

Progress Report: Team Shelter USA Best Practice Implementation

September 20, 2019

Updates:

- We will be installing sun sails in the Webster Street outdoor play yard. The increased shade will create a more comfortable outdoor space for our dogs.
- Smaller bar codes have been installed and new scanners have been ordered to increase efficiency in daily kennel census scanning and animal tracking.
- A photo committee has been formed to generate ideas and recommendations for more consistent, higher quality pictures of our animals for identification and marketing purposes.
- Earlier this year, sound mitigation panels were installed in one section of kennels resulting in a decibel-level decrease from 101dB to 82dB. In October, we will be installing panels in the remaining kennels to help reduce stress and offer a quieter area.
- A marketing plan is being created for 2020 to help market adoptable animals and our upcoming foster program.
- Foster program guidelines have been drafted and are in review by management.

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	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: (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 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 (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 (b) Felines - booster (c) Each pet receives Strongid dewormer (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: (a) Enforcement (b) Medical (c) Shelter manager (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.

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 (b) Completed	
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.	Completed	Currently provided for adoptions and rescues.
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) Completed (b) Completed (c) Completed	
30. Send animals home at the end of surgery day instead of holding them overnight in shelter.	Completed	It is now normal practice to send dogs home who show sufficient ambulatory signs after their surgery that day.