



**DEPARTMENT OF  
ANIMAL SERVICES**

Riverside County Community Health Agency



Working together  
to improve  
Riverside County for  
people and animals

# **Southwest Communities Shelter Policies and Procedures**



**POLICIES / PROCEDURES REQUESTED IN THE OPERATIONS AGREEMENT**

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Use of Community Room

**Shelter Operations- 000-23  
9/2010****FELINE ENVIRONMENTAL ENRICHMENT:**

AFV does not have a behaviorist on staff. Cattery staff should be aware of the animal's body language and temperament.

Cats are usually frightened when they arrive at the shelter. If a cat seems aggressive or unsocialized it may be due to fear. The cat must be reevaluated on a daily basis as it becomes more familiar with its surroundings.

Staff and volunteers are encouraged to go into the cattery rooms and community cat rooms and talk to the cats, brush them, play with toys, hold the cats and pet them.

**Benefits of Enrichment for Cats and Kittens:**

While kenneled in the cattery cats and kittens have limited handling contact. They have some interaction with people as staff cleans, feeds and cares for them and patrons walk through the area-- usually responding to the animals by talking to them. Many of these animals are high-energy and need outlets for mental and physical energy. Cats and kittens are usually more inclined than dogs and puppies to invent play with "found toys," even without a playmate.

**Examples of Active Toys:**

- hard, round plastic shower curtain rings, linked in pairs and attached to gate bars (high enough to encourage jumping and reaching)
- small rolling balls (with or without bells inside) to move around the cage floor and to hide under a towel -- a single shower curtain ring can also serve this purpose

Here are some basic health and safety requirements for cat toys:

- Toys must be easily and thoroughly able to be disinfected, or be disposable after single use. Disinfect toys before giving to another animal using the procedure used to disinfect dishes.
- Rolling toys must be too large to fit between cage bars.
- Any toys for kittens or cats must be safe; that is, of sturdy construction and appropriate materials so that cats cannot ingest toy parts or injure themselves with the toy or its components.

**Providing a Secure Area:**

Provide as needed a hiding area for cats, specifically for cats or kittens who appear frightened. This can be accomplished by providing a blue or gray box. Feral cats should always be provided a box or carrier in which to hide. A towel can be hung over the front of the cage to allow the cat to relax.

**Shelter Operations- 000-24  
9/2010**

**CANINE ENVIRONMENTAL ENRICHMENT:**

AFV does not have a behaviorist on staff. Kennel staff should be aware of the animal's body language and temperament.

Many dogs are frightened when they arrive at the shelter. If a dog seems aggressive or unsocialized it may be due to fear. The dog must be reevaluated on a daily basis as it becomes more familiar with its surroundings.

**Benefits of Canine Enrichment:**

Enrichment helps dogs and puppies maintain their mental, physical, and emotional health so that they remain good adoption candidates and don't become behaviorally at risk.

**Examples of Enrichment for Dogs and Puppies:**

- Very hard rubber chewable toys. Kong toys, if the appropriate size is given to each dog, are too rigid to be chewed into pieces.
- In addition, volunteers and staff should use "dog walk time" to its greatest advantage and as much more than simply the chance to eliminate.
- Individual exercise opportunities should average 15-20 minutes, including leash time, talking, petting, and interactive play. Active "people time" allows an outlet for mental AND physical energy through focused, interactive play.
- By focusing on a specific task (repeatedly returning a ball, Kong, or Frisbee; playing "hide-and-seek" with treats or toys, etc.), dogs are able to expel much more pent-up mental and physical energy in a limited amount of time and space. Therefore, they greatly reduce stress due to confinement, isolation, and boredom.

Here are some basic health and safety requirements for dog and puppy toys:

- Toys must be easily and thoroughly able to be disinfected, or be disposable after single use. Disinfect toys before giving to another animal using the procedure used to disinfect dishes.
- Toys must be of sturdy construction and appropriate materials so that they pose no danger if ingested or damaged.

The following steps are helpful in assessing an animal:

- **Observe:** Does the dog seem social, cautious, aroused, unfriendly or aggressive?
- **Stroke and Head Pat:** If the dog seems friendly, stroke and pat the head. This is to be done without verbal communication. The handler is to stroke the dog from head to base of tail.
- **Sitting with and without affection:** The handler sits down and observes the dog's behavior. If after 5 seconds or so the dog has not come to the handler for attention, the handler verbally communicates with the dog in a friendly tone and provides physical attention for 20 seconds.
- **Teeth examination:** This step evaluates how the dog responds to what may be an unpleasant situation. The handler attempts to examine the dog's teeth 5 times for 5 seconds each time.
- **Hug test:** If the handler feels it is safe to continue, she/he hugs the dog. Does the dog accept or withdraw?

- Toys, Food, Treat Test: As a stranger approaches, the handler will be looking for signs of fear, playfulness or aggression.
- Child Approach Test: As a child approaches, the handler will be looking for signs of fear, playfulness or aggression,
- Cat: Dogs can be taken into the cattery to see how the dog reacts to cats
- Dogs: Dog to dog introductions are completed to see how they react/respond to other dogs of different sex, age, and size. They can be introduced to a potential adopter's other dog while on leash

**Shelter Operations- 000-18  
9/2010****ADOPTIONS**

Guidelines for adoption procedures and the handling of adoption applications ensure that potential adopters are given an equal opportunity to adopt. Front office staff is responsible for adhering to adoption procedures, for reviewing and approving or declining adoption applications and for handling adoption contracts, fees and scheduling of spay/neuter appointments.

Adoption procedures: The following procedures are designed to help place an animal in a suitable home.

- Application/Survey. Potential pet adopters must complete an adoption application before meeting the animals available for adoption outside their kennel or cage. This information provides staff with a better understanding of the pet adopter's past animal history, their expectations for a pet, lifestyle, and the environment in which a new animal would be placed.
- Family/household members. Because the decision to adopt a lifelong companion is a big step in one's life, it is recommended that family and household members participate in the selection of a pet.
  - If possible, children under the age of 8 years should be observed interacting with the proposed animal.
  - Adult members of the household must be a part of the selection. This can be completed with a phone call when one of the adults cannot come to the shelter.
  - The animal needs to be taken to a visiting area where the family can interact with the animal. It is advisable that other household pets come to the shelter to see if they get along.
- Consultation. Once an animal is selected, the intake form and health check form is reviewed for information about that animal and to inform the applicant of any current holds on the animal or medical issues.
  - If there are holds, explain them to the applicant and encourage the applicant to complete the process and be a back up adoption (put a second, third hold).
  - Front office staff will have an adoption counselor work with the applicant and the animal they are interested in and engage in a dialog with the applicant to determine if this is a suitable match.
- Yard Check.
  - If the application is for a dog, a yard check should be accomplished before the adoption is approved.
  - A yard check will be scheduled as soon as possible.
  - If a yard check is possible immediately and the animal is altered the yard check person may take the animal with them. If the yard is approved the animal may be left.
- Spay/Neuter. Any animal that has not been sterilized must be before it will be allowed to be adopted or leave the shelter unless an appointment cannot be obtained for several days and then a \$50 spay / neuter deposit can be left. Staff is to set a spay/neuter appointment with a participating vet (or the persons personal vet) within 2 weeks and make it very clear to the adopting party the procedure and date of the surgery. If an animal is ill a spay/neuter deposit may be accepted. The animals at home must be altered. A spay/neuter appointment must be set up within 2 weeks. Adopting party is to sign a spay/neuter deposit form.

Processing an adoption application/survey: The adoption process is designed to give staff more information about the adopter's household, expectations, and experience with animals and generally assist in making a good match between the animal and the home.

- First applicants. Adoption of animals from the Shelter is on a first-come, first-served basis. A hold with a \$10 processing fee is to be collected by staff. The "hold" fee will be refunded if the owner of a stray animal claims the animal.
  - All active holds are made in triplicate. One copy is placed on the intake form, one on the pen card and one copy is given to the adopting party.
  - All holds are to be specific. It will give the person a date and a time (in a two hour period) of when they are to come to the shelter to complete the adoption.
- Back-up applicants. We will accept back up applicants on animals who will be eligible to adopt that animal if the applicant ahead of them forfeits.

All holds must be removed from both the pen card and animal record if for any reason a hold is canceled or declined.

There may be occasions where an application or adoption is pending for a legitimate reason. Always check the intake form and hold form for additional notes.

- Holds can be extended ONLY if there is no other person as a back up on that animal.
- Declining an applicant. Staff should carefully review each application. In the event an individual appears unstable, intoxicated, the yard check is not approved, the children are not kind to the animal or the person does not agree to abide by reasonable adoption conditions, the application may be declined. Justification should be given to the individual and, if handled tactfully, can be an excellent opportunity to educate.
  - Office staff should write the reason for denial on the application, which is submitted to the office manager so the person can be placed on the DO NOT ADOPT LIST.

- Finalizing an adoption.

The final adoption process includes witnessing the adoption contract, payment of adoption fees, *having the animal microchipped while the adopting party is present, spay/neuter appointment (if necessary)*, issuing an adoption tag and completion of in-house forms.

- Review the contract completely. Get client's initials and signature where required.
- Collect payment.
- Explain the microchip information and registration. The registration is a lifetime registration. AFV pays for the first year Home Again benefits.
- Adoption contract. Adopters are required to carefully read the adoption contract and affix their signatures to this document indicating agreement to its terms, conditions, and spay/neuter and microchip requirements. A staff member will witness and date the contract.
- The pet adopter will receive a copy of the contract. The original will be retained by AFV and a copy will be posted for the vet if the animal is being transported for spay/neuter.
- Medical information. All medical information that is available for an animal is to be given to the adopting party. This information is to be given to the adopter so their veterinarian knows what we have done for the animal.
  - When the animal's previous medical history is released to the adopter, staff will eliminate any reference to the previous owner's name and address.
  - ALTERED is to be written across all AKC papers in bold letters.

- Documentation: The animal's intake form is to be recorded with "ADOPTED" and the date of adoption and the name, address, and telephone number of the adopter. Any pending applicants (additional holds) should be notified that the animal has been placed in a new home.
- Refunds: No matter how careful the shelter is in attempting to match the right pet with the right family, there will be occasions where animals will be returned to the Shelter. Adoption fees are non refundable, they are transferable to another animal. A credit adoption voucher will be issued

### **PITBULL ADOPTION POLICY**

**Pitbull adoptions will be only be approved on a case by case basis. The following criteria is to be followed by AFV staff.**

1. Staff is to discourage Pitbull adoptions.
  2. Staff is to work at getting Pitbulls out to rescues.
  3. All persons interested in adopting must be interviewed by the director
  4. The director or his/her designee will complete a home check and meet in person with the persons interested in adopting and may also require proof of liability insurance.
  5. All person authorized to adopt a Pitbull will be required to sign a release of liability form.
  6. Pitbulls will not be placed in a home where other animals reside.
  7. Pitbulls will not be placed in a home with small children under 12 yrs. of age.
- A. Pitbulls will be removed from the lost & found page of our website when their holding time is up and will not be moved to the adoption page.
- B. Owner turned in Pitbulls will not be photographed for the website. The foster/ breed rescue coordinator can try to get owner turned in Pitbulls to rescue immediately.

### **ADOPTION POLICY FOR EXPOSED OR ILL ANIMALS**

AFV would like to deter the public from adopting animals that are ill or have been exposed to disease. Sometimes people insist on adopting an ill or exposed animal.

If someone has a hold on an animal or wants to adopt an animal that has been exposed or is showing signs of illness, please notify them immediately of the situation. They have two options:

1. They can choose another animal.
2. They can adopt the animal and sign a waiver that they have been notified of illness and that they take full responsibility for all fees incurred for the animal and for any other animals they have at home that may become ill from being exposed to the adopted animal.

Animal Friends of the Valleys does not have the space to medicate and hold animals. AFV cannot take the chance of exposing other animals in the shelter.

### **PREGNANT ANIMAL POLICY**

It is AFV's desire and responsibility to prevent the birth of animals with the pet overpopulation problem.

AFV will have all adoptable pregnant animals spayed prior to placing them in foster homes, adoption, or releasing to breed rescue unless it is determined by a veterinarian that spaying would be detrimental to an animal's health and welfare. Adopting parties (including breed rescues) will be responsible for the cost of spaying the animal in additional to the adoption / rescue fee.



### **Owner-surrendered Animals for Euthanasia**

The Shelter will euthanize animals of citizens requesting this service. There may be occasions when a pet owner requests euthanasia but the staff member receiving the animal feels that it is adoptable. The employee must respect the guardian's decision to euthanize their animal and be very supportive.

### **Owner-surrendered Animals for Adoption**

Staff must evaluate the animal upon turn in by the owner. If medical conditions exist or the animal appears to be aggressive that information needs to be relayed to office staff immediately. The owner will be given the option to have the animal signed over for euthanasia or take the animal back. AFV does not have the space to house animals that are not adoptable.

### **Purebred Animals**

Because many breeds have rescue groups, purebreds are not to be euthanized without first attempting to place the animal in rescue. All efforts must be exhausted before euthanizing these animals. However, if the animal is aggressive or ill, he or she may be euthanized without consulting rescue.

### **Illness or Injury**

Animals can be considered for euthanasia if:

- their injuries or illness is untreatable
- treatment is cost prohibitive for the average person (i.e. severely broken bones, broken backs, and extensive burns)
- keeping the animal alive would result in reoccurring pain or a poor quality-of-life

Other circumstances may also affect euthanasia decisions:

- If a veterinarian has noted that an animal has a serious illness, that animal is to be selected for euthanasia over a healthy animal.
- If an animal is suffering, euthanasia is to be performed on the same day. The kennel staff must advise the Animal Care Technician immediately of any sick, injured, or suffering animal.
- If the animal has an injury or condition that is painful but not life-threatening, he or she is to be medicated to relieve the pain. However, if evaluating for space reasons, injury or illness may be considered a reason for euthanasia after the required holding period.
- Owner-requested euthanasia will be performed immediately. We do offer the owner to stay with the animal. It is usually easier for the animal if the owner remains. It is not required however.

### **Stray Animals Euthanized before Stray Period or Brought in Dead on Arrival (DOA).**

When an animal is euthanized before the stray period expires that information must be logged on the intake form.

In addition:

- Remove the euthanized animal's website picture.

It is the responsibility of the person actually performing the euthanasia to log the information on the intake.

- If the animal is taken to an emergency clinic and euthanized at the clinic, it is the responsibility of the animal control officer to log the information on the intake form.
- Bag the animal and place the bag in the Freezer (on the floor) with a HOLD sign filled out and the date the animal is released from the stray period. The sign must be taped to the bag. This will prevent the animal from being picked up by the crematory service until the stray period is over.
- Any DOA's picked up are handled in the same manner.

The STRAY EUTHANASIA/DOA intakes should be reviewed daily by lost and found staff against any lost reports filed in addition to the shelter inventory.

**Animals in Adoption Area**

Euthanasia decisions must be made on healthy shelter animals due to space. Animals that have been in the adoption area that may fall in one of these categories may need to be considered for euthanasia:

- Dogs whose behavior is becoming worse: i.e. leaping up, trying to escape, trying to bite, and charging.
- Dogs that have been up for adoption for weeks with no interest and are becoming lethargic, aggressive, or barrier aggressive, depressed.

**Aggressive Animals**

Any animal regardless of its size, sex, or breed that is known to be aggressive or exhibits signs of aggression towards people or other animals may be euthanized. Determination of aggression can be made from past history, day-to-day interaction with the staff and volunteers.

Aggression includes:

- defensive and threatening behaviors
- actual attacks
- lunging at humans
- baring teeth
- exhibiting other characteristics that may make it a poor family companion for the average adopter

Generally, cats need more time to adjust to the surroundings and noises. They should be placed in a quiet cage, with the front covered with a towel, and then re-evaluated after they have been given time to relax.

**Wildlife**

Generally, most wildlife comes to us injured, and rehabilitation is not possible or extremely difficult or stressful for the animal. A licensed Fish & Game Wildlife rehabilitator should be contacted and the animal transferred to them.

**Holding Times**

Individual animals may be marked "DO NOT PTS" which means that animal cannot be euthanized. Holding animals makes euthanasia decisions extremely difficult. It is important to understand that if one dog is held, another is euthanized in its place.

If "DO NOT PTS is placed on the animal's intake and pen card, it must also contain the full name of the staff person who placed the hold.

Below are standard holding times:

<b>Rescue</b>	Animals may be held for 5 days (space allowing) after contacting rescue, but every attempt must be made to move the animal immediately.
<b>Off-site Adoption Days</b>	Off-site adoption days are generally held on Saturdays. If animals do not get adopted and come back to the shelter, they will be held through the following Monday before being euthanized.
<b>Pet-of-the-Week</b>	A date on top of the paperwork is the ending period for holding.

**Summary**

Euthanasia is an emotional and heart-wrenching process for those involved. It's a decision no one wants to make or carry out. But, we also know there isn't another option unless the animals are housed

indefinitely in a cage or kennel off-premises. Quality-of-life is our guiding principle. We don't believe in warehousing animals for the sake of saving their lives.

We hope there will be a day when healthy animals are no longer euthanized for space or lack of homes. Our educational and veterinary programs are attacking the problems at the source with aggressive spay/neuter, education, and adoption programs. Until that time comes, we have assumed the responsibility of humanely euthanizing those animals that have found no home.

**Shelter Operations- 000-28  
9/2010**

**EUTHANASIA TECHNICAL PROCEDURES**

Animal Friends of the Valleys has a separate detailed "AFV Employee Euthanasia Guide". Animal Friends of the Valleys uses the following drugs:

Ana Sed as a tranquilizer

Fatal Plus (Sodium Pentobarbital) (Schedule III, controlled substance) as the euthanasia solution.

All animals will be handled gently while being held, talked to and loved on by the handler. The animal is to be euthanized with the least amount of stress and fear. The injector is in charge during euthanasia. Only certified euthanasia technicians are allowed to euthanize animals.

Animals are to be held a minimum time in the euthanasia room prior to euthanasia. Euthanasia request animals are to be euthanized immediately after the intake procedure is completed.

**Owner Requests:**

Many pet owners bring their old, sick, injured animals to Animal Friends of the Valleys for euthanasia. Office staff is to be compassionate and try to help the customer as quickly as possible. You will have the pet owner sign an intake and write "REQUEST" on the form.

Ask the person if they would like to stay with their pet. If they do, you will advise the euthanasia technician that the owner will be staying. The person performing the euthanasia will show compassion for both the animal and pet owner. Allow them to stay with their pet after the animal is euthanized and reinforce that they have made the correct decision. Be supportive. Offer them tissue and kind words.

The owner of an aggressive dog should be told that they need to stay with the animal at least until it is tranquilized.

Stray feral cats must be held a minimum of three days, not including day of impound.

You may be asked questions. Animal Friends of the Valleys tranquilizes every animal before euthanizing it. Often pet owners only want to stay until the pet is tranquilized and do not want to stay for the final injection. It is usually easier on the animal if the pet owner stays with it, but it is the owner's choice and they should be reassured that whatever decision they make, it is right.

Bodies should never be moved while the owner is still present.

**Owned Trapped Feral Cats:**

Feral cats will be euthanized as a service to the public in the following cases:

- The cat has been on the persons property for over 10 days
- The cat was born on their property
- They know for a fact that the cat is NOT owned by a neighbor or someone in the vicinity and they turn the cat in and sign that they are the owner.

Feral cats that are in traps are to be covered immediately. This will prevent the cat from thrashing in the trap. Feral cats will be tranquilized in the trap. Once the animal is sedated an Intraperitoneal (IP) injection will be given targeting the cat's right cranial abdomen. Once the cat is completely unconscious it can be removed from the trap. Death must be verified before the animal is placed in the freezer.

**Animal Handling:**

The holder/handlers skill is very important. The animal must be held securely and gently. The person holding must protect the injector and him/herself from injury and get the "vein up" while comforting the animal.

Euthanasia will be performed in a quiet euthanasia room. When needed a muzzle may be used to prevent injury.

**Presence of other animals:**

No other animals should be present in the room while an animal is being euthanized with the exception of owner requests. On occasion an owner may ask for several animals to be together. Animals will not be in view of bodies.

**Entry control:**

When euthanasia is being performed the sign on the door should read "DO NOT ENTER". Staff is not allowed to knock on the door or enter when the sign states euthanasia is being performed. Staff should be quiet while in the vicinity of the euthanasia room.

**Paperwork check:**

The intake and pen cards should be matched up making sure the description of the animal is correct. The euthanasia log will be filled out completely and correctly. The cage/kennel number, date of impound, intake number, species, cc's used and the injectors initials are to be logged on the euthanasia log for each animal that is euthanized. The intake is to be checked to make sure there is no hold, owner information, breed rescue interest, etc. Report any discrepancies immediately to a supervisor and DO NOT euthanize any animal without proper paperwork.

**Handler's responsibilities:**

- The handler restrains the animal and responds to directives from the injector
- Hold the animal so that its head is away from the injector
- Hold the animal against the handler's body without restricting breathing or inducing distress.
- Applies gentle pressure to the vein with the thumb and slightly rotates the hand and thumb clockwise to provide tension on the vein
- Releases pressure when directed by the injector
- During injection of the cephalic vein, the handler keeps the leg extended by maintaining pressure on the back of the leg just above the elbow
- Maintains mild restraint until the animal collapses.

**Injector's responsibilities:**

- Uses tranquilizer whenever moderate restraint is insufficient
- Calculates dose and fills syringe
- Clips the injection site and applies alcohol to help visualize the vein
- Inserts needle when the vein is visualized and handler has animal restrained
- Tells handler when to release the pressure on the vein
- Injects agent rapidly

**Routes:**

Most dogs and cats will be euthanized using the intravenous (IV) method on the cephalic vein.

IV- Dogs, large puppies, manageable cats: 1 cc per 10 lbs.

IP- Kittens, young puppies with small veins, small cage pets, birds, newborns and feral cats may be euthanized using the site specific intraperitoneal injection (IP): 2 cc's per 10 lbs.

Intracardiac (IC) injection is an alternative to IV or IP injection only if the animal is heavily tranquilized, unconscious or anesthetized.

All needles are to be capped unless in use. All needles are to be disposed of in the red biohazard containers.

**Dosage:**

Ana Sed is administered at 1/10<sup>th</sup> of a cc per 10 lbs of body weight, intramuscular.  
Fatal Plus is administered at 1 cc per 10 lbs of body weight.

**Determining death:**

Death must be verified on each animal prior to removal from the euthanasia room. Death is verified by lack of ALL of the following: heartbeat, respiration, and corneal reflex. If you are unable to verify with a stethoscope that an animal is dead, sit it aside, cover it, and wait for signs of rigor mortis. Once death has been verified, the animal can be placed in the freezer.

**Controlled substance:**

**Security Requirements**

Sodium Pentobarbital is a controlled drug, and must be stored in a securely locked cabinet/safe of substantial construction. The cabinet/safe should be made of steel and be of sufficient size to store all controlled drugs and limited to the storage of controlled drugs. The cabinet/safe is to be locked at all times.

**Record keeping:**

**NEW SHIPMENT:**

- Once a shipment of Sodium Pentobarbital (SP) is received the bottles must be counted and verified on the invoice.
- Two copies of the invoice are to be made. The original is to be placed in the envelope inside the safe. A copy will be placed in the inventory control book and the third copy will be given to the office for accounting purposes.
- The total ML's must be added to the current balance. The balance of the amount on hand must be current at all times.
- The bottles must be numbered using a black permanent marker and placed in the safe.
- A log will be placed inside the safe that corresponds with the bottle numbers. When a bottle is removed the person will date and initial the log with the corresponding bottle number.

**DAILY USE LOG:**

A daily use log is to be filled out each day. The log will have the date, intake #, species, cc's used, injectors initials.

**Shelter Operations- 000-8  
9/2010**

**FEEDING**

**DOGS AND PUPPIES:**

**Morning Feeding:**

Provide dry food to all dogs.

All small dogs, elderly dogs, pregnant, nursing, ailing, very thin dogs and all pups are to be given canned food twice a day. Make sure that all cans and lids are disposed of in the trash can.

Make sure all animals have ample, clean water in a proper size water dishes at all times

**IF THERE IS A "DO NOT FEED" SIGN OR GREEN ADOPTION SHEET ON AN ANIMAL'S CAGE, DO NOT FEED THAT ANIMAL! ANIMALS THAT ARE FED BEFORE SURGERY CANNOT BE SPAYED OR NEUTERED.**

Amounts per serving are as follows:

- X-Large dogs (90 lbs and over) = 2 scoops dry
- Large dogs (60 - 90 lbs) = 1 ½ scoops (not heaping) of dry
- Medium dogs (35 - 50 lbs) = 1 scoop of dry
- Small dogs (5 - 30 lbs) = ½ to 1 cup of dry, canned food
- Puppies = ½ cup of puppy chow and canned food
- Nursing dogs are to be given puppy chow

Puppies must be fed in a large flat bowl that allows all the puppies to eat easily. If necessary, use two bowls.

After feeding of the canned food remove and wash the bowls.

**Afternoon Feeding:**

- Make sure all animals have ample water
- Offer small amounts of canned food and replenish dry food

**CATS AND KITTENS:**

**Morning feeding:**

Cats are free fed, therefore make sure all cats have dry food available at all times. Provide dry cat food to all cats. Provide dry kitten food to all kittens under 1 year old. All cats are to be offered canned food once a day in the morning. After 1 hour pull the canned food dish and wash. Make sure that all cans and lids are disposed of in the trash can.

Make sure all cats and kittens have ample, clean water and a proper size water dish.

**Afternoon Feeding:**

- Make sure all cats have ample, clean water at all times
- Replenish dry food

**Shelter Operations 000-12**  
**9/2010****VACCINATION / MEDICAL PROTOCOL FOR INCOMING ANIMALS**

Enter all medical treatments, including injections, topical treatments, and oral treatments into the animal's record when they are administered.

**Healthy and Potentially Adoptable Dogs**

- Take the dog into the health check area.
- Perform a visual and hands-on physical examination, nose to tail and record directly into the animal's record.
- Check for spay scar or for neuter. If observed, note on animal's record.
- Scan for microchip, and check for tattoo or other ID.
- Apply external parasite treatments.
- Administer vaccines. Intranasal Bordetella is to be given along with a DA2PPC vaccines unless it shows in the records that the dog has current vaccines.
- Administer internal parasite treatments.
- Based on examination, place the animal in the appropriate facility area.
- Photograph animal
- Flag for grooming if needed

**Healthy and Potentially Adoptable Cats**

- Perform a visual and hands-on physical examination, nose to tail and record directly into the animal's record.
- Note if ear is notched, which indicates that the cat belongs to a feral cat colony. Note if declawed or polydactyl.
- Check for spay scar or for neuter. If observed, note on animal's record.
- Scan for microchip, and check for tattoo or other ID.
- Apply external parasite treatments.
- Administer vaccines. RHCP vaccine is to be administered unless the records show the cat is current on vaccines.
- Administer internal parasite treatments.
- Based on examination, place the animal in the appropriate facility area.
- Photograph animal
- Flag for grooming if needed

**Fractious Animal Medical Protocol**

- The animal care technician performs a visual health scan, with a hands-on examination if possible.
- If possible, animals will be vaccinated.
- Scan for microchip if possible.
- Photograph animal even if the animal can not be handled.



**Shelter Operations 0000-36  
9/2010**

**VOLUNTEERS**

Volunteers are AFV's biggest asset. They are to be treated with respect at all times and are to be mentored by AFV employees. All volunteers are required to attend a volunteer orientation prior to volunteering at the shelter. Volunteer orientation is held the third Wednesday of every month at 5:00 in the classroom.

Volunteers are to log their volunteer hours by signing in upon arrival, out for lunch and signing back in after lunch and are to sign out when they depart at the end of their shift. The volunteer sign in sheet is located at the front office counter.

Volunteers are able to place their belongings in a locker located in the volunteer room. Volunteers are to use the public restrooms- not the employee restroom/locker room.

Volunteers help with many aspects of the shelter and animals. Volunteers must be trained by the kennel supervisor or designated staff before they begin helping with the animal care. Volunteers are to be given specific instructions throughout their shift.

They can:

- Wash dishes
- Wash, fold and put laundry away neatly
- Walk dogs
- Help socialize the animals
- Bathe and brush dogs and cats
- Open newspaper
- Clean the grounds
- Sit and visit with the animals
- Help with office tasks
- Work with the staff cleaning and feeding the shelter animals
- Wash vehicles
- Other tasks as assigned

*The kennel supervisor will direct the volunteers*

Volunteers do not discuss policies, procedures or detailed information regarding the animals with the public. Volunteers are to refer the public to the office with any questions they may have. Volunteers are to stay productive. There is always something that needs to be done.

Volunteers are not to go into the quarantine, euthanasia or isolation areas.

Volunteers are to purchase and wear a volunteer t-shirts of the appropriate color when volunteering at the shelter. Red is to be worn by court appointed volunteers and blue is to be worn by all others. Volunteers that are with alternative sentencing are to wear the orange vests provided by the sheriff's department.

Staff is to bring it to the attention of a supervisor if a volunteer is acting inappropriately or is being unproductive.

## Shelter Operations- 000-9 8/2010

### CLEANING

Prior to cleaning any cage or kennel, for cats or dogs, staff is to look at each animal in the area and note any problems (lethargic, vomiting, diarrhea, sneezing, bloody stools, coughing, nasal discharge, etc.) Report any findings immediately to the kennel supervisor or animal care tech. Do not clean the cage prior to notifying the supervisor or animal care tech as excrement samples may be needed.

Read all information on the pen card to familiarize yourself with the disposition of the animal(s) (i.e., caution, aggressive, injured, etc).

The morning scrub begins right away in the morning. The morning scrub for all animals must be complete by 10:00 a.m. each day when the shelter opens to the public. Work quickly and efficiently.

There is never to be urine or feces in the cages, kennels or rooms at any time throughout the day. They must be cleaned immediately upon soiling.

The walls in the kennel rooms are to be washed down with the bleach/water solution once a week.

### DOG MORNING CLEAN UP

*Equipment needed:*

- Mop bucket
- Mop
- Pooper scooper
- Bleach and soap
- Long handled scrub brush
- Bucket with bleach/soap and a rag (for cleaning houses)
- Squeegee
- Plastic bag
- Trash can
- Disposable gloves
- Bleach is to mixed at 1 part bleach to 50 parts water

### QUARANTINE / AGGRESSIVE DOG KENNELS:

Call all the dogs to the same side of the cage in one row. Close the guillotine door behind them.

**DO NOT LET IT DROP. Volunteers are not allowed to work with isolation or quarantined dogs.**

- Remove the bedding and dishes. Place soiled laundry in a plastic bag. Place dirty dishes in a plastic bag
- Scoop up all the solid fecal material and/or toy parts with the scooper in each run and empty into trash can
- Lift all of the beds so they can be cleaned underneath
- Spray bleach/soap solution on every surface of the run (including the gate)
- Scrub with a stiff brush all the areas, removing the organic material (including the gates).
- Scrub the inside and outside of the beds with the bleach/soap solution.
- When you are finished with the entire row, and it has been at least 10 minutes to ensure proper contact time for bleach/soap solution to work, go back to the first run and spray or mop and dry mop, repeating for each kennel. Wipe each bed down with clean water and rag and dry the bed.
- Fill clean water pails.
- Provide food in accordance with the feeding policy and procedure
- Give the animal clean, fresh bedding

- Provide toys
- Move all the dogs back to the clean side. Close the guillotine door after them and repeat above process on the other side.
- When finished, open the guillotine door and let the dogs have access to both sides
- Rinse and disinfect the scoopers
- Empty the trash for your area and replace with a clean bag
- Squeegee the walkways
- Empty the mop bucket and refill with fresh water and bleach/soap solution
- Place a wet floor sign

When you remove a dog from his/her cage permanently, place a red "dirty cage" card on the cage to indicate that the cage needs to be disinfected. (See *EMPTY CAGE DISINFECTING (AFTER ANIMAL LEAVES)*).

### T-KENNEL CLEANING

Never let the guillotine doors drop. Dogs must be removed from the kennel by a leash and clipped to the wall mount or kennel door.

- Remove the bedding and dishes. Place soiled laundry in a plastic bag. Place dirty dishes in a plastic bag
- Scoop up all the solid fecal material and/or toy parts with the scooper in each run and empty into trash
- Lift all of the beds so they can be cleaned underneath
- Spray bleach/soap solution on every surface of the run (including the gate)
- Scrub with a stiff brush all the areas, removing the organic material (including the gates).
- Scrub the inside and outside of the beds with the bleach/soap solution.
- When you are finished with the kennel, and it has been at least 10 minutes to ensure proper contact time for bleach/soap solution to work, go back to the first run and spray or mop and dry mop, repeating for each kennel. Wipe each bed down with clean water and rag and dry the bed.
- Fill clean water buckets.
- Provide food in accordance with the feeding policy and procedure
- Give the animal clean, fresh bedding
- Provide toys
- Move the dog back to the kennel.
- Continue to the next kennel and repeat process
- Rinse and disinfect the scoopers
- Empty the trash for your area and replace with a clean bag
- Squeegee the walkways
- Empty the mop bucket and refill with fresh water and bleach/soap solution
- Place a wet floor sign
- Wash the windows daily

When you remove a dog from his/her cage permanently, place a red "dirty cage" card on the cage to indicate that the cage needs to be disinfected. (See *EMPTY CAGE DISINFECTING (AFTER ANIMAL LEAVES)*).

### DOG ADOPTION PODS-ROOM CLEANING

Dogs must be removed from the room prior to cleaning. Place the dog in the center socialization area as each individual room is cleaned. One dog is allowed in the socialization area at a time. Feces and urine are to be picked up and the area disinfected prior to releasing another dog in the socialization area.

- Remove the bedding and dishes. Place soiled laundry in a plastic bag. Place dirty dishes in a plastic bag

- Scoop up all the solid fecal material and/or toy parts with the scooper in each room and empty into trash
- Lift the bed so it can be cleaned underneath
- Spray bleach/soap solution on every surface of the room.
- Scrub with a stiff brush all the areas, removing the organic material (including the doors).
- Scrub the inside and outside of the bed with the bleach/soap solution.
- When you are finished with the room, and it has been at least 10 minutes to ensure proper contact time for bleach/soap solution to work spray or mop and dry mop the room. Wipe each bed down with clean water and rag and dry the bed.
- Fill clean water pails.
- Wash the windows inside and out.
- Provide food in accordance with the feeding policy and procedure
- Give the animal clean, fresh bedding
- Provide toys
- Move the dog back to the room.
- Continue to the next room and repeat process
- Rinse and disinfect the scoopers
- Empty the trash for your area and replace with a clean bag
- Squeegee the socialization area
- Empty the mop bucket and refill with fresh water and bleach/soap solution
- Place a wet floor sign
- *Pick up feces and mop and disinfect urine in the socialization room before placing another animal in the area.*

Food prep areas are to be re-stocked, organized, clean and all surfaces are to be wiped down.

#### **CAT- DOG ISOLATION / QUARANTINE AREAS:**

Special precautions must be taken when dealing with animals that are or may be sick, semi-feral or feral. Zoonotic diseases are diseases that animals can transmit to humans such as giardia, ringworm, rabies, mange or scabies, etc. Animals with these symptoms require special handling and attention and employees must take precautions with sanitation. Always wear gloves and dispose of them in a trash can after each use to prevent the spreading of disease to co-workers, other animals, yourself and the public. **Volunteers are not allowed to work with isolated or quarantined animals.**

## Shelter Operations- 000-10 10/2009

### CAT CLEANING

Cats do much better if their cage is not entirely stripped and cleaned. They are much more comfortable in the shelter environment if they have familiar items in their cage.

### CAT MORNING CLEANING

Equipment needed:

- Mop bucket
- Mop
- Bleach and soap
- Short handled scrub brush
- Bucket with bleach/soap and a rag
- Plastic bag
- Trash can
- Disposable gloves
- Bleach is to mixed at 1 part bleach to 50 parts water

### Non-Feral Cats:

In cages

- At the beginning of cleaning, kennel staff will check each cat and its environment in their assigned section, including inside and outside of the animal's cage, to determine if the cats needs immediate medical attention.
- Always work in order of age and susceptibility when cleaning
  1. Pediatric
  2. Vaccinated healthy adult
  3. Unvaccinated adult
- Always wear a set of new disposable gloves.
- Whenever possible, cats should be provided an area to hide in their cage. A feral cat den will work well for this purpose. The cat can be encouraged to enter the hiding area (often will enter on her/his own) while spot cleaning occurs. If double sided cages are available, cats can be placed on the opposite side of the cage. Handling should be minimized during cleaning.
- Brush litter out of the bottom of the cage if the cage appears clean. Remove several layers of newspaper.
- If the cage appears very messy you will have to strip the entire cage. Place the cat in a holding carrier while the cage is stripped.
- Cage walls should be wiped down with a bleach/soap solution with a rag to remove any organic material.
- Litter box should be taken outside the room and scooped into a trash can. If the litter is really soiled it should be disposed of and fresh litter replaced.
- Empty water bowls, wash and refill with fresh water.
- Provide fresh food based on kitten or adult.
- Canned food is to be given to each cat
- Toys should be provided
- If the bedding appears clean, shake it out to remove litter and food, and return to cage. Provide clean bedding if needed.
- The tops of the cages are to be wiped clean daily

Food prep areas are to be re-stocked, organized, clean and all surfaces are to be wiped down.

The rest of the animal area (floors, garbage) etc should be cleaned as usual.

**Feral Cats:**

If a cat is in the feral cat handling box, use a stick to shut the circle door. Remove the whole box and place the cat in the box on the floor.

- Brush litter out of the bottom of the cage if the cage appears clean. Remove several layers of newspaper.
- If the cage appears very messy you will have to strip the entire cage.
- Line the bottom of the cage with newspaper.
- Cage walls should be wiped down with a bleach/soap solution with a rag to remove any organic material.
- Litter box should be taken outside the room and scooped into a trash can. If the litter is really soiled it should be disposed of and fresh litter replaced.
- Empty water bowls, wash and refill with fresh water.
- Provide fresh food based on kitten or adult.
- Canned food is to be given to each cat
- Toys should be provided
- If the bedding appears clean, shake it out to remove litter and food, and return to cage. Provide clean bedding if needed.
- Cage set up:
  - Place clean layers of newspaper in the cage.
  - Return the cat in the feral cat box back to the cage in the back of the cage. The circle door should be facing the front of the cage.
  - Place a fresh litter box in the cage.
  - Place fresh water and food bowl in the cage.
  - Securely shut the cage door.
  - Reach through the bars and using a stick, open the door to the feral box so it stays up.
- Repeat for other feral cats.
- Sweep and mop the room.
- Wash the windows inside and out

Food prep areas are to be stocked, organized, clean and all surfaces are to be wiped down daily.

**COMMUNITY CAT ROOMS / SAVANNAH ROOM**

Only spayed and neutered cats will be placed in the community cat rooms **after** they have been thoroughly re-examined by the vet tech.

- Weather permitting, open the sliders to allow the cats outdoors
- Pull all food and water dishes
- Remove soiled bedding
- Scoop all litter pans / if very soiled empty litter into a trash can, wash litter box and refill with fresh litter
- Wipe all perches off thoroughly with bleach/soap solution, rinse and dry
- Spray cat scratch posts with RX77Ace disinfectant at a rate of 2 oz. to 1 gallon of water
- Place clean water and food dishes
- Sweep the floor thoroughly
- Wet mop the floor with a bleach solution
- Dry mop the floor
- Wash the windows inside and out
- Provide many plates of canned food according to the age of the cats in the room (kitten/adult)
- Provide toys and bedding for the cats



## EXOTIC AND CRITTER CAGE CLEANING

- Remove the animal from the cage
- Place the animal in an appropriate carrier
- Remove all shavings, hay and or newspaper from the cage and empty into a trash can
- Spray all sides of the cage with a bleach/soap solution
- After letting the solution stand for at least 10 minutes, rinse the cage and dry
- Place clean newspaper in the cage and shavings or hay
- Place clean food and water containers and feed accordingly
- *Always place a resting board inside wire bottom cages*

**Shelter Operations 000- 11**  
**10/2009**

**EMPTY CAGE DISINFECTING (AFTER ANIMAL LEAVES)**

Cages that require disinfecting should have a red "Dirty Cage" sign hanging on the cage. The person removing the animal from the cage (for Return to Owner (RTO), Adoption, Euthanasia, or Transfer) is responsible for hanging the card.

- Empty the entire cage, and take dishes, any blanket or toy to the washing area.
- Scoop out any organic material
- Spray Bleach/soap solution on every surface of the run/cage. And let it sit for 10 minutes
- Scrub with a stiff brush all the areas, removing the organic material.
- Rinse run/cage with clean water.
- Apply disinfectant or bleach solution to all surfaces of cage/run including the top, sides and gate.

Disinfected dog run set up:

- Place a water pail or water crock upside down on the inside of the run or cage, which provides the visual cue that this is a clean run.
- Place a clean food bowl upside down in the run or cage
- Remove the "Dirty Cage" sign and put back in the sign area.
- Place a gold "Clean" sign on the cage
- Place a clean bed and clean bedding inside the run or cage, upside down
- Provide toys

Disinfected cat cage set up:

- Set up with newspaper lining and a full litter pan in the back of the cage.
- Place an empty water dish and food bowl in the cage, upside down.
- Remove the "Dirty Cage" sign and put back in the sign area.
- Place a gold "Clean" sign on the cage
- Provide toys

This setup is a visual sign for all staff and volunteers that the cage is disinfected and ready for a new animal.



## Shelter Operations – 000-6 9/2010

### LIMITING TRANSMISSION OF DISEASE

Animals come to the shelter from many different levels of care; some known and some unknown, but mostly unknown. Most shelter animals have not received prior benefit of routine preventive health care. The stress of entering a shelter, the shelter environment itself, and several other factors contribute to an increased risk for developing illness.

When animals arrive at the shelter, they are evaluated medically with a physical examination, vaccinated, treated for internal and external parasites, and may be treated for injury and illness.

AFV vaccinates upon entry to limit widespread disease in the population and protect each individual animal as much as possible, but vaccines are not a guarantee against infection.

Disease can be transmitted in several ways, and we must work diligently to prevent transmission as much as possible. The 5 main modes of disease transmission are:

- Direct contact (one animal to another, such as nose to nose)
- Fomite (indirect) transmission (germ transmission on an inanimate object, such as a mop, hand, shirt)
- Aerosol (in the air, such as via a fan)
- Droplet (sneezing, coughing, less than 1 meter distance transmission)
- Vector (via a flea, mouse, tick)

Common diseases seen in shelter environments include: feline upper respiratory infection and canine infectious upper respiratory disease (kennel cough). These are spread mainly through aerosol, droplet transmission and through fomite transmission, such as via the hands, feet, and even on clothing of staff and volunteers.

**For this reason, please wash your hands (use hand sanitizer) between handling each animal and/or wear disposable gloves. Sanitizer bottles and foot pans are located throughout the kennel area. You do not have to sanitize your hands between the mother and puppies or kittens in a litter, but you must do so before you interact with another dog or cat.**

Other diseases, such as parvovirus in dogs and panleukopenia (the cat form of parvo virus), are spread mainly through fomite transmission of bodily secretions, such as vomit and feces. These viruses are very environmentally hardy and can be difficult to eradicate from the shelter environment if proper sanitation procedures are not in place.

Staff or volunteers who observe animals exhibiting any signs of illness (such as diarrhea, vomiting, sneezing, coughing, nasal discharge etc.) should immediately notify the kennel supervisor or animal care technician.

### Every-day Practices that Help Prevent Spread of Disease

- Report any animal that appears sick to the kennel supervisor or the animal care technician immediately.
- Wash your hands between animals.
- Do not let animals housed apart interact or touch noses.
- Immediately pick up all feces once a dog has defecated on the grounds.
- After picking up feces, wash and then disinfect any cement or solid surface.
- Any time you disinfect, rinse or wipe the area thoroughly.
- Wash the laundry and dishes according to the posted written protocol.
- Don't keep dirty dishes lying around – take them to the wash area quickly.
- Change trash liners on a regular basis; don't let the trash receptacles overflow.

- Sanitize equipment such as litter pan scoopers between cats; disinfect control poles and pooper scoopers between uses.

Everyone must follow the same procedures to minimize the risk of spreading disease.

**Shelter Operations 0000-38  
9/2010**

**CUSTOMER SATISFACTION:**

AFV is committed to provide high quality services in a manner that is responsive and friendly. A manner in which to foster a safe and healthy community. We believe that this standard of service promotes all that is positive about our organization. In order to best achieve our commitment to provide a wide range of quality services from diverse departments, we support the philosophy of public service that is embodied in the following statements:

- We care about our animals, our communities and its people
- AFV will seek to identify creative and innovative approaches to serve our customers
- AFV believes in meeting our citizens needs by providing friendly, courteous, and efficient service
- AFV strives to make decisions with input from those most likely to be affected
- AFV believes in listening to our customers and responding to their ideas and concerns
- AFV affirms that all employees have the responsibility of meeting a high standard of excellence within the parameters of their particular job in order to ensure quality services

Management Responsibility

All employees of AFV are to be made aware of their individual responsibility to provide excellent customer service and the importance of customer service within AFV's operation. Leadership by example is a key component to excellence in customer service. Managers and supervisors must continually promote in their actions, words and writing the importance of customer service standards.

Customer Service Standards

AFV recognizes that for a successful interaction with a customer not only must the end result be satisfactory, the entire experience must be reflective of a quality organization. There are many aspects of our services that must be founded on the concepts of excellent customer service.

Complaints

All complaints either in person, by phone or in writing (including email) must be forwarded to the supervisor of the department in which the complaint applies. The supervisor must contact the complaining party within one business day and when possible should be responded to by the proper person immediately. If an employee is not available to return calls within one business day, the caller should be given that information and informed when the person will be available. Alternative help should be offered in the interim.

The use of automated phone answering systems, including voicemail, can be an effective tool in the pursuit of excellence in customer service. Any department or employee that utilizes such a device must assure that the information it provides is regularly updated and that it can be easily bypassed to achieve direct contact with the office.

Internal Service

The ability of AFV to meet its own needs in a professional, efficient and customer service-oriented manner is a key component to offering such service to the public.

Customer Service Surveys

Customer Service Surveys are to be made available to the public at all times.



## CUSTOMER SERVICE SURVEY: SHELTER SERVICES

Thank you for visiting the AFV animal shelter. We hope you found our staff pleasant, courteous and helpful. Please take a moment to comment on your visit. These comments will help us serve you better in the future.

1. What was the purpose of your visit to the animal shelter?  
 adopt a pet     reclaim a pet     look for a lost pet     tour the facility     other
2. How would you rate the service you received from the office staff?  
 excellent     good     satisfactory     poor     no opinion
3. How would you rate the service you received from the kennel staff?  
 excellent     good     satisfactory     poor     no opinion
4. What area did you visit?  
 office only     kennels     cattery modular     small dog/puppy modular
5. How would you rate the cleanliness of the area you visited?  
 excellent     good     satisfactory     poor     no opinion
6. How would you rate the condition of the animals that you saw in the area?  
 excellent     good     satisfactory     poor     no opinion
7. Were your questions answered satisfactorily?  
 yes     no     undecided
8. Have you utilized AFV's web site at [www.animalfriendsofthevalleys.com](http://www.animalfriendsofthevalleys.com)?  
 yes     no     not familiar with web site
9. Would you recommend AFV to your family and friends who are thinking of adopting a pet?  
 yes     no     undecided

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### OPTIONAL:

NAME: \_\_\_\_\_ PHONE #: \_\_\_\_\_ EMAIL: \_\_\_\_\_

Shelter Operations 0000-39  
9/2010

## USE OF COMMUNITY ROOM

The maximum occupancy is 50 persons  
There is an adjacent courtyard.  
The classroom has access to restrooms and a drinking fountain.

### General policies:

1. A reservation/application form must be filled out a minimum of 7 working days prior to the date of use. The JPA reserves the right to deny any request that is inconsistent with the goals and policies of the JPA for the community room.
2. The Applicant/Sponsor shall accept full responsibility of any breakage or damage.
3. The applicant/Sponsor shall accept full responsibility of the group using the facility. AFV and the JPA are not liable for any property loss/damage or injury to individuals.
4. The Applicant/Sponsor shall be responsible for facility set up and clean-up. Necessary clean-up not performed by user will be conducted by AFV and applicable costs will be assessed to the user's cleaning deposit.
5. Deposit amounts or other use conditions/restrictions may be imposed by the JPA as they deem necessary, including but not limited to insurance.
6. The classroom is not available for set up the day before, or clean-up the day after use without additional fees.
7. Decorations must be approved prior to installation and must be removed immediately after event. All decorations must be of a flameproof material. No nails, tacks, tape or other materials considered harmful or defacing to the building is permitted.
8. No equipment or furnishings shall be removed from the premises.
9. The JPA may require security personnel at the applicant's expense on functions deemed necessary or in the best interest of the JPA or AFV.

All fees and deposits must be submitted to AFV a minimum of 3 days prior to the event. Should the user group fail to submit all required payments and insurance, the JPA reserves the right to cancel the reservation or event.

No event shall be permitted to continue after 12:00 midnight unless agreed in writing and approved by the JPA.

A \$25 fee will be charged on any check returned to AFV for any reason. All costs deemed necessary and incurred by AFV and or the JPA on behalf of a user group will be billed.

**COMMUNITY ROOM FEE SCHEDULE**

The fee schedule is for the purpose of meeting operating expenses for reserving, managing and setting up the community room. The fees directly reimburse the JPA for expenses incurred.

<u>Classification</u>	<u>Fee</u>
I. JPA or AFV sponsored events	No fee or deposit
II. Non profit clubs, organizations	\$25, no deposit
III. Official public service agencies, school districts Educational purposes	No fees-normally no deposit
IV. Other agencies	\$50 and refundable \$100 security deposit
V. Private residents, business use	\$150 and refundable \$200 security deposit

The above fees cover 4 hours of use. Full day or day and evening use is 1 ½ times the fee.

The JPA administrator has the authority to impose, reduce or waive a fee or deposit on a per occurrence basis based upon the specific type of event or use.

SOUTHWEST COMMUNITIES ANIMAL CENTER

Application and Agreement

COMMUNITY ROOM USE

Date of Use \_\_\_\_\_ Day of Use \_\_\_\_\_

Room to be used from \_\_\_\_\_ a.m. / p.m. to \_\_\_\_\_ a.m. / p.m. Number attending \_\_\_\_\_

Type of Activity \_\_\_\_\_

Applicant/Organization/Sponsor Name \_\_\_\_\_

Applicant Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Applicant Home phone ( ) \_\_\_\_\_ Cell or work phone ( ) \_\_\_\_\_

Person in charge \_\_\_\_\_ Phone # ( ) \_\_\_\_\_

Special instructions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Equipment needed (number of chairs, tables, etc. to be furnished *for applicant to set up.*)

\_\_\_\_\_  
\_\_\_\_\_

Rental Fee Paid \$ \_\_\_\_\_

Security Deposit Paid \$ \_\_\_\_\_

Insurance required Yes No

**Applicant's Statement**

I hereby certify that I have read and will abide by the rules and regulations attached to this application and in signing this application, I hereby agree that I, and the organization I represent shall hold the JPA and AFV and all of its agents or employees free and blameless from any liability or damage which may arise from use of the facility.

I further agree to promptly reimburse the JPA or AFV for any loss or damage to the JPA or AFV's property resulting from this use and will not apply, or cause to be applied, or further permit to use the facilities while any claim remains unpaid.

I understand that the JPA and AFV reserve the right to reschedule or cancel the use of the room if the time requested or booked comes in conflict with a priority JPA or AFV use. The applicant will be given appropriate notice of the need to cancel or reschedule where possible.

Signature of Applicant \_\_\_\_\_ Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_ Telephone \_\_\_\_\_

Date Rec'd: \_\_\_\_\_

Approved: Yes No Signature \_\_\_\_\_

Date \_\_\_\_\_

**Community Room Rules:**

**Applicant is responsible for clean up including:**

**CLEAN UP:**

- **Removal of trash from premises**
- **Cleaning of floors- cleaning supplies in closet (wet mop with water only)**
- **Replacement of equipment or furniture in closet**
- **All food and beverages to be removed from room**
- **Turn off lights**
- **Projection screen replaced in the up position (if used)**
- **Leave room in the same condition as when you arrived**
- **Bathrooms clean**

**No decorations, displays or similar to be attached to any facility surface, window or ceiling in such a manner as to cause damage or permanent marks on the surfaces.**

**Community room courtyard may be used. All debris must be picked up and removed from grounds. Furniture is to be placed as it was found**