

**Columbus County Animal Shelter  
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**“Homing one animal to a forever home one day at a time”**

## **Standard Operating Procedures For Columbus County Animal Shelter**

REVISED April 4, 2018 : New Shelter Director

REVISED July 24, 2018: Page 5 Hours of Dropping off animals

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## Forward

The Columbus County Animal Shelter (“CCAS”) will comply with the NC Animal Welfare Act (N.C. General Statute §19A) (“AWA”) and its associated rules and regulations found in the NC Administrative Code (02 NCAC 52J) (“NCAC”) and all other applicable statutes. In the event there appears to be a conflict in the implementation of the Standard Operating Procedures for Columbus County Animal Shelter contained in this manual with the NC AWA and NCAC, the state statutes and regulations will take precedence

### **Columbus County Animal Shelter Contact Protocol:**

- 1. Loretta Shipman, Director**
- 2. Christina Craig, Administrative Support Specialist**
- 3. Donald C. Leggett, ACO-#1**
- 4. Barry Hinson, ACO-#2**

In absence of the Director, the Administrative Support Specialist will coordinate with ACO-#1 and ACO-#2 to make decisions regarding euthanasia, emergency vet care, or administrative concerns. Upon making these decisions the Director is still to be informed.

## HOURS OF OPERATION

1. The hours of operation are designed to ensure that all animals in the shelter are properly and humanely cared for and that the public has adequate and ample opportunity to conduct adoptions at the Columbus County Animal Shelter. Special events requiring hours other than those listed below may be approved by the CCAS Director.
2. Hours of operation 8:30am-5:00 pm- 12:00pm -4:00pm-for dropping off or picking up animals. (Rescue Groups can pick up animals 8:30am-4:00pm beyond those hours will require approval of the Shelter Director) Monday – Friday 12pm-4pm for viewing the animals. The shelter is closed to the public during 8:30am-12pm to allow cleaning of the shelter and animal care.
3. Saturday and Sunday the shelter is closed to the public. Cleaning of the shelter on these days and holidays will occur between approximately 7:00 a.m. – 11:00 a.m. and 1:00 p.m. – 4:00 p.m. Feeding will occur during this time as well. The office will not be staffed on weekends. Animal procedures are the same for the Holidays and Weekends. Enclosures cleaned a minimum of twice per day. All animals are to be fed adequate food and given fresh water daily. Animal Control staff will observe that animals are eating regularly, their urine and bowel movement are normal, any observed symptoms of illness or injury and any unusual behavior must be reported to the CCAS Director. Failure to follow procedures for feeding/watering animals will not be tolerated. Disciplinary actions will be taken if procedures are not followed up to and including dismissal.
4. Columbus County sets the following as Holidays New Year's Day, M. L. King Jr.'s Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and the day after Thanksgiving, and Christmas, with at least on day either before or after Christmas also being designated a holiday. The cleaning and feeding schedule will be the same as the weekend schedule. The office will only be staffed for cleaning and feeding on holidays, and the shelter is closed to the public and all rescue groups on these days as well. Animal procedures are the same for the Holidays and Weekends. Enclosures cleaned a minimum of twice per day. All animals are to be fed adequate food and given fresh water daily. Animal Control staff will observe that animals are eating regularly, their urine and bowel movement conditions, symptoms of illness or injury and any unusual behavior, and report to the CCAS Director if there are any irregularities. Failure to follow procedures for feeding/watering animals will not be tolerated. Disciplinary actions will be taken if procedures are not followed up to and including dismissal

5. The shelter promptly responds to animal emergencies during non-business, holiday and weekend hours. Any situation in which a domestic or wild animal is creating a danger to the public is considered an emergency. Stray animals are not considered an emergency unless the animal is creating a danger to the public.

6. The CCAS office will be staffed from 8:30 a.m. until 4 p.m. Monday – Friday, holidays excluded. Non-emergency messages and notifications will be responded to on the next day the office is open.

## INTAKE OF ANIMALS

1. Persons must be encouraged to bring stray, homeless, and emergency cases to the Shelter. The name and the address information must be carefully recorded on the Animal Data Sheet for any persons bringing an animal to the shelter. The shelter is designed for stray, homeless, and emergency animals only. In the event if an owner can't keep their pet the shelter has must have adequate space at that time. The citizen or animal owner's signature is required as well as the date and time the animal comes into shelter. If the animal is a turned in by its owner, and the owner has proof of ownership, the owner must sign the owner surrender signature line on the Animal Data Sheet and check the box and initial that they have read the statement above the signature line. Except under specific conditions as listed below, all animals that enter the shelter as strays or non-owner surrenders will be held for 72hrs. For the purposes of intake an animal whose owner is surrendered without proof of ownership will be considered a non-owner surrendered animal. Ownership proof will be accepted includes rabies vaccination paperwork, bills for veterinary services, verified microchip, pedigree or rabies tag database, DNA evidence or pictures of the animal with the person making the claim.
2. All staff which includes Animal Control Director, Animal Control Officers, Office Staff, and approved volunteers is responsible for the intake of animals. The Staff member who is responsible for the intake of the animal coming into the shelter will enter the necessary information for each animal noting its specific information such as whether animal has bitten anyone in the past 10 days, species, breed, size, color, age, sex, coat length, tail length, ears description, spay/neuter/ rabies information,. Any physical indications of a health problem noted during the preliminary observation shall be documented in the animal's record. An Animal Data Sheet must be generated for each animal that has been placed in the shelter. It is imperative that each animal entering the shelter be scanned for the presence of a microchip and the number or absence of such be entered on the Impound Sheet. All animals will be scanned before taking them to the pen enclosures, and again before leaving the shelter in the following ways: Adoption, Return to Owner, Release to Rescue, and Euthanasia.
3. Microchip information, licenses and ID tags are followed up by the Animal Control staff in an effort to track and contact the stray animal's owner. No action to dispose of an animal or to place the animal for adoption will be undertaken while efforts to locate the owner are underway. EXCLUSION: FERAL CATS will only be scanned when sedated at time of rescued or before euthanasia.

4. Each animal entering the shelter receives a unique number that stays with the animal during its time at the shelter.
5. Any animal arriving at the shelter after a reported animal bite shall be placed under bite quarantine. Animals housed under bite quarantine will be housed for a 10 day period. Upon leaving the shelter, the owner must pay in full for the quarantine boarding fee of \$10 per day for animals. The owner of the animal must make arrangements to retrieve the animal at the end of the quarantine period. Any additional charges for the animal, such as vet bills or immunizations, must be paid before the animal is released. Should the owner not retrieve the animal within 3 business days of the end of the quarantine period, the animal will be treated as a stray and be made available to the general public for a period of 72 hours. At the end of the 72 hour period, the shelter director may euthanize the animal or continue to attempt to have the animal fostered or adopted.
6. Every individual surrendering an animal must sign the bottom of the Impound Sheet. Owners must sign a statement declaring that they no longer desire to keep the animal, and therefore, release the animal to the Columbus County Animal Shelter for adoption or disposal by other means at the discretion of the CCAS Director. Animal Control Officers and staff will make certain that individuals surrendering their pets understand that relinquishment is final and the animal will not be returned to them without paying the Return to Owner fees and that if the animal is not adopted or rescued it will be euthanized. Owners who do not have proof of ownership will be treated as non-owners, and animals. For the purposes intake an animal whose owner is without proof of ownership will be considered a non-owner surrendered animal.
7. An aggressive animal must be held for 72 hours unless at least one of the two conditions are met:
  - 1) The animal is seriously ill or injured and the shelter manager determines and documents in writing that it is appropriate to euthanize the animal due to this condition; or
  - 2) The animal has been surrendered by the owner who has provided proof of ownership and has given written consent for the early disposition.

After the 72 hour hold period an aggressive animal may be euthanized without being offered for adoption if the operator director of the shelter finds the animal to be unadoptable due to injury or defects of health or temperament.



## DISPOSITION OF ANIMALS

1. Animals housed at the Columbus County Animal Shelter leave in one of four ways: they're adopted, returned to owner, released to a rescue or foster group, or euthanized.
  
2. The descriptions of stray animals brought to the shelter by persons, or traps, are cross-checked with any lost animal reports. If a possible match has been made, potential owners will be promptly notified of the process involved for the release of the animal. Care should be taken in exploring possible matches to evaluate the distance between the place of disappearance and the location where the animal was found against the time missing. Potential owners should be advised they will be required to provide proof of ownership (pictures, vet records etc.) should the distance be unreasonable under normal circumstances. Repeat offenders will be counseled on appropriate methods of restraint as well as neutering services. The Owner will also be advised of the Animal Control Ordinance requiring Rabies tag be affixed to the animal at all times.
  
3. Any stray animal brought into Columbus County Animal Shelter will be available for adoption providing they have been held for 72 hours.
  
4. Owners that have been called and can provide proper documentation of the animal belonging to them, and Rabies tag, will be allowed to take their animal. If the owner does not have proof of rabies there will be an additional \$33.00 charge for the rabies vaccine. The rabies vaccination can only be done by a licensed veterinarian, registered veterinary technician working under the direct supervision of a licensed veterinarian, or a certified rabies vaccinator.
  
5. Animals deemed inappropriate for adoption due to age, medical condition or space limitations may be rescued to approved groups for placement in a home environment. Animals who have been at the shelter and who we have not been successful in getting adopted are also candidates for rescue. Rescue groups pay a \$10.00 pull fee. If an animal is transferred to a rescue for fostering prior to the end of the 72 hour hold period, the location of the transfer must be noted in the animal's record and a photograph of at least the head and face of the animal must be posted until the animal's final disposition.
  
6. When deemed necessary for medical, behavioral, or space reasons, animals will be euthanized. Unweaned, critically ill, or seriously injured domestic animals may be euthanized prior to conclusion of the holding period to prevent additional suffering. Contact will be made with the approved Rescue Groups to see if they would like to rescue these

animals prior to euthanasia. If an animal requires Euthanasia prior to the 72 hour holding period, it will be approved by the CCAS Director. Euthanasia must be performed in compliance with the AWA and NCAC. The reasons for the shelter manager's determination for euthanasia prior to the 72 hour holding period must be documented in writing. The AWA does not allow for CET's nor any other CCAS employee or volunteer to make this determination – it must be the shelter manager.

2. If a rescue is offered the opportunity to take an injured/ill animal, the shelter must provide full written disclosure of the medical condition of the animal. The rescue also must be able and willing to provide adequate veterinary care for this animal. Diseased or deformed animals can only be adopted in accordance with the CCAS Program of Veterinary Care as required by the AWA. These animals will be donated to Rescue groups with no fee.

## ANIMAL CONTROL & WELFARE

1. Animal Control General. The animal control officers of Columbus County are empowered to enforce all regulations in Columbus County pertaining to dogs running at large without rabies tag, potentially dangerous and dangerous dogs. Animal Control Officers respond to medical emergencies involving domestic and stray animals as well as wildlife. Animal Control Officers are available to respond to animal control issues from 8:30 am to 4:00 pm Mon - Fri.
2. Between 5:00 and 8:30 am weekdays and on Saturdays and Sundays and Statutory Holidays, one Animal Control Officer is available on an emergency, on-call basis. Calls for animals running at large are not responded to during "emergency" operations unless the dogs or humans are in immediate danger.
3. Animal Control Officers of the Columbus County Animal Shelter will respond to animal welfare and alleged cruelty issues. This can include telephone calls from residents complaining about animal related problems. The recording party should note time and date of the call, the caller's name, address and telephone numbers, the location and an accurate description of the animal problem, including a notation if the situation is an emergency. A description of the animal(s), as thorough as possible, should be obtained. Anonymous complaints will be responded to, however the caller should be informed the inability to follow up with the complainant may prejudice the investigation. Confidentiality is always maintained respecting a complaint in animal abuse cases.
4. Animal Control Officer will give owner a Declaration of Unsanitary Conditions if He / she feel necessary. Nuisance Animals: Owners will be verbally warned about their animals the first time by an Animal Control Officer. At the second observed offense, the owner will be fined a \$25.00 fine plus a fine for rabies if the animal is not vaccinated. At the third offense the owner will be fined a \$50.00 fine plus a fine for rabies if the animal is not vaccinated. For the fourth offense the animal will be taken into Animal Control and the owner will lose their rights to that animal.
5. To ensure that animals are not left in traps for more than 24 hrs, owners of the property are asked to call the shelter when an animal is in the trap. Animal Control Officer will make contact with the person owning property that the trap was set on to verify that the trap is empty. Traps are generally not used on weekends. During periods of expected high temperatures or heat advisories issued by the national weather service, traps will not be used. Likewise, during periods of extreme cold trapping will not occur.

## ADOPTIONS

1. Guidelines for adoption procedures and the handling of adoption applications ensure that potential adopters are given an equal opportunity to adopt from the Columbus County Animal Shelter. Columbus County Animal Shelter employees are responsible for adhering to adoption procedures. A key component for successful adoptions is to consider that virtually every individual who enters our shelter could potentially adopt an animal. Staff should be readily available to answer any questions the public might have. Staff will interact in a positive and forthright manner with individuals seeking information or wishing to dialogue about any animal. Our attention to the needs of our public will generate returns for our animals to get adopted. All adopters will receive a voucher for spay/neuter for all animals adopted from Columbus County Animal Shelter. It is a requirement that the new owner complete this process.
2. Adoption Fees may be paid in cash, check, debit or credit card. These fees are:

Female Cat- \$85.00-This includes adoption fee, rabies vaccination, FVRCP vaccination and spay.

Male Cat-\$65.00- This includes adoption fee, rabies vaccination, FVRCP vaccination and neuter.

Female/Male Dog adoption fee-\$135.00- This includes adoption fee, rabies vaccination, DHLPP vaccination, HW test, and spay.

Any time the usual fee is not charged the reason for the discrepancy is to be indicated on the Adoption Form.

Once an animal has been adopted, the adopter becomes the legal Owner of that animal. No refunds of fees will be issued without approval of the shelter director.

## TELEPHONES

1. Telephone etiquette is important for establishing good community relations.
2. Telephones at the shelter should primarily be used for business calls. Any calls of a personal nature, either accepted or made by a staff person, should be infrequent and brief. This also includes Cell Phones. All incoming calls will be answered in a pleasant manner.

3. Employees are responsible for reimbursing the county for any charges resulting from a personal call.

### RESCUE GROUPS

1. The CCAS Director may choose to release/adopt suitable animals to rescue groups. These groups will be approved after checking that all documentation has been turned in. The following documentation is required before a group can take/adopt any animals:
  - A copy of group's 501(c) 3 registration.
  - A copy of group's Mission Statement.
  - A List of persons authorized to transfer or adopt animals on behalf of your group along with a copy of each person's driver's license or photo ID card.
  - A current e-mail address if applicable.
  - Complete, sign and return the Adoption Partnership Agreement.
2. The Animal Control Shelter Director will designate a rescue group coordinator who will serve as a liaison between CCAS and all rescue groups. CCAS is committed to working with all certified rescue groups to find home for its animals. The liaison appointed may be either a CCAS employee or a volunteer.

## VOLUNTEERS

1. Volunteers may be used to assist with animal caretaking. Their special skills and talents make a positive difference in the lives of shelter animals, and their recruitment is essential for good shelter operation. It is important that everyone involved in the shelter make volunteers feel welcome, provide helpful guidance and insight to enhance the volunteer experience and utilize the time the volunteer spends in the shelter to improve the experience of our animals.
2. Most volunteers are individuals who have visited or adopted from the shelter, have been referred by community service agencies or are student interns. The shelter prefers volunteers to be at least 18 years of age, although exceptions can be made with the approval of the individual's parent or guardian. Parents/Guardians must sign the minor volunteer form before anyone under 18 may begin volunteering.
3. Individuals wishing to become a part of the shelter's volunteer team are asked to fill out a volunteer application. Any volunteers 17 years old or younger are asked to get their parent or guardian to fill out a volunteer release form for minors in addition to the application forms.
4. Final decisions about acceptance and placement of volunteers are made by the CCAS Director or the CCAS Volunteer Coordinator. This individual is responsible for the effective deployment of volunteers, both inside and outside the shelter. The CCAS Director will review general rules of behavior and conduct and establish a working schedule with each volunteer
5. All medical treatments of animals must be approved by veterinary staff, with the exception of vaccinations provided by the CRT. Initiation of any non-approved medical treatment by a volunteer shall be ground of removal of volunteer status and result in the individual being banned from the facility. Volunteers who see an animals that appears sick or in distress should notify staff as quickly as possible.
6. As with staff members at the shelter, volunteers are expected to adhere to certain rules of conduct and behavior in order to provide a safe and productive work environment. These rules will be explained to the volunteers at their orientation review.
  - A. Volunteers are expected to dress appropriately, to comply with County's dress code policy.
  - B. Volunteers are expected to do their work in a professional manner, to be constructive at all times, to assist in any work for

which they are trained, and to refer visitors to staff if questions are asked and the proper answers are not known.

- C. Because staff workload is dependent upon a volunteer's time commitment, volunteers are expected to work according to the established schedule. They are generally not permitted to come in whenever they desire. Volunteers who wish to come in at a time for which they are not scheduled should first contact the CCAS Director or CCAS Volunteer Coordinator to see if their help is needed.
- D. Each volunteer is to sign in and out on the Volunteer Sign-In Sheet upon every visit to the shelter. The Sign in sheet serves as the only form to document the dates and times volunteers are at the shelter or assisting with special projects.
- E. Volunteers may not post any item, either in the community or on-line, without the permission of either the CCAS Director or CCAS Volunteer Coordinator that is represented as an official release. Posting of false or misleading statements about the shelter, its employees or practices will result in termination of volunteer status.
- F. Representing by a volunteer as an official of the CCAS without prior approval of the CCAS director or the CCAS Volunteer Coordinator will result in the termination of volunteer status
- G. If any of the rules stated above are not followed, volunteers may be relieved of their volunteer status at the shelter

## ANIMAL CARE

1. The intake process assures that animals are examined and housed properly.
2. Animal Control Officers, Shelter Manager and approved Volunteers enter data on the Impound Sheet. The owner is requested to sign and date at the bottom of this sheet. All animals will be scanned for a microchip and weighed upon entry to the shelter. (Feral cats will be scanned upon rescued or by sedation.)
3. Upon entry into the Shelter, Animal Control staff is responsible for a preliminary observation of physical indications of health problems. Animal Control staff will monitor temperament and behavior which may not be suitable for adoption and record any issues on the tracking card.
4. Birds, guinea pigs, rabbits, hamsters, rats, and other domestic animals are not accepted at Columbus County Animal Shelter unless it is an emergency. This will have to be approved by the Shelter Manager to ensure the shelter has proper enclosures and food for the animal.
5. Puppies and dogs are separated from kittens and cats. Canines are housed in pen area. Felines are housed in the cat room. The housing of dogs and cats will be in compliance with the AWA and NCAC. Dogs and puppies cannot be housed in the same primary enclosure with cats and kittens.
6. Each adult dog is confined to one pen. Two dogs which enter the shelter together, and are compatible, and are spayed or neutered or of the same sex may be housed together. Paired intact animals may not be housed together. If the male is intact and there is no medical proof that the female is spayed the pair must be separated.
7. Nursing mothers and their young should be housed together
8. Puppies less than four months of age shall not be housed in the same primary enclosure with adult dogs other than their dams. Puppies between 4 – 16 weeks of age shall have daily access to human social interaction, excluding animals which pose a danger to humans or other animals. Puppies from the same litter can be housed together.
9. Aggressive breeds, known or suspected aggressive animals, and dogs that have bitten humans or animals are not to be placed with another dog for any reason. These dogs are to be put in appropriate pen for



quarantine. During the quarantine period of 10 days, the dog will not be available for adoption

10. All stray adoptable kittens and cats are housed in the cat room for a minimum of 72 hrs before being placed for adoption. All cats shall be provided with food and water in sanitized containers. Cats will also be provided with clean litter daily.
11. Each adult cat is confined to one cage. Two cats that enter the shelter together, are compatible, and are spayed or neutered or of the same sex may be housed together.
  - A. The large cat enclosure can be utilized as long as there are no more than 12 cats of the same sex in the enclosure, with one litter pan per 3 cats.
  - B. Under no circumstances should intact, post pubescent cats over 5 months of age of the opposite sex be allowed to share the same cage.
  - C. Kittens less than four months of age shall not be housed in the same primary enclosure with an adult cat other than their dam. Kittens between 4-16 weeks of age shall have daily access to human social interaction, excluding animals which pose a danger to humans or other animals. Kittens from the same litter can be housed together.
  - D. Cats that are known to be or suspected of being aggressive, or reported to have bitten or scratched humans or animals, are kept in the cat isolation room. Cats that have bitten will be held in the isolation room until the end of the quarantine period of 10 days and will not be available for adoption during this time.
  - E. Any animal held longer than 15 days, that are older than 12 weeks, must receive a rabies vaccination.

#### LITTERS AND YOUNG PUPPIES AND KITTENS

1. Puppies and kittens orphaned at less than 3 weeks of age are euthanized unless appropriate Rescue Groups can adopt them.
2. Pups and kittens older than 6 weeks will be put through the process of adoption as long as they can eat on their own.

## ANIMAL FEEDING/WATERING

1. Though an animal's stay at Columbus County Animal Shelter is temporary, it is important that animals are provided a regular feeding/watering schedule. All incoming strays are fed immediately as there is no way of knowing when they last ate, and water bowls are filled

2. Feeding/watering procedures for canines. Adult dogs shall be fed at least once daily. Puppies less than 6 months of age may have food available continuously or must be fed at least twice daily with a minimum of an 8 hour interval between feedings, Use size and age appropriate food is required. Animals are fed the proper amount of food based on the size and age of the animal. All dogs are to be given fresh water at all times Fresh water shall be available continuously to all dogs and puppies unless otherwise required for adequate veterinary care reasons

3. Feeding/watering procedures for felines. Adult cats shall be fed at least once daily. Kittens less than 6 months of age may have food available continuously or must be fed at least twice daily with a minimum of an 8 hour interval between feedings. Fresh water shall be available continuously to all cats and kittens unless otherwise required for adequate veterinary care reasons. Animals are fed the proper amount based on the size of animal

## DISEASE/HEALTH MANAGEMENT

1. All animals will be observed daily for symptoms of any disease and/or injury.
2. Symptoms of any illness or injury and any unusual behavior shall be documented in the animal's record and reported to the CCAS Director.
3. Diseases of particular concern are canine parvovirus, feline panleukopenia and feline leukemia.
4. As required by 02 NCAC 52J .0209 animals being treated or observed for communicable disease shall be isolated from other dogs or cats and other susceptible species of animals in such a manner as to minimize dissemination of such disease. A sign shall be posted at the cage or isolation area when in use, giving notice of a communicable disease.
5. Any animal which has completed the 72 hour hold and is suffering from an illness or injury shall be:
  - A. Provided with adequate veterinary care; or
  - B. Transferred immediately to a rescue that is willing to provide adequate veterinary care as long as written documentation providing full disclosure of the animal's medical condition is provided to the rescue; or
  - C. Euthanized.
6. Any animal which has not completed the 72 hour hold and suffering from a less than serious illness or injury shall be:
  - A. Provided with adequate veterinary care; or
  - B. Placed in a foster care situation in which the foster care provider is willing to provide adequate veterinary care, a photograph of at least the head and face of the animal is posted so that anyone searching for a lost pet is able to view the photograph; and written documentation providing full disclosure of the animal's medical condition is provided to the foster care provider
7. Any dewormer, vaccination or medication administered to an animal while in the shelter must be documented in the animal's record. Medication logs must conform to the requirements of 02 NCAC 52J.0101 (5).

8. Animals that have been diagnosed with as infectious diseases, such as Parvovirus in dogs and Panleukopenia and Feline Leukemia in cats or ringworm in both species, should be housed in the quarantine area as space permits. In the cases the CCAS Director or their designee shall recommend Adoption by Rescue Groups although infection from these illnesses should normally warrant euthanasia. Full disclosure of the disease must be provided to the Rescue Group. All information obtained for the animals needs to be provided to the rescue group.
9. When dealing with non-infectious diseases, one must look at each case individually:
  - What is the prognosis of the illness
  - What is the recovery time of the illness
  - What is the cost and time involved for treating the illness
  - What is the age of the animal
  - How adoptable is the animal
  - How urgent is the medical treatment necessary
  - What is the space situation at the shelter
10. The Shelter is not a veterinary hospital. Treating diseases require more care or time than can be provided at a shelter. If space allows the Shelter Manager may approve treating minor illnesses
11. NO MEDICATIONS WILL BE ADMINISTERED AT COLUMBUS COUNTY ANIMAL SHELTER EXCEPT APPROPRIATE WORMER PER POUNDAGE OF ANIMAL AND MEDICATION THAT HAS BEEN APPROVED BY ONE OF THE LOCAL VETERINARIAN'S.
12. Record of veterinary care including treatments, immunizations and date, time, description of medication (including name and dosage), and initials of person administrating any product or procedure, any medication other than euthanasia medication, must be recorded on a medical sheet and kept with the animals' records.

## ON-CALL EMERGENCY RESPONSE

1. The emergency on-call Animal Control Officer must decide if the emergency calls warrant an immediate response or if the problem can wait until the following morning. After hour emergency calls for animal control include:
  - Animal bites to humans
  - Imminent threats of bites to humans
  - Dogs attacking livestock and domestic animals
  - Rabies suspect encounters and threatened encounters
  - Injured animal in the road
  - Animals weaving through traffic
  - \* Requests for assistance from law enforcement on the scene
  
2. Sound judgment is necessary to determine which call to answer when more than one call comes in at the same time. Consider public safety, public welfare, animal safety, and animal welfare. However if there is more than one critical call at one time, seek assistance from another Animal Control Officer. Although Columbus County Animal Shelter employees are not veterinarians or certified vet techs, they should possess experience with domestic and wild animal handling. Following is a list of situations that should receive a response:
  - A. Injured animals.
  
  - B. Sick animals.
  
  - C. Cruelty. In cases when there is active animal abuse (an animal being beaten or tortured) the Animal Control Officer should accompany law enforcement to the scene. Do not attempt to arrive on a call of this nature without law enforcement assistance.
  
  - D. Strays or large wildlife in danger: such as in high traffic areas, creating a danger to the public as well as themselves.
  
  - E. Nocturnal wildlife that is acting unusual during daylight hours should be captured if possible.
  
3. During nights or weekends, non-emergency calls are often received. These calls are to be noted and relayed to the Office Administrative

Assistant on the next scheduled business day. Examples of these calls include:

- Dogs or cats at large
  - Any healthy wildlife in yards (this needs to be referred to wildlife agency)
4. If there is any question about any call or if you need backup, the Animal Control Director should be contacted.

## ANIMAL BITES

1. Domestic animal bites: Columbus County Animal Shelter will respond to all bite calls and to any calls where police require assistance.
2. Bite reports must be completed by the Animal Control Officer for dogs, cats, or wildlife that bite or scratch a person. If the Animal Control Officer determines that the biting animal remains at large, he/she should respond by attempting to locate the biting animal to complete the bite report. If, at the scene, the owner of the biting animals can be located, the owner and the individual who was bitten should be advised to seek medical attention. Contact information for all individuals involved as well as whether the animal is current on its rabies vaccination should be detailed in the report or should start rabies vaccinations. All animal bites are reported to Columbus County Health Department.
- 3, Bite gloves and protective gear are required when dealing with an animal who is suspected of biting a person or other animal.

## FIELD OPERATIONS

1. When you arrive on the scene, be sure to park the vehicle in a safe place that can be seen by oncoming cars; when you exit the vehicle, be careful of the traffic-don't create two emergencies by putting yourself in danger.
2. Identify yourself to those on scene as an Animal Control Officer.
3. Inquire if the animal has a known owner and, if possible contact the owner.
4. Assess the situation and determine if restraints are necessary to handle the animal. If the animal is not immediately responsive, extreme care must be exercised in approaching the animal and beginning an assessment. It is always CCAS policy to wear protective gloves whenever a sick or injured animal requires handling. Under no circumstances should the animal's responsiveness be assessed by nudging it with a foot. This action is invariably perceived negatively by on-lookers and, in some cases, can cause the animal more distress. If necessary, proceed to restrain the animal. If you need backup help, call another Animal Control Officer. Don't place yourself or the animal in further danger by trying to handle a situation that takes two people.
5. Remember that even good-tempered dogs when frightened or in pain will bite.
6. If you have any questions about how to proceed in any situation, consult with the Animal Control Supervisor.
7. Restraining animals in emergency situations: The cardinal rule in handling animals is safety – for staff members, and others. When handling animals, always use humane techniques and remember that the animal's safety is important. Remember that animals respond to humans, and if you are gentle and reassuring, the animal is more likely to be cooperative and less frightened, hence less likely to cause problems.
8. Procedure for Emergency Response and Handling Animals: Catch Pole  
Procedure for emergency and non- emergent catch pole use:
  - A. Use it when necessary to ensure the safety of yourself and others.
  - B. Use it to restrain a dog, or puppy who is stressed or is showing signs of aggression if, in your opinion, there is any chance of a bite or escape.
  - C. When you use a catchpole, make sure that the loop is not too tight after you secure the animal so that it can breathe properly. (Cats and wildlife should be captured with one leg and the head in the loop rather than the head). The loop that tightens (where it attaches to the pole) should be under the dog's neck. This will prevent the dog from choking.



D. Never drag an animal on the catchpole. If you have to move an animal with a catchpole, work with it so it will move on its own.

E. Remember that the public is sensitive to the use of catchpoles and other retraining equipment. For this reason, try to move animals in such a way that the public will understand that what you are doing is in the best interest of the animal.

F. Tranquilizers are in place for non catchable or trappable animals.

9. Bite Gloves: Bite gloves should be used when handling cats.
  
7. In case of a dogfight, you can use water to distract the dogs, make noise such as clapping and say "NO" in an authoritative and loud voice. Do not yell continuously, as this may cause the fighting to escalate. Do not involve your limbs to break up a dogfight. A catchpole should always be on hand for quick action. (Tranquilizers are in place for non catchable or trappable animals.)
  
8. For safety reasons, Columbus County Animal Shelter Officers should never enter attics or climb up on roofs or trees to gain access to an animal. It is best to advise the client to call a private agency that specializes in extraction of animals in attics, on rooftops, trees or in chimneys.
  
9. Do not release animals that have had probable contact (possible bite) with humans.

## ANIMAL MAINTENANCE

1. Not only does a thorough and effective cleaning of the animal shelter prevent the spread of communicable diseases, but also it creates a better environment for the animals, staff, and visitors. It is never acceptable to leave anything in hallways, on the floor of the pen areas, or on the floor in the cat rooms, this includes empty cat traps. It takes someone else much more time to pick up after you than it does for you to put an item in its proper location initially.
  
2. Dogs displaying aggressive characteristics should always be identified and care taken that support is available when they are handled. (A step-by-step procedure for cleaning inside and outside of pens and enclosures provides for the humane and clean environment for animals, staff and visitors.)
  
3. Procedure for Sanitation of Dog Enclosures and Accessories. This procedure is to be followed each morning after the shelter opens and at other times when enclosures are to be cleaned.
  - Put on gloves (always wear protective gloves when handling animals, enclosures, and accessories)
  - Move dog/dogs to a cleaned empty enclosure.
  - Hang beds on side of enclosure
  - Empty food/water bowls, clean with detergent, place in a sanitizer to soak for 10 min. and then rinse out
  - Wash complete enclosure (walls, bed, top and bottom of grates, concrete)
  - Spray all surfaces with approved disinfectant (walls, bed, top and bottom of grates, and concrete) on Fridays and when dog leaves shelter.
  - Leave disinfectant on surfaces for allotted time according to guidelines on container
  - Rinse disinfectant off of all surfaces
  - Return bed to floor (make sure bed is not still wet and holding water)
  - Return food/water bowls and fill with food/water per food/water policy
  - Repeat this procedure on all pens
  - Complete disinfection of dog enclosures is to be done on Fridays and anytime a dog leaves the shelter, this is to prepare enclosure for next dog entering enclosure.
  - Squeegee floor and mop with approved cleaner

4. It is not acceptable for dogs to be sprayed with water while cleaning. Do not spray out enclosures while the dog/dogs are still in them. Move it to another sanitized enclosure.

#### Procedure for Sanitation of Cat Enclosures and Accessories.

A step-by- step procedure for cleaning cat kennels in cat rooms provides for a humane and clean environment for animals, staff and visitors. This procedure is to be followed each morning after the shelter opens and at other times when enclosures are to be cleaned.

- Put on gloves (always wear protective gloves when handling animals, enclosures, and accessories)
- Put cat/cats in kennels on other side of room make sure to move Tracking card with animal
- Empty food/water bowls, clean with detergent, place them in sanitizer to soak for 10 min. and then rinse out
- Remove litter box, and empty soiled litter (replace with new one if necessary) Refill box with fresh litter
- For metal litter box, empty soiled litter, rinse out and place it in sanitizer to soak for 10 min. Rinse out disinfectant and wipe out water before refilling box with fresh litter
- Throw away soiled paper
- Clean out any feces on walls
- Spray all surfaces with approved disinfectant on Fridays and anytime a cat leaves shelter.
- Leave disinfectant on surfaces for allotted time according to guidelines on container.
- Wipe/Squeegee disinfectant off of surfaces
- Wipe water from surface
- Return clean food/water bowl and fill with fresh water and food
- Repeat this procedure on all cat kennels
- When all kennels have been disinfected, return cats to appropriate kennel with tracking card.
- Repeat the cleaning procedure for kennels used as temporary staging area for cats during cleaning procedures.
- Sweep floor in cat room, then mop floor

Failure to follow the above stated procedures for cleaning pens, enclosures, and cat rooms will not be allowed. Disciplinary actions will be taken up to and including if procedures are not followed.

## EUTHANASIA

1. As euthanasia is the final act of kindness that can be shown to an animal, it is the policy of Columbus County Animal Shelter that animals be handled with respect and sensitivity and protected from stress, discomfort, and pain. Euthanasia is an unfortunate but necessary factor in shelter operations. Animals that might be euthanized include owner surrendered animal only if proof of ownership & signed owner surrender is present, medically untreatable animals if the animal is SERIOUSLY ill or injured and no rescue group is willing to adopt, or if the animal shelter is full and the 72hr hold time is up
2. Other than in the event of an emergency field euthanasia occurring off-site from the shelter, euthanasia will be conducted only by authorized personnel using the lethal injection method of euthanasia..
3. Shelter animals are selected for euthanasia based on the following criteria, keeping in mind that any selection order of priority may change as circumstances warrant: space, ability to cope in a shelter environment or new home environment, temperament, health, age, condition and length of stay. Animals are evaluated by staff as to known or observed behavior/health issues. There are times when an animal's condition or behavior results in immediate euthanasia. Any immediate euthanasia must be done in compliance with the AWA and NCAC. Any euthanasia of any dog or cat that has not completed the 72 hour hold can only be authorized by the shelter manager and must comply with the AWA and NCAC.
4. If animal is sick or injured it will be offered to the local Rescue Organization before Euthanasia is considered. All euthanasia must be cleared thru Shelter Director or person(s) acting on their behalf for euthanasia.
5. Owner requested euthanasia – The owner must provide proof of ownership and written consent for the immediate disposition of the animal. [In addition, the custody of the animal must be turned over to the shelter by the owner; otherwise providing euthanasia for an animal owned by the public can be interpreted as “practicing veterinary medicine without a license.”] Owner's animals that need to be euthanized at their request need to provide proof of ownership of the animal. There is a \$10.00 fee for the euthanization. Owners of animals who cannot produce proof of ownership cannot request euthanasia of an animal, these animals who be euthanized under the same procedures as stray animals.

## PROCEDURE FOR EUTHANASIA:

1. Only Certified Euthanasia Technicians can administer euthanasia procedures. The procedure for euthanasia is to be followed at all times without any change to steps.
2. Animals are sedated with a mixture of two drugs, XYLAZINE and KETAMINE. This drug mixture is classified as a sedative/analgesic with muscle relaxant properties. The starting dose is approximately 0.6 cc per 10 pounds of body weight, which works out to 6.0cc's per 100 pounds of body weight. Weight is approximate since animals are not weighted prior to sedation. Not all animals require chemical restraint.
3. Animals are to be scanned for the presence of a Microchip after sedated.
4. Intravenous injection of a euthanasia solution such as Fatal-Plus
5. Controlled Drug Log will be filled out every time that Euthanasia is administered. It is to be filled out completely in the following order:
  1. Date of administration of controlled drug
  2. Animal ID number
  3. Species of animal
  4. Signature of Certified Euthanasia Technician
  5. Amount of drug used
  6. Balance of opened vials
  7. Amount of drug wasted
  8. Staff Initials that participated during Euthanasia
6. Animal Control staff will also document the following information on the Animal Cage Card:
  1. Date
  2. Euthanasia
  3. Initials
  4. Scanned (This is for Microchip)
  5. Reason for Euthanasia
  6. If Euthanasia is approved by Shelter Director prior to the 72 hr. holding period, the card must reflect the documentation.
13. Only the shelter manager can authorize the early euthanasia of an animal (prior to the end of the 72 hour hold). The shelter manager must document in writing the specific reason for the early euthanasia. The details of the

serious illness or serious injury must be documented on the animal's record. Ex: "Animal was suffering from the serious injury of multiple broken ribs due to being hit by car" or "Animal was suffering from serious illness as evidenced by the severe bloody diarrhea" . . . .

### Security of Euthanasia Room

The Drug box and outer door is to be locked when leaving the Euthanasia room at any time. The drug log is to be placed in the top drawer of the file cabinet. Controlled drugs and Log are to be secured at all times.

### EMERGENCY FIELD EUTHANIZATION

In the case of an aggressive animal that cannot be trapped or a severely injured animal in the field the Animal Control Officers may field euthanize by use of a gunshot to the animal's brain. The firearm shall be aimed so that the projectile immediately enters the brain and causes instant loss of consciousness and death. Firearms will only be used when necessary, as a last resort for vicious / nuisance animals that cannot be caught. This method of euthanasia is only used in emergency situations.( Tranquilizers are in place for non catchable or trappable animals.)

The above mentioned methods of euthanasia are approved and detailed in the 2013 AVMA Euthanasia Guidelines Emergency Field Euthanasia:

The emergency field euthanasia will be performed in compliance with the AWA and the NCAC. A report detailing the emergency field euthanasia shall be prepared and kept on file for at least 2 years.

### QUARANTINE PROCEDURE

1. The quarantine room is to remain locked at all times while the shelter is open. The door to the quarantine room should only be opened to allow for cleaning or the movement of animals.
2. In order to protect the safety of staff and public, personal interaction with dogs or cats held in quarantine or declared dangerous or vicious is prohibited.
3. The animals in quarantine must always be contained in a closed pen, secure from direct interaction with other animals or staff (either outside or inside) when any intervention to his/her pen area is to occur: feeding,

cleaning, scooping, etc. Care must be exercised when moving the animal and a catchpole should be used whenever any concern exists.

4. In situations where the public must enter an area where quarantined animals are housed, they must, in all cases and at all times, be accompanied by Animal Control Staff. The Animal Control staff must inform them of the presence of quarantined animals indicating the quarantine indication on the enclosure and caution about approaching the pen. Under no circumstances may a staff member leave the public unescorted in an area containing quarantined animals.
5. Rescue groups considering adoption/rescue of an injured or sick animal are allowed into the quarantine area, but they must be escorted by CCAS staff.
6. Animals held for legal proceedings must be held in the quarantine area
7. A notation must be placed on the cage stating the animal is held for legal proceedings.
8. Unless otherwise ordered by a veterinarian for medical reasons, animals in the quarantine room will be fed and watered on the same schedule as animals.
9. Animal enclosures will be cleaned on the same schedule and using the same methods as animals held in the general population area.

**ALL POSSIBLE RABIES SPECIMENS SHOULD BE SENT TO THE STATE LAB:** Animal Control employees will follow procedures set forth by the North Carolina State Laboratory of Public Health for collection and shipping of specimens for rabies testing. Results of these tests are file in descending date order and kept in the Animal Control Filing Cabinet in the office of the Shelter Manager. Specimens should be boxed, packed, and labeled appropriately with essential documentation completed.

## Monthly and Annual Reports

The State of North Carolina requires that information on each shelter be provided on an annual basis. Columbus County requires the same information be compiled on a both a monthly and an annual basis. The CCAS Director, or their designee, will compile both of these reports. The CCAS Director shall sign off on these reports and have them delivered to the applicable party. (County Manager for the monthly report, NC Department of Agriculture for the annual report.) Both reports shall include:

The total number of cat intakes  
The total number of dog intakes  
The total number of adoptions in state & out of state by animal  
The total number of rescued cats  
The total number of rescued dogs  
The total number of owner cat reclaims  
The total number of owner dog reclaims  
The total number of rescue and donated cats.  
The total number of rescue and donated dogs  
The total of euthanized cats due to sickness/injury  
The total of euthanized cats due to space  
The total of euthanized dogs due to sickness/injury  
The total of euthanized dogs due to space

- While the CCAS does not normally house other types of animals, should circumstances or court orders require the intake of such animals, reports will be compiled similar with those completed for cats and dogs.
- Any emergency field euthanasia will be noted in the monthly log.

## Deposits

Money is deposited into the bank on each Friday or when the amount of cash and check totals \$250.00.

A receipt is given to the finance office and CCAS keeps a copy of the receipt of the deposit for records.





Every Animal Control Employee is required to read and sign off that he/she understands and commits to following The Standard Operating Procedure Manual for Columbus County Animal Shelter. If the policies and procedures of this Manual are not followed, this could result in Disciplinary action.

I have read, I understand and I will follow the above outlined Columbus County Animal Shelter Standard Operating Procedure Manual.

\_\_\_\_\_ Date \_\_\_\_\_  
Loretta Shipman, Animal Control Director

\_\_\_\_\_ Date \_\_\_\_\_  
Christina Craig Administrative Support Specialist

\_\_\_\_\_ Date \_\_\_\_\_  
Donald C. Leggett, AC-#1-Officer

\_\_\_\_\_ Date \_\_\_\_\_  
Barry D. Hinson, AC-#2- Officer

\_\_\_\_\_ Date \_\_\_\_\_  
Elijah Kemp, AC-#3 Officer

\_\_\_\_\_ Date \_\_\_\_\_  
Maria Sellers, Office/Animal Attendant