



# Standard Operating Procedures



Current: July 1, 2020



**LOCATION: 225 CEMETERY ROAD, KALISPELL**

Mailing Address: 1035 1<sup>st</sup> Ave. West, Kalispell, MT 59901 Telephone:  
(406)752-1310 Website: <http://flathead.mt.gov/animal>

The Flathead County Animal Shelter, the municipal animal shelter of Flathead County, is overseen and administered by Flathead City-County Health Dept. The shelter is an Open and Managed Admission Shelter and Adoption Center and provides safe haven and humane care to homeless dogs and cats residing in Flathead County while they await permanent, loving homes. All cats and dogs at this shelter are spayed or neutered, vaccinated, licensed (dogs), and micro-chipped prior to adoption.

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# MISSION STATEMENT

Connecting pets and people.

# STATEMENT OF PURPOSE

Flathead County Animal Shelter is concerned with the safety of its staff and volunteers, safety the public, and the welfare of cats and dogs in Flathead County.

We are responsible for the following:

- The sheltering and care of those abandoned, stray, impounded, and surrendered cats and dogs of Flathead County who do not pose an injury risk to shelter staff, volunteers, and/or the visiting public.
- Assisting with the enforcement of the Flathead County ordinances relating to the keeping, restraint and humane treatment of cats and dogs.
- The education of the public concerning proper animal care and responsible animal ownership.
- The responsible placement of adoptable cats and dogs.

All cats and dogs are spayed/neutered prior to adoption and receive the following vaccinations: Dogs receive vaccinations against distemper, adenovirus, parvovirus, parainfluenza, and Bordetella (kennel cough). They also receive a one-year rabies vaccine at 3 months of age or older.

Cats receive vaccinations against feline herpesvirus-1 induced feline viral rhinotracheitis (FVR), feline calicivirus (FCV) induced respiratory disease, by feline parvovirus (FPV) induced feline panleukopenia (FPL), and Chlamydia psittaci induced feline chlamydiosis and receive a 1 years rabies vaccination at 4 months of age or older.

# CODE OF CONDUCT

1. It is the duty of staff members to act in a professional manner in both conduct and appearance. Members will be governed by reasonable and ordinary rules of good conduct and behavior and will not commit any act tending to bring reproach and discredit upon the Department.
2. All cats and dogs are to be treated humanely, Any animal abuse will result in disciplinary action
3. Each staff member will be courteous, civil, and respectful to each telephone contact, and all visitors.
4. Each staff member will be in proper attire when in duty and attention to personal hygiene in expected.
5. Each staff member will report for duty on time each scheduled day unless the member is ill or has made prior arrangements with the Shelter Director to be late or absent.
6. A staff member that is a disruptive influence in the shelter is subject to disciplinary action under Flathead County Policies and Procedures Manual. Staff members will be courteous and respectful toward each other and treat each other as professionals. Gossiping and backbiting is disruptive to the shelter and will be grounds for disciplinary action. Staff members will not criticize in public the orders of a supervisor or staff members within the Department. Staff members will not publicly criticize the actions for any person with whom they may be dealing.
7. Each staff member will observe the County ordinances as related to cats and dogs. Any staff member found guilty in violation of an ordinance will be subject to disciplinary action.
8. All staff members are responsible for being aware of all policies, rules and regulations concerning the department. All staff members will familiarize themselves with the laws and ordinances pertaining to animal welfare and animal control.

## **Additional Support**

### **Flathead County Animal Advisory Committee:**

The membership and bylaws of this committee can be found on the shelter website at [http://flathead.mt.gov/animal/our\\_boards.php](http://flathead.mt.gov/animal/our_boards.php)

### **Flathead Shelter Friends:**

A 501 (c) (3) non-profit whose Mission is to increase pet adoptions, improve quality of life for shelter cats and dogs and promote responsible pet ownership. This organization supports the Flathead County Animal Shelter in their Mission, which is stated as:

**Our Purpose:** FSF is dedicated to raising funds to meet the needed support of the Flathead County Animal Shelter in finding loving homes for every adoptable pet.

**Our Mission:** to increase pet adoption, to improve the quality of life for shelter cats and dogs and to promote responsible pet ownership.

### **Veterinary Services:**

Performed by a MT Board of Veterinary Medicine certified Doctor of Veterinary Medicine. The Shelter Veterinarian comes to the shelter on regularly scheduled intervals to perform spay and neuter surgeries, other medical procedures as needed, and to provide animal health consultation as necessary for those cats and dogs in the shelter's care. These and other pertinent duties are spelled out in a Veterinarian Services Contract.

### **Volunteers:**

FCAS enjoys the support of numerous volunteers. A Volunteer Orientation program is held on an as-needed schedule. All interested parties must attend an Orientation, sign Flathead County's Waiver of Liability, and will have their desired time(s) and date(s) of volunteering scheduled by the Volunteer Coordinator. A more complete description of the program can be found in the Volunteer Handbook, which can be accessed at the following website:

[http://flathead.mt.gov/animal/documents/volunteer\\_handbook\\_2016.pdf](http://flathead.mt.gov/animal/documents/volunteer_handbook_2016.pdf)

## SHELTER STAFF

### ANIMAL SHELTER DIVISION DIRECTOR (1)

#### Nature of Work

Work is performed under the general supervision of the Health Officer. Work is performed in an office environment but will include duties relating to the Animal Shelter operations, including the care of cats and dogs and the maintenance of the facility.

This position is responsible for developing, coordinating and administering programs of the Animal Shelter.

The tasks performed require the exercise of judgment in the administration of shelter programs adhering to established County policy and/or advisory board guidance. The Division Director will assist in the screening, hiring, and evaluation of staff. Administrative duties include assistance with the development of a service plan, development of the operations budget, preparation of grants and other miscellaneous administrative duties.

The employees in this classification act in a public relations capacity for the shelter. The position will have extensive contact with community groups acting as the lead for the Shelter.

Representative Examples of Work (Only major tasks identified for most positions; refer to position description for detailed listing of duties.)

Division Director will be directly or indirectly responsible for:

Planning, scheduling, assigning the duties of other Shelter employees,

Developing policies and procedures to enhance the health and welfare of the sheltered cats and dogs,

Evaluating the duties and work performance of other Shelter employees,

Development of administrative policies to implement requirements of laws, ordinances and statutes of animal control,

Recommending changes in ordinances and fee schedules to the Health Officer,

Resolving difficult cases involving interpretation of ordinances or regulations encountered by other Shelter employees;

Training Shelter employees in the enforcement of department rules and regulations or ordinances,

Preparation and administration the Shelter's budget,

Approving expenses for payment, maintains stock levels and prepares inventories for supplies and equipment.

Responding to and resolves citizen complaints concerning shelter operations. Serving as the public relations representative for the shelter,

Coordinating departmental safety programs,

Performing administrative duties including payroll, accounts payable, maintains files, enters dog licenses into data base.

Performing duties relating to the impoundment and adoption of cats and dogs, Performing related work as required for maintaining a healthy shelter environment.

Selection Factors (These factors will be the basis for selecting the most qualified applicants to be interviewed. Applicants selected for employment must satisfactorily demonstrate possession of these factors during an after a prescribed probationary period for continued employment.)

Ability to:

- Plan, organize, develop, implement, and evaluate programs and activities Read, understand and interpret animal control ordinances and department rules and regulations;
- Prepare budgets.
- Plan, schedule, assign and evaluate the work of others and volunteers. Effectively represent the shelter.
- Perform euthanasia and obtain Montana State Euthanasia Certification
- Obtain a valid Montana driver's license, proof of insurance and a safe driving record.

General Recruitment Indicators (Persons applying for a position in this class should have the following experience and/or training.)

A minimum of three years of experience in a similar type of position; including experience conducting administrative functions; or any equivalent combination of experience and training which indicates possession of the knowledge, skills, and abilities as required to fulfill the requirements of the position.

A bachelor's degree in a field of study commensurate with the duties described is strongly desirable.

Action Reference	Date Adopted	Commissioners' Minutes	09/27/07
	Revised	Commissioners' Minutes	06/21/12

## ANIMAL SHELTER KEEPER (2 Positions)

### DEFINITION

Under the supervision of the program director, performs a variety of animal care and administrative functions in support of the animal shelter program.

EXAMPLES OF DUTIES AND RESPONSIBILITIES: (The following are intended to illustrate typical duties and responsibilities; they are not intended to be all inclusive or restrictive)

Under the guidance of the Shelter Director and following proper shelter protocol will conduct the following activities:

1. Inspect the Shelter facility on an ongoing basis and coordinate the cleaning and sanitizing of animal habitat areas, the ancillary areas of the shelter as well as the grounds. A person in this position is also expected to participate in these activities.
2. Will perform health care and health maintenance on shelter animal as directed by Veterinary personnel or policy/standing orders.
3. Will perform euthanasia as directed by the Shelter Director or Veterinary personnel.
4. Maintains stock levels and prepares inventories for supplies and equipment.
5. Will assist the Director with administrative activities as follows:
  - a. Assist Control Officers with impounding animal.
  - b. Assist members of the public with the intake of cats and dogs to the Shelter.
  - c. Assist owners of stray cats and dogs with the proper return procedures.
  - d. Assist with the adoption of Shelter cats and dogs.
  - e. Issue dog licenses and maintain proper records of licenses issued by others.
  - f. Logging daily census activities and maintaining accurate records.
  - g. Properly records inquiries made by the public regarding lost and found animal as well as other related activity.
  - h. Regular updating of Web pages associated with normal shelter activities.

MINIMUM REQUIREMENTS (These factors will be the basis for selecting the most qualified applicant. Applicant selected for employment must satisfactorily demonstrate the possession of these factors during and/or after a prescribed probationary period for continued employment)

#### **Knowledge of:**

- Modern methods of caring for domestic cats and dogs.
- Ways to minimize disease transmission in sheltered animal.
- Basic computing skill needed for the effective functioning of a facility of this nature.

#### **Ability to:**

- Learn basic web design and advance computer skills.
- Follow directions provided orally and in writing.
- Implement programs and activities as directed by the Director
- Read and understand Animal Control ordinances, and Shelter policy

- Establish and maintain effective working relationship with other Shelter staff.
- Deal with the public in a pleasant and courteous manner, occasionally under stressful situations.
- Accurately receive, receipt for, and balance fund received, and safely store funds.
- Learn to identify different breeds of cats and dogs.
- Print or write legibly and to accurately record information.
- Lift and carry 50 pounds.

GENERAL RECRUITING INDICATORS: (Person applying for position of this classification should have the following experience and/or training:

A general concern for the care and welfare of cats and dogs and a desire to pass this concern on to others.

Prefer work experience in the animal-related field.

Must be willing and able to take pre-exposure rabies vaccinations.

Must be able to obtain a Montana State Euthanasia Technician Certificate

Action	Date	Reference
Adopted	08/11/92	Commissioner's Minutes
Revised	03/03/05	Commissioners' Minutes
Revised	11/19/07	Commissioners' Minutes

### ANIMAL SHELTER ATTENDANT (3 Positions)

#### DEFINITION

Under the supervision of the program director, performs a variety of manual tasks related to the feeding, grooming, and exercising of cats and dogs and the cleaning and general sanitary requirements of the Animal Shelter and the animal cages/pens.

EXAMPLES OF DUTIES AND RESPONSIBILITIES (The following are intended to illustrate typical duties and responsibilities; they are not to be all inclusive or restrictive)

1. Inspects cages/pens and cats and dogs on a regular basis; cleans and disinfects inside and outside of kennels, building and halls; maintains ground, kennels and buildings; empties trash cans.
2. Will assist at the front counter checking in cats and dogs, receiving complaints and relaying them to appropriate personnel, processing adoptions of cats and dogs, and performing various clerical tasks.
3. Participates in regular and special training programs to gain new ideas and information leading to greater efficiency and effectiveness, performance and courtesy or personnel.

4. Provides direction, training, and guidance to community service workers and volunteers in the care and maintenance of cats and dogs and facility.
5. Performs related work as assigned.

MINIMUM REQUIREMENTS (These factors will be the basis for selecting the most qualified applicants to be interviewed. Applicants selected for employment must satisfactorily demonstrate possession of these factors during and after a prescribed probationary period for continued employment)

**Knowledge of:**

- basic methods of caring for and feeding domestic cats and dogs
- basic grounds keeping
- basic clerical tasks and computer word processing techniques

**Ability to:**

- secure a valid Montana drivers license
- learn and accurately apply animal control policies
- learn to identify different breeds of cats and dogs
- work in and around smells normally found in an animal shelter on a sustained basis
- regularly inspect animal areas
- regularly feed, water, groom, exercise and otherwise care for cats and dogs
- lift and carry 40 pounds
- clean and sanitize animal cages/pens effectively
- deal with the public in a friendly, pleasant, and courteous manner
- establish and maintain an effective working relationship with co-workers and the public
- perform basic clerical tasks

GENERAL RECRUITING INDICATORS: (Person applying for position of this classification should have the following experience and/or training)

A general concern for the care and welfare of domestic cats and dogs. Prefer work experience in animal-related field.

Must be able and willing to take pre-exposure rabies vaccinations.

Must be able to obtain a Montana State Euthanasia Technician Certificate.

<u>Action</u>	<u>Date</u>	<u>Reference</u>
Adopted	07/01/88	Commissioner's Minutes
Revised	06/15/00	Commissioner's Minutes
Revised	03/03/05	Commissioners' Minutes
Revised	11/19/07	Commissioners' Minutes

## ANIMAL SHELTER ADMINISTRATIVE ASSISTANT/VOLUNTEER COORDINATOR (2 Positions)

### DEFINITION

Under the supervision of the program director, performs a variety administrative support functions in support of the animal shelter program.

EXAMPLES OF DUTIES AND RESPONSIBILITIES: (The following are intended to illustrate typical duties and responsibilities; they are not intended to be all inclusive or restrictive)

Under the guidance of the Shelter Director and following proper shelter protocol will conduct the following activities:

1. Will assist the Director with administrative activities as follows:
  - a. Assist Control Officers with impounding animal.
  - b. Assist members of the public with the intake of cats and dogs to the Shelter.
  - c. Assist owners of stray cats and dogs with the proper return procedures.
  - d. Assist with the adoption of Shelter cats and dogs.
  - e. Issue dog licenses and maintain proper records of licenses issued by others.
  - f. Logging daily census activities and maintaining accurate records.
  - g. Properly record inquiries made by the public regarding lost and found cats and dogs as well as other related activity.
  - h. Regular updating of Web pages associated with normal shelter activities.
  - i. Answer the phone during normal hours of operation or as directed.
2. Coordinate the activities of volunteers and other non-employed persons interacting with the shelter in the following manner:
  - a. Assist with the development of programs conducted by volunteers to the shelter.
  - b. Assist with the development of appropriate training to create a safe and healthful environment for those volunteering in the shelter.
  - c. Provide appropriate training to non-employed persons working in the shelter.
  - d. Maintain records associated with the activities of volunteers and other non-employed persons working in the shelter.
  - e. Schedule the activities of volunteers and other non-employed persons working in the shelter.

f. Work with the Flathead County Justice Court system to obtain community service workers to conduct activities in the shelter.

MINIMUM REQUIREMENTS (These factors will be the basis for selecting the most qualified applicant. Applicant selected for employment must satisfactorily demonstrate the possession of these factors during and/or after a prescribed probationary period for continued employment)

Knowledge of:

- Basic knowledge of caring for domestic cats and dogs.
- Basic knowledge of municipal animal sheltering
- Basic computing skills needed for the effective functioning of a facility of this nature.

Ability to:

- Learn basic web design and advance computer skills.
- Follow directions provided orally and in writing.
- Implement programs and activities as directed by the Director
- Read and understand Animal Shelter policy
- Establish and maintain effective working relationship with other shelter staff
- Deal with the public in a pleasant and courteous manner, occasionally under stressful situations.
- Accurately receive, receipt for, and balance fund received, and safely store funds.
- Print or write legibly and to accurately record information.
- Lift and carry up to 50 pounds.

GENERAL RECRUITING INDICATORS: (Person applying for position of this classification should have the following experience and/or training.)

A general concern for the care and welfare of cats and dogs and a desire to pass this concern on to others.

Prefer work experience in the animal-related field.

It is desirable to have worked with or coordinated the activities of volunteers.

Must be willing and able to take pre-exposure rabies vaccinations.

ADOPTED 10/23/08  
ADOPTED (.6 FTE) 7/1/19

COMMISSIONERS' MINUTES  
COMMISSIONERS' MINTUES

## **SAFETY PROCEDURES**

All safety rules will be followed and all safety gear and equipment will be used. Safety Violations may result in disciplinary action.

### **SAFETY PROCEDURES FOR THE PUBLIC**

Because of the danger of Toxoplasmosis, pregnant women will be cautioned to avoid contact with cats or cat feces.

- A. The following rules will be observed:
1. Caution signs are places on all wet floors.
  2. Smoking is not permitted.
  3. The public is to enter through the main front doors so they can be made aware of all safety regulations.
  4. Animals who are not under the shelter's supervision/care are not permitted in the office/lobby area.
  5. Bare feet will not be permitted in any part of the shelter.
  6. In case of fire, members of the public who are in the office or reception area will exit through the front door, the exterior door in the car area (to the east of main office) or the door leading from the office to the kennels, and then proceed through the kennels and out the building.
  7. While children are visiting the shelter, they must be supervised and accompanied by an adult at all times.

### **SAFETY PROCEDURES IN THE KENNEL AREAS**

1. Smoking is not permitted.
2. Caution signs will be placed on all wet floors.
3. The public will be warned against putting hands or objects into the cages.
4. Quarantined and vicious cats and dogs will be kept in the quarantine kennels only. The public will not be allowed access to these areas.
5. Running is not allowed.
6. No one who is barefooted will be permitted in the kennels or any other part of the shelter.
7. Aisles and doorways will be kept clear of any obstacles.
8. Vaccines and other medicines, cleaning supplies, syringes, needles, utensils and other equipment will be properly stored (in the intake room) so that the public has no

access to them. This includes labeling unmarked generic containers such as spray bottle, jugs, etc.

9. Trash and trash containers will be kept out of public access areas.
10. The fire extinguisher will be inspected at regularly scheduled times.
11. Any accident or injury will be reported immediately to the supervisor.
12. Items, other than food bowls, will not be stored on top of any kennel enclosure.

## **SAFETY PROCEDURES IN THE OFFICE**

1. Smoking is not permitted.
2. Exercise caution on all wet floors.
3. Bare feet are not permitted.
4. Desk and file drawers will be kept closed.
5. All wall objects will be securely attached.
6. Floors will be kept clear of any obstacles, e.g. – boxes, traps, kennels, etc.
7. Fire extinguisher will be inspected at regularly scheduled times, and are stored by each exterior door.
8. In case of fire, the exit will be through the front/main entry door, the “Cat Area” exterior doors, the exterior door of Smallville, the exterior door(s) near the Dog Intake Room, the exterior doors of either the “Adopt” Kennel or the “Stray” kennel, or the exterior door for the medical facility.
9. Staff will summon the police if any individual exhibits threatening behavior.
10. All animal bites, scratches and any other on-the-job injuries should be reported immediately to the Health Admin. Dept. via the proper injury and insurance forms if Shelter Director is not available.
11. Main counter will be kept clear of any and all objects that could be used as a possible weapon by an irate client.
12. Animals not under the supervision/care of the shelter are not permitted in the office area.

## **SAFETY PROCEDURES - ANIMAL CARE STAFF**

Animal Care Staff will receive pre-exposure rabies vaccinations and Tetanus shots as soon as possible following their hire date.

- A. Equipment is to be stored properly:
  1. Prepared syringes must be handled with care, never placed on the floor or on a table surface uncapped and, along with medications, never left unattended.

2. Used needles will be put into the "Hazardous Waste" container (never placed in the trash container).
3. Hoses, other cleaning equipment and utensils will be kept properly stored when not in use.
4. The yard cleaning tools, mops, etc. Will be kept only in the area designated.
5. The squeegee, mop bucket (empty) & ladder will be kept in the designated area.
6. Carabiner clips must always be secure on occupied cages and kennels.
- B. In case of fire, the exit will be through the front/main entry door, the "Cat Area" exterior doors, the exterior door of Smallville, the exterior door(s) near the Dog Intake Room, the exterior doors of either the "Adopt" Kennel or the "Stray" kennel, or the exterior door for the medical facility. Any and all accidents or injuries should be reported immediately to the Director, or in Director's absence, the Health Dept. via the proper injury and insurance forms.
  1. Bites, scratches and wounds from needles should be washed in soap and hot water, scrubbed with an antiseptic solution, bandaged and reported to the Director.
- C. All cats and dogs are to be handled in a safe and humane manner.
- D. Personal hygiene:
  1. Staff members should thoroughly wash hands and forearms with an approved antiseptic soap after cleaning cages and kennel runs; after handling any suspect animal; before eating; before feeding cats and dogs; before medicating cats and dogs; after cleaning up the exercise yard and at any time when contamination is possible or suspected.
  2. Appropriate clothing attire shall be worn, including, but not limited to closed-toed shoes

## **Procedures for Daily Opening**

At least three animal care employees are scheduled each day. Two work with dogs and one with cats assisting each other as needed and when practical. Tuesday through Saturday, a designated canine worker will work their first hour with the cat attendant. Tuesday through Friday, one of the animal attendants will work from 9:00AM to 6:00PM instead of the customary 8:00AM to 5:00PM.

The following tasks are to be completed each day before opening:

### **DOGS**

- See Cleaning Procedures document for detailed information regarding dog area cleaning.
- Dishes and toys pulled from kennels and sent to washer
- Dogs fed and watered.
- The yards are to be cleaned of solid waste and other debris prior to opening

### **CATS**

- See Cleaning Procedures document for detailed information regarding cat area cleaning.
- Cats fed and watered
- Dishes, toys, litter pans pulled from cages and sent to washer

### **COMMON AREAS**

- All floors swept and mopped
- Bathrooms cleaned and stocked
- Trash taken to dumpster

### **OFFICE**

- All floors are vacuumed
- The "Open" and/or "Closed" signs indicate the proper current status

# FLATHEAD COUNTY ANIMAL SHELTER ANIMAL INTAKE PROCEDURES

1. The shelter accepts stray and owned cats and dogs from within Flathead County. Stray cats and dogs are held for 72 hours as “stray”, then are considered abandoned to Flathead County. These cats and dogs are then checked to determine their reproductive status. If spay or neuter surgery has not already been performed, they are scheduled for such surgery on the next veterinarian day having time and space available.
2. Cats and Owner-Surrendered dogs may be turned away in situations which, in the opinion of the Shelter Director (with input from the County Health Officer) put the safety of the staff and members of the public at risk, as well as situations which put shelter cats and dogs at risk for life-threatening disease transmission.
3. Incoming cats and dogs may not enter the shelter building prior to the person in possession of the pet producing appropriate identification containing the individual’s picture and proof of Flathead County residency, followed by completion of appropriate paperwork. During warm days, incoming pet possessors are encouraged to ensure the comfort and safety of the pet possessed by utilizing car air-conditioning, sitting in the front yard with their pet contained, or completing the paperwork offsite prior to arrival. Due to safety concerns, incoming cats and dogs are never brought into the lobby/office area of the building, but rather will enter through an appropriate side door.
  - 3.1. Incoming Cats. As Flathead County does not have a cat ordinance, Flathead County Animal Shelter may refuse to accept cats when the shelter’s population has met or exceeded its capacity to safely and humanely house any additional cats. Staff safety, as well as the safety of the public requires that cats who cannot be picked up and held by the surrendering party will be accepted by appointment only.
4. The intake of owner-surrendered and stray cats and dogs is recorded in PetPoint Shelter Management Software following the entering of information on an Impound Record. A picture of the animal is taken and placed in the shelter’s electronic file. A “Kennel Card” is printed, placed in a clear plastic sheet protector, and placed on the kennel door housing the animal. Other pertinent information (shown below) is also printed and stored in for easy viewing. All information stored herein is updated to reflect any changes that may occur. For incoming stray cats and dogs, pertinent details, such as tag numbers for licenses and rabies, and type and color of collar are recorded. The animal is scanned for a microchip. If one is found, the information is recorded and the recording company contacted for owner information. If the person bringing in a stray is interested in adopting the animal after the stray period, he or she should be encouraged to leave contact information at the time of surrender.

For owned cats and dogs, the person surrendering the animal completes a Surrender Profile, giving pertinent information, including behavioral and medical history. The Surrender Profile provides vital information for placing the animal in a suitable home. Shelter staff or volunteers should carefully review the profile to clarify any misunderstandings or to obtain detailed information. Owner-surrendered cats and dogs are checked to determine their reproductive status and scheduled for any necessary spay or neuter surgery as soon as possible and practical.

5. Incoming cats are taken immediately to the “Cat Intake Room,” Dogs are taken straight to the “Dog Intake Room.” Animal care staff will examine and weigh the animal and administer appropriate vaccinations and dewormer immediately, or as soon as is humanely possible. An examination is performed, and pertinent information is recorded on an examination form. Dogs at least six weeks old receive a parvovirus-adenovirus-distemper-parainfluenza vaccine and a bordatella vaccine. Cats receive vaccinations against rhinotracheitis, calicivirus, chlamydia and panleukopenia. “Owner-surrendered dogs will also, in addition, receive a rabies vaccination and a micro-chip at this time (immediately upon intake), unless evidence can be substantiated that the dog has a current, unexpired rabies vaccination and/or an existing micro-chip. All information is recorded in PetPoint or on a health evaluation/medical procedures form (known as “Dog Exam” and “Cat Exam”) for entry by office staff. The Exam form is included in the Kennel Card mentioned in #2A above. Collars, license tags, or other forms of identification attached to stray domestic cats and dogs are noted on the intake form and an attempt immediately made by staff members or volunteers to locate the owner. These forms of identification are retained by staff and labeled with the animal’s intake number in the event the animal is returned to its owner.

6. Following these intake procedures, cats are placed in a clean enclosure in the Cat intake room for an appropriate observation period, and scheduled for either spay/neuter surgery, or an exam by the Shelter Veterinarian to determine if surgery is required; following these procedures, dogs are placed in one of the three holding kennels in the Dog Intake Room or the designated Stray Kennels area for an appropriate holding period and scheduled for either spay/neuter surgery, or an exam by the Shelter Veterinarian to determine if surgery is required. Both cats and dogs are **not** housed in the general population areas until the above intake procedures and holding periods have been completed.

7. Owner Surrender Fees. A fee is charged, in accordance with Flathead County Amended Ordinance No. 3, to surrender an owned animal.

## Transfer-In Policies

When circumstances allow, the Shelter Director may allow dogs to be transferred in from other approved facilities. The following three pages outline Flathead County Animal Shelter's policies on these transfers.

### Canine Animal Transfer Program

#### Requirements/recommendations for transferring:

- **FCAS requirements:**
  - Have a community demand, space and resources for the pets being transferred to our community
  - Never euthanize cats and dogs of the species being transferred for time or space
  - Have a mutually acceptable protocol/timeframe for approving the cats and dogs to be transported
  - Have an adequate infrastructure to receive modest groups of cats and dogs
  - Have a designated coordinator to organize timing, number and types of pets to be transferred
  - Have prior FCAS approval for pets with a known behavioral or medical concern
  
- **Source shelters requirements:**
  - A final transport list, including the description and history of the cats and dogs--physical description, a photo, microchip or collar with ID, intake date, reason for surrender, health and behavior status, and any other available information at least 12 hours prior to transport
  - Have a mutually acceptable protocol and timeframe for approving the cats and dogs who will be transported
  - Evaluate health/behavior to ensure sick cats and dogs are not transported
  - All cats and dogs scheduled for interstate transport must be transported in accordance with state laws
  - Age-appropriate vaccinations should be given upon intake to source shelter and in compliance with appropriate vaccine handling protocols
  - Rabies vaccination must be administered by a licensed veterinarian for all cats and dogs 12 weeks or older
  - Pets will have received an exam to rule out the existence of bite wounds, open sores/wounds, vomiting, runny eyes or nose, kennel cough, diarrhea, skin issues or lethargy

- Pets must not have a bite history
- Any pet recently spayed or neutered, or recuperating from other medical treatment or surgery should have at least 48 hours recovery time before transport. Surgery other than spay/neuter is not recommended prior to transport. Local transfers are an exception.
- Puppies must be at least 8 weeks old at time of transport and must have received their first core vaccination (DA2PP). Follow-up boosters should have been given at two week intervals following the first vaccination, and continued to 16 weeks of age.
- All cats and dogs and carriers must be identified with a tape collar or other tag at the source shelter, prior to transport
- Additional health requirements should include:
  - A. Heartworm test (if point of origin is outside of Montana)
  - B. Bordatella vaccination
  - C. Dewormer
  - D. Application of flea and tick preventative
- Records must be shipped with the cats and dogs. These should be kept in individual, plastic (or other waterproof sleeve) sleeve prior to transport. Records should include:
  - A. Health certificate from veterinarian using APHIS form 7001
  - B. Montana Dept. of Livestock import permit number
  - C. Intake form including vaccinations, medical records and personal history.
  - D. Behavior Evaluation form, if completed.
  - E. Other information including the animal's history, photos, etc.
- **Land/air transport recommendations:**
  - Transport vehicles and animal carriers (kennels, crates, etc.) must be cleaned and sanitized to industry standards prior to transport
  - Proper climate control must be maintained—the vehicle must be able to provide heat and or AC to the animal housing areas and there must be sufficient air ventilation; temperature should be maintained at 60 – 80 degrees F in the transport compartment
  - There must be appropriate ID on each animal and its carrier during transport
  - Cats and dogs should be transported in separate enclosures (except in the case of litters) with solid, leak-proof bottoms and adequate bedding. Cats and dogs should be able to comfortably stand up, lie down and turn around
  - Transferring shelters will provide water and age-appropriate food and access to bathroom breaks

- Maximum transport time to a kennel (intermediate or final destination shelter) should be no more than 12 hours
- All trips should be made with a minimum of (2) drivers and sufficient personnel to appropriately handle and care for all cats and dogs. Drivers should travel with cell phones, maps (preferably GPS) and emergency equipment
- The organizations should have an agreed upon contingency plan to address weather, mechanical or other unexpected situations that may go awry during the transport

# Animal Transport Agreement

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

In the interest of saving cats and dogs, the above shelter/rescue wishes to enter into a Transfer Agreement with the Flathead County Animal Shelter. The above shelter/rescue agrees with the following statements: Please initial each statement.

\_\_\_ Our organization is a 501(c)3 nonprofit or municipal agency.

\_\_\_ We acknowledge that our community is working on reducing the pet population by offering cost-subsidized spay/neuter to the public.

\_\_\_ We agree any animal to be transported is not a known danger to the public and does not have a known bite history.

\_\_\_ We agree that all cats/dogs over 3 months of age have a current rabies vaccination.

\_\_\_ We agree that all cats or dogs over 6 weeks of age are vaccinated with a distemper complex vaccine (FVRCP, DHPP or DH2PP) at least two weeks prior to transport. Puppies and Kittens should be vaccinated every two weeks until transport.

\_\_\_ We agree that all pets being transferred have been approved by the Montana Department of Agriculture (Attach paperwork).

\_\_\_ We agree that any cat or dog to be transported has not had or been exposed to any of the following illnesses: Ringworm, Canine Parvovirus, Feline Panleukopenia, Canine Distemper. We also agree that any cats and dogs selected for transport have not had or been treated for Kennel Cough or an Upper Respiratory Infection in the past two months.

\_\_\_ We agree to all Source Shelter requirements (Transfer Program Guidelines).

\_\_\_ We agree to all land/air transport requirements (found in FCAS Transfer Program).

\_\_\_ We agree that if any transport animal is found to be unadoptable by the Flathead County Animal Shelter, the animal will be returned.

I have fully read and understand these conditions and agree to them on behalf of \_\_\_\_\_

The information contained in this application is true and correct. This mutual agreement can be terminated at any time, for any reason, by either party without notice.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Written Name & Title

\_\_\_\_\_  
Date

## **F.C.A.S. Animal Housing Policy**

In addition to dog and cat housing areas outlined here, FCAS enjoys an active “Foster Home” program. The Foster Program Agreement outlines the details of this program.

### **DOGS**

Whenever possible, Shelter dogs will be housed under the following ASV (Association of Shelter Veterinarians) guidelines.

The following locations are used to house dogs:

#### “Adoption” kennel run and “Stray” kennel run (2 separate kennel runs)

- Both adoptable and stray dogs may be housed here, segregated from one another depending upon current population levels.
- A “kennel card” produced from PetPoint software is affixed to the outside of the kennels containing dogs whose in-shelter time requires such identification.

#### “Bite Quarantine Room”

- This room is used for the housing of dogs currently being held for a designated period, generally following a bite incident wherein the subject dog has no proof of current rabies vaccination coverage.

#### “Intake Area”

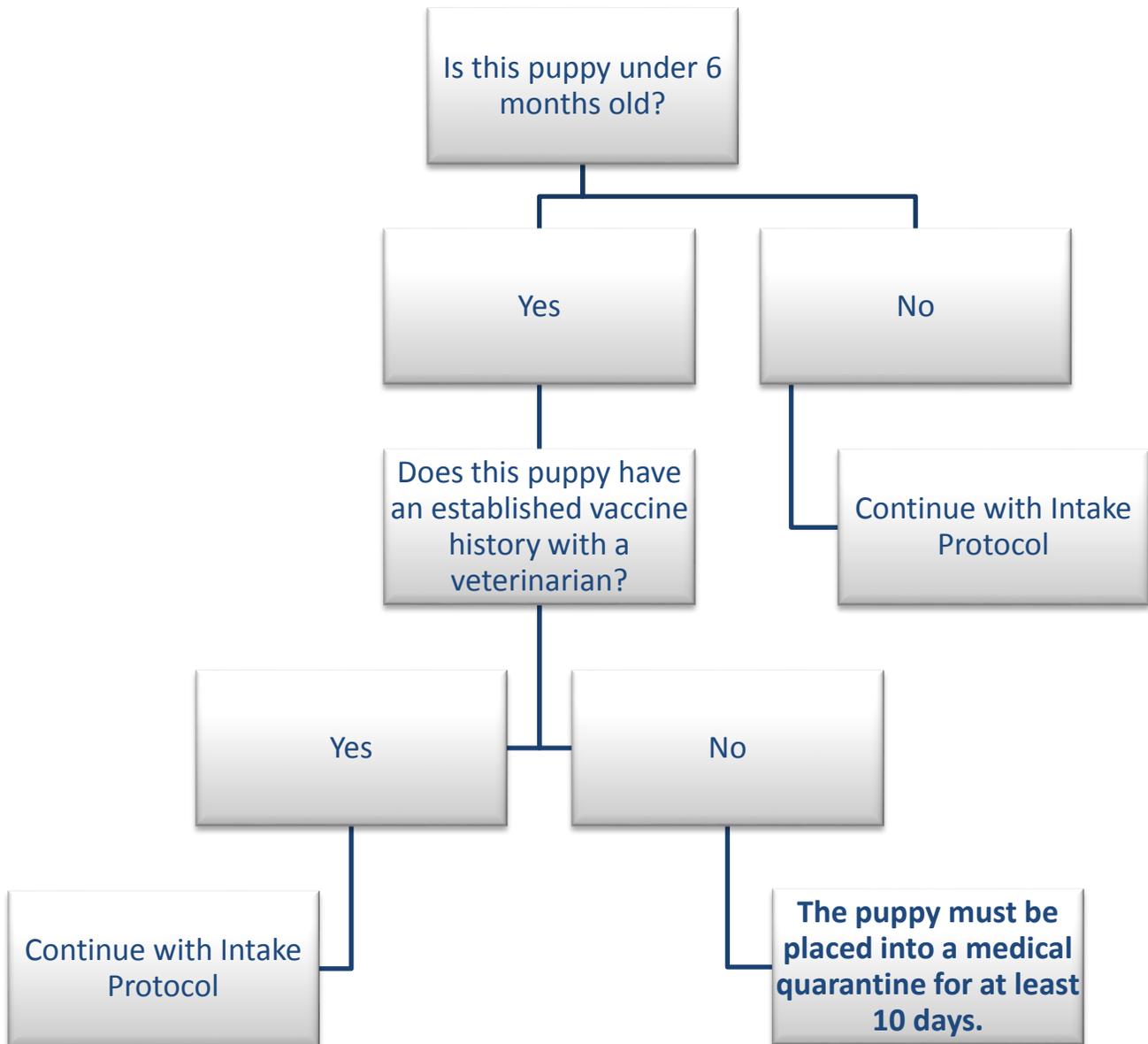
- This area consists of the Intake Room and three kennels, used specifically for the intake of dogs having just arrived at the shelter.

### **PUPPIES**

Upon intake into the Shelter, all puppies are vaccinated if their vaccination status is unknown for canine distemper (CD) virus, adenovirus (CAV-1) induced hepatitis (ICH), canine adenovirus type 2 (CAV-2) induced respiratory disease, canine parainfluenza (CPI), canine coronavirus (CCV) induced enteritis, and canine parvovirus (CPV), and issued boosters every two weeks after their initial vaccination until the age of 16 weeks. They are also vaccinated upon intake for bordatella, and issued a dewormer. If these puppies are held in the shelter, they are not placed in a kennel until that kennel has been thoroughly disinfected, and they are not let out of this kennel unless they are being moved to another thoroughly disinfected kennel. Prior to this sanitized kennel placement, and immediately following their vaccinations, they are bathed and washed with Rescue Pure Oxygen™ shampoo. Puppies are not to be handled unless absolutely necessary, and non-staff members may not interact with puppies under any

circumstances. Every effort shall be made to find a safe and properly maintained foster home for puppies if such a home appears more appropriate than shelter housing. Adopted puppies shall be returned to the shelter at 3 months of age for a Rabies vaccination (or proof thereof), which will be administered at no charge (in the absence of previous vaccination), and the owner shall purchase a Flathead County dog license, as required by law in Flathead County Amended Ordinance No. 3, "Animal Control".

### **Puppy Protocol, continued (circa 7/2020)**



## Medical Quarantine

Medical quarantine is used for animals under 6 months old with no vaccine history or animals diagnosed with a communicable disease.

One person will be designated to care for medically quarantined animals. That one person will be allowed to handle, clean, and medicate the animal(s). Medically quarantined animals should be handled or cleaned last if there are other animals that the person is in charge of. If a second person is necessary, a person with little to no contact with other animals of the same species would be allowed to help (ie: a person in charge of cats for that day can help with parvo puppies).

Use appropriate personal protection gear (gloves, etc.) while handling animals with communicable diseases. Wash hands thoroughly and discard any used gear before moving onto other areas of the shelter.

Any animal entering a medical quarantine should be bathed thoroughly before being allowed to walk on the floor and enter the intake rooms.

If the animal appears healthy, continue with the intake protocol (scan for microchip, vaccinate, deworm, etc.) before placing the animal in the Quarantine room. (See next page if the animal does not appear healthy).

Quarantined animals should not be allowed out of their designated kennel (unless there are extra kennels in the room available for cleaning) until their quarantine time is up. **Never mix litters!**

What if a Medically Quarantined animal does not appear healthy?

If the animal is presenting with any symptoms of illness (ie: vomiting, diarrhea, discharge of the eyes or nose, etc.) be in contact with Shelter DVM and:

After the animal is bathed using Rescue© shampoo, skip the intake protocol and take the animal directly into their designated quarantine kennel.

Take the animal's temperature. If their temperature is above 103.0 or under 99.5, or if there is any other life-threatening issues, contact Shelter DVM. If there is no response after 2 hours, take the animal to a veterinary clinic.

If the animal's temperature is in a normal range, make sure the animal is eating and drinking. If the animal has not eaten after 12 hours, start force feeding. If the animal is not drinking, contact

Shelter DVM to discuss SubQ fluids vs. syringe feeding water. Continue holding off vaccines and deworming until otherwise informed by Shelter DVM.

If the animal is a puppy under 6 months old, and is presenting with parvo symptoms, contact Shelter DVM. If no response after 2 hours, perform a parvo snap test and text the DVM with the results.

## **Dog Kennel Cleaning**

Kennels are cleaned each morning prior to the shelter's opening. Solids are removed, bagged, and deposited in the dumpster. Hair, dirt, and other small debris are washed into the drain covers, removed, and added to the solid wastes for disposal. Rescue™ cleaner, a hydrogen peroxide based disinfectant is used in the cleaning process on the kennel floors, walls, and Kuranda beds. Blankets and other bedding are collected, along with food and water dishes, toys, and other items found in the kennels other than beds. The collected items are taken to the laundry room for cleaning, and are replaced with cleaned dishes, bedding, etc. Kennels have water pushed into the drain with a squeegee prior to the dog being reintroduced to his/her kennel, with a final removal of anything on the mesh covering the drain.

Kennel walkways are mopped with a Rescue™ solution, and are also squeegeed and expected to be dry prior to opening for safety. Drain covers in the walkways are cleaned and any hair and debris added to other wastes for disposal.

## **Feeding**

Shelter dogs are fed Science Diet dry kibble, in an amount that averages about 2 cups per dog, with shelter dogs averaging 50-80 lbs. Smaller dogs would receive less, larger dogs would receive more, and dogs are fed once per day, in the morning prior to shelter opening.

# Animal Housing Policy - CATS

The Cat Wing is that part of the shelter in the southeast corner of the shelter building. Cats will be housed here under ASV (Association of Shelter veterinarians) guidelines.

## Sick/Recovery Room

- Sick cats are housed in isolation here, and are encouraged to be brought in from the outside via the door on the north end of the Cat Wing so as to minimize exposure and cross-contamination with other shelter cats.
- This room is staffed by the cat care staff only. Access to the room is limited and trips in and out of the room are to be kept to a minimum and doors shall be closed at all times.
- Any cat exhibiting signs of illness is moved to this room, and commonsense shall dictate how to house or care for multiple occupants
- Cats requiring bathing are bathed in this room

## Nursery/Kitten Room

- Occupants of this room are generally kittens, mothers with kittens, or mothers-to-be

## Stray Hold Room

- Incoming stray cats are housed in this room, as are owner surrendered cats that require medical or behavioral evaluation prior to placement in the adoption room.
- Cats entering this room should, whenever possible, only enter through the outside door on the east end of the building.

## Adoption Rooms

- The adoption room contains three communal living rooms. These are the “Tower Room”, North Room, and the South Room.
- Cats are chosen for housing in The Tower based on temperament and compatibility with other cats.
- All cats in the adoption room are altered and available for same day adoption.

## **Cat Care Protocol**

### **Intake**

- As Flathead County has no cat ordinance, only cats who can be picked up and held shall be admitted into Flathead County Animal Shelter. Individuals attempting to turn cats into the shelter shall demonstrate that the subject cat can indeed be held and handled without the possibility of harm to the handler. The Animal Keeper in charge of cat care or the Shelter Director may opt to allow difficult to handle cats into the shelter, but by appointment only.
- Complete Cat Examination Form immediately after intake (picture, weigh-in, vaccinations, worming, sex, age, and general health).
- If assistance is needed with exam, get help from another staff person
- If the animal appears unhealthy, make note for vet under comment section on form and leave note on vet desk.
- If situation is urgent call vet or make arrangements for outside care.

### **Cat Enclosure Cleaning**

- Enclosures are sanitized daily following this procedure:
  - Litter pans are removed and dumped, food and water containers (sent to dishwasher), bedding (sent to laundry), toys, etc.
  - Enclosure is thoroughly sprayed with appropriate disinfectant, kennel door, floor, ceiling, walls, and resting shelf are wiped dry.
  - Replacement litter pans are filled with wood pellets, not cat litter
  - Litter pans are cleaned and changed during the day as needed

### **Feeding**

- Flathead County Animal Shelter feeds Science Diet cat food
- Wet food is offered when dry food is being supplemented or substituted, with permission of Animal keeper
- Feeding is done once per day, in the morning following cleaning unless otherwise prescribed by the appropriate "Animal Keeper"
- Special exceptions to regular feeding protocols may be prescribed by Animal Keeper and/or shelter veterinarian
- Replenish water periodically and always before closing.

## **Veterinary Medical Care**

Flathead County Animal Shelter enjoys having a modern veterinary medical facility on site. This area is closed to all non-staff members, with the exception of the Shelter Veterinarian and her/his support staff, and those visitors accompanied by a staff member. A Doctor of Veterinary medicine is hired as an independent contractor. In keeping with the terms of the "Veterinary Services Contract," the Shelter Veterinarian shall provide scheduled spay and neuter surgeries as well as general veterinary services at the Animal Shelter as requested. These services shall be requested using appropriate forms completed by animal care staff, and surgeries which have been entered into the shelter's Surgery Log.

## **Euthanasia Policy**

Flathead County Animal Shelter only euthanizes those cats and/or dogs who have "quality of life" concerns or dangerous, threatening behavior issues. Cats and dogs are NOT euthanized for space, color, length of stay, or age.

### **Reasons for Euthanasia include, but are not limited to:**

- 1) Behavioral problems – e.g. biting, aggression, or other behaviors which have made the pet unadoptable;
- 2) Incurable illness or injury that would cause suffering if the pet's life is continued;
- 3) Quality of Life Deterioration.

Decisions to euthanize are made by the Director and the appropriate Animal Keeper with input from the Shelter Veterinarian. Euthanasia is performed by the Shelter Veterinarian.

Euthanasia is performed in accordance with current humane methods which are part of modern curriculum presented in veterinary colleges and/or Montana Board of Veterinary Medicine approved certification courses.

The medical facility of the shelter is the official euthanasia area. Euthanasia pharmaceuticals are stored in the safe in the medical wing, along with other products for which a locked enclosure is deemed appropriate..

The Shelter Veterinarian, with assistance from the Euthanasia Technicians are in charge of all recordkeeping to ensure all documentation and supplies are in order, in compliance with Federal and State regulations.

Routine inspections are performed by Montana Board of Pharmacy Inspectors.

## ANIMAL RELEASE POLICIES

Cats and dogs are voluntarily released from the shelter in the following three ways:

- 1) Return to owner: Owners reclaiming pets from the shelter shall pay all fees required for the length of stay at the shelter in accordance with the current fee schedule as outlined in Amended Ordinance 3, shall sign and accept any citation issued, shall produce a Veterinarian's Rabies Certificate showing proof of rabies vaccination currency or the reclaimed pet shall receive a rabies vaccination and owner shall be assessed a fee for same. Unlicensed dogs who will reside in Flathead County shall purchase a county dog license as required by Amended ordinance 3. An owner reclaiming a cat or dog from the shelter shall submit picture I.D. prior to release, a copy of same will be made and kept in secure county records;
- 2) Adoption: Cats and dogs who have completed their "hold" period as defined in Amended Ordinance 3, or who have been surrendered by their former owners, and who have completed their vaccination and spay/neuter requirements shall be adopted to new owners in accordance with the current fee structure. Adoption fees may be modified due to certain circumstances by Shelter Director. Adopters who do not own their place of residence must show proof of landlord allowance of pets prior to adoption. Picture I.D is required, and a copy of same will be made and kept in secure county records prior to adoption;
- 3) Transfer: Cats and dogs may be transferred out to other facilities with permission of Shelter Director. Dogs may be transferred in during period of low populations, in accordance with the shelter's Transfer Guidelines and a signed Transfer Agreement, both of which can be found in the "shared" S-Drive files.
- 4) Quarantined Cats/Dogs: Cats and/or dogs who have been ordered quarantined at the shelter are housed under the guidelines of the Flathead County Rabies Control Program. Fees are to be collected at the time of animal arrival at the shelter. Dogs released at the end of their quarantine period are to be licensed in accordance with Amended Ordinance 3, with license fees collected prior to release, and a rabies vaccination administered if so required. A Quarantine Completion form is submitted to the Flathead City-County Health Dept. upon any cats and dogs release from quarantine.

## **Shelter Closing Procedures**

### **Animal Housing Area – Dogs**

1. Water pails full with clean water;
2. Kennels clean, all excrement removed, mopped, if necessary;
3. Excrement buckets emptied into dumpster, fresh bags in buckets;
4. Scooper buckets filled with fresh Accel/water solution;
5. Food dishes pulled, placed in dishwasher, washed;
6. Food stocked as prescribed;
7. Dishwasher drained and traps cleaned;
8. Lights out in all rooms.

### **Animal Housing Area – Cats**

1. Trash emptied from cat rooms;
2. Water dishes filled with clean water, food replenished as needed;
3. Food stocked;
4. Lights out in all rooms.

### **General Areas**

1. All trash containers (indoor and out) emptied into dumpster, fresh bags in all containers;
2. Laundry washed, dried, folded, and stored;
3. Food room stocked;
4. Cleaning supplies checked, make list for reorder;
5. Laundry room floor swept and mopped.

### **Front Desk**

1. All transactions entered;
2. Register closed out, deposits prepared and placed in safe;
3. All trash containers emptied (including bathrooms), fresh bags placed in containers;
4. Verify that climate controls are safely and properly set;
5. Check that all doors and windows are locked, all lights out;
6. Lock front gate upon departure.

## **ORDINANCE(s)**

Flathead County's Amended Ordinance No. 3 requires all dogs over 5 months of age to be licensed, and proof of a current rabies is required. As of March, 2015 Flathead County only issues Lifetime Dog Licenses. These licenses are in effect for the life of the licensed dog, and only expire if the rabies coverage expires. The full ordinance can be viewed at <https://flathead.mt.gov/animal/documents/dogordinance.pdf>

The Flathead County Rabies Control program requires all cats and dogs in the county that are 3 months of age or older be vaccinated for rabies before they reach 5 months of age, and thereafter in accordance with the vaccine manufacturer's recommendation. The full ordinance can be viewed at <https://flathead.mt.gov/animal/documents/Flathead-Co-Rabies-Control-Program-2015.pdf>

I have read and understand these “**Standard Operating Procedures**” of Flathead County Animal Shelter, which show a current date of August 1, 2019.

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EMPLOYEE SIGNATURE

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DATE

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PRINTED NAME