details necessary for a thorough investigative report.

Minimum Acceptance: The trainee can reduce field situations into a logical sequence of thought and include all elements of an event in his/her written report(s). Occasionally, the trainee may require assistance from the TI on major investigations.

Unacceptable: the trainee has extreme difficulty in reducing events to a written form. He frequently requires assistance from the TI to complete even simple investigations.

34. Report Writing: Level of Usage/Grammar/Spelling/Neatness – The trainee efficiently and clearly reduces to writing all events which have occurred during an incident. His/her grammar and spelling

errors are kept to a minimum. The report is neat and legible so they are easily understood by any individual receiving them.

**Minimum Acceptance:** The level of grammar usage is adequate and spelling errors are held to a minimum to the extent that such errors do not impair understanding of the report by individuals who may review the report. The report is legible.

**Unacceptable:** The report contains illegible, misspelled words, and/or incomplete sentence structure. An individual who may review the report cannot understand what occurred.

35. **Report Writing: Appropriate Time Used** – The trainee keeps the amount of time necessary for completing a written report to a minimum. NOTE TO TI: Keep in mind that a trainee is going to require more additional time to complete a required form than an officer.

**Minimum Acceptance:** The trainee completes simple reports in approximately the same amount of time as a veteran employee. Complicated forms require additional time; however, as the training period proceeds, the trainee has been able to reduce the amount of time required.

**Unacceptable:** The trainee requires an unusual amount of time to complete simple reports. As the training period extends, there is little or no reduction in the amount of time required completing the required reports.

Last Name (Trainee)	First	Initial	I.D. #
Last Name (Training Instructor)	First	Initial	I.D. #
	Date		Report #

A = Acceptable by Standardized Evaluation Guidelines  
U = Unacceptable by Standardized Evaluation Guidelines

NO = Not Observed  
NRT = Not Responding to Training (Requires Narrative)

Date \_\_\_\_\_

1	2	3	4	5

## 1. General Appearance

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## 2. Acceptance of Feedback: Verbal/Written


#### 4. Agency Policy/Procedures


## 6. Driving Skill

### 7. Routine Forms: Accuracy/Completeness

## 8. Safety – General

## 9. Safety – Animals

## 10. Control of Conflict: Voice Command

## 11. Control of Conflict: Physical Skill

## 12. Use of Common Sense and Good Judgment

### 13. Vehicle and Agency Equipment

## 14. Canine Areas Cleaning

## 15. Canine Quarantine/Isolation Cleaning

## 16. Feline Areas Cleaning

## 17. Feline Quarantine/Isolation Cleaning

### 18. Intake Area/Lobby Cleaning

## 19. Office Area Cleaning

## 20. Laundry Room & Dish Room Cleaning

## 21. Euthanasia Area/Room Cleaning

## 22. Exam/Processing/Surgery/Vet Area Cleaning

### 23. Animal Kitchen/Food Preparation

## 24. Large Animal/Livestock

## 25. Outside Facility Area

[illegible]

## Relationships

27. Other Relationships: Supervisors/Co-Workers/Peers
28. Customer-Service
29. Telephone Etiquette
30. Animal Compassion/Care/Concern
31. Computer & Chameleon Knowledge
32. Routine Forms: Accuracy/Completeness
33. Report Writing: Organization/Detail
34. Report Writing: Level of Usage/Grammar/Spelling/Neatness
35. Report Writing: Appropriate Time Used

[illegible]**TI's Initials:**

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**Comments:**

# ANIMAL CARE WEEKLY TRAINING NARRATIVE COMMENTS

Last Name (Trainee)	First	Initial	I.D. #
Last Name (Training Instructor)	First	Initial	I.D. #
	Date		Report #

Most Acceptable Performance of the Week: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Least Acceptable Performance of the Week: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Remedial Training and Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

Trainee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

TI Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Training Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(TS Signature)

# Animal Care Training Guide List

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Key: E = Explained  
D = Demonstrated

P = TI/Date  
R = Rating

	Trained		Performed	
	E	D	P	R
<b>Personal</b>				
1. Appearance	_____	_____	_____	_____
2. Contact with Public	_____	_____	_____	_____
3. Punctuality	_____	_____	_____	_____
4. Courtesy to Co-Workers/Supervisors	_____	_____	_____	_____
<b>Bite Information</b>				
1. Bite Report	_____	_____	_____	_____
2. Health Check/Quar. Release	_____	_____	_____	_____
3. Quarantine – 10 days	_____	_____	_____	_____
4. Wounds of Unknown Origin	_____	_____	_____	_____
<b>Animal Care</b>				
1. Animal Handling – Dog	_____	_____	_____	_____
2. Animal Handling – Cat	_____	_____	_____	_____
3. Animal Handling – Wildlife	_____	_____	_____	_____
4. Animal Housing Areas	_____	_____	_____	_____
5. Vaccination of Dogs	_____	_____	_____	_____
6. Vaccination of Cats	_____	_____	_____	_____
7. Breed/Sex Determination	_____	_____	_____	_____
8. Microchip Scanning Procedures	_____	_____	_____	_____
9. Animal Check-In/Intake	_____	_____	_____	_____
10. Intake Forms	_____	_____	_____	_____
11. Animal Diseases	_____	_____	_____	_____
12. Medical Conditions	_____	_____	_____	_____
13. Animal Feeding Guidelines/Procedures	_____	_____	_____	_____
14. Treatment Request Forms	_____	_____	_____	_____
15. Rabies Clinics	_____	_____	_____	_____
16. Tranquilize	_____	_____	_____	_____
17. Euthanasia IV	_____	_____	_____	_____
18. Euthanasia IP	_____	_____	_____	_____
19. Euthanasia IC	_____	_____	_____	_____
<b>Documentation</b>				
1. Strays/Owner Surrenders	_____	_____	_____	_____
2. RTO Procedures	_____	_____	_____	_____
3. Outing Animals in Chameleon	_____	_____	_____	_____

## Animal Care Training Guide List

Page 2 of 3

	Trained		Performed	
	E	D	P	R
<b>Equipment</b>				
1. Use of Catch Pole	_____	_____	_____	_____
2. Use of Muzzles	_____	_____	_____	_____
3. Use of Pole Syringe	_____	_____	_____	_____
4. Use of PPE/Personal Safety Equip.	_____	_____	_____	_____
5. Use of Radio	_____	_____	_____	_____
6. Use of Traps/Cat Gloves	_____	_____	_____	_____
<b>Cleaning</b>				
1. Puppy/Small Dog Area	_____	_____	_____	_____
2. Dog Quarantine/ISO	_____	_____	_____	_____
2. Canine Kennel Buildings	_____	_____	_____	_____
3. Feline Holding Areas	_____	_____	_____	_____
4. Cat Quarantine/ISO	_____	_____	_____	_____
5. Intake Area/Lobby	_____	_____	_____	_____
6. Laundry/Dishes	_____	_____	_____	_____
7. Proper Labeling/Mixing/Use of Chemicals	_____	_____	_____	_____
8. Dock Areas/Euthanasia Room	_____	_____	_____	_____
9. Facility Grounds	_____	_____	_____	_____
<b>Miscellaneous</b>				
1. Leave Slips	_____	_____	_____	_____
2. Overtime Forms	_____	_____	_____	_____
3. Dealing with Irrate Citizens	_____	_____	_____	_____
4. Telephone Etiquette	_____	_____	_____	_____
5. Customer Service	_____	_____	_____	_____
6. Lunch Breaks/Rest Periods	_____	_____	_____	_____
8. Medical Care – Animals	_____	_____	_____	_____
9. Lost and Found (Kiosk & Walks)	_____	_____	_____	_____
10. Animal Adoption Walks/Meet & Greets	_____	_____	_____	_____
11. Property Lost or Damaged	_____	_____	_____	_____
12. Reporting Personal Injury/Safety Issues	_____	_____	_____	_____
13. Gratuities	_____	_____	_____	_____
14. Publicity	_____	_____	_____	_____
15. Mission Statement	_____	_____	_____	_____
16. Chain of Command	_____	_____	_____	_____
17. Facility Hours of Operation	_____	_____	_____	_____
18. After Hours Supervision	_____	_____	_____	_____
20. Foster/Rescue	_____	_____	_____	_____
21. Volunteers	_____	_____	_____	_____
22. Dismas (Including Rules & Policies)	_____	_____	_____	_____
23. Basic Principles!	_____	_____	_____	_____
25. Chameleon Use (Entry, Search, etc.)	_____	_____	_____	_____
28. Personnel Safety/Use of Force Training	_____	_____	_____	_____

**Louisville Metro Department of Animal Services**  
**Animal Care Training Guide List**  
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**By initialing below you are certifying that you have received and understand the following training handouts:**

1. Animal Care Standard Operating Procedures
2. Cleaning Standard Operating Procedures
3. Canine Body Language
4. Aggression in Dogs
5. Breaking Up a Dogfight
6. Aggression in Cats
7. TNR Policy
8. Vaccination Procedures
9. *How to Determine a Cat's or Dog's Age*
10. How to Determine a Cat's Sex
11. Microchip Detection Best Practices for Scanning Pets
12. Material Safety Data Sheet for Chlor 200
13. Material Safety Data Sheet for TB Quat
14. Material Safety Data Sheet for Trifectant

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# ANIMAL CARE INTAKE QUIZ

## CIRCLE ALL THAT APPLY

- 1) WHAT TYPES OF ANIMALS CAN CONTRACT RABIES?
  - A) BIRDS
  - B) BATS
  - C) RACOONS
  - D) DOGS
- 2) WHY DOES LMAS REQUEST IDENTIFICATION ON INTAKES?
  - A) PROOF OF CURRENT RESIDENCE
  - B) PUBLIC RECORD
  - C) VERIFICATION OF SURRENDERS NAME AND ADDRESS
- 3) STRAY CATS SURRENDERED TO LMAS REQUIRES WHAT FORMS?
  - A) CAT HISTORY
  - B) INTAKE FORM
  - C) STRAY CAT QUESTIONNAIRE
- 4) FILLING OUT THE INTAKE FORM COMPLETELY IS IMPORTANT BECAUSE?
  - A) IT LOOKS BETTER
  - B) IT HELPS IDENTIFY THE ANIMAL
  - C) IT GIVES UP AUTHORITY TO LEGALLY POSSESS THE ANIMAL
  - D) PUBLIC RECORD
- 5) IMPOUND LOCATION ON THE FORM APPLIES TO WHICH OF THE FOLLOWING?
  - A) WHERE AN ACO FINDS AN ANIMAL
  - B) WHERE A CITIZEN FINDS A STRAY
  - C) WHERE AN OWNER OF A PET GOT ARRESTED

## TRUE OR FALSE

- 6) ONLY MAMMALS CAN CONTRACT RABIES. T OR F
- 7) IF A PERSON FEEDS A STRAY CAT FOR 2 WEEKS, THEY ARE CONSIDERED THE OWNER AND THE CAT CAN BE SIGNED TO LMAS AS AN OWNER SURRENDER. T OR F
- 8) THE REASON FOR AN ANIMAL BEING SURRENDERED TO LMAS IS IMPORTANT FOR THE PLACEMENT OF THE ANIMAL. T OR F

- 9) EAR TIPPED CATS ARE PLACED IN THE STRAY CAT ROOM TO BE IDENTIFIED DURING STRAY WALKS. T OR F
- 10) THERE IS NO NEED TO SCAN D.O.A.'S FOR A MICRO CHIP. T OR F
- 11) IT IS UNACCEPTABLE TO INFORM THE PUBLIC THAT WE MAY HAVE TO EUTHANISE THEIR PET IF SURRENDERED TO LMAS. T OR F
- 12) WHEN CALLING ABOUT A MICRO CHIP, YOU SHOULD ALSO ASK FOR THE IMPLANT FACILITY AND THE OWNERS NAME ,ADDRESS ,AND PHONE NUMBER. T OR F

# Louisville Metro Animal Services

## Animal Care Vaccination Quiz

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1. Which of the following animals receive vaccinations on intake (circle all that apply)?
  - a. rabbits
  - b. cats
  - c. dogs
  - d. chickens
2. Kittens and puppies must be what age to be given vaccinations?
  - a. 4 weeks
  - b. 8 weeks
  - c. 6 weeks
  - d. 3 months
3. Dogs receive the following vaccines and treatments on intake (circle all that apply)?
  - a. DAPP
  - b. FVRCP-C
  - c. Bordetella
  - d. Pyrantel
4. Cats receive the following vaccines and treatments on intake (circle all that apply)?
  - a. DAPP
  - b. FVRCP-C
  - c. Bordetella
  - d. Pyrantel
5. When pulling up sterile solution to mix vaccines, a single vial should contain approximately how much fluid?
  - a. 0.5ml
  - b. 1ml
  - c. 1.5ml
  - d. 2ml
6. Which of the following is not a method used to administer vaccines (circle all that apply)?
  - a. IV
  - b. SQ
  - c. IM
  - d. IP

# Louisville Metro Animal Services

## Animal Care Vaccination Quiz

### True or False

7. Stray cats that are TNR candidates do not get vaccinated on intake T or F
8. Pyrantel is a dewormer used on intake at LMAS T or F
9. An animal that is vaccinated for Rabies cannot contract Rabies T or F
10. All vaccines and treatments should be documented in Chameleon T or F

### Open Ended Response

11. Which staff members can determine if an animal is not healthy enough for vaccines?

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12. If an animal is too aggressive to be vaccinated and there is no one to assist you, what should you do?

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13. Explain how to use a trap fork and when it is appropriate to use one.

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### Matching

Match the vaccines with the appropriate method of administration

\_\_\_ 1. DAPP/FVRCP-C

a. inter-nasal

\_\_\_ 2. Bordetella

b. inter-muscular (IM)

\_\_\_ 3. Pyrantel

c. subcutaneous (SQ)

\_\_\_ 4. Rabies

d. oral