



DISCUSSION

ITEM NO. 15.

DATE OF MEETING: February 19, 2013

REQUESTED BY: Mickey Duvall, County Manager/Denise Mulhollen, Human Resources Director

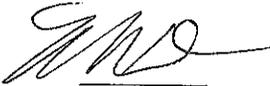
SHORT TITLE: Resolution Adopting Animal Shelter Policies and Procedures

BACKGROUND: The Pender County Animal Shelter has operated since inception without formalized policies and procedures for the shelter, staff, and volunteers. Adoption of policies and procedures are advised to limit the County's exposure to personnel and liability issues.

SPECIFIC ACTION REQUESTED: To consider approval of a resolution adopting Animal Shelter policies and procedures and Volunteer policies and procedures.

COUNTY MANAGER'S RECOMMENDATION

Respectfully recommend approval.


Initial

RESOLUTION

NOW, THEREFORE BE IT RESOLVED by the Pender County Board of Commissioners that:

the Board hereby approves a resolution adopting Animal Shelter Policies and Procedures. The Chairman/County Manager is authorized to execute any/all documents necessary to implement the resolution.

AMENDMENTS:

MOVED _____ SECONDED _____

APPROVED _____ DENIED _____ UNANIMOUS _____

YEA VOTES: Brown _____ McCoy _____ Tate _____ Ward _____ Williams _____

George R. Brown, Chairman 2/19/2013
Date

ATTEST 2/19/2013
Date

PENDER COUNTY ANIMAL SHELTER WAIVER OF LIABILITY

Please read carefully before signing!

I understand there are inherent risks in being near, handling, walking or petting any animals, and that even generally well-behaved animals can become aggressive without warning. I understand that some domestic companion animals are capable of inflicting serious personal injury or death, as well as extensive property damages. In most cases, Pender County Animal Shelter has little or no history on the animals in its care at the Shelter.

I understand that humane euthanasia (“putting to sleep”) of animals takes place on a regular basis at the Pender County Animal Shelter. Although it is done discreetly, there is no guarantee that I will not one day accidentally witness it or in some way be made aware of its occurrence.

I understand that although reasonable efforts are made to monitor the health of animals at the Pender County Animal Shelter, they can contract or carry contagious diseases, including rabies, for which they do not show symptoms. Germs can be carried home by a volunteer to his/her pet or family members. If your pets are very young or have chronic health problems, you should discuss the risks with your private veterinarian before volunteering. If you have chronic health problems, you should discuss the risks from animal disease with your personal physician before volunteering.

Having read and understood the above, I release and agree to hold harmless Pender County Animal Shelter (PCAS), its agents, employees or other volunteers from and against any and all loss, personal injuries, property damages, claims, liability, costs and expenses of any nature whatsoever, including, without limitation, attorney’s fees (collectively “losses”) arising from or occasioned by my participation as a PCAS volunteer, whether at the Pender County Animal Shelter or any off-site location, including any losses arising out of any negligence of PCAS or its agents, employees, or other volunteers.

I certify that I have health insurance that would cover any injuries received while participating as a PCAS volunteer, and to the extent any of my medical expenses are not covered by insurance; I agree to be responsible for my own medical bills. In addition, I agree to be responsible for any veterinary bills incurred should my pet(s) develop any illness as a result of my volunteer activities. To the best of my knowledge, I do not have any medical or psychological condition that would make it inappropriate or dangerous (for myself, the animals or others) for me to participate as a PCAS volunteer.

In the event I require medical care on an emergency basis, I authorize PCAS or its agents, employees or other volunteers to seek care on my behalf and at my expense.

I agree to abide by PCAS policies and safety rules as in effect while serving as a volunteer. I acknowledge that PCAS may terminate my position as a volunteer at any time if I do not abide by the policies and procedures of Pender County Animal Shelter or exhibit behaviors considered by the PCAS staff to be dangerous to myself, the animals and/or to other volunteers.

By signing below, I attest that I am 18 years of age or older.

Signature of Volunteer

Printed Name of Volunteer

Witness Signature

Today’s Date

COUNTY OF PENDER

Animal Shelter Services Policy Manual Page for Personnel and Volunteers

I have been provided a copy of the referenced policies. I have read the policies and procedures contained herein, and understand the content of them. I hereby agree to abide by these policies and procedures.

Name (Please Print)

Signature

Date

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Article I. Hours of Operation for the Pender County Animal Shelter

Regular Shelter Hours	Monday – Friday: 1:00 pm – 4:00 pm Saturdays: 12:00 pm – 4:00 pm Sundays/Holidays: CLOSED
Adoption/Redemption Hours	Monday – Friday: 8:00 am – 4:00 pm Saturdays: 12:00 pm – 4:00 pm Sundays/Holidays: CLOSED
Surrender Animal Hours	Monday – Friday: 1:00 pm – 4:00 pm ONLY
Rabies/Vaccine Hours	By appointment ONLY

Article II. Treatment for Injured, Sick or Diseased Animals

Every animal, regardless of condition, picked up by an Animal Control Officer (ACO) will be accounted for in the shelter database by Shelter staff. All animals will be held at least three (3) days to give owner a chance to redeem. No pictures will be taken, posted or advertised until after a three (3) day hold.

Article III. Personal Appearance

Respect and professionalism for Animal Shelter staff and volunteers is of paramount importance. For the most part, respect is predicated upon the appearance and personal grooming of staff, as well as his/her demeanor. Based upon this premise, it is the policy of this department that Animal Shelter staff and volunteers will be clean and neat and well groomed at all times and wear the uniform if provided.

Article IV. Press Relations

All statements will be made to the media through the office of the County Manager or his designee without exceptions. The Animal Shelter Manager will disseminate information as promptly as circumstances will allow. Disclosure of Pender County Animal Shelter

activities shall be made only after complete information and accurate facts have been gathered. Information disclosed to the media shall be strictly limited to factual matters and should not include subjective observation or opinion.

No information shall be released until a completed written public release statement has been submitted and reviewed by Pender County Animal Shelter.

Development of special programs of an informational nature for dissemination to the news media shall be formulated by the Shelter Manager and submitted to the County Manager or his designee for approval before being released.

Article V. Operation of Departmental Vehicles

The safety of the public and employees of the department is of paramount importance in the operation of vehicles.

Use of County Vehicles or Motorized Equipment. Employees authorized to operate County vehicles or motorized equipment must use these strictly for County business. County vehicles or motorized equipment must be kept on the County's grounds or in its facilities when not in use. Any employee operating or riding in a County vehicle or other motorized equipment must:

- 1) Operate the vehicle or equipment in accordance with the County's safety policy.
- 2) Wear seat belts.
- 3) When driving, refrain from using a cell phone at all times, including but not limited to, telephone calls, texting, instant messaging, using telephone-based internet services or any other function that would violate North Carolina law and OSHA Distracted Driving standards and,
- 4) Refrain from smoking at all times.

Failure to operate County vehicles or motorized equipment as prescribed by policies, procedures, work rules, or federal and state law, may result in disciplinary action up to and including dismissal.

Use of County Vehicles for Commuting. The County may require certain employees to commute to and from work in County vehicles where it is deemed to be in the best interest of the County to reduce travel time, compensatory or overtime, or improve efficiency of County business. In accordance with federal and state law, an employee may not use a County-owned vehicle for personal use other than for commuting. Under these conditions the County will account for commuting use as required in IRS regulations. Any employee operating a County vehicle for commuting purposes is subject to the following:

- 1.) Vehicle shall not be used for commuting purposes outside the County, with exception of vehicles used for law enforcement purposes and those

employees hired prior to January 1, 2009 who commute from outside of the County until such time as they transfer or are promoted to a new position.

- 2.) Vehicle shall be kept in a safe place and secure location on nights and weekends.
- 3.) Employees shall not use vehicles for personal use.
- 4.) The County will follow IRS regulations concerning the use of employer-provided vehicles.
- 5.) Occasional use of a County-owned vehicle for commuting may be authorized by the County Manager or Department Manager where it is deemed to be in the best interest of the County, where it will serve to reduce travel time, compensatory time or overtime or otherwise improve efficiency in the conduct of County business.
- 6.) All vehicles assigned for commuting must be approved by the County Manager.
- 7.) Maintain a valid NC driver's license.

Article VI. Humane Treatment of Animals

All of us working at the Animal Shelter are aware of the traumatic effects that take place in animals when they are impounded. Employees/Volunteers will treat all animals with consideration and humaneness while they are being caged, moved, fed or handled for any reason. In those cases where euthanasia is necessary, employees will be especially careful to conduct themselves humanely and maintain a professional demeanor at all times.

It is recognized that we must sometimes deal with frightened, vicious or feral animals. These animals can be dangerous and certain handling techniques or restraints must be used to avoid personal injury. In these cases, we will use only the minimum amount of force necessary to control the animal.

Animal shelter personnel will use a catch stick, gloves, cat bag, and other personal protection gear when an animal must be handled which poses a threat to personal safety. Whenever required, the catch pole shall be used only with the amount of force needed to control the animal. Care must be taken in handling animals to avoid the impression that an animal is being treated inhumanely.

Article VII. County Personnel Policies

Employees of the Animal Shelter shall be governed by the County Personnel Policy unless they are especially exempted. Each employee of the department is required to familiarize themselves with these rules and with certain other rules specific to this department as implemented.

Article VIII. Performance of Duty

Animal Shelter personnel as well as volunteers shall perform his/her duties as required by law and office procedure, regulation, or directive. All lawful duties required by competent authority shall be performed promptly as directed, notwithstanding the general assignment of duties and responsibilities.

Article IX. Requirement for Telephone

Every shelter employee is required to have a telephone at their residence and is required to provide their supervisor with the current number.

Article X. Recommending Veterinarians

Frequently, Pender County citizens, especially those adopting animals from the shelter, ask that we give them the name of a veterinarian to examine or treat their animal. The Pender County Animal Shelter keeps a list of those facilities offering discounted services but does not endorse nor recommend any veterinarians.

Article XI. Publicity

Employees shall not use their position within the department to enhance or promote any private enterprise, or seek public publicity. This provision is required to protect employees and the department from potential conflicts of interest.

Article XII. Submitting Reports

Employees shall promptly submit any reports required as part of the performance of their duties or by competent authority.

Article XIII. Records

No employee/volunteer shall knowingly falsify any official report, or enter, or cause to be entered, any inaccurate, false or improper information in the official records of the office.

Article XIII. Euthanasia

- A.) Animals that have been injured, diseased, or sick in a manner which is so predominately apparent that survival is impossible or said condition/temperament is such as to preclude suitable adoption, or female animals evidently pregnant, may be euthanized at the discretion of the Animal Shelter Manager.
- B.) Newborn pups, kittens, etc. which clearly will not survive for varying reasons (i.e. lack of mother, disease, etc.) may be euthanized at the discretion of the Animal Shelter Manager.
- C.) No animal will be euthanized until held for three (3) days or with written consent of the owner on a properly signed release form unless the criteria A and/or B above apply. Felines determined to be feral may be euthanized at the discretion of the Animal Shelter Manager.
- D.) Any sick or diseased animal, which appears to be lost, stray, or unwanted and is found not wearing rabies vaccination tag or any other form of identification, may be euthanized immediately by order of the Animal Shelter Manager. Any sick or diseased animal with proof of ownership confined to the Pender County Animal Shelter may be euthanized by order of the Animal Shelter Manager.

Article XV. Security of Animal Exposure Cases at the Animal Shelter

- A.) It is essential that all shelter personnel recognize the special need for extreme care in the handling and confinement of quarantined animals.
- B.) All animals quarantined must be placed into a secure enclosure.
- C.) During the feeding and cleaning schedules, all doors and locks must be secure.

Article XVI. Cleaning, Sanitizing and Feeding the Animal Shelter

It is essential that all shelter personnel recognize the special need for extreme care in the handling and confinement of quarantined animals.

Cat Adoption Room

- 1.) Put cat on one side of cage; these cages have a port hole. Make sure you close the porthole door.
- 2.) Take bedding, bowls and litter pan out of the cage.
- 3.) Spray entire cage with sanitizer
- 4.) Dry the cage.

- 5.) Put food/water, litter and bedding in both sides of cage.
- 6.) Put cat on other side of port hole and clean the other side.
- 7.) Make sure food/water, litter and bedding is on both sides if more than one cat.
- 8.) Take bowls, litter pans and bedding to the kitchen to be sanitized.
- 9.) Re-stock the area.

Single Stainless Steel Cages – Put Cat(s) in Carrier

- 1.) Take bedding, bowls and litter pan out of the cage.
- 2.) Spray entire cage with sanitizer.
- 3.) Dry the cage.
- 4.) Put food/water, litter and bedding in the cage.
- 5.) Take bowls, litter pans and bedding to the kitchen to be sanitized.
- 6.) Take a clean empty litter pan and turn upside downwards for a resting place for the cat. No more than 2 cats per cage.

Fiberglass Cages – Put Cat(s) in Carrier

- 1.) Take bedding, bowls and litter pan out of the cage.
- 2.) Spray entire cage with sanitizer.
- 3.) Dry the cage.
- 4.) Pull pans and grates and sanitize.
- 5.) Put food/water, litter and bedding in the cage.
- 6.) Take bowls, litter pans and bedding to the kitchen to be sanitized.

ALL BOWLS AND BEDDING SHOULD BE PUT IN THE KITCHEN AREA TO BE CLEANED.

BE CAREFUL HANDLING STRAY ANIMALS – IF YOU NEED HELP ASK FOR IT!

REPORT ANY SICK OR BEHAVIORAL CHANGES TO THE SHELTER MANAGER

Cat Isolation Room – EMPLOYEES ONLY

- 1.) Put cat on one side of cage; these cages have a port hole. Make sure you close the porthole door.

- 2.) Take bedding, bowls and litter pan out of the cage.
- 3.) Spray entire cage with sanitizer
- 4.) Dry the cage.
- 5.) Put food/water, litter and bedding in both sides of cage.
- 6.) Put cat on other side of port hole and clean the other side.
- 7.) Make sure food/water, litter and bedding is on both sides if more than one cat.
- 8.) Take bowls, litter pans and bedding to the kitchen to be sanitized.
- 9.) Re-stock the area.
- 10.) ***DO NOT REMOVE RED TAG FROM CAGE!!!!!!***

****ALL RED TAG CATS ARE UNDER CONFINEMENT – HANDLE WITH CARE AND LET THE SHELTER MANAGER KNOW OF ANY CHANGES. DO NOT MOVE RED TAG CATS TO OTHER CAGES**

ALL BOWLS AND BEDDING SHOULD BE PUT IN THE KITCHEN AREA TO BE CLEANED.

NO VOLUNTEERS ARE ALLOWED IN THIS ROOM – EMPLOYEES ONLY!

IF SOMEONE IS LOOKING FOR A MISSING CAT, ATTENDANT WILL TAKE THE PERSON TO VIEW THE ANIMAL. NO PUBLIC HANDLING.

BE CAREFUL HANDLING STRAY ANIMALS – IF YOU NEED HELP ASK FOR IT!

REPORT ANY SICK OR BEHAVIORAL CHANGES TO THE SHELTER MANAGER

Dog Isolation Room

- 1.) Take dog out of kennel and secure to end of cage with leash.
- 2.) Take water bucket and bowls out of kennel.
- 3.) Hang kuranda bed over back of kennel.
- 4.) Spray feces toward drain line.
- 5.) Sanitize entire kennel, kuranda bed and water bucket.
- 6.) Take hose and rinse kennel, kuranda bed and water bucket.

- 7.) Fill up water bucket with fresh water.
- 8.) Dry off kuranda bed.
- 9.) Put food in kennel.
- 10.) Puppies under 6 months of age get fed 2x per day with puppy food
- 11.) Adult dogs get fed 1x per day.
- 12.) Put dog/puppy back in kennel.
- 13.) If animal is moved to another kennel, pull card and make note of this so it can be changed in the computer.
- 14.) Sanitize the floor and mop with Clorox as needed.
- 15.) Turn lights off when shelter is closed for the day.

BE CAREFUL HANDLING STRAY ANIMALS – IF YOU NEED HELP ASK FOR IT!

ALL RED TAG DOGS ARE UNDER CONFINEMENT – HANDLE WITH CARE AND LET THE SHELTER MANAGER KNOW OF ANY CHANGES. DO NOT MOVE RED TAG DOGS TO OTHER KENNELS. TAKE OUT WITH CATCH POLE IF NEEDED. IF UNABLE TO DO SO, PLEASE ASK FOR ASSISTANCE.

ALL BOWLS AND BEDDING SHOULD BE PUT IN THE KITCHEN AREA TO BE CLEANED.

NO VOLUNTEERS ARE ALLOWED IN THIS ROOM – EMPLOYEES ONLY!

IF SOMEONE IS LOOKING FOR A MISSING DOG, ATTENDANT WILL TAKE THE PERSON TO VIEW THE ANIMAL. NO PUBLIC HANDLING.

BE CAREFUL HANDLING STRAY ANIMALS – IF YOU NEED HELP ASK FOR IT!

REPORT ANY SICK OR BEHAVIORAL CHANGES TO THE SHELTER MANAGER.

Outside Dog Kennels

- 1.) Take dog out of kennel and put on leash at end of kennel.
- 2.) Take water bucket and bowls out of kennel.
- 3.) Scoop poop with poop scooper and put in trash can.
- 4.) Rinse kennel before sanitizing.

- 5.) Sanitize entire kennel- even water bucket and dog house if needed.
- 6.) Rinse out kennel and water bucket. Fill water bucket with fresh water.
- 7.) Put food in kennel.
- 8.) Spray drain area with sanitizer and rinse down.
- 9.) Sanitize and walk away.
- 10.) Pull all food bowls in the evening.
- 11.) Take bowls to the kitchen area to be sanitized.
- 12.) Take poop to the dumpster; rinse out trash can, put bag in can.
- 13.) Make sure station is re-stocked.

BE CAREFUL HANDLING STRAY ANIMALS – IF YOU NEED HELP ASK FOR IT!

REPORT ANY SICK OR BEHAVIORAL CHANGES TO THE SHELTER MANAGER.

Other Areas/Bathroom/Hallway

- ▲ Sweep and mop as needed. (Sanitizer and Clorox).

THIS WILL CUT DOWN ON DISEASE IN THE SHELTER.

Kitchen Area

- ▲ Washer and Dryer are heavy duty – make sure you have a full load before starting. Put in gray cabinet when done.
- ▲ Fill Dishwasher and hand wash dishes, put in gray cabinet when bowls are done.
- ▲ At the end of the day, wash out mop and spray mop bucket for the next day.
- ▲ Make sure litter pans are scraped in trash can so litter won't stop up drain.
- ▲ Clean litter pans in the white basin with sanitizer and put on drain to dry.
- ▲ Sweep and mop area as needed.

Article XVII. Building Security at the Close of Business

- A.) Confirm all animals are properly fed and watered

- B.) Secure all animal enclosures
- C.) Lock down all doors and gated areas
- D.) Secure safe, place all monies, etc. in lock box
- E.) Lock gate going out of entrance

Article XVIII. Unwanted Owned Animals Daily Shelter Procedures

Surrender hours are Monday – Friday from 1:00 pm to 4:00 pm ONLY.

Article XVIII. Deceased Animals

- A.) Animals will be put-down in a designated area and all unclaimed dead animals will be cremated.
- B.) Dead animals will be placed in the freezer and held until such time as cremation takes place.
- C.)

Article XX. Human Relations

Every employee/volunteer is expected to perform his/her duties in an efficient, courteous and orderly manner employing patience and good judgment at all times. Employees/volunteers shall refrain from harsh, profane or insolent language and shall be courteous and civil in their dealings with others. Employees/volunteers shall use respectful civil forms of address to all persons regardless of their lifestyle. Displays of bias toward any person on account of race, sex, religious preference, age or lifestyle shall be considered conduct unbecoming and will be subject to immediate discipline up to and including dismissal.

Article XXI. Overtime for non-exempt employees

Non –exempt employees follow the FLSA guidelines as implemented and enforced by the Department of Labor and the Pender County Employee Personnel Policy regarding overtime/compensatory time.

Article XXII. Lunch breaks

Employee Lunch breaks will be one (1) hour in length and will be taken as directed by the Shelter Manager. Employees are also allowed two (2) fifteen minute (15 min.) breaks

each day. Exceptions to this policy will be handled according to the discretion of the Shelter Manager.

Article XXIII. Live Traps

A holding area is provided for Animal Control Officers in the back of the Animal Shelter building. This area will be checked daily. This area is for after hours, weekends, and holidays when the shelter is not open.

Article XXIII. Procedures for Investigation of Injuries to Persons Caused by Dogs and Cats and Certain Wildlife Species

The Animal Shelter Manager will be called immediately on matters of this nature. The Animal Shelter Manager will notify the proper Animal Control Officer and follow other proper procedures.

Article XXV. Animal Shelter Fees

Adoption Fees: \$20 for dog or cat – fee waived at discretion of Shelter Manager

Redemption Fees: \$20 for dog or cat – fee waived at discretion of Shelter Manager

Citation Fees: Fees vary and are at the discretion of the Shelter Manager

Rabies Shot Fees: \$6 per animal

Surrender Fees: NONE

Euthanasia Fees: NONE

Boarding Fees: NONE

**Please note: If any medical fees are incurred by the Shelter, the owner will be responsible to reimburse the County. Fees must be paid in full within 30 days of picking up animal.

**PENDER COUNTY
ANIMAL SHELTER (PCAS)**

VOLUNTEER PROCEDURES MANUAL

3280 NEW SAVANNAH ROAD

BURGAW, NC 28425

910-259-1484

DClewis@pendercountync.gov

VOLUNTEER POLICIES MANUAL

CONTENTS

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1.OVERVIEW

The Volunteers' role is to assist with operations of the Pender Shelter.

Before a Volunteer may begin work for PCAS he/she must attend a Volunteer Orientation Class to insure that the policies, procedures and operations are understood and adhered to. After completion of the orientation our volunteer coordinator and Shelter Manager will make a calendar and schedule volunteers as needed.

Volunteers may not remove animals from PCAS.

Volunteers are required to sign in immediately upon arriving at the Shelter and out at the end of each day.

Volunteers must immediately report any changes in an animal to staff (medical or behavioral).

2. CAT ADOPTION ROOM

These are the cats that are for adoption.

The cat is taken out of its cage and put into a carrier or if kennel has porthole put on the opposite side you are cleaning.

Everything is removed from the cage (bedding, bowls and litter pan).

Spray the entire inside of cage with disinfectant and dry out (don't forget the resting area in the cage).

Put fresh food, water, bedding and litter in cage. If more than one cat put on both sides.

Put cat back in cage.

Make sure your area is re-stocked and all supplies are in the building.

Make sure litter pans, bedding and bowls are put in the kitchen area to be sanitized.

If you need help ask one of the staff - they will be glad to help you.

Note: Volunteers are **not** allowed in the cat isolation area, this area is for confined cats and 3 day holds. Cats are moved over to the adoption area (by staff) if they are adoptable and if there is room.

3. OUTSIDE KENNEL AREA

Dog is taken out of the kennel, walked by a volunteer or hooked on a run.

Poop is scooped with poop scooper and placed in a trash can.

The entire kennel is sprayed with sanitizer - even the water bowl.

If needed, the dog house is sanitized.

Rinse kennel down with water spraying toward the back of kennel toward the drain line.

Put food and fresh water in kennel. Because some of the dogs eat their bedding we do not put bedding in all of the kennels. If we think it is going to get cold we will put bedding in kennels (the Shelter Manager will make this decision).

After all kennels are cleaned, dump trash in dumpster and spray off poop scooper and refill poop scooper holder with sanitizer and 2 capfuls of Clorox.

Spray in center where drain line is and sanitize the area - even the walk area; this cuts down on disease.

Put dog back in kennel.

4. INTERNET/OFFICE ASSISTANT

This is a County employee who makes sure pictures are posted in a timely manner and that the proper identification is put on all animals. She/he will oversee all of the pictures. Pictures will not be released until after the 3 day hold. State law dictates that animal shelters must hold an animal for 3 days to give the owner time to redeem it.

This assistant will also help Shelter Manager with a calendar for the Volunteers and assist PawPrints with taking pictures.

5. INCIDENT REPORTING

If there is an incident of any kind requiring immediate attention during your shift, report it immediately to the staff. This must be done to be in compliance with state law. We are required by state law to hold the animal in confinement for 10/days. After 10/days of observation, the animal will be re-evaluated to see if it can be adopted out (this decision will be made by the Shelter Manager).

Any volunteer that does not report a bite will not be able to volunteer at the Pender County Animal Shelter.

6. ISOLATION AREAS

Isolation Areas will be marked with signs on the door. We currently have 2 isolation rooms and 1 isolation area.

CAT ISOLATION ROOM-ADJOINS THE CAT ADOPTION ROOM.

DOG ISOLATION ROOM-ADJOINS THE HALLWAY.

EUTHANIZATION AREA-BEHIND THE BUILDING. **VOLUNTEERS ARE NOT ALLOWED IN THIS AREA.** IT IS FENCED OFF FROM THE OUTSIDE DOG KENNEL AREA.

NO VOLUNTEERS ARE ALLOWED IN THE ISOLATION ROOMS OR EUTHANIZATION AREA.

7. GENERAL INFORMATION

Feeding- Done by the staff

Volunteers can give treats but PLEASE don't overdo it. Too many treats are not good for the animals.

Fresh Water – Done by staff and volunteers

Floor Cleaning – We sweep and mop

throughout the day. This cuts down on disease and smell. Make sure you put the wet floor sign out. Dump mop bucket at the end of the day or when needed, rinse bucket and mop and put back in the mop area.

Kitchen Area – Litter pans are to be scraped and sanitized in the white basin sink, do not put these in the kitchen sink.

All food and water bowls need to be put in kitchen sink or put in dishwasher. After they are cleaned, put in gray cabinet in the kitchen.

Washer/Dryer-These are heavy duty so 25 – 30 towels can be washed at one time. The washer liquid is on top of the washer. Make sure you use Clorox. If you need something, check in the building outside or ask for help. After drying the laundry put it in the gray cabinet.

Respect – All volunteers and rescue groups will show respect toward the employees and the animals. If there is a problem, we have a suggestion box in the lobby; please feel free to use it. Please make sure you put your name, address and phone number on the suggestion and you will receive a return phone call. If it is

something you need to talk with me about I will be glad to hear your concerns.

We at the Pender Animal Shelter would like to thank all of our Volunteers and Rescue Groups for the hard work they have done for the shelter. Our main goal is to do what is best for the animals, keep the euthanization rate low and move forward to make our shelter the best it can be.

Thank you!

DARLENE CLEWIS, PENDER SHELTER MANAGER