

# Progress Report: Team Shelter USA Best Practice Implementation

*July 12, 2019*

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## Updates:

- New Communications Specialist started on July 1. This position will help the ARC with promoting adoptable animals and working with our Outreach Coordinator.
- We're working with a vendor to create outdoor play yards with a synthetic grass setup to allow for easy cleaning and a better outdoor environment for dogs.
- Director and Outreach Coordinator to attend Best Friends Animal Society's conference in July.
- Staff from Chameleon (ARC's kennel management software company) held on-site training in early June. Trained on the use of the scanner and bar code system for daily kennel census, created new reports to help animal flow and efficiency
- We're ordering more barcode scanners to help with the daily kennel census.
- New Animal Care Providers added to staff. Once all staff are fully trained we will be able to ensure all animals are fed all and all kennels are sanitized before 10 a.m. each day.
- Currently recruiting for Director of Veterinary Services.

## 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  |
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| 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.   |

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| 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                      | With the addition of more Animal Care Providers to staff, we will be able to clean and feed all animals by 10 a.m. once trained and the process is refined.                                       |
| 8. Conduct daily inventory to ensure all pets are accounted for and reconcile any issues.  | Completed                        |   |
| 9. Feed all animals 2x/day:<br>(a) Canines – mix of canned and dry<br>(b) Felines – dry all day, canned twice daily  | (a) In progress<br>(b) Completed | Both canines and felines are fed dry foods, which is best for dental and overall health. Felines are fed canned food twice a day. We're testing silicon bowls for feeding canned food to canines. |
| 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                      | The Foster and Foster-to-Adopt contracts have been approved by the Prosecutor's Office. Now developing standard procedures to ensure accurate records are kept for the foster program.            |
| 11. (a) Discontinue Safe Pet program and (b) refer to SICSA and Humane Society   | (a) Completed<br>(b) Completed   | Discontinued Safe Pet program effective Dec. 4, 2018. Now being referred to SICSA and Humane Society  |
| 12. Ensure on intake:<br>(a) Canines – booster and kennel cough<br>(b) Felines - booster<br>(c) Each pet receives Strongid dewormer<br>(discontinue fecal tests unless medical concern)  | Completed                        |   |
| 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:<br>(a) Enforcement<br>(b) Medical<br>(c) Shelter manager<br>(d) Outreach coordinator | In Progress                      | Started a pilot "Team Rounds" team, made up of a Customer Service Representative, Outreach Coordinator, and Animal Care and Control Officer.  |

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| 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 <i>caduceus list</i> 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<br>(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. Daily Team Rounds checks are currently in pilot stage.   |
| 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.  | Completed                        | Portals have been installed in all cat cages.  |
| 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.   | Completed                        | Divider door installation was completed on April 17.   |
| 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 the potential harm in re-vaccinating a dog who has received a vaccine within the last year.   |
| 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                        |  |

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| 29. Release pets on first come/first serve basis:<br>(a) to adopters with a spay/neuter contract if after stray hold;<br>(b) to adopters with a Foster-to-Adopt contract;<br>(c) to rescue (anywhere in shelter including adoptions). | (a) Completed<br>(b) In progress<br>(c) Completed | Will be able to perform this once the Foster and Foster-to-Adopt programs are fully implemented. We've received approval for the contracts for those programs and are building the processes for those now. |
| 30. Send animals home at the end of surgery day instead of holding them overnight in shelter.   | In Progress                                       | We are currently testing this by sending Foster-to-Adopt animals home the same day of surgery, if they are ambulatory.  |