Progress Report: Team Shelter USA Best Practice Implementation

April 5, 2019

Updates:

- Completed a test installation of a portal between cat cages on March 15. We have purchased 20 more portals and will install once we receive those, per the Team Shelter recommendations.
- We've scheduled a site visit by Chameleon, the maker of the Animal Resource Center's shelter management software, for June 10-14. The visit will focus on improved utilization of the software. For example, staff will train on the use of Visual Kennel, which will show empty kennels and eliminate staff wasting time searching for open kennels. Among other topics, staff will also be trained to use the scanner/bar code system built into the Chameleon software for inventory purposes, thereby streamlining population management.
- We've set up and are currently testing an automated notification system to ensure every animal is weighed at intake. Once per hour, the system will email any staff member who has not input a weight for an animal during intake. If unresolved, the reminder will escalate to management to follow up
- Our Animal Care and Control staff have reported the use of small squeegees in disinfecting transport vehicles is effective. Additional squeegees will be ordered to ensure enough supply.
- Staff have been trained on the use of animal control poles to ensure safe handling of animals.
- Paper litter boxes are being used in the Cat Feature Room, and we will evaluate for effectiveness in sanitation and controlling odor.
- We held a meeting with our rescue partners on March 27 at the Animal Resource Center. At the meeting, we released the new Rescue Partner packet/application (available at https://mcanimals.org/app/uploads/2019/04/RESCUE-PACKAGE.pdf).

Updated 30 Emergency Action Steps

On November 30, 2018, Team Shelter USA issued a memorandum to the Montgomery County Administrator identifying 30 Emergency Action Steps that the Animal Resource Center (ARC) could undertake to begin shelter improvements prior to the issuance of its final report. Below is a progress report on those 30 Emergency Action Steps.

Action Item	Status	Additional Details
1. Appoint outside coordinator to provide daily communication for all staff and volunteers regarding changes in protocol.	Completed	On Dec. 10, 2018, Bob Gruhl was installed as Interim Director. Additional position was created to coordinate Team Shelter USA recommendations and will report directly to Director.
2. Ensure staff and volunteers view Dr. Pizano's Best Practice presentation from November 27.	Completed	All staff has viewed. Process in place for new hires to view.
3. Reclass vacant ACO position to cover an additional technician	Completed	Veterinary Technician - Animal Resource Center (PCN 11000374) position is posted.
4. Fast track filling vacant positions.	Completed	Completed, but ongoing with new positions. Management team developing position descriptions.
5. Request audit of Fatal Plus controlled substance use and reconciliation, per DEA guidelines	Completed	Separate safe has been installed to keep Fatal Plus separate from controlled substances.
6. Fix Walk-in Freezer	Completed	
7. Ensure enough staff to clean and feed all shelter pets by 10:00 a.m. and spot clean throughout the day	In Progress	The ARC has enlisted the help of a Temporary Employment Agency (6 kennel temps, 1 clerical temp, 1 clinic temp) until full-time employees can be hired and trained.
8. Conduct daily inventory to ensure all pets are accounted for and reconcile any issues.	Completed	

9. Feed all animals 2x/day:
   (a) Canines – mix of canned and dry
   (b) Felines – dry all day, canned twice daily
	(a)In progress
	(b)Completed
		Both canines and felines are fed dry foods, which is best for dental and overall health. Felines are now fed canned food twice a day.

10. Ask Good Samaritans to foster instead of leaving litters of kittens/puppies, provide vaccines and schedule spay/neuter appointment at date of anticipated weight.	In Progress	Draft foster contract has been written. Management will review and finalize in March before having it reviewed by the Montgomery County Prosecutor's Office.
11. (a) Discontinue Safe Pet program and (b) refer to SICSA and Humane Society	(a) Completed (b) Completed	Discontinued Safe Pet program effective Dec. 4, 2018. Now being referred to SICSA and Humane Society
12. Ensure on intake: (a) Canines – booster and kennel cough	Completed	

(b) Felines - booster (c) Each pet receives Strongid dewormer (discontinue fecal tests unless medical concern)		
13. Take pictures and auto post every pet on intake to website, PetHarbor, etc. (exception of court cases)	Completed	New Animal Resource Center website went live on Feb. 25. All pets are posted on PetHarbor, which is linked through the website.
14. Create Daily Rounds System to ensure each pet has a plan of action/follow up each day towards a live outcome. Team should include staff from: (a) Enforcement (b) Medical (c) Shelter manager (d) Rescue coordinator (when hired)	In Progress	Monitoring outcomes for all animals. At this time, not enough capacity to implement full *"Team Rounds"* approach, but this should be fully realized with hiring of additional staff.
15. Discontinue requiring veterinary physical exams prior to moving to adoptions and create system to alert vet about medical needs.	Completed	The medical team at the ARC reviews the *caduceus list* routinely to ensure what special cases might require examinations, and makes a decision to conduct an exam on a case-by-case basis.
16. Discontinue behavior temperament testing unless valid concern.	Completed	
17. (a) Use contract veterinarians and technicians to catch up on surgeries. (b) Ask Humane Society/SICSA for help with backlog and spay/neuter releases.	(a) Completed (b) In Progress	Working with Humane Society of Greater Dayton and SICSA on collective ability to help with respect to spay/neuter releases.
18. Follow up on all enforcement and SAFE cases to ensure closure for pets.	In Progress	Follow up will be included as part of Team Rounds responsibilities.
19. Ensure each pet has a cage card in a plastic sleeve attached to their cage.	Completed	As of Jan. 4, 2019, every enclosure has a plastic cage card holder and a cage card that follows the pet.
20. Order Rescue® Accel (accelerated hydrogen peroxide) and discontinue current disinfectants.	Completed	Accel has been ordered and received. Mixing station has been installed, and all previous disinfectants have been used. Rescue Accel is now the only disinfectant in use.
21. Order portals for cat cages.	In Progress	One portal has been installed, and we have ordered 20 more.
22. Discontinue use of stools inside the cat cages.	Completed	
23. Work on plan to install divider doors between single enclosure runs throughout all dog holding areas.	In Progress	Conducting an assessment and working with facilities management to implement this change.
24. Allow owners looking for their lost pets when the shelter opens. If the owner does not have a driver's license, allow them to look anyway.	Completed	

25. Order rabies vaccinations and tags. Give each pet > 3 months rabies vaccination prior to leaving shelter.	In progress	Currently provided for adoptions and rescues. Discussing requirement for animals returned to owner.
26. Ensure adoption areas are kept full even if pets are on stray hold.	Completed	Adoption area is currently full. Protocol has been implemented to ensure that it will remain full (even with animals designated as stray holds).
27. Implement fee waived adoptions until further notice.	Completed	
28. Discontinue the practice of checking landlord status.	Completed	
29. Release pets on first come/first serve basis: (a) to adopters with a spay/neuter contract if after stray hold; (b) to adopters with a Foster-to-Adopt contract; (c) to rescue (anywhere in shelter including adoptions).	(a) In progress (b) In progress (c) Completed	Requires hiring of additional staff to fully implement.
30. Send animals home at the end of surgery day instead of holding them overnight in shelter.	In Progress	The ARC has implemented this action step in cases where animals are owned and registered. For animals in adoption process, not yet implemented.