



**The Paws and Claws
Rescue and Boarding Facility**

STANDARD OPERATING PROCEDURES

May 2018

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I. GENERAL OPERATIONS

General. The Paws and Claws Rescue and Boarding Facility is operated by The Douglas Animal Welfare Group Inc and owned by the Homeless Animal Society and Boarding Kennels Inc.

- A. **Location.** The physical address of the Rescue and Boarding Facility is 6-8 Teamsters Close, Craiglie, Queensland 4877. The postal address is PO Box 719, Port Douglas Queensland 4877.
- B. **Telephone.** A telephone is available for outgoing calls at the Animal Facility. When no one is available to take incoming calls, they are serviced by a voicemail, and messages are regularly retrieved. A 24hr emergency number is available. The telephone number is 07 4098 5721.
- C. **Business Hours.** The Facility is open for all animal-related services daily during business hours or by appointment.
- D. **Visiting Hours.** The Facility is open for visiting and adopting animals during the following hours: Weekdays and Weekends from 8:00 until 12:00 and 14:00 until 16:00.
- E. **Holiday Hours.** The Facility is open for all animal-related services and visiting and adopting animals on all holidays except Easter Friday and Monday, Christmas, and New Year's Day. On all other holidays, the hours for operation are as set forth above.
- F. **Owner Requests for Euthanasia.** The Facility does not perform euthanasia for citizens requesting it for their pets. Callers are referred to their local veterinarian.
- G. **Public Relations.** Establishing good public relations with community members and the media creates a favourable and lasting impression. Each time a pet visits or is adopted from the Facility, a perception of the Facility is carried into the community. Boarding and Adoption related activities can promote the Facility and the organisation as a caring, professional and successful facility.
- H. **Best Practices** This facility will follow the lead of the best practices Guide issued by the Pet Industry Association.
- I. **Environmental Operations** This facility will be guided by the best practices of the Operators Environmental Guide Animal Housing developed by the Brisbane City Council and representatives of the Commercial Boarding industry.
- J. **Occupational Health and Safety** of staff in an internal facility will be guided by the Code of Practice Managing Noise and Preventing Hearing Loss at work developed by Safe Work Australia.

II. ANIMAL ADMISSION

General. Accurate and consistent record keeping and tracking of all animals housed at the Paws and Claws are essential for overall control and evaluation. Intake of animals falls into two categories – Boarding dogs or owner surrenders and strays. Policies and procedures for each follow.

A. Whether an Owner Surrender or a Stray Rescue, there are certain procedures that apply to all:

1. Collars. Each dog should be fitted with an appropriate-sized collar that includes the animal ID number on it. When a dog is walked, choke collars or harnesses loop leads should be used as indicated by a paid staff member.
2. Kennel/Cage. Place the animal in an appropriate kennel or cage with a bowl of fresh water and food. Nursing mothers and their young are housed together. Puppies or kittens from the same litter may be housed together, at the discretion of the Facility Manager.
3. Identification. Each animal is assigned an intake number. The intake number is recorded on all applicable documentation.
4. Processing Paperwork. Make sure that all information is recorded appropriately on the Log Sheet, on the kennel card, on the animal's collar, and all Observation and Evaluation Forms.
 - a. **Daily Intake and Release Form.** Every animal that comes into the Facility is assigned a number on admission and retains that same number should it return. Document the date, description of the animal (including breed, colour, sex, and whether or not the dog is altered), the vaccination given, and tag numbers or details, if any in the log sheet (*A copy of the daily intake and release form is attached as Appendix A*). Information regarding all vet treatment and behaviour history is added to the animal's medical record.
 - b. **Animal Kennel Card.** The intake of all animals is recorded in an Animal ID Form. Document all available information on the Animal ID form. The Animal ID form and the Surrender paperwork are placed in a folder marked with the animal's name and animal ID number. (*A copy of the Medical Record is attached as Appendix E.*)
 - c. **Observation and Evaluation Form.** Once an animal is admitted to Facility or kennel care, it is assigned an observation sheet which remains on the outside of the animal's cage or pen. (*A copy of the Medical Record is attached as Appendix C.*)
 - d. **Adoption Animal Profile.** Profiles are filled out when the animal is available for adoption and attached to the front of each cage or kennel. It provides interested adopters with a general description and profile of the animal including any veterinary or behaviour notes. The Kennel Card is completed by staff. (*A copy of an Adoption Profile is attached as Appendix L*)
 - e. **Owner Surrenders** - Owner surrenders are taken on a limited basis, only if there is room at the Facility, and only if the animal is determined to be adoptable by the Facility Manager or appointed staff. No restricted breed dogs should be accepted as surrenders to the Facility, as Queensland legislation prohibits their re-sale.
 1. **Owner Surrender Agreement.** Every individual surrendering an animal must sign a statement that ownership of the animal is relinquished to the Facility. In every case, staff must ask the person to sign the form. The Surrender Form also attests to the knowledge of the individual regarding the animal's history of ownership, health and behaviour. (*A copy of the Owner Surrender Agreement is attached as Appendix D.*) Facility staff will make

certain that individuals surrendering their pets understand that relinquishment is final and the animal becomes the property of Paws and Claws. Those individuals will not, depending upon the circumstances of relinquishment of the animal, be banned from adopting animals in the future, nor from requesting return of their animal, however understand this would occur at Facility Manager discretion.

2. **Surrender Fee.** Surrender fees are voluntary at Paws and Claws, an appropriate donation towards the care of the animal is requested however. Amounts can be altered at managers discretion where appropriate. They may include things such as reduced fees for proof of desexing (when surrendering the litter of owned animal).
3. **Personal Property.** Any toys, blankets, collars, etc. that are brought in with the dog or cat become the personal property of the animal and should be recorded on the intake Form. The dog or cat may feel more comfortable when he has something with him that he recognizes by smell. When removing the items from the kennel or cage for cleaning purposes, be sure to keep them separate so they can be returned to the animal. If the dog or cat is subsequently adopted, those possessions may be given to the new owner or used as needed at the Facility.
4. **Initial Observations and Evaluation.** An initial observation and evaluation is performed on the animal by qualified appointed staff and appropriately noted on the Initial Observation and Evaluation Form. The animal **must** pass the evaluation before he is considered for acceptance to the Facility. If the animal is entered into the Facility, a separate behaviour evaluation will be administered after the dog has acclimated to the Facility, with a minimum of 3 days prior to administration of the evaluation but possibly longer. If the animal does not pass the initial observation, the animal is not accepted to the Facility, except at the discretion of the Facility Manager.
5. **Behaviour Evaluation.** A behaviour evaluation is currently under development. Once the evaluation has been finalized, all Facility animals will be evaluated according to the following schedule:
 - a. Once the dog has had a chance to acclimate to the Facility routine (at least 3 days, but preferably within the first week), a behaviour evaluation is made by designated staff in collaboration with vets and the Committee President.
 - b. Further evaluations will be performed as determined by the Facility Manager.
 - c. Any results will be kept in the animal's file and made available to potential adopters.
 - d. In addition to the behaviour evaluations, all dog walkers and handlers of the dogs, including staff, will complete a short form to keep track of the dog's health and behaviour. (*A copy of the Animal Health and Temperament Evaluation Form is attached as Appendix M*)
6. **Vaccination Information.** If the individual surrendering the animal has vaccination information, that information is made available to the Facility at the time of the animal's acceptance and entry to the Facility and placed in the animal's file. If no vaccination information is available, the surrendered animal, upon arrival, receives the Facility's standard vaccinations.

- f. **Strays** – Stray animals and reports of stray animals in the Douglas Shire region are to be directed to Douglas Shire Council animal management department or the relevant council for the location. Stray animals can be accepted at the Facility after doing their required holding time in council care, and only by the Facility manager. Strays with any restricted breed profile, such as Pitbull's, should not be accepted from council.
5. All healthy animals are vaccinated and treated within ASAP upon entry to the Facility (by Facility staff, unless otherwise indicated), as follows:
 - a. **All Dogs, Cats, Puppies and Kittens (over 6 weeks of age)** receive initial vaccines, and subsequent boosters dependent on age. Dogs and puppies receive a c5 vaccination combination, and cats and kittens receive an F3 vaccine.
 - b. **All Dogs, Cats, Puppies and Kittens** are de-wormed with a broad-spectrum wormer for hookworms, roundworms, and whipworms ASAP upon admission. Heartworm tests are done on vet recommendation, or when access is available.
 - c. **Animals are Treated for Fleas and Ticks.** All animals are treated with Comfortis or Advocate, or comparable flea product. Follow manufacturer's directions, paying particular attention to the weight of the animal and treatment of puppies and kittens.
 - d. **Pregnant Animals** are de-wormed, treated for fleas and ticks, but other vaccinations are withheld until after birthing. The animal needs to be sent to foster ASAP arriving at the Facility.
 - e. **Unhealthy Animals** are not vaccinated until examined by a licensed veterinarian, treated and healthy.
 - f. **Record the Date, Vaccinations and Treatment Given** on the animal's Intake Form and Medical Record, along with your initials. *(A copy of the Medical Record is attached as Appendix E.)*
 - g. **Other Vaccinations and/or Special Medications** may be administered depending upon the health and condition of the animal.
 - h. **Follow-Up Vaccination Procedures.**
 - i. Puppies receive C3 booster vaccine boosters at a regime recommended by the servicing vet, then annually. Kittens receive their second booster after an initial booster at a regime set by the servicing vet, then annually. Dogs and Cats receive boosters annually, with additional boosters indicated by the vet records. Live vaccines are preferred for use especially in puppies, due to their increased effect at building parvovirus antibodies. Vaccine schedules are modified if the animal is admitted with current vaccination records.
 - ii. Puppies and Kittens up to 4 Months old are de-wormed and treated for fleas as necessary. Adult cats and dogs are de-wormed and treated for fleas every month, or as necessary.
6. **Spay and Neuter the Animal.** The Paws and Claws Rescue and Boarding Facility has adopted a mandatory policy for all animals prior to adoption. All dogs, cats, puppies, and kittens shall be spayed or neutered upon veterinarian recommendation unless the health of the animal would be compromised by the surgical procedure. In such cases, spay/neuter surgery will take place as soon as the health of the animal permits.
7. **Outdoor Exercise Yards for Adoption Dogs.** While staff are working at the Facility, dogs housed in the Dog Adoption Areas can be put in one of the Outside Exercise Yards (up to 4

dogs or 6 puppies per yard, but only once an experienced paid or volunteer staff member has evaluated the dogs and is assured that they are compatible playmates). Dogs who have not been walked are to gain priority to the outdoor areas. Every effort should be made to rotate dogs between the hours of 8.30am – 3.30pm to allow each one to get some exercise. Noise of barking is to be kept to a minimum with consistent barkers to be returned indoors or bark deterrent methods used such as Static Electric Anti Bark Collars.

B. Boarding Dogs have the following procedures

1. Collars. Each dog should be fitted with an animal ID number.
2. Kennel. Place the animal in an appropriate kennel with a bowl of fresh water and food. Dogs from the same household may be housed together, at the discretion of the Facility Manager.
3. Identification. Each animal is assigned an intake number. The intake number is recorded on all applicable documentation.
4. Processing Paperwork. Make sure that all information is recorded appropriately on the Log Sheet, on the kennel card, on the animal's collar, and all Observation and Evaluation Forms.
5. Boarding dogs are only walked by Facility Staff and have priority in the run areas.
 - a. **Daily Intake and Release Form.** Every animal that comes into the Facility is assigned a number on admission and retains that same number should it return. Document the date, description of the animal (including breed, colour, sex, and whether or not the dog is altered), the vaccination given, and tag numbers or details, if any in the log sheet (*A copy of the daily intake and release form is attached as Appendix A*). Information regarding all vet treatment and behaviour history is added to the animal's medical record.
 - b. **Animal Kennel Card.** The intake of all animals is recorded in an Animal ID Form. Document all available information on the Animal ID form. The Animal ID form is placed in a folder marked with the animal's name and animal ID number. All Boarding dogs must have current vaccination and the confirmation sent to the Facility upon booking. (*A copy of the Medical Record is attached as Appendix E.*)
 - c. **Observation and Evaluation Form.** Once an animal is admitted to Facility, it is assigned an observation sheet which remains on the outside of the animal's cage or pen. (*A copy of the Observation Record is attached as Appendix C.*)

III. FEEDING DOGS

General. It is important that all animals under the care of The Paws and Claws Rescue and Boarding Facility are provided a regular feeding schedule of the highest quality food that the Facility finances permit.

A. Feeding Procedures. Dogs are fed the correct amount of food based on the size and physical condition of the animal.

1. Adult Dogs of normal weight are fed twice a day. Half of their portions are fed in the morning and the remaining half in the evening. When possible, morning feeds are provided in the form of 'Kong' or similar enrichment feeding toys and afternoon feeds are fed out in bowls.
2. Obese or overweight adult dogs are fed smaller portions twice a day.
3. Underweight adult dogs, bitches and puppies under 4 months are fed 3 times a day, or more often depending upon vet advice.
4. Other special needs dogs are fed as indicated on the observation sheets and kennel cards. This is particularly important for Boarding Dogs that special requests have been given.

B. Quantity of Food. The amount of dry dog food recommended for healthy adult dogs is listed in the chart below. It is understood that the chart is *a guide only* and that individual variations may be indicated. See the feeding guide located near the dog preparation area for current feeding instructions, as these may change seasonally or as availability of certain foods alters.

Premium/Super Premium food brands (Hills, Royal Canin, Black Hawk, Holistic Select etc)

Ideal Weight of Dog	Weight Loss	Weight Maintenance
2-3 kg	1/2 cup (45 g)	3/4 cup (70 g)
4-7 kg	3/4 cup (70 g)	1 1/4 cups (115 g)
8-15 kg	1 1/4 cups (115 g)	2 cups (180 g)
16- 25 kg	2 cups (180 g)	3 1/3 cups (305 g)
26-34 kg	2 3/4 cups (250 g)	4 2/3 cups (425 g)
35- 42 kg	3 1/2 cups (320 g)	5 2/3 cups (515 g)
43+ kg	4 1/4 cups (385 g)	6 3/4 cups (615 g)

Lower Quality Dog Food Brands (Pal, Homebrand, Chum, Supercoat)

Ideal Weight of Dog	Weight Loss	Weight Maintenance
2-3 kg	cup (g)	cup (g)
4-7 kg	cup (g)	cups (g)
8-15 kg	cups (g)	cups (g)
16- 25 kg	cups (g)	cups (g)
26-34 kg	cups (g)	cups (g)

35- 42 kg	cups (g)	cups (g)
43+ kg	cups (g)	cups (g)

C. Water. All dogs are given fresh water at every shift and water bowls refilled when necessary. Clean and disinfect water bowls between shifts if the water is appreciably dirty.

IV. MEDICATING DOGS

- A. **Medical Record.** Beginning with entry into the Facility, a medical record is maintained for all animals, including information on vaccinations, de-worming and flea treatment. This information tracks the dates an animal is scheduled for its vet treatments and also provides pet adopters with a complete medical history of the animal while housed at the Facility. The medical record is kept in the animal's file and is made available to potential adopters. It stays with the animal, whether he's returned to his owner or adopted. *(A copy of the Medical Record is attached as Appendix E.)*
- B. **Medication Form.** A brightly coloured note on the Observation sheet identifies dogs receiving medical treatment. This information is recorded by staff for each dog receiving medication on the Medical Record and the form is initialled each time the animal is treated. *(A copy of the Medication Form is attached as Appendix F.)*
- C. **Vaccinations Within 48 hours of Entry.** All healthy animals are vaccinated within 48 hours of their entry to the Facility, as described in Section II.B.9.
- D. **Follow-Up Vaccinations.** Follow-up vaccinations are administered as described in Section II.B.9.
- E. **Intestinal Parasites.** Common types of worms found in dogs are roundworms, hookworms, whipworms, and tapeworms. Dogs are treated for roundworms and hookworms upon intake. If warranted, a faecal sample will determine if another type of parasite is present and what type of treatment is needed.
- F. **Change in Medications.** Any switch or change in medications for any dog requires the prior approval of the Facility Manager or attending veterinarian.
- G. **Administration of Medications.** Medication may be administered in pill or liquid form. Medication instructions are on the Medication Form and must be followed as written.

V. CLEANING INSIDE DOG KENNELS

General. Not only does a thorough and effective cleaning of the Animal Facility prevent the spread of communicable diseases, but it creates a better environment for animals, staff, and visitors. Animals enter the Facility from different locations with unknown medical histories and varied past exposure to disease. Cleaning dog kennels correctly ensures a healthy, less stressful stay.

All dog kennels should be cleaned and disinfected during the morning cleaning shift. The products to use, and the rotation of the disinfectants, shall be determined by the Facility Manager, explained in detail to cleaning staff and substituting volunteers, and visibly posted at the Facility.

1. DAILY DOG PEN CLEANING

Essential items / equipment

Hose with high-pressure nozzle
Soft-bristled broom
washing/laundry detergent
Watering can

1. Fill in observation sheet.
2. Remove dog from pen and into exercise yard or into care of dog walker.
3. Pick up all faeces and mess such as spilt food etc with the pooper scoop.
4. Pick up all clean bedding and hang up inside or outside pen off the ground (clean can be slightly dirty and or damp, but not wet, and with no urine or faeces on it). Set any dirty bedding aside to take to laundry at completion of morning clean.
5. Splash some detergent mixture around pen, covering any soiled areas. Splash into water and food bowls. Splash some along walls as well, to catch any urine patches. Scrub any soiled areas with broom to loosen all mess. If using a small pen/cage, scrubbing with scourers/brushes and sponges may be more appropriate.
6. Hose out pen with high-pressure hose and remove any hair / food from drainage. Hose out food and water bowls thoroughly if they do not look very dirty, and refill water bowl.
7. If any bowls are mouldy or have stubborn dirt, remove them to wash up at sink later.
8. Leave the pen empty until the next animal arrives.

2. CLEANING A DOG PEN AFTER SUSPECTED EXPOSURE TO A DISEASE (eg Parvovirus, ringworm, sarcoptic mange, serious bouts of diarrhoea)

Essential items / equipment

Bucket of bleach (dilution of 100ml per litre)
Empty spray bottle
Disposable gloves
Disposable gowns
Disposable booties
Garbage bags
Soft-bristled broom

Note: be careful not to get bleach mixture on clothes, as it can damage colours. Only use bleach mixtures on pens with no animals that can access the area, and only use in high ventilated areas when animals remain nearby. Bleach fumes can be offensive to animals, and contact with feet and skin can be an irritant.

1. Place on a disposable gown, booties and disposable gloves.
2. Remove all furniture, bowls, toys, newspaper, litter trays, bedding, and so on from the area of exposure. Place disposable or porous items such as newspaper, bedding in the bin and place non-disposable items aside for cleaning.
3. Hose out the area (careful to not spray any water into neighbouring pens or yards), and remove any debris (leftover food, litter and so on) from the surface.
4. Using a large spray bottle (filled with bleach and water at the appropriate dilution), spray all wall and door surfaces in the pen the animal could have reached. This is usually about human height for medium and large sized dogs. Be careful to saturate all areas. Splash the mixture on the ground, and scrub all surfaces with broom. Leave for 30 mins.
5. Scrub all non-disposable items (ie plastic items) that will remain in pen, such as beds, on all sides.
6. Hose out the area and leave to completely dry before re- using.
7. Take any non-porous bowls, toys, furniture etc aside to be washed. Be careful to wash all non-porous material items in a sink or bucket separate to other cleaning items, soaking them for 30 mins in the bleach solution, rinsing them, then leaving to completely dry. Dispose of all used bleach mixtures down

3. CLEANING EMPTY DOG CAGES

Essential items / equipment

Bucket of bleach (dilution of 100ml per litre)

Empty spray bottle

Garbage bags

Soft-bristled broom

Note: be careful not to get bleach mixture on clothes, as it can damage colours. Only use bleach mixtures on pens with no animals that can access the area, and only use in high ventilated areas when animals remain nearby. Bleach fumes can be offensive to animals, and contact with feet and skin can be an irritant.

1. Clean to instructions as per above (where exposure to disease is suspected or known), except protective coverings such as gowns are not required, and non-porous items such as toys and bedding can be washed and re-used.

VI. CLEANING OUTSIDE YARD

General. The outside dog runs are cleaned of faeces twice daily at the end of each shift.

A. Clean-Up during Visiting Hours. When dogs are in the outside runs or in the yard on Saturdays and during other visiting hours, any faeces should be removed immediately.

B. How Often to Disinfect Concrete areas. Concrete can be largely disinfected affectively, except for cracks and shade cloth areas. The Optimal pattern for attending to their cleanliness is to apply the detergent mixture to the yard after the morning clean of the adjoining kennels, and rinsing off with the hose. If yard has been utilised by a confirmed case of parvovirus-afflicted animal, the extra step of applying a thorough disinfectant to the entire surface is added after rinsing the surface following detergent application.

B. How Often to Disinfect Gravel or Grass Yards. Yards are considered to not be 'clean' or sterile due to the nature of the organic material that lives within the stone surface. For this reason, the optimal pattern to take with the yards is to totally empty one yard, remove all items

and porous structures, rake up any loose-leaf litter and turn the stone surface afterwards. Then leave until the site has had about 8 hours in sunlight to kill as many pathogens as possible. If yard has been utilised by a confirmed case of parvovirus-afflicted animal, the extra step of applying a thorough disinfectant to the entire surface is added prior to allowing the yard its resting time.

Lights and Radio. During the daytime, the radios are left on. Since animals hear much better than we do, please keep that in mind when setting the volume on the radios. When not working in an area, staff are to keep the radio on classical or relaxing music stations. After the evening cleaning shift, the lights and radios are turned off.

VII. FEEDING CATS

General. The cats are fed a mixture of donated wet and dry food. Cats are fed after cages have been cleaned.

A. Feeding Procedures. Dry cat food is provided for cats on a free-feeding basis, because they tend to eat several small meals during the day. Be sure that the cat food dishes are placed as far away as possible from the litter trays.

B. Special Needs. Kittens and nursing queens are fed kitten food. Obese cats are fed either “light” food, or less dry and canned food. Cats with known kidney or other problems are fed a special diet as recommended by a licensed veterinarian. Cats with upper respiratory infection or poor appetite are fed a type of food that promotes eating that is recommended by a licensed veterinarian. It may be warmed in the microwave to enhance its smell.

C. Water. All cats and kittens are given fresh water at each shift, and water bowls are refilled when necessary.

VIII. MEDICATING CATS

General. To prevent the spread of disease and to provide animals with the best possible medical care while in the care of Paws and Claws animal refuge, cats are inoculated against certain diseases within 48 hours of their entry into the Facility. Other types of medical treatment are administered on a case-by-case basis.

- A. Medical Record.** Beginning with entry into the Facility, a medical record is maintained for all animals, including information on vaccinations, de-worming and flea treatment. This information tracks the dates an animal is scheduled for its vet treatments and also provides pet adopters with a complete medical history of the animal while housed at the Facility. The medical record is kept in the animal's file and is made available to potential adopters. It stays with the animal, whether he's returned to his owner or adopted. *(A copy of the Medical Record is attached as Appendix E.)*
- B. Medication Card.** A brightly coloured note on the Cage Card identifies cats receiving medical treatment at the Facility etc. This information is recorded by staff for each cat receiving medication and initialled each time the animal is treated. *(A copy of the Medication Form is attached as Appendix F.)*
- C. Upper Respiratory Infection.** Upper Respiratory Infection (“URI”) is a highly contagious air-borne infection. URI quickly debilitates cats in a Facility environment. Sneezing and runny eyes are some symptoms of URI. A licensed veterinarian may prescribe antibiotics to combat the infection. Infected cats are quarantined and are not allowed to interact with the other cats in the Facility.
- D. Change in Medications.** Any switch or change in medications for any animal requires the prior approval of the Facility Manager or attending veterinarian.
- E. Administration of Medications.** Medication may be administered in pill or liquid form; some medications need to be administered with food. Medication instructions are on the Medication Form and must be followed as written.

IX. CLEANING CAT CAGES

General. Not only does a thorough and effective cleaning of the Animal Facility prevent the spread of communicable diseases, it creates a better environment for animals, staff, and visitors. Animals enter the Facility from different locations with unknown medical histories and varied past exposure to disease. Cleaning cat cages correctly will ensure a healthy, less stressful stay.

All cat cages should be spot cleaned at least once daily, generally in the evenings, and cleaned at least once daily, generally by the morning cleaning shift. The products to use, and the rotation of the disinfectants, shall be determined by the Facility Manager.

1. QUARANTINED CATS CLEANING PROCEDURES

Note: Daily cleaning procedures focus more on cleaning rather than disinfection. The decision to not disinfect daily is to reduce the development of stress in cats that occurs with exposure to constant movement and strong chemical odours.

Essential items / equipment

Hand held sprayer filled with detergent solution
Paper towel
Disposable gloves
Newspaper
Rubbish bin

Morning tasks

1. Locate the cat that arrived most recently and begin cleaning at that cage first, progressing to the longest-term resident last. Note: Cleaning cat housing areas needs to incorporate cleaning the healthiest animals first before moving onto animals that are more likely to be contagious in order to limit the chance of disease transmission
2. Read and fill in the observation sheet.
3. Place on a set of disposable gloves. Note: Hands are one of the most common means of disease transmission
4. Keep the cat within the cage while cleaning takes place for the first 3 days in care. If it seems flighty, place it in a carry cage during the cleaning process. After this, it can be allowed out of the cage to wander if safely contained.
5. Empty the contents of the litter tray into a rubbish bin. If it has been lightly used, spray the tray out with a dilute mixture of detergent and wipe dry with paper towel. Re-fill with one cup of fresh litter. If the tray is excessively soiled set aside to be washed, soaked and disinfected, and use a fresh tray.
6. If food bowl is relatively clean, just wipe out with paper towel and re-use.
7. Sweep up or remove any loose litter, food, vomit etc from cage and spot-clean with detergent mixture if any soiling on bottom of cage.
8. Check if bedding has been soiled, and if so place soiled bedding into the bin. Clean bedding can remain in the cage.
9. Return cat to cage, supply any extra bedding if required and ensure at least one toy in cage.

Afternoon tasks

1. Locate the cat that arrived most recently and begin at that cage first.
2. Scoop out/replace litter tray contents if needed.
3. Neaten cage by replacing any dirty items and straighten bedding (discard and replace bedding if soiled)
4. Empty uneaten food into the bin. Wipe out both bowls with paper towel and re-use bowls for

the same cat. Replace food and water as per feeding guidelines.

5. Empty the contents of the litter tray into a rubbish bin. If it has been lightly used, spray the tray out with a dilute mixture of detergent and wipe dry with paper towel. Re-fill with one cup of fresh litter. If the tray is excessively soiled set aside to be washed, soaked and disinfected, and use a fresh tray.

2. CAT ISOLATION CLEANING PROCEDURES

Essential items / equipment

Hand held sprayer filled with F10 solution (correct to the dilution 4mls per litre)

Paper towel

Sponges or rags

Bucket of hot water

Disposable gloves

Newspaper

Disposable isolation gowns

Disposable isolation booties

Rubbish bin

Note: Protective wear such as disposable gowns and booties, as well as latex gloves are to be worn when cleaning these cages to limit the spread of contagious disease to other animals outside the isolation area.

Morning tasks

1. Place on a disposable gown, booties and set of disposable gloves when entering the room.
2. Read and fill out observation sheet, paying attention to any signs of cat flu or other infectious disease.
3. Remove all bowls, toys, newspaper, litter trays, bedding, and so on from the cage. Place disposable items such as newspaper in the bin and place non-disposable items aside for cleaning.
4. Check walls and cage door. If any signs of sneeze marks, note this in observation sheet and wipe clean with F10 spray, wipe dry.
4. Empty the contents of the litter tray into a rubbish bin. If it has been lightly used, spray the tray out with a dilute mixture of F10 and wipe dry with paper towel. Re-fill with one cup of fresh litter. If the tray is excessively soiled set aside to be washed, soaked and disinfected, and use a fresh tray.
5. Empty uneaten food into the bin, dirty water into the drain. Wipe out food bowl with paper towel. Re-use bowls for the same cat.
6. Place bedding back in cage, ensuring any soiled bedding has been replaced with new clean bedding and toys.
7. Replace food and water bowls as per feeding guidelines.

Afternoon tasks

1. Place on a disposable gown, booties and set of disposable gloves.
2. Scoop out/replace litter tray contents if needed.
3. Neaten cage by replacing any dirty items and straighten bedding (discard and replace bedding if soiled)
4. Empty uneaten food into the bin, water into the drain. Wipe out both bowls with paper towel and re-use bowls for the same cat. Replace food and water as per feeding guidelines.
5. Wash up all bowls and trays in a separate area from other cats, if needed, use the dog kitchen area.
6. Leave the gowns and booties in isolation area. Re-use until damaged.

3. DISINFECTING EMPTY CAT CAGES

Essential items / equipment

Hand held sprayer filled with F10 solution (correct to the dilution 4mls per litre)

Cut up rags

Paper towel

Pump spray bottle

Newspaper

1. Remove and empty all litter trays, bowls, toys, and so on, and neatly stack in a pile to be washed.
2. Then remove all debris, being either newspaper, food, and any non-disinfect able toys and discard into the bin.
3. Spray cage with F10 solution, made up to 8ml/litre dilution, and scrub cage with a rag and leave to soak for at least 30 minutes, preferably until dry.

Ensure cage is dry and no suds are remaining. If needed, dry with a rag or paper towel.

Soak the cage with fresh F10 using an F10 spray bottle and leave to sit for a minimum 30 minutes (ensure the cage is constantly saturated over the 30-minute period by spraying the cage with F10 solution).

After 30 minutes, the cage can be dried using paper towel and relined with newspaper.

Cat cage layout

When setting a cage back up after cleaning, it required a litter tray, an item of bedding, a bowl for food and a bowl for water. Placing some sort of hide, like a cardboard box in the cage is good for cats that are stressed or shy. It is important to try and place food bowls away from the litter tray, so diagonal to each other is best.

4. CAT ADOPTION CLEANING PROCEDURES (COLONY HOUSING)

Essential items / equipment

Paper towel

Mops

bucket with water and detergent mixture

Disposable gloves

Broom

Dust pan

Rubbish bin

1. Place on a set of disposable gloves. Note: Hands are one of the most common means of disease transmission. Do a visual check of the cats, noting any signs of illness or behavioural concerns.
2. Remove any soiled furniture, bowls, toys, litter trays or bedding and from the adoption pen.

3. Empty the contents of the litter trays into the bin. If the tray is excessively soiled set aside to be washed, soaked and disinfected. If trays are only lightly used, scoop out any mess and re-use, topping up litter if required.
4. Empty uneaten food into the bin, water into the drain. Wipe out both bowls with paper towel and re-use bowls for the same pen. Replace food and water as per feeding guidelines.
5. Sweep out the adoption pen floors with a broom, and any shelves or benches with dustpan or paper towel as needed, to remove any leftover debris (food, litter and so on).
6. Mop out the adoption pen floor, focusing on any soiled areas. Note: Try to ensure the area is as dry as possible afterwards.
7. Use new litter trays to replace any trays that were set aside for soaking.
8. Place all furniture, bedding, litter trays, toys and so on, back in pen. Note: Ensure when placing litter trays in communal cat housing that there is at least one litter tray per cat.
9. Before or after cleaning is complete, feed cats according to feeding guidelines
10. Once every 2 weeks (check cleaning task sheets), do a bigger clean sponging or mopping tables, shelves, window sills etc, any surface the animal can come in contact with. Ideally remove all animals from the area, and bleach the surfaces of the room, remembering to rinse off the bleach with a mop or hose. Remove spider webs, replace broken/scratched bowls or scratch post. Replace with bright, clean items. Be creative! Cats will explore cardboard boxes, pot plants, household furniture etc.

Note: If there are signs of cat flu in the cat colony area, a disinfectant will need to be introduced to the cleaning process. Isolate any specific cats showing obvious signs of flu until symptoms resolve and begin to disinfect the whole colony every few days, either by removing all animals and bleaching the area, or by cleaning with F10 while the animals remain. Ideally consult the vet or seek expert advice if symptoms progress to lethargy or weight loss.

X. PLACEMENT OF ANIMALS

General. Adoptable domestic animals housed at the Animal Facility leave in one of three ways: they're returned to owners, adopted or transferred to a breed rescue or other humane facility. A fourth option, the Foster Program, exists to rehabilitate sick, injured or to house animals away from the Facility environment for periods of time, so they can too be placed eventually. It is the goal of The Paws and Claws Rescue and Boarding Facility to find a loving, responsible and permanent home for every adoptable dog and cat.

A. Return to Owners - Persons claiming a stray or surrendered animal as their own must provide evidence of ownership, such as a bill of purchase, pictures that document ownership over time, (i.e. puppy through adult pictures), proof of vaccination or registration, and/or medical records. Furthermore, pet owners will have to pay applicable fees to reclaim the animal. The owner's name, address, and telephone number and the date of return are noted on the Animal Intake Form.

1. License Data. All license data must be added to the Log Sheet and Animal Intake Form.
2. Boarding Fees. For each night the animal is housed at the Facility, a boarding fee is charged.

Owners of unaltered pets are encouraged to spay or neuter their animals. Boarding fees are posted at the Facility counter and on the website.

B. Adoptions - Guidelines for adoption procedures and the handling of Adoption Applications ensure that potential adopters are given an equal opportunity to adopt from the Paws and Claws animal refuge. Staff is responsible for following adoption procedures, scheduling home visits when necessary, and for handling Adoption Agreements and fees. The following procedures are designed to help place an animal in a suitable home.

1. Application. Potential pet adopters must reside in the home where the animal would be placed. No one is permitted to complete an Adoption on behalf of a potential pet adopter, unless an adult is adopting a pet for their own child. Under extenuating circumstances, exceptions to this rule can only be made by the Facility Manager.
2. Family/Household Members. Because the decision to adopt a lifelong companion is a big step in one's life, all family and household members are encouraged to participate in the selection of a pet. It is also highly recommended that dogs in current households meet the Facility dog before the adoption process is finalized. For some Paws and Claws animals that the paid staff believe would not be good matches for certain people or animal households, they are able to insist on meetings prior to adoptions being approved.
3. Adoption Applicants. In cases where there are multiple requests by parties to adopt the same animal, preference may be given to the order in which the applications were received, but what is in the best interest of the animal is paramount. Facility staff reviews each application to determine if the individual is able, emotionally and financially, to provide a permanent, stable, and loving home for a pet.
4. Adoptions pending. There may be occasions where an application is pending because other family members need to visit the selected pet, need authorization from rental property owners or for other reasons. Applicants are given 48 hrs complete the needed steps. If the new owner cannot collect the animal within that time but chooses to adopt the animal, Paws and Claws

can hold the animal longer if there is space available, however owners will be charged normal boarding costs.

5. Denying an Applicant. Facility staff carefully reviews each application. The adoption may be denied for a variety of reasons but should be made by a paid staff member if they have verbal or physical examples of the future animal's home not meeting the values of the Facility. These may include an individual appearing under the influence of drugs, alcohol, someone who does not agree to abide by the adoption conditions, or someone with a poor track record with the Facility or staff. Justification for the denial is given to the individual and, if handled tactfully, can be an excellent opportunity to educate. Staff are to write the reason for denial on the application. Records of denied applicants is kept up-to-date at the Facility.

6. Adoption Agreement. Staff review with the applicant the costs and responsibilities of pet ownership, including a thorough discussion of the adoption conditions. Adopters are required to carefully read the Adoption Agreement and affix their signatures to this document indicating agreement to its terms, conditions, and health exam requirements. A staff member witnesses and dates the Agreement. The pet adopter receives his or her copy of the Agreement. The original Agreement is kept in the animal's file at the Facility.

7. Payment of Adoption Fees. Adoption fees vary and are posted at the Facility. Paws and Claws accepts cash, EFTPOS, and MasterCard or VISA.

8. De-sexing of the Animal. Paws and Claws strives to ensure that the animals placed for adoption do not contribute to companion animal over-population. All animals will be spayed or neutered prior to adoption unless the health of the animal does not permit such surgery.

9. Medical Record. Upon adoption, the animal's Medical Record is provided to the new owner. If an animal's medical history exists from a previous owner, any reference to the previous owner, including the address and telephone number, must be removed prior to the release of such medical information.

10. Forms. The Kennel Card and Facility animal inventory document are updated to record the date of adoption and the name, address, and telephone number of the adopter. Evaluation and temperament forms are offered to the new owner.

11. Refunds. No matter how careful the Facility is in attempting to match the right pet with the right family, there are occasions where animals are returned to the Facility. It is at the discretion of the Facility Manager in discussion with the Committee President whether fees should be partly refunded, however they should only be considered in extenuating circumstances.

12. Animal Returns. For adopted animals returned to the Facility at any time, staff records the information on the Log Sheet. The adopter must return the Vaccination Certificate, and another information pertinent to the returned animal that was given to him or her at the time of adoption.

At the Facility Manager's digression, another animal may be chosen for adoption.

C. Transfer to Breed Rescue or other Humane Organization - In an effort to keep the animal population under control at the Paws and Claws, animals are sometimes transferred to breed rescues. At times, other humane organizations will accept qualified animals.

D. Foster Program – Paws and Claws has a Foster Program for those animals who cannot or should not be housed at the Facility. The Foster Program is an avenue to rehabilitate “special needs” animals and house animals too young or sick for adoption. (*A copy of the Foster Agreement is attached as Appendix N.*)

E. Euthanasia – Paws and Claws strives to demonstrate a respect for quality of life for its animals. The Facility operates as a no-kill facility. The Facility does not euthanise animals to make space for other animals. Although euthanasia is the final act of kindness that we can show a critically ill, seriously injured, or dangerous animal, it is viewed as an alternative, only after very careful consideration, and ***always*** as a last resort. It is the policy of Paws and Claws that animals to be euthanised are handled with respect and sensitivity, and protected from stress, fear, discomfort, and pain.

1. Authorization Procedures. The decision to euthanize animals is made on a case-by-case basis, by the Facility manager or committee. When deemed necessary for medical or behavioural reasons, and approved as indicated below, animals are humanely euthanized.
2. Medical Reasons. Critically ill or seriously injured domestic animals may be euthanised at any point during their stay. This is done on advice from a veterinarian.
3. Behavioural Reasons. The decision to euthanize dogs and cats for behavioural reasons requires approval by the Facility Manager, in consultation with the Facility veterinarian. Twenty-four (24) hour prior notification by the Facility Manager to the committee is required. Questions or concerns of the committee should be brought to the attention of the Facility manager within the time limit indicated. Under no condition may an animal that is under consideration for euthanasia for behavioural reasons be released from the Facility for adoption or foster whether it be to the public, volunteer, or staff member.
4. Where the Animal will be Euthanised. The euthanasia is performed at the veterinary clinic whenever possible. If, however, a dog is euthanised inside the Facility, it will be done where deemed suitable by the attending veterinarian.
5. Humane Disposal. The remains will be humanely disposed of by the Veterinary Service Provider.

XI. REFERRAL SERVICES

General. Unfortunately, The Paws and Claws Rescue and Boarding Facility is not equipped nor staffed to handle all animal situations. However, we do our best to refer those inquiries to others who may be able to help, as follows:

A. Wildlife Animals. Inquiries about wildlife animals are referred to FNQ Wildlife Rescue Association, at 114 Hoare St, Manunda QLD, (07)4053 4467.

B. Rescue. Any calls regarding an animal in distress, neglect or abuse are to be referred to the RSPCA animal emergency number, 1800 ANIMAL (26 46 25). Animals stuck in cars and similar emergencies can be referred to the local police station.

C. Cat Trap Rental. Cat traps are available for use through Douglas Shire (4099 9444) and Cairns Regional Council (4044 3044) animal services departments.

XII. GROOMING

General. Clean animals are more adoptable than dirty animals. They are also more comfortable and generally healthier, all of which makes for a positive image to potential pet adopters. Facility Staff or volunteers who wish to bathe and/or groom the dogs and cats may do so whenever possible. For animals whose fur is severely matted, the services of professional groomers are used.

XIII. PAYMENT OF FEES

General. No animal may leave the Facility unless all fees are paid, including, but not limited to, adoption fees, boarding fees, vaccination fees, mileage for transporting the animal to the Facility (in return-to-owner cases), and fines.

A. Receipt. At the time money is received for a transaction, a receipt is completed. The receipt shows the name of the person making the payment, the date, method of payment, amount of the transaction, and initials of the Facility staff receiving the money. The original of the receipt is given to the owner, and a copy is kept in the Facility files, noting the amount, method of payment, are recorded on boarding form.

B. Checks. Are not accepted as a payment method.

C. MasterCard/VISA. Paws and Claws accepts MasterCard and VISA with a \$10 minimum purchase.

D. Deliver Money to Treasurer. The Facility Manager is responsible for ensuring money is delivered to the Paws and Claws treasurer when available.

XIV. LOST AND FOUND

General. It is the goal of Paws and Claws to direct all stray animals to Douglas Shire Council, with the intention of reuniting the animals to their owners. Although strays are not admitted to Paws and Claws, all attempt is made to provide owners with the best up-to-date tools to assist them in locating a lost animal, and to record the finding of a council animal in an accessible as possible way. These methods include:

A. Scan animal for M/chip. Any stray dog or cat brought to the Facility should be scanned by staff, if safe to do so, prior to contacting the council for pick-up. If found to have a chip, this is to be looked up on the website 'petaddress', at www.petaddress.com. If the owner is easily contacted and available to collect the animal, it is acceptable to hold the stray at the Facility until they arrive. If they are not easily contactable or cannot reach the Facility within a few hours, the animal is to be sent to the council pound, noting the communication with the owner.

B. "Lost" and "Found" requests. All requests regarding lost and found animals are referred to council. However, a note of the animal and owner details should be recorded at the Facility desk, and where possible a photo posted or shared to lost and found groups on social media. Owners are permitted to look through the animals in care to ensure a council transfer is not their own.

B. Paws and Claws Facebook site. Posting a photo of a lost animal that enters the reception, or a description of the animal, along with any identifying features plus the found location and time along with the current holding location (pound, or private finder- obtain their contact details if they intend to do this).

C. Owners of Lost Animals. Inform the finder or lost owner about other pounds/Facility's in the area. These may include:

- Cairns RSPCA lost and found database + fee-for searching services: (07) 3426 9999
- YAPS refuge in Cairns: 4057 6373
- Local vets, the closest ones being Mosman vet (07) 4098 1888 and Hands on Healing (07)4098 1999
- RSPCA's 'Finding Rover' app, or website at www.findingrover.com
- Cairns Regional Council pound (07)4044 3044
- Douglas Shire pound (07)4049 9444
- Tablelands Regional Council pound (07)1300 362 242

F. Stray Animals Brought to the Facility

1. It is important to educate the public that picking up and dealing with stray animals is the responsibility of Douglas Shire Council to collect and hold stray's animals at their pound facility. Animals deemed suitable for adoption are offered to Paws and Claws for rehoming if they have the capacity to accept them. However, in an effort to improve the animal's chances of being reunited with its owner, staff can provide the following recommendations to finders:

- Leave found animal reports at all the above listed Facility's/pounds/vets
- Put up posters of the animal around the found location, even if the animal has been sent to the pound.

XV. MANDATORY DESEXING

General. The Paws and Claws rehoming program ensures that the adopted animals do not contribute to companion animal overpopulation. All Facility animals shall be spayed or neutered prior to adoption. Exceptions will only be made if surgery poses a significant health risk to the animal.

XVI. SPECIAL REQUESTS

General. Many potential pet adopters call or visit the Facility in search of a specific type of pet. This could be a purebred dog or cat, an animal of a specific age, size, or type of behaviour, such as a small, housebroken dog. Since the specific type of animal may not be available at the time the request is made, a note of the request with details plus contact numbers is made in a 'animals wanted' log book, and contact made with the potential adopter if an animal matching the request is received at the Facility.

XVIII. NATURAL DISASTERS

General. Paws and Claws is located in an area at risk of natural disasters, with cyclones, wind damage and floods being unique challenges to the region of the country it is located in. In circumstances where there is a perceived risk of emergency affecting the Facility or Facility staff or animals, all staff and volunteers are to be guided by the instructions from the committee President.

XIX. QUARANTINED AND/OR DANGEROUS ANIMALS

General. To ensure the safety of Facility staff, volunteers and visitors, personal interaction with animals held in isolation, or considered dangerous by staff or finders, may be limited on the say of the Facility Manager. If, however, an animal must be handled, the protocol in working with these animals follows.

A. Dangerous Dogs

1. General. Our highest priority is the safety of staff, volunteers and visitors.
2. Aggressive, Frightened or Questionable Dogs. If a dog is considered to be "aggressive," "frightened" or "questionable," it is visibly posted on the Kennel Card to warn Facility Staff, volunteers and visitors to beware. Only experienced, confident staff are to handle these animals.
3. Safety Equipment. Appropriate safety equipment is always available for use, including heavy duty leather gloves and catch poles.

B. Dangerous Cats

1. General. Our highest priority is the safety of staff, volunteers and visitors. Paid staff or a veterinarian may declare a cat to be "dangerous," "frightened" or "questionable," and precautions are taken to avoid injury by the animal. To protect the safety of the staff, volunteers, and visitors, personal interaction with animals considered dangerous or is prohibited.

If, however, an animal must be handled, the protocol in working with these animals follows:

2. Aggressive, Frightened or Questionable Cats. If a cat is declared “aggressive,” “frightened” or “questionable,” it is visibly posted on the Kennel Card to warn Facility Staff, volunteers and visitors to beware.
3. Dangerous or Vicious Cats. If a cat is considered “dangerous” or “vicious,” the animal is to remain in a Shoreline cage enclosure. Only experienced, confident staff are allowed access to the animal.
4. Do Not Disturb. All new cats brought to the Facility showing signs of being aggressive, frightened or questionable are placed in a Shoreline cage with a towel or other cloth placed over the entrance to the cage. Provided with a cardboard box, carry cage or feral cat hide so it can feel secure, and any cleaning can take place around the cat. Protective leather gloves may be required. After 24 hours, the towel/cloth is placed slightly to one side to allow the cat to see and hear the activities in the Facility. Over a period of several days, the open area is slowly made bigger and the towel/cloth is eventually removed, at which point the Facility Manager is required to make an assessment on the cat’s suitability for adoption.
5. Medical Care. If the cat requires care for a medical problem, such care must be authorized by the Facility Manager. Medication should be administered by the Facility Manager, designated staff or the attending veterinarian according to the instructions on the Medication Form.
7. Safety Equipment. There is safety equipment available to staff and volunteers at Paws and Claws. They include heavy-duty leather gloves, a snatch pole and safety glasses. Facility Staff should be trained in the use the equipment.

XX. INJURIES AT THE FACILITY

General. Any incident involving an injury to a person or animal is required to be documented. Paws and Claws is committed to the safety of its staff, and to operating within all WH&S protocols.

A. Animal bites/significant scratches. All records of this occurring need to be documented under the animal behaviour sections of the observation sheets and transferred to the kennel card and adoption profile if relevant. The Facility Manager is to be notified by staff or volunteers if any of these incidents occur, and they can consult with vets or the committee if they believe the animal should be considered for euthanasia.

B. Other Injuries. If a volunteer or visitor sustains an injury, s/he is to fill out an incident report and give/email it to the Facility Manager. The Facility will keep the injury report on file in case the injury develops into something that needs medical attention and will send the reports to the management committee who will advise if risk assessments or reductive action is required.

XXI. VOLUNTEERS

General. Volunteers generally help socialize animals, assist with animal caretaking, counsel prospective pet adopters and participate in special fundraising events. Their special skills and talents make a positive difference in the lives of Facility animals, and their recruitment is essential for good Facility operations.

A. Selection of Volunteers/Age Requirements. All volunteers must be at least 16 years of age to be registered as a volunteer with Paws and Claws, largely for insurance requirements.

(A copy of the Volunteer Information Form is attached as Appendix P.)

B. Volunteer Application. Individuals wishing to become a part of the Facility's volunteer team are asked to complete a Volunteer Application that is submitted to the Facility Manager. The Manager reviews all applications and calls or verbally speaks to potential volunteers to advise them of the process involved for bringing new volunteers on board. All volunteers will be provided with orientation information on their first shift, and also be assessed for ongoing suitability in a transparent fashion.. *(A copy of the Volunteer Information Form is attached as Appendix P.)* The Volunteer Application contains questions designed to help understand why individuals want to volunteer and what they hope to accomplish. Likewise, a person's feelings about euthanasia, spaying and neutering, keeping pets indoors/outdoors and other animal-related experiences help the Coordinator formulate an opinion as to how the individual will fit into a Facility work environment. Since most volunteers interact in one way or another with the public, it is important that their relations with animals are humane, respectful, and kind.

C. Non-Acceptance of Volunteers. Not all potential volunteers are accepted to work at the Facility. Some possible reasons are that the service offered is not needed, they may have an incompatible schedule, or they may have a poor or abusive history with animals. The Facility Manager will tactfully explain the reason why they are not being accepted and offer suggestions, if appropriate, for working at other organizations. The Manager will write the reason for non-acceptance on the volunteer's Application. The Application will be kept on file in the event the individual reapplies or a problem surfaces regarding the handling of denial.

D. Acceptance of Volunteers. If the volunteer is accepted:

1. The Manager gives the volunteer a copy of the Volunteer Induction Form, which addresses, in part: The Paws and Claws set-up, basic mission, placement of volunteers, Facility forms, safety, and dress code.
2. The volunteer attends a "welcome" orientation session.
3. Training sessions are scheduled.
4. The Manager establishes a personnel file for each volunteer. This file includes, at the minimum, the individual's Application, Release of Liability Form, and a record of the number of hours volunteered at the Facility.

E. General Rules. As with Facility staff, volunteers are expected to follow certain rules of conduct and behaviour in order to provide a safe and productive work environment. These general rules are included in the Volunteer Induction and are reviewed during orientation.

1. Conduct. Volunteers are expected to dress appropriately for the particular activity or event.

2. Although euthanasia is discussed with volunteers, they should not interfere with euthanasia decisions and/or procedures.

3. Volunteers are expected to do their work in a professional manner, to be constructive at all times, and assist in any work they are asked to perform, as determined by their volunteer role. They should refer visitors to Facility staff if questions are asked and the proper answer is not known.

2. Adoption. Volunteers are required to go through the same adoption process as the general public.

3. Time Commitment. Because Facility staff workload is dependent upon a volunteer's time commitment, volunteers are expected to work according to the established Facility schedule.

4. Volunteer Log Sheet. Each volunteer signs a Volunteer Log Sheet for every visit to the Facility. This is particularly important for students and community service workers who have a set amount of hours to fulfil. The Log Sheet serves as the only form documenting the dates and times volunteers are at the Facility or assisting with special projects. The Volunteer Log Sheet also gives an overall picture of the impact of volunteer contribution. The Log Sheet is kept in a prominent place at the office. (*A copy of the Volunteer Log Sheet is attached as Appendix Q.*) Any volunteer student fulfilling a class requirement or community service worker who falsifies his or her time is immediately terminated.

F. Volunteer Programs. Making a good match between a volunteer's particular area of interest and the needs of the Facility help further the mission of the agency in providing care and companionship for homeless animals. It is also important for the volunteer's self-esteem and feelings of contribution. After the orientation, the Volunteer Coordinator discusses the various volunteer opportunities available, either within the Facility itself or outside of the Facility. Many volunteers may already have a special skill that they are willing to contribute, such as graphic art design, photography, dog training, or may desire to groom animals, or assist with legal matters, as indicated on their application.

G. Typical Volunteer Programs.

1. Socialization. Both cats and dogs housed at the Facility need socializing for bonding, exercise, companionship, and reducing stress. Volunteers socialize only those animals deemed suitable by paid staff. No volunteer is permitted in the quarantine or isolation areas unless specifically authorized by Facility staff, i.e., kittens and puppies needing to be socialized to *become* adoptable. Socializers should direct questions regarding adoption to staff. Time commitment for socialization is based on the volunteer's schedule, although they will follow a certain time frame. Training is provided by staff.

a. **Cats.** Cat socializers interact one-on-one with homeless cats to ensure that their time at the Facility is as enjoyable and stress-free as possible. Cat socializers pet, groom, and play with the animals, tidy the cat's living area, and interact with potential pet adopters. Cat socializers are instructed to disinfect hands between handling cats in different areas, which will discourage the potential spread of any infection or disease, and to monitor the public's contact with the animals.

b. **Dogs.** Generally, dog socializers walk dogs, an important activity that provides play and exercise time. Volunteers are instructed to properly leash and collar dogs, to scoop any excrement while walking and to secure dogs in their runs upon returning to the Facility.

Dog walkers must choose only dogs that they are able to keep under control at all times. Dog walkers must control dogs so that they do not jump on people or other dogs, and at no time are dogs allowed off a leash. Any volunteer with dog training experience is encouraged to do basic dog training either at or out of the Facility, to reduce the animal's mental stress levels and encourage adoptability.

2. **Kennel Work.** Many volunteers want to interact directly with animals. Kennel volunteers may perform a wide variety of tasks ranging from cleaning kennel runs and cat cages, feeding, assisting with medicating and grooming to carrying out administrative and laundry chores. Training is provided by the staff. Volunteers are scheduled to work based upon the needs of the Facility and are expected to follow a designated work schedule.

3. **Administrative Work.** On occasion Facility staff need assistance with a variety of projects. These projects may include typing or computer work, filing, mailings, coordination of humane education or adoption packets or following up on lost and found reports. Time commitment for administrative work is on an as-needed basis. Training is provided by the Facility staff.

H. Training. Before any volunteer begins work at the Facility, he or she must attend a Volunteer Orientation. The Facility manager or animal attendant introduces volunteers to all Facility staff whenever possible. For example, individuals wishing to learn animal caretaking duties or administrative duties will be referred, respectively, to a staff member or appropriate committee chair.

I. Role of Facility Staff. Animal Attendants are expected to keep the Facility Manager well informed of the volunteer's progress and work habits. This is important for students, as the individual's teacher may contact the Volunteer Coordinator or Facility Manager on a regular basis for status reports. Any problems with volunteers should be promptly reported to the Facility Manager. There are also times when the Facility Manager will authorize an individual to work as a volunteer at the Facility as part of a community service program. The Facility staff are likewise expected to keep the Facility Manager well informed of the volunteer's progress and work habits, as the individual's probation officer may contact the Facility Manager for status reports.

Volunteers generously give of their free time to help homeless animals and significantly complement the work of animal care professionals. Facility staff should always find time to verbally thank volunteers for their help. All volunteers should be treated by Facility staff with courtesy, respect and appreciation.

J. Termination. Like Facility staff, volunteers can be terminated for a variety of reasons. Poor performance, disruptive behaviour, habitual tardiness or absenteeism, or falsification of work hours by student volunteers or community service workers, will result in termination. In most situations, any problems brought to the attention of the staff will be discussed with the Facility Manager. A meeting will be called with the volunteer for the purpose of discussing the reason for termination. The Facility Manager is expected to document in writing the events leading up to the termination, including discussions held at the meeting itself, and add this information to the volunteer's personnel file.

Should there be an extremely serious incident that would warrant the volunteer leaving immediately, the staff on duty has the authority to direct the volunteer to leave. The Facility staff will promptly notify the Facility Manager and will prepare written documentation about the incident.

For community service workers, the Facility Manager will contact the probation officer to inform them of the termination. In regards to students, the Facility Manager will contact the teacher to inform them of the termination.

XXII. EMPLOYMENT

Paws and Claws is an Equal Opportunity Employer, and as such does not discriminate on the basis of race, colour, sex, religion, national origin, age, disability, sexual orientation, or any other legally protected characteristic.

A. Policy. Open paid staff positions at Paws and Claws will be filled in a timely manner. In the case where equally qualified candidates are being considered for a single position, preference shall be given to current staff and volunteers.

B. Procedure. If necessary, current Facility staff will fill an open position on an interim basis, and the pay rate will be commensurate with the position's approved salary, depending on the time period they are undertaking that role.

1. A job advertisement and description will be posted on the staff and volunteer bulletin boards at the Facility, and a job advertisement and description shall be posted in an on-line employment website such as www.seek.com.au.
2. The Facility Manager and the President shall interview and hire the subordinate Facility staff.
3. The President or Committee Directors shall interview and hire the Facility Manager.