



**Oakland Animal Shelter
Community Advisory Committee**

**Wednesday, Oakland 22, 2014
4:30 – 6:30 pm
Oakland City Hall, 2nd Floor, Hearing Room 4**

Committee Members:

***Chairperson: Amelia Funghi; Vice Chairperson: Kate O'Connor; Secretary: Willow Liroff
Allison Lindquist, Deirdre Strickland, Ann Dunn, Evan Eustis, Jen Dalmasso, DVM***

AGENDA

- 1. Welcome & Introductions** *Amelia Funghi, Chairperson*
- 2. Open Forum: 15 minutes** *Public Comment*
- 3. Review and Approve Minutes** *Committee Members*
- 4. Update on recruitments** *Karen Boyd, CAO*
- 5. Update on OAS Transition from OPD** *Karen Boyd, CAO*
- 6. Subcommittee Reports:** *Committee Members*
 - a. Behavior Assessment and Euthanasia Protocol
 - b. Intake, Public Processing and Live Release
 - c. Medical Oversight and Quality of Life
 - d. Community Outreach
 - e. Volunteer program and Community Outreach
 - f. Animal Control
- 7. Next Steps** *Committee Members*

Attachments:

1. *Meeting minutes : September 10, 2014*
2. *Meeting minutes : October 1, 2014*
3. *Oakland Animal Services Community Advisory Committee Roster of Participants*
4. *Oakland Animal Services--Policy and Protocol Recommendations (list of focus areas)*
5. *Subcommittee Recommendations*
 - a. *FINAL: Euthanasia*
 - b. *FINAL: Behavior Assessments*
 - c. *FINAL: Public Processing & Intake*
 - d. *FINAL: Feeding/Vaccine/Worming Chart*
 - e. *DRAFT: In-house Animal Management, Health, Behavior*
 - f. *DRAFT: Cleaning & Basic Care*
 - g. *DRAFT: Medical Oversight and Quality of Life*
 - h. *DRAFT: Cleaning Protocols*
 - i. *DRAFT: Animal Control*
 - j. *DRAFT: Volunteer Program*
 - k. *DRAFT: Outreach*



Oakland Animal Shelter Community Advisory Committee

Meeting Date and Time: *Wednesday, September 10, 2014, 4:30 pm*

Meeting Location: *Oakland Animal Services, 1101 29th Avenue, Oakland*

Meeting Attendance:

Present: *Amelia Funghi, Kate O'Connor, Ann Dunn, Willow Liroff, Jen Dalmasso, Evan Eustis*

Absent: *Allison Lindquist, Deirdre Strickland*

Staff: *Karen Boyd, City Administrator's Office; Elena Hocking, Oakland Animal Services*

Meeting Minutes

The fourth meeting of the Oakland Animal Shelter Community Advisory Committee (Committee) was held on Wednesday, September 10, 2014. The meeting was called to order by the Committee Chairperson Amelia Funghi.

1. Tour of Oakland Animal Shelter

Prior to the beginning of the formal public meeting, Animal Control Supervisor Elena Hocking led members of the Community Advisory Committee on a guided tour of the facility and answered questions about shelter operations. Members of the public attending the meeting also received a tour, guided by Dave Cronin, former OAS director.

2. Welcome & Introductions

Sgt. Evan Eustis of Contra Costa County Animal Services formally joined the Community Advisory Committee, filling the vacancy for a member with animal control expertise. During his introduction, Sgt. Eustis said he has been in at Contra Costa County Animal Services since 2005. He started his animal welfare career walking dogs at the East Bay SPCA and since then has worked at many animal shelters in the Bay Area, including the Peninsula Humane Society, the SPCA, Berkeley Animal Care Services, and Marin Humane.

3. Open Forum

There was a 20-minute open forum with eight public speakers.

4. Review and Approve Minutes

The minutes were modified to delete the Community Outreach subcommittee, which was mistakenly identified as a subcommittee formed by the Advisory Committee. Kate O'Connor moved to approve the minutes, seconded by Ann Dunn and unanimously approved with the above-mentioned modification.

5. Update on OAS Transition from OPD/Staff Recruitments and Hiring

Karen Boyd of the City Administrator's Office provided an update on the status of staff recruitments and hiring underway as well as information about the transition of OAS out of OPD>

- *OAS Director:* interviews are underway with a panel interview in two days and final interviews to be scheduled for the following week. The panel consists of City staff, experts in animal welfare and sheltering, and volunteers/community leaders. She anticipates that a successful candidate would begin in late October or early November.
- *Veterinarians:* OAS is budgeted for one (1) full-time position which is occupied by four (4) part-time vets. Three (3) of the vets are in place, and the fourth is undergoing a background check.
- *Vet Techs:* One (1) position is filled; one (1) in in the process of being filled.
- *Animal Care Attendants:* There are 10 full-time positions which are currently filled by 18 part-time employees. Two (2) positions may open up if they are hired as ACOs.
- *Animal Control Officers:* Currently there are two (2) vacant positions, and three (3) are undergoing background checks.
- *Shelter Manager:* The City recently created a new classification, which is scheduled to be considered for approval by the Civil Service Board on September 18. City staff have begun recruitment process, which takes 4-6 months. Staff anticipates posting this job in mid-October, with an anticipated start in Spring 2015.
- *Rescue Coordinator:* This would be a new position for the City, and would require creation of a new job classification; research is underway to begin this lengthy process. Ms. Boyd stated that if Committee or community members knew of appropriate, similar job descriptions, staff would be open to input and suggestions.

A question was asked regarding who at OAS conducts temperament tests and whether there is an animal behaviorist on staff. An OAS staffer responded that certain ACOs conduct the testing, that there had been a standard test in place, but staff was also concerned about the process.

6. Subcommittee Reports

Euthanasia & Behavior Assessments

The subcommittee distributed a draft of a euthanasia policy based on the one currently in use by the City of Berkeley, which was created by the Animal Care Commission and has worked well there. The Advisory Committee reviewed the draft and made minor comments. The subcommittee offered to take further comment and edits via email and agreed to bring back a final draft to the next meeting.

Action Item (for Karen Boyd and City staff)

The Advisory Committee asked Ms. Boyd to provide the following data to the next meeting:

- Cats: Intake numbers, number of cats euthanized, reasons for euthanasia
- Dogs: Intake numbers, number of dogs euthanized, reasons for euthanasia
- Time period: May 1 - September 10, 2014 vs. May 1 - September 10, 2012

The Advisory Committee discussed the need for behavior assessment standards to establish a culture at OAS as customer-friendly, transparent and committed to animal welfare. These standards provide philosophical underpinnings guiding decisions made by the organization.

Due to a shortage of time, reports from the other subcommittees were postponed to the next meeting.

The Advisory Committee created two additional subcommittees:

- Animal Control (members: Jen Dalmasso and Evan Eustis)
- Volunteer Program/Community Outreach (members: Willow Liroff, Kate O'Connor, Amelia Funghi); the subcommittee members were going to reach out to Deirdre Strickland to determine her interest in joining this subcommittee.

7. Framework/Resolution for Permanent Advisory Body Subcommittee Update

The Advisory Committee reviewed the final version of the proposed resolution to create a permanent advisory body. Willow Liroff moved to approve the resolution, Evan Eustis seconded the motion, and it was unanimously approved.

Ms. Boyd stated that the proposed resolution would be reviewed by the City Administrator's Office and forwarded to the City Attorney for review and approval before being brought to the City Council for consideration.

8. Next Steps

The next meeting of the Community Advisory Committee is on Wednesday, October 1 from 4:30 to 6:30 pm in Oakland City Hall, 2nd floor, Hearing Room 3.

The meeting was adjourned at 7:15 pm.



Oakland Animal Shelter Community Advisory Committee

Meeting Date and Time: *Wednesday, October 1, 2014, 4:30 pm*

Meeting Location: *Oakland City Hall, Hearing Room 3*

Meeting Attendance:

Present: *Amelia Funghi, Kate O'Connor, Ann Dunn, Willow Liroff, Jen Dalmasso, Evan Eustis, Allison Lindquist, Deirdre Strickland*

Absent: *None*

Staff: *Karen Boyd, City Administrator's Office; Chantal Cotton, City Administrator's Office*

Meeting Minutes

The fifth meeting of the Oakland Animal Shelter Community Advisory Committee (Committee) was held on Wednesday, October 1, 2014. The meeting was called to order by the Committee Chairperson Amelia Funghi at approximately 4:35 pm.

1. Welcome & Introductions

At the start of the meeting, City Administrator Henry Gardner spoke to let Committee members and the public know that due to a clerical error, the meeting was not properly noticed according to the Brown Act. Despite the fact that it was not posted on the official bulletin boards at City Hall as legally required, the meeting notice and agenda packet were posted on the City's web site and several hundred interested parties were alerted to the agenda packet.

Mr. Gardner affirmed that the City remains committed to the spirit of open meeting laws and operating in transparency. Given the urgency of several of the matters on the meeting agenda for the Committee's consideration, and given the high level of public interest in these topics, City staff did not want to preclude this important discussion by standing on a technicality and decided to hold the meeting anyway instead of cancelling it.

The City Administrator emphasized that it is in the public's interest to hear the reports from the Committee and to provide an opportunity for public comment, but no formal action could be taken at this meeting. He clarified that the Committee was not legally permitted to take a binding vote at this meeting. The discussion could take place and the items would be carried over to the next formally

noticed meeting for a binding vote. Committee members expressed appreciation for the opportunity to discuss the items on the agenda.

2. Open Forum

There was a 15-minute open forum with five public speakers.

3. Review and Approve Minutes

The minutes of the September 10, 2014 meeting could not be approved for the reasons stated above. This item will carry forward to the agenda for the next meeting on October 22, 2014.

4. Update on Recruitments

Karen Boyd of the City Administrator's Office provided an update on the status of staff recruitments and hiring underway:

- *OAS Director:* The City is currently going through the background checking process with finalists and staff anticipates a start date of November 3rd.
- *Shelter Manager:* The new Shelter Director classification was approved by the Civil Service Board on September 18. City staff has begun recruitment process, which takes 4-6 months.
- *Veterinarians:* There are three part-time veterinarians in place sharing the hours of one full-time employee, and a fourth is in the process of a background check, which was delayed because the candidate was out of town.
- *Veterinary Technicians:* One Vet Tech is in the process of a background check, which is anticipated to be complete at the end of October.
- *Animal Care Attendants:* There are 10 full-time positions authorized which are being filled by 17 part-time ACAs.
- *Animal Control Officers:* There are five ACOs in undergoing a background check; the expected due date is mid-October.

5. Update on OAS Transition from OPD

Karen Boyd reported that the City Administrator's Office has initiated the process to legally transfer OAS out of OPD and create a standalone City department. This process requires amendment of the

Oakland Municipal Code, which is currently in legal review. She stated that more details about the transition would be presented to the City Council's Public Safety Committee on October 28, 2014.

Chantal Cotton of the City Administrator's Office spoke about the transition-related conversations now underway between City Administrator's staff and OPD about how best to utilize the ACOs and what the reporting structures would be once the transition is complete. Given limited staff resources at the shelter, it isn't practical to assume that all the ACOs could be out in the field immediately, since it would leave an operational gap at OAS. These are amongst the many decisions being thought through during the transition-planning process.

Ms. Boyd addressed a question that was raised regarding OAS' compliance with Hayden's Law. She stated that it was her understanding that since the State was no longer funding it, the City is no longer legally bound to follow it; she added that the City Attorney's Office was providing a legal analysis and guidance to City staff. Committee member Kate O'Connor stated that although the law was suspended, most shelters continue to follow it as a matter of practice.

Ms. Boyd also stated that the Administration recognizes the urgency of addressing euthanasia issues at the OAS. There has been a lot of public outcry about how decisions to euthanize animals are made and by whom, and how animals are temperament tested. There is great concern about the transition that is underway but not yet complete. She emphasized that City staff hears these concerns loud and clear.

Effective that day, the City Administrator directed the Oakland Police Department to immediately implement several key changes that are consistent with the provisions in the draft policy that the Committee has proposed. These changes should begin to address these concerns as the City works through the process of formally adopting new policies. Specifically:

- No single individual should be authorized to make a euthanasia determination without a second pair of eyes reviewing the decision and conducting a second temperament test.
- Furthermore, euthanasia decisions will be made based on the current availability of space, not in anticipation of future intake to the shelter.
- All animals will be held a minimum of four days on which the shelter is open to the public, including at least one weekend day, prior to euthanasia. The only exception is in the case of irremediable, severe injury or disease in which the veterinarian deems the only human option is euthanasia.

She said that the decision to have a second pair of eyes reviewing each euthanasia decision was made to provide support and assistance to OAS staff, who are making hard decisions, and the second temperament test would afford animals a second chance with possibly a different outcome.

Ms. Boyd clarified that the policies being recommended by this Community Advisory Committee are administrative policies under the jurisdiction and authority of the City Administrator to implement, not policy questions for the City Council. As such, despite the fact that the policy recommendations heard during the meeting could not be officially adopted by the Advisory Committee that evening, given the urgency and importance of the euthanasia issue, she committed to bringing the draft policy to the OPD Command staff and OAS management to begin an immediate review and analysis. She said she would ask for their input regarding enhancements they recommend or revisions they advise due to operational or resource constraints. The final decision regarding implementation will be made by the City Administrator in consultation with the new OAS Director.

6. Subcommittee Reports

In response to a request made by the Committee at the last meeting, Ms. Boyd provided the following data:

- Cats: Intake numbers, number of cats euthanized, reasons for euthanasia
- Dogs: Intake numbers, number of dogs euthanized, reasons for euthanasia
- Time period: May 1 - September 10, 2014 vs. May 1 - September 10, 2012

The subcommittee distributed a final recommended euthanasia policy based on the one currently in use by the City of Berkeley, which was created by the Animal Care Commission and has worked well there. The Committee reviewed the final euthanasia policy and behavior assessment policy and made a few additional comments.

Due to a shortage of time and the fact that the Committee was not able to take formal votes at this meeting for the reasons previously identified, reports from the other subcommittees were postponed to the next meeting.

7. Next Steps

Ms. Boyd was asked several questions which she agreed to answer at the next meeting:

- Committee members had heard reports that owner-surrenders were being requested to get an appointment one month out to bring their animal back to OAS. The question asked was whether this is happening, and if so, why? And does the OMC allow for surrenders to be turned away? Are there surrender forms?
- Does the \$400,000 in one-time funding automatically carry over to the next fiscal year?

The next meeting of the Community Advisory Committee is on Wednesday, October 22 from 4:30 to 6:30 pm in Oakland City Hall, room to be announced.

The meeting was adjourned at approximately 6:00 pm.

**Oakland Animal Services
Community Advisory Committee
Roster of Participants**

Category	Name	Organization	Email	Telephone
1. Shelter management—municipal shelter	Kate O'Connor	Berkeley Animal Care Services	KOConnor@ci.berkeley.ca.us	(510) 981-6601
2. Shelter management—municipal shelter	Amelia Fungghi		Afungghi@ci.berkeley.ca.us	(510) 981-66xx
3. Shelter management and operations—nonprofit shelter Humane advocacy	Allison Lindquist	East Bay SPCA	Alindquist@eastbayspca.org	(510) 563-4607
4. Animal rescue—dogs	Deirdre Strickland	Power of Chi (founder)	galay8r@gmail.com	(510) 290-2988
5. Animal rescue—cats	Ann Dunn	Cat Town	ann@cattownoakland.org	(510) 915-1454
6. Volunteer operations	Willow Liroff	OAS volunteer	oaklandsanimals@yahoo.com	(510) 295-7674
7. Veterinary medicine	Jen Dalmasso, DVM	veterinarian	jendalmasso@gmail.com	(510) 673-2580
8. Animal control	Evan Eustis	Sergeant, Contra Costa Animal Control	Ireckless@comcast.net	(510) 693-1233

Oakland Animal Services – Policy and Protocol Recommendations

Cleaning and Basic Care

Intake and Public Processing

- Education/resources for sick, underaged animals, behavior issues
- Surrender counseling

Behavior Assessment (initial and on-going)

Interventions: Health, Behavior

- In-house foster program (experienced volunteers, staff)
- Early routine handling of animals after arrival, especially young animals

Euthanasia

Live release

- Adoption program
- Rescue program, including air transportation
- Off-site adoption events
- Lost animal procedures

Medical Oversight and Quality of Life

- Ward and kennel organization, population limits
- Surgery Center
- Exam room and rounds

Volunteer Program (highest and best use of volunteers)

- Volunteer training (animal behavior/obedience)
- Recruitment and shelter policies/protocols training

Community outreach

- School programs, community group partnering
- On-site dog classes

Animal Control

- Protective Custody animals
- One officer working on site during open hours
- Licensing, billing, reporting
- Abuse/neglect investigation, prosecution; Probation searches

Program Development

- Grant proposals and research
- Best practices research

Publicity, promotion, community networking

Data collection and use

Software — tracking

Reports

Key programs to include:

- Spay/neuter initiatives and access
- Education to help keep animals in their homes
- Community Cat program

Oakland Animal Services Subcommittee Recommendations: Euthanasia

The Oakland Animal Services Subcommittee on Euthanasia recommends the following policy and protocols be implemented at the Oakland Animal Shelter.

EUTHANASIA POLICY

Oakland Animal Services is committed to providing quality care to animals. In its efforts towards making the shelter a minimum kill facility it shall work vigorously at adopting animals and reducing the number of animals euthanized. However, circumstances may arise that preclude an animal from being adopted, and subsequently that animal may need to be euthanized. To that extent, the following terminology shall be utilized when discussing the adoptability of animals.

It is the intent of the Oakland Animal Shelter **not to euthanize any adoptable or treatable animal**, and if it is not able to place the animal through its own adoption programs, it will offer the animal to any reputable rescue group. If an animal is healthy, temperamentally sound or can be rehabilitated, and there is room in the shelter, the animal cannot be destroyed.

The Oakland Animal Shelter shall work towards ending the euthanasia of treatable animals, and shall offer these animals to rescue groups during the treatment stage as a means of freeing Shelter space for adoptable animals. Euthanasia decisions will be made based on the current availability of space, and not in anticipation of future intake to the shelter.

All animals will be held a minimum of four days on which the shelter is open to the public, including at least one weekend day, prior to euthanasia. The only exception is in the case of irremediable, severe injury or disease in which a veterinarian deems the only humane option is immediate euthanasia.

For purposes of this policy, shelter animals will be defined as Adoptable, Treatable, and Non-Rehabilitatable. If an animal is deemed feral, the shelter will work with the feral humane organization to place the animal in a feral colony if an appropriate caretaker is identified, as specified by the humane organization.

If an animal is deemed not feral, then it is assumed to fall into one of the three shelter animal categories below:

1) Adoptable

All neonate and juvenile animals should be kept with their mothers or placed in a foster home whenever possible. Juvenile shall mean 6-8 weeks old.

Adoptable shall include only those animals mature enough to be altered. At, or subsequent to, the time of impound or when possession is taken these animals have not manifested:

- Signs of behavioral or temperamental defects, which could pose a health or safety risk, or deem the animal unsuitable for placement as a pet.
- Disease, injury, congenital hereditary conditions that adversely affects the health of the animal, or will adversely affect the animal's health in the future

2) Treatable

Shall include animals who are not currently adoptable, but who could become so with reasonable efforts. The conditions contributing to this classification may be medical, behavioral, or temperamental. Treatable medical conditions include, but are not limited to:

- Pregnancy
- Kennel cough
- Flea anemia
- Diarrhea
- Vomiting
- Ringworm
- Skin condition mange
- Upper respiratory problems
- Conjunctivitis
- Gingivitis and dental disease
- Heart murmurs
- Urinary tract infections
- Lameness
- Arthritis
- Eye injuries and cataracts
- Deafness
- Parasites (worms)
- Ear mites
- Fleas
- Cuts and wounds such as those caused by "Happy Tail"
- Any non-contagious conditions deemed treatable by a veterinarian and affordable to the shelter.

A veterinarian may recommend euthanasia for humane reasons should any of these conditions be severe or if the animal is not responding to treatment.

Treatable behavioral and temperamental conditions shall include but are not limited to:

- Inappropriate elimination
- Excessive barking or meowing
- Non-severe possession aggression
- Non-severe fearful tendencies
- Non-severe dog or cat aggressiveness
- Food guarding in puppies

3) Non-Rehabilitatable

Shall include:

- Animals for which euthanasia is the most humane alternative due to disease or injury.
- Biting animals, the placement of whom would constitute a danger to the public.
- Animals who pose a serious public health hazard

Circumstances Under Which an Animal may be Euthanized

1) Temperament/Behavior:

An animal who has exhibited aggressive tendencies and whose behavior present a potential liability if adopted out to the public. It is natural for an animal to be nervous or fractious when impounded. However, even after multiple temperament and behavior assessments by the Animal Services Director and/or a designated tester(s), if the animal still exhibits a tendency to bite **it may be euthanized**.

In no case shall a temperament test be given if the test would jeopardize employee or volunteer safety.

2) Medical:

An animal may be euthanized for serious medical conditions such as:

- An animal that is irretrievably suffering
- An animal who has a contagious disease which poses a health hazard to other animals and/or humane
- An animal whose medical treatment is not affordable by the shelter and the non-profit supporting the shelter

3) Space/Room:

A proactive approach to space shall be adopted, whereby animals are assessed ongoing for doubling up in kennels, if necessary. In addition, cats and dogs who come in together should not be separated when feasible based on temperament, physical comfort, and safety, in one kennel. Animals should be reassessed, based on observations and owner history on an on-going basis. If there is no space left, animals may be doubled up or small dogs may be placed in holding cages, for 24 hours.

Space/room **shall not** be the sole criteria for euthanizing an animal. However, if it appears that there is no available space in the kennels, animals have been doubled up, and the above two (2) criteria (medical and temperament) have not been met, then space may be considered. The decision shall be based upon what animal appears to be the "least adoptable". In addition, length of time at the shelter may be considered. **One dog kennel and one cat kennel will be kept open for incoming animals at all times.**

4) Owner Request:

If an owner has requested euthanasia of their animal due to severe suffering, they shall be referred to a veterinarian.

Before Euthanasia

If an animal is deemed adoptable or treatable, the following steps **must** be taken to increase the likelihood of adoption:

- Promotion via web sites, print advertisements, or television
- Reduce the adoption fee
- Festoon the kennel or cage for high visibility (for example, "Featured Pet")
- Contact with rescue and humane organizations
- Fostering through rescue and humane organizations

Call Before Euthanasia (CBE)

Rescue groups or other interested individuals may be contacted in instances of impending euthanasia.

The decision whether or not to euthanize an animal shall be the decision of the Director, and/or designated staff member(s), based upon the above criteria and any other information that may prove pertinent.

Once the decision is reached, a review of all the previous steps must be made in a final attempt to resolve any outstanding issues.

Euthanasia/Put to Death Protocol

If, after all the above steps are taken, an adoptable or treatable animal cannot be placed and there is no space at the shelter, or for non-rehabilitatable animals euthanasia is the only alternative, the animal's information will be written in the animal's notes in PetPoint.

The euthanasia list will include dates and descriptions of:

- Behavior history
- Behavior observed
- Temperament test, if given
- Injury/illness report including veterinary diagnosis, treatment, and prognosis
- Rescue group contacted and outcome

At any time during this process, an adoptable or treatable animal may be adopted. 24 hours notice will be given prior to scheduled euthanasia date for all adoptable and treatable animals. Notice will be given to any animal rescue group that wishes to be notified (email, fax, phone call). No animal will be euthanized on a holiday, or days when the shelter is closed to the public, unless it is deemed by a veterinarian to be irremediably suffering.

Euthanasia

The animal's impound file should be reviewed in the euthanasia room just prior to euthanasia and the following items must be checked:

- Is there a Call Before Euthanasia or other hold on the animal?
- Is there a signature of Director or designated tester(s)?
- Does the description of the animal match the adoptability checklist and the impound card?

Oakland Animal Services Subcommittee Recommendations: Behavior Assessments

DOG BEHAVIOR ASSESSMENTS

Key best practices for dog behavior assessments

- Assessments are to be performed outside of the cage unless the assessor thinks the dog cannot be safely removed from the kennel. In this case a second opinion must be sought.
- Assessments should be given in teams with at least one staff-person experienced in dog behavior.
- Assessments should not be done on a dog in pain, or earlier than 48 hours following spay/neuter (or other) surgery.
- Any person biased against, or fearful of, certain breeds (or a specific dog) should not be involved in the assessment of those dogs.
- Breed should have no bearing on behavior ratings.
- Assessments should be used to guide plans for each animal, rather than used as a "pass/fail" test.
- An animal's behavior can change with time, so reassessment is often necessary.
- Care staff and volunteer observations should be taken into consideration by management when making final determinations about an animal.

Dog behavior assessment recommendations:

Initial behavior assessments (to be given to dogs if there is any question of adoptability)

- Should occur near the end of the holding period (3-5 days), not within the first 2 days of arrival.
- Dog is taken outside of the cage for assessment, in another room. If the assessor feels the dog is too unsafe to remove from his/her cage, notify Director or Director's designate for further evaluation.
- Assessment is given in teams of two or more with one staff-person experienced in dog behavior (Shelter Manager or Director's designate) and experienced member(s) of a rescue organization or Dog Crew
 - Evaluator performs the test components, with the observer marking each resulting behavior on a standardized checklist (eg. ASPCA's SAFER protocol)

Dogs with non-aggressive assessments should be available to care staff and Dog Crew volunteers for behavior modification and enrichment activities.

- Enrichment activities - like dog playgroups or 1:1 time with volunteers - help improve a dog's ability to adjust to the shelter environment and provides for a more accurate assessment of a dog's behavior outside of the shelter. *(Six staff-members and 20 volunteers were trained in December 2012 by Aimee Sadler: "Playing for Life: A Training and Behavior Program for Sheltered Dogs Featuring Play Groups.")*
- Consider socialization of shy, under-socialized dogs with friendlier dogs.

Behavior reassessments (for dogs with non-dangerous or borderline initial assessments)

- To occur at least 4 days after the initial assessment (to allow time for enrichment or behavior modification activities)
- Can be prompted by space issues, need for rescue profile, or input from care staff/volunteers
- Conducted by teams of (ideally) three (experienced staff-person in dog behavior, experienced rescue representative and/or Dog Crew volunteer).
- Must be done before a euthanasia determination is made for non-dangerous dogs.

CAT BEHAVIOR ASSESSMENTS

Summary: Current cat assessment and enrichment and behavior modification activities at Oakland Animal Services have helped improve the live-release of cats (underage kittens excluded). Strong relationships with higher-volume transfer organizations and collaboration between staff and trained volunteers (Cat Crew) have minimized euthanasia of cats based on behavior, health, and space.

Current practices for cat behavior assessments at Oakland Animal Services:

- Cats are given days/weeks to settle into the shelter environment, and are moved up to the adoption gallery if they are able to be carried and not too fearful or aggressive.
- Staff is assisted by Cat Crew volunteers who report health and behavior observations throughout a cat's stay.
- Handling notes are dated and marked on cat cages describing enrichment, behavior modification activities, and a cat's progress over time. These profiles help identify appropriate transfer groups in cases of health/behavior issues not resolving.
- Cat Crew volunteers identify 3-4 "Cat Crew cats" who are given at least one month's time by staff for Crew to work to resolve adoptability issues, or to help profile cats for appropriate rescues, before they are considered for euthanasia.

With these behavior assessment practices supporting improved live-release of cats at Oakland Animal Services, we are not making additional recommendations.

Oakland Animal Services Subcommittee Recommendations: Public Processing & Intake

PUBLIC PROCESSING

Accessibility

- Open hours should be at least 30 hours per week, 6 days per week.
- Phones should be answered/dispatched during open hours and beyond, totaling at least 40 hours per week, 6 days per week.
- Consider onsite dispatch for calls with transfer menu items for animal control/field service going to OPD, and questions about other animal issues answered internally. While on hold, recorded information and resources should be provided to callers.

Customer Service

- Front desk staff should be approachable and helpful, providing resources/guidance based on each visitor's needs. (If additional time/help is required, or specialized information is needed, utilize volunteers or suggest community resources to help.)
- During busiest hours, a volunteer "shelter host" should help route arriving visitors whenever possible, with people adopting given extra priority, possibly a dedicated line for processing.

INTAKE

Animal Handling (General)

- Minimize stress to incoming animals by using minimal force, keeping animals from loud/busy walkways, and closing cage and ward doors quietly.
- Separate cats and dogs in the lobby/intake areas, and keep cats off the floor and away from dogs walking by.
- Place stressed cats in intake cages furthest from ward doors, with cage cover, whenever possible.

Surrenders

- Surrender questions/information form: completion is required, and form should be available in English and Spanish.
- Prioritize intake based on urgency of owner surrender reason (ex. owner is being evicted next day, take in animal). If owner is able to surrender at a future time, schedule appointment if OAS cage space is limited – provide this information online and to callers while on hold to encourage appointment setting online or by phone (vs. unscheduled drop-in).
- Provide owners surrendering due to circumstances which could be resolved (ie. litterbox issues, barking) with advice/support to encourage keeping of the animal. Consider making trained volunteers available to consult those surrendering due to such circumstances.

Strays

- Required: Note found location on cage card record.

- Finder should have option to note in system if he/she wishes to be contacted in case of euthanasia with at least 24 hours notice given. Finder should be given a phone number where staff can be reached, or an email/voicemail that will be checked prior to euthanasia.

Feral/Trapped Cats

- Required: Note trapped/found location on cage card record.
- Inform trapper/finder that cat may be TNRed (trap-neuter-released) near its original location. If trapper objects, note "DNR" (do not return) on cage record.
- Examine cats on intake for a tipped, clipped, or notched ear, and within 48 hours, contact Fix Our Ferals with the trapped location in case a feeding colony is known.
- After potentially feral cats are given multiple days to decompress, assess degree of socialization. If found to be feral, contact feral groups for possible TNR.
- Sterilize feral cats brought in by community members for TNR. If surgery appointments are not available, provide names of community resources for possible assistance.
- Ideal: Acquire AvidID wand scanner to check for microchips on feral cats or cats who otherwise can't be safely handled.

Underage/Sick/Injured Animals

- Medical triage on intake. Contact rescue organizations immediately for unweaned/underage animals.
- Advise on the possibility of euthanasia, and other options to consider if visitor has the resources to do so (ie. keeping baby animals with mom until weaned, bringing animal to veterinarian rather than surrendering).

ADULT DOGS

Type	Food	Feeding Times	Vaccine	Deworm	Deflea
Medium / Large Breed	Adult Hard Food	1X	<u>Dhpp / Bordatella</u> on intake	<u>Strongid</u> with adoption card and in 2 weeks	<u>Flea meds</u> with adoption card and again in 4 weeks
Small	Puppy Hard Food (Fill small metal bowl)	2X (refill bowl during second feeding if needed)	<u>Dhpp / Bordatella</u> on intake	<u>Strongid</u> with adoption card and in 2 weeks	<u>Flea meds</u> with adoption card and again in 4 weeks
Very small (under 5 lbs)	Soft Puppy Food	2X	<u>Dhpp / Bordatella</u> on intake	<u>Strongid</u> with adoption card and in 2 weeks <u>Droncit</u> with adoption card	<u>Flea meds</u> with adoption card and again in 4 weeks
Elderly bad teeth	Soft Puppy Food	2X	<u>Dhpp / Bordatella</u> on intake	<u>Strongid</u> with adoption card and in 2 weeks	<u>Flea meds</u> with adoption card and again in 4 weeks
Picky eaters – <i>appears to not eat well for 3 days or more</i>	Soft Puppy Food	2X	<u>Dhpp / Bordatella</u> on intake	<u>Strongid</u> with adoption card and in 2 weeks	<u>Flea meds</u> with adoption card and again in 4 weeks
Emaciated	Adult Hard Food (small amount)	Multiple small meals	<u>Dhpp / Bordatella</u> on intake	<u>Strongid</u> after intake and in 2 weeks. Ponazuril on intake	<u>Flea meds</u> on intake and again in 4 weeks
Moms with puppies	Give bowl of soft food and a separate bowl of hard puppy food	2X	<u>Dhpp / Bordatella</u> on intake	<u>Strongid</u> after intake and in 2 weeks. <u>Ponazuril</u> after intake	<u>Flea meds</u> on intake and again in 4 weeks

PUPPIES

Type	Food	Feeding Times	Vaccine	Deworm	Deflea
Medium / Large breed between 8 weeks and 5 months (adult teeth coming in)	"The Mix" (Soft puppy food mixed with puppy hard food)	2 X	Dhpp / Bordatella on intake and dhpp every 2 weeks until 20 weeks of age	Strongid after intake and again in 2 weeks Ponazuril once Droncit once	Flea meds every 4 weeks
Small breed puppies 8 weeks to 5 months who are less than 5 lbs	Soft Puppy Food	2 X	Dhpp / Bordatella on intake and dhpp every 2 weeks until 5 months of age	Strongid after intake and again in 2 weeks Ponazuril once Droncit once	Flea meds every 4 weeks
Puppies between 4 and 8 weeks of age with mom	Soft Puppy Food	2 X	Dhpp / Bordatella on intake (if over 4 weeks) and dhpp every 2 weeks until 5 months of age	Strongid after intake and again in 2 weeks Ponazuril once Droncit once	Flea meds every 4 weeks
Puppies between 4 and 8 weeks of age with no mom	Soft Puppy Food (Needs to go into foster asap!)	Multiple	Dhpp / Bordatella on intake (if over 4 weeks) and dhpp every 2 weeks	Strongid after intake and again in 2 weeks Ponazuril once Droncit once	Flea meds every 4 weeks
Young dogs 6 months - 1 year	Puppy Hard Food	2 X	Dhpp / Bordatella on intake and dhpp repeat in 3-4 weeks	Strongid after intake and again in 2 weeks Ponazuril once Droncit once	Flea meds every 4 weeks

CATS

Type	Food	Feeding Times	Vaccine	Deworm	Deflea	FELV/FIV Testing
Adults	Adult Hard Food (1/2 of tiny metal bowl)	1X	FVRCP on intake and again in one month	Strongid with adoption card and in 2 weeks	Flea meds with adoption card and again in 4 weeks	Test if: 1) Says "ok for adoption"; or 2) Level 3 - completed check list; 3) Approved Cat Crew cat
Kittens (under 14 oz)	Must be bottled. Euthanize or go into foster within 3 hours.	Multiple	None	None	None	None
Kittens (Over 14 oz-2 lb)	Soft Kitten Food & Small kitten kibble	Multiple	FVRCP on intake and every 2 weeks until 5 months of age	If staying at OAS: Strongid and ponazuril on intake and strongid again in two weeks	If staying at OAS: Flea meds on intake if over 1.75 lbs	None
Kittens (Over 2 lbs to 5 months of age - has adult teeth)	Hard Kitten Food	2X	FVRCP on intake and every 2 weeks until 5 months of age.	Strongid, ponazuril and droncit on intake and strongid again in two weeks.	Flea meds on intake and again in 4 weeks	No Test after 6 months of age
Moms with Kittens	Give bowl of soft food and a separate bowl of hard kitten food	2X	FVRCP on intake and again in one month (Vaccinate kittens if over 1 lb)	Strongid on intake and again in 2 weeks.	Flea meds on intake and again in 4 weeks	Yes
Elderly and /or Emaciated bad teeth	Soft Kitten Food and bowl of hard food	2X	FVRCP on intake and again in one month	Strongid with adoption card and in 2 weeks	Flea meds with adoption card and again in 4 weeks	Only if "ok for adoption"
Cats with URI and Picky eaters - appears to not eat well for 3 days or more	"Stinky Food" and bowl of hard food	2X	FVRCP on intake and again in one month	Strongid with adoption card and in 2 weeks	Flea meds with adoption card and again in 4 weeks	Only if "ok for adoption"

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In-House Animal Management Health, Behavior

- A. Receipt of under-aged/pre-weaned animals
 - a. Staff to contact partner organizations or rescues

- B. Intake and Animal Assessment
 - a. With a behaviorist (staff or contracted) animals in care to be behaviorally assessed with 48 hrs after intake. Results of the intake, and ideally a daily protocol, to be documented and communicated
 - i. Healthy animals;
 - 1. Following assessment, walking protocol, enrichment, etc to be documented and implemented by staff and trained volunteers
 - 2. For younger animals, especially if they are unable to be socialized in appropriate peer groups (pre-vaccines, etc), a program of care shall be determined by staff to be implemented by staff or trained volunteers to ensure that animals are not left isolated and unsocialized.
 - ii. Injured/sick animals;
 - 1. Animals that are in quarantine (medical, etc) should be considered and an appropriate program implemented that is safe for staff and trained volunteers to utilize. Recovery from injuries and illness can be long and animals will deteriorate quickly in a shelter environment if not provided appropriate socialization and stimulation
 - iii. Aggressive animals;
 - 1. While walking these animals may not be safe, some sort of enrichment for these animals should be considered. This may include but not be limited to food in kongs and other safe to administer enrichment devices

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Oakland Animal Services – Policy and Protocol Recommendations

Cleaning and Basic Care

Cleaning – Many studies have been performed and articles written on cleaning protocols for shelter environments. The lead veterinarian and shelter operations manager should make the final decision on the specific protocols needed for the Oakland Animal Shelter based upon resources, staffing, and the requirements for shelter population management.

1. **Accel** – This accelerated hydrogen peroxide cleaning product is highly recommended as both a detergent and a disinfecting agent that can lead to ease in cleaning and reduction in staff cleaning time. Reviewed protocols from OAS mention the use of Accel, but this product can be the only cleaning agent used in the shelter. It is extremely safe to use around animals, humans, and is nontoxic to the environment. However, it can be an expensive investment to purchase and keep in stock. Published protocols are available on how to effectively use this product, including varying concentrations, in shelter environments.
2. **Hot water as a limited resource** – Hot water is not necessary to use as part of a cleaning protocol if proper cleaning and disinfecting agents and techniques are used and followed. Hot water should be used in washing machines and a sanitizer should be available for use for bowls, toys, plastic litter boxes, and any other objects that can be sanitized in such a way. Money saved on heating water can be put towards the supply of Accel.

Basic Care – This topic is all encompassing for animals in the shelter. Particular protocols for the various topics need to be individualized to meet the specific needs of the Oakland Animal Shelter, therefore the lead shelter veterinarian and shelter operations manager need to make the final protocol decisions. The list is not inclusive but rather a place to start. There are many resources available to aid in this process.

1. **Cleaning** – deep cleaning and spot cleaning
2. **Husbandry**
3. **Enrichment**
4. **Initial assessment/evaluation of animal on intake**
5. **Intake procedures/protocols**
6. **Housing requirement based upon species and specific needs**
7. **Feeding requirements based upon species and specific needs**
8. **Safe/low stress handling techniques**
9. **Medical and surgical program**
10. **Vaccination protocols**
11. **Preventative medicine protocols**
12. **Disease recognition and treatment protocols**
13. **Daily population evaluations**
14. **Disease outbreak protocols**

Resources –

- UC Davis Koret Shelter Medicine Program – sheltermedicine.com
- University of Florida Maddie's Shelter Medicine Program – sheltermedicine.vetmed.ufl.edu
- Association of Shelter Veterinarians – shelternet.org
- American Society for the Prevention of Cruelty to Animals Professional content – aspcapro.org

DRAFT – Oakland Animal Shelter Policy and Protocol Recommendations

Medical Oversight and Quality of Life

The recommendation to set policy and protocols for this range of topics is to hire a full-time lead veterinarian who will be responsible and accountable for the shelter medical and surgical program. A full-time lead veterinarian, preferably with shelter experience, is required to run multiple aspects of an animal shelter and they should be appropriately compensated for this position.

- Develop and oversee medical and surgical programs including standard protocols and best practices – this is huge
- Manage medical staff and standardize training
- Be responsible for making medical decisions on individual cases and population management
- Procure a premise permit and DEA license for the Oakland Animal Shelter
- Manage medical supplies and equipment
- Accurately maintain controlled drug inventory and record controlled drug use according to current regulations
- Train ACOs and animal care attendant to evaluate incoming animals
- Document medical exams including physical findings, assessments, treatment plans and follow up care recommendations
- Communicate treatment/rescue/foster recommendations
- Facilitate communication between medical staff, shelter operations manager, animal care attendants, and volunteers
- Be supported and respected on final medical decisions that are made on cases in the shelter
- Be allowed to make medical decisions based upon both individual and shelter population need

Ward and kennel organization, population limits

1. Work with shelter operations manager to develop protocols and set best practices
2. Ward and kennel organization and population limits based upon shelter capacity

Surgery Center

1. Surgery center should have complete and thorough inspection prior to use
2. Routine maintenance should be performed on all equipment

Exam room and rounds

1. Exam room should be well lit and well stocked with necessary supplies
2. Rounds protocol should be developed and implemented with lead veterinarian and/or medical staff member, shelter operations manager and/or lead animal care attendant, behavior team member, and volunteer/rescue coordinator

Resources –

- UC Davis Koret Shelter Medicine Program – sheltermedicine.com
- University of Florida Maddie's Shelter Medicine Program – sheltermedicine.vetmed.ufl.edu
- Association of Shelter Veterinarians – sheltervet.org
- American Society for the Prevention of Cruelty to Animals Professional content – aspcapro.org

CLEANING PROTOCOLS

General Principles:

1. Start with the young animals first (kittens/puppies)
2. Always clean the sick animals last
3. Animals consider the kennel/cage their den and like to keep their smells in it so:
 - a. If the cage or kennel is occupied, spot clean if possible
 - b. Reuse the same bedding if not soiled or wet
4. If a cage is empty and dirty and does not have an ACR, it must be cleaned.

FOAMERS:

Yellow – for everyday use

Concentration: 1:64

Red – for contagious diseases like parvo, panleuk and ringworm

Concentration: 1:16

Green - Major digester

Degreaser and for drains

Cleaning Cat Cages

Cleaning Supplies:

Accel solution in spray bottles for cleaning
Gloves
Empty garbage bags
White disposable towels
ACR holders

Cat Supplies:

Pine pellets
Hard cat food
Cans of cat food / spoon
Clean bowls and litter boxes
Watering can
Towels / hammocks
Scratch paper and pen for health observations

Cage with Cat (Not Heavily Soiled- Spot Clean!)

- Dump litter box and wipe out with paper towels
- Cover bottom of box with pellet litter (two small cat bowl amounts)
- Sweep out any litter or other debris from cage with paper towel
- Shake out towel / hammock if covered in hair into garbage
- Give ¼ cup of dry food, empty water bowl and refill with fresh water
- Change gloves before cleaning the next cat

Dirty Cage with Cat:

- Wipe down divider with Accel and divide cage. Clean one side at a time.
- Remove litter box and bowls. If really dirty, use new bowls and litter box.
- Apply Accel to a rag and clean.
- Follow steps above for “cage with cat”.

Dirty Cage – No Cat:

- Remove everything in cage: litter box, bowls, toys, hammocks, bedding, scratcher
- Remove ACR holder and soak in bucket;
- Spray or wipe all sides, ceiling and both sides of the door of the cage with Accel. Let sit for 10 minutes. Clean the front bars with a towel soaked in Accel. Wipe dry.
- Place cleaned ACR holder on the bottom of the cage. An ACR holder in a cage indicates that the cage has been cleaned and ready to use.

Deep Cleaning Cat Wards

Remove all cat items: litter boxes, bowls, hammocks, bedding, etc

Remove ACR holders and soak in bucket

Sweep out any litter in cages and on floor and discard.

Foam with Accel (1:20). After 10 minutes, ok to squeegee and then let dry.

Pour 1 cup of AquaClean in the drain

Note on sheet the date that the ward was deepcleaned.

Reminders:

- Always clean kittens first. Always clean sick cats last.
- Change gloves inbetween cats/cages
- Mop floor after cleaning cats.
- Clean and replace all supplies on cart when finished. Put adoption cart by adoption door near night drop. Each holding ward should have its own cart.

Cleaning Dogs in Kennels

Cleaning Supplies:

Accel in foamer
Mop bucket of Accel
Squeegee
Pooper scooper
Gloves
Empty garbage bags

Dog Supplies:

Leash
Scratch paper and pen
Clean towels / bedding
Puppy and adult kibble
Canned food w/spoon

Kennel with Dog

In Zone 2, the goal is to have all the dogs in the ward outside when cleaning. Currently adult large dogs in Zone 2 are placed in the coop. Small adult dogs from I ward, J/K and Adoption wards will have playgroups in the large coop while their kennels are cleaned.

If the dog is in Zone 1 or can't leave the kennel, perform the same procedures below but with guillotine door down.

- Pick up poop from every kennel with pooper scooper and dump in garbage;
- Pick up bowls and kongs and put on cart to take down to the kitchen to soak –empty kongs and dishes soak in Accel for at least 10 minutes; Kongs with food are left in dry bucket in zone 1 kitchen
- Rinse pooper scooper with Accel; Spot clean with a towel that has been wet with Accel. If really dirty, foam with Accel. Use concentrate in Red Foamer on A (1:128) or B (1:64)
- Squeegee any cages that you've sprayed down;
- Mop floor in front of kennel doors with Accel.

Dirty Kennel without Dog

- Pick up poop with pooper scooper.
- Remove grate and turn over and place against wall. Use your gloved hand to remove any debris from drain.
- Use Mr. Digester in the foamer to clean off debris and grease. Let sit for 10 minutes and then rinse.
- Foam with Accel- use concentrate in Red Foamer on D (1:20) and let dry.
- Squeegee any excess.
- Leave grate out.
- Hang lock on rod outside ward.

Kennel without Dog (*grate is up)

- Kennel is clean and does not need to be cleaned.

Deep Clean

- If ward has “Deep Clean Me” sign, first use degreaser to clean the kennels and area outside kennels
- Then follow protocol for “Dirty” kennel for all the kennels in the ward.
- Put 1 cup of Aqua Clean in the drain.
- Put the sign on the next ward that needs to be deep cleaned.

Clean and replace all supplies on cart when finished.

Zone 1 – Put cart in the back of C ward

Zone 2 - Put carts in the back of M ward

Cleaning Dogs in Cages / Rooms

(Intake/Spa)

Cleaning Supplies:

Spray bottle with Accel
White disposable towels
Scrub brush
Gloves
Empty garbage bag

Dog Supplies:

Leash
Scratch paper and pen
Clean towels / bedding
Clean bowls

Dogs and Puppies in Spa/Intake

- If a puppy, mop an area of the floor and place in an Xpen.
- Remove soiled bedding.
- Spot clean cage with Accel. Dry and give fresh towel, water and food.
- Mop in between puppies.
- If a small dog and friendly, take out to minicoop and proceed as above. If not friendly, let supervisor know so that the dog can be moved.
- Let any dirty bowls soak in Accel for at least 10 minutes
- Mop floor with Accel.
- Scoop mini-coop

Small Dogs in Puppy Parlor

- Dogs may be taken out to minicoop and courtyard. Watch for any potential climbers
- Scoop poop. Remove soiled bedding.
- Spot clean by mopping with Accel solution. Put in fresh bedding, water and food.
- Return dogs
- Soak dirty bowls in Accel solution
- Twice a week (Tuesday and Friday), deep clean - use Mr. Digester to remove debris (rinse afterwards) and then disinfect with Accel. Do not rinse after Accel. Ok to squeegee if still very wet.

Cleaning Coop / Martha's Vineyard

- Scoop poop between wards of dogs
- Empty water bowls
- Spray both sides down with Accel and let sit
- Scoop poop in Martha's Vineyard
- Throw away garbage from Vineyard and Coop
- Fill water bowls
- Hose down pooper scoopers with Accel
- Hang up hose

Cleaning Rabbits

Cleaning Supplies:

Vacuum
Broom and dust pan
Paper towels
Vinegar solution in spray bottle
Gloves
Newspaper
Empty garbage bag

Rabbit Supplies:

Watering Can
Pellet Litter in bin
Alfalfa pellets in bin
Fresh veggies
Scratch paper and pen

Cage with Bunny

- If cage is really dirty, move bunny to an x-pen.
- Empty litter box. Spray down with vinegar and wipe out. (Urine will remove better if you let vinegar sit)
- Put newspaper on bottom of the box and add one scoop of wood pellets and handful of hay;
- Vacuum out cage.
- Spray floor with vinegar and wipe out.
- Put litter box back and box next to it in the back of the cage. The rabbits use the cardboard box to jump to their "second floor".
- Wipe down second floor and make sure wire is covered with plastic and bedding or carpet;
- Give ¼ cup of alfalfa pellets and fill water bottle and dish. Give handful of veggies;
- Put rabbit back.

Dirty Cage without Bunny

- Pull out tray, shake out into garbage. Scrub tray and wipe clean.
- Remove all bedding, food bowls and water bottle and wash.
- Place ACR inside cage after cleaned to indicate cleaned.

- Sweep floor after done
- Clean and restock cart

Parvo and Panleuk Protocol

Recognizing Parvo/Panleuk:

- If you see a dog / puppy or a cat/kitten that is lethargic, has diarrhea or is vomiting. Do not take out! Let the staff know immediately.
- If the dog/puppy is found to have parvo or the cat/kitten to have panleuk, they will be humanely euthanized
- Anyone who has come into contact with the dog/cat should wash their hands and change clothes. Parvo/panleuk is extremely contagious!
- The ward will be closed for three days (no more dogs/cats in or out);
- Dogs in the ward can not go out for walks for three days; other puppies in the ward should be bathed
- All kennels in the ward will be cleaned with Accel for 3 days
- Entry into the ward will be limited

Reminders about Cleaning After Parvo and Panleukemia

- The only thing that kills the parvo/panleuk virus is BLEACH or ACCEL in the right concentration.
- It takes bleach and Accel about 10 minutes to kill the virus; PREFERENCE IS TO USE ACCEL.
- Bleach does not remove fecal particles; so you must use a cleaner, such as the degreaser to clean area and then disinfect again with bleach.
- Bleach doesn't work if it has contact with sunlight for several hours. So it is important to use it immediately after you put it in a bucket or the orange foamer. Throw out anything you do not use.

CHEAT SHEET FOR ACCEL

For Cleaning Kennels:

- Spot Cleaning (same dog)
- Use concentrate in Red Foamer on A (1:128) or B (1:64)

- Deep Cleaning (between dogs)
- Use concentrate in Red Foamer on D (1:20) and let dry.

- Parvo
- Use concentrate in Red Foamer on E (1:10) and let dry

For Cleaning Cat and Small Dog/Puppy Cages:

- Use mixture at concentration at 1:20. Fill jug from red foamer set on D. Fill ACCEL spray bottles with mixture.

- Spot Cleaning (same cat)
- Do not spray near cat. Spray on rag or pour on to area to be cleaned.

- For Deep Cleaning (between cats)
- Spray all over (doors, ceiling, sides, floor), let solution sit and dry on – do not rinse.

- For Deep Cleaning Cat Ward
- Use concentrate in Red Foamer on D (1:20). Leave on for 10 minutes, squeegee excess and then let rest dry on – do not rinse

- Panleuk or Ringworm
- Use concentrate in Red Foamer on E (1:10) and let dry

Remember:

Use one ounce (which is one “squirt”) of concentrate per gallon of water.
Mop buckets, soaking dishes, basic cleaning.

Using Accel:

- Use Accel concentrate in Red Foamer on E (1:10) and let dry
- Foam entire cage and let sit. Do not rinse
- Clean all dishes, litter boxes and cleaning equipment and then soak in Accel
- Throw away any towels or bedding in the kennel/cage or that you used to clean with
- Your hands, shoes and clothes can carry the parvo / panleuk virus so spray bottoms of shoes with Accel, wash hands and change clothes if necessary.

Using Bleach (if we are out of ACCEL):

- Use bleach in Orange foamer filled with bleach from gallon jugs OR Bleach solution from laundry
- Spray affected area with bleach let sit for 10 minutes;
- Rinse area with water;
- Clean and scrub area with degreaser;
- Rinse
- Spray area with bleach let sit for 10 minutes
- Rinse

DRAFT – Oakland Animal Shelter Policy and Protocol Recommendations

Animal Control

Protective Custody Animals

- Review existing OAS protocols and procedures for protective custody animals and modify/update as needed to meet the current needs of the shelter
- These animals are considered evidence and need to be housed within the shelter in an area that is dedicated to protective custody and does not allow public access
- They are to be treated the same as any other animal in the shelter and given the same medical care and attention
- Procedures, written within the existing laws, need to be in place to allow for humane euthanasia of the animal if it is deemed to be suffering
- Communication on the case must be kept open and current between OPD/DA and shelter director/staff to minimize length of stay of the animal – these cases should not be allowed to linger

One officer working on site during open hours

- Staffing needs should be determined, including the need and availability of officers for both the shelter and the field
- Ideal to have an officer on site whenever possible to do bite reports, collect evidence, and perform any other duties required by an animal control officer
- A rotating in shelter position would help with ACO cross training

Licensing, Billing, reporting

- Continue to follow existing City Policy on Animal Licensing and Fee Collection.
- Shelter Director should review Policy and Revenue Data after transition process has been “Completed”.
- Pre & Post Transition Revenue Data should be reviewed by City Auditor for re-evaluation purposes.
- Annual Revenue Report data should be provided to Advisory Commission for review.

Abuse/neglect investigations, prosecution; Probation searches

- If ACO's are under the direct supervision of OPD, then current departmental Policies and Procedures should be implemented for officers.
- OPD Evidence Collection and Chain of Custody Policies should be applied to all animals and associated indicia.
- California State Humane Academies or equivalent Criminal Investigation Training should be provided to all ACO's within first year of employment and as needed to maintain proficiency.

Oakland Animal Services Subcommittee Recommendations: Volunteer Program

The Oakland Animal Services Subcommittee on the Volunteer Program recommends the following policy and protocols be implemented at the Oakland Animal Shelter.

RECRUITMENT/TRAINING

- Create Volunteer Handbook including Job Description and Policies and Procedures
- Allow volunteers to choose their job(s) and be trained accordingly
- Recruit Mentors to train in their specialized area in order to streamline the number of steps required to volunteer
- Provide volunteer opportunities for younger volunteers accompanied by adults
- Evaluate number of orientations and incoming volunteers to match the shelter need
- Consider allowing some volunteer functions to be unscheduled

RETENTION

Components of a successful volunteer program:

Volunteer appreciation

- Reinforce that volunteers are part of a common effort to provide socialization and enrichment that will lead to a higher live release rate
- Provide periodic newsletters including updates to volunteers
- Thank and acknowledge volunteers on a daily basis for the service they provide

Honest, open communication

- Collaborative relationships between staff and volunteers –working towards a common goal
- Set clear rules and expectations
- Provide clear process for conflict resolution and grievances
- Allow and encourage volunteers to share their observations about shelter

Oakland Animal Services Subcommittee Recommendations: Outreach

The Oakland Animal Services Subcommittee on Outreach recommends the following policy and protocols be implemented at the Oakland Animal Shelter when current transition is complete and vacant positions are filled. *Volunteers should be enlisted to provide these services whenever possible.*

- Partner with schools and community groups to provide Humane Education
- Partner with other animal welfare organizations to provide free/low cost vaccines and spay/neuter
- Provide information booths at community events
- Hold mobile adoptions
- Provide free obedience classes for adoptions
- Provide targeted education, outreach and resources (locations where most animals are coming from)
- Support targeted Trap/Neuter/Return programs