Guidelines for Standards of Care in Animal Shelters:

Management and Record Keeping

The Association of Shelter Veterinarians

Sandra Newbury, DVM

Mary Blinn, DVM

Martha Smith, DVM
Let’s take a random walk

You need a plan!

Implementation requires:

- Defined mission
- Policies and protocols
- Management of animal care
- Training
Control

- Nurses study
- Sensitivity to patients vulnerability
- External factors prevent them from doing what is best
- Feel that they have no control over the specific situation
- Association between cardiac disease and lack of control in workplace with high demands

- How does this play out for the patients?

Veterinary Involvement

- “Because animal health is woven into almost every aspect of sheltering or rescue programs, veterinarians should be integrally involved with development and implementation of an organizational plan, and must have supervision of medical and surgical care.”

-ASV Guidelines for Standards of Care in Animal Shelters
A NEEDS-ASSESSMENT AND DEMOGRAPHIC SURVEY OF INFECTION-CONTROL AND DISEASE AWARENESS IN WESTERN US ANIMAL SHELTERS

KAY K. STENERODEN, ASHLEY E. HILL *, M.D. SALMAN
PREVENTIVE VETERINARY MEDICINE, 2011

- **Who**: a couple of epidemiologists and a post-doctoral fellow
  - All have authored multiple papers on shelters, infectious disease risk
- **Why**: To characterize animal shelters in a region of the western U.S., describe infection control to direct future training efforts, and determine whether disease concerns varied with shelter demographics.
- **What**: Descriptive cross sectional shelter survey carried out in early 2007

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**Who’s in charge of disease control?**

- 42% shelter director or manager
- 30% more than one person
- 6% veterinarian
- 8% no-one

**Guidelines for Standards:**

“All health care practices and protocols should be developed in consultation with a veterinarian, ideally one familiar with shelter medicine.”

“Authority and responsibility must be given only to those who have the appropriate knowledge and training.”
Nationwide Survey of Shelter Managers & Directors on Shelter Veterinary Services

Dr. Barbara Jones, DVM, MS
Shelter Medicine Specialist
Graduate, Koret Shelter Medicine Residency Program
University of California, Davis, USA
www.sheltermedicine.com
bjones@ucdavis.edu OR barbiejones@earthlink.net

<table>
<thead>
<tr>
<th>Subject area</th>
<th>Average knowledge rating for vets</th>
<th>Average knowledge rating for shelter managers / directors</th>
<th>Difference</th>
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<tr>
<td>Diagnosis of other medical problems</td>
<td>3.5</td>
<td>2.8</td>
<td>0.8</td>
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<tr>
<td>Treatment of common shelter infectious diseases</td>
<td>3.6</td>
<td>3.2</td>
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<td>3.6</td>
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<td>0.4</td>
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<tr>
<td>Vaccination protocols &amp; products</td>
<td>3.5</td>
<td>3.4</td>
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<td>Cleaning &amp; disinfection products &amp; protocols</td>
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<td>3.6</td>
<td>-0.6</td>
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<td>Population management</td>
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<td>Behavior of shelter animals</td>
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<td>3.4</td>
<td>-0.8</td>
</tr>
<tr>
<td>Overall shelter operations</td>
<td>2.8</td>
<td>3.7</td>
<td>-0.9</td>
</tr>
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</table>
Mission: a specific task with which a person or a group is charged

“Mission statements briefly describe what the organization believes, why it exists, and what it does.”

-American Humane Association

Association of Shelter Veterinarians
Guess whose mission?

Our mission statement: Celebrating Animals, Confronting Cruelty.

OUR MISSION
To create a more humane and compassionate world by ending abuse and promoting animal welfare and control.

A better world through kindness to animals

"Set The Standard, Improve Each Day, and Have Some Fun"

MISSION

"To unite the animal welfare community and be a powerful advocate to improve the lives of animals."

A club to help foster and facilitate adoptions of shelter and rescue cats

Association of Shelter Veterinarians

Mission

SAWA Mission Statement

The Society of Animal Welfare Administrators (SAWA) is a community of animal welfare administrators and consultants. Through service to the animal welfare professional, SAWA promotes high standards of animal welfare administration and operation.

ASV Mission Statement

The Association of Shelter Veterinarians (ASV) seeks to improve the health of animals and the welfare of shelter veterinarians through the advancement of shelter medicine and the development of their profession.

Mission

The ASPCA’s mission, as stated by Henry Bergh in 1866, is "to provide effective means for the prevention of cruelty to animals throughout the United States."

For more information, please read our policy and position statements.
“Protocols must be developed and documented in sufficient detail to achieve and maintain the standards”

- Vaccination and deworming: 88%
- Cleaning and disinfection: 75%
- Specific disease protocols: 36%
- Infection control manual: 15%
- Isolation area: 90%

Documenting policies and protocols

- What is sufficient detail?
- Outcomes based
- For most organizations, this means written down.
Access to policies and protocols

Management Structure

• Accountability, responsibility and authority
• Must be communicated
• Living process-Periodic review with updates

“Supervision and accountability must apply to ALL staff and volunteers to ensure policies and protocols guide daily decisions.”
Decision Making

- Authority
- Supervision
- Accountability

Training
Training

Training
Training!!!

- Must allocate time and resources
- Training opportunities are readily available

- Demonstrate skills BEFORE responsibility
- Continual education
- Documentation / Certification

Skills before responsibility
Proactive training

- Reactive training much more common than proactive or ongoing 😞
What’s out there: Online?

- ASPCApro webinars
- PetSmart Charities webinars
- HSUS
- American Humane
- UC Davis recorded class sessions

- Sheltermedicine.com
- ASPCApro.org
- UF Shelter medicine
- ARL Center for Shelter Dogs

What’s out there in person?

- HSUS Expo
- AHA Annual
- SAWA
- NACA
- No More Homeless Pets
- State or regional federation conferences
- Adoption Options

- North American Veterinary Conference
- Western Veterinary Conference
- Mid-West Veterinary Conference
- Wild West Veterinary Conference
- UF conference
Training Resources

Calendar
To submit your conference, workshop or other training events, click here.

<table>
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<tr>
<th>February, 2011</th>
<th>Date</th>
<th>Location</th>
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<tr>
<td>Texas Federation of Animal Care Societies Conference</td>
<td>Feb 13 - Feb 15</td>
<td>San Antonio, TX</td>
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<td>Customer Service for the Animal Welfare Professional American Humane Association</td>
<td>Feb 19</td>
<td>Newport News, VA</td>
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<td>National Wildlife Rehabilitators Association Symposium</td>
<td>Feb 23 - Feb 26</td>
<td>Albany, NY</td>
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<td>Midwest Veterinary Conference</td>
<td>Feb 24 - Feb 27</td>
<td>Columbus, OH</td>
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<td>Ohio Veterinary Medical Association</td>
<td>Feb 24 - Feb 25</td>
<td>Fort Myers, FL</td>
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<tr>
<td>Animal Care Conference 2011</td>
<td>Feb 27 - Mar 01</td>
<td>Sacramento, CA</td>
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<tr>
<td>Florida SART Planning Meeting</td>
<td>Feb 28 - Mar 02</td>
<td>Altamonte Springs, FL</td>
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ASPCApro calendar
http://www.aspcapro.org/calendar.php

What’s out there: Books?

- Shelter Medicine for Veterinarians and Staff
- Infectious Disease Management in Animal Shelters
Volunteer Training / Certification

- Foster Manuals
- Presentations
- Hands on
- Phone consultation system (triage team)
- Mentoring programs
- Certification levels

2323 55th Street
Boulder, CO 80301-2806

Foster Handbook
A Reference Guide for Foster Volunteers

What’s out there: Specialized training for veterinarians

- Shelter Medicine Courses and rotations
- Shelter Medicine Residency programs
  - University of California
  - University of Florida
  - Oregon Humane Society
- Shelter Medicine Internships
- University of Florida certification program
### Animal Records

- Identifier
- Microchip scan results
- Chip number
- Species
- Age
- Gender
- Physical description (caution with breed and colors?)
- Available medical and behavioral information
- Source
- Dates of entry and departure
- Outcome

### Record Keeping

- 91% keep medical records (9% don’t)
- 64% had “computerized data systems”

(biased sample from search method or compliance?)

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**Why caution?**

- Why would we want to be careful about breed and colors in an animal’s record?
Comparison of Adoption Agency Breed Identification and DNA Breed Identification of Dogs

- Victoria L. Voith\textsuperscript{a}, Elizabeth Ingram\textsuperscript{a}, Katherine Mitsouras\textsuperscript{b}, and Kristopher Irizarry\textsuperscript{a}

\textsuperscript{a} College of Veterinary Medicine, Western University of Health Sciences, Pomona, CA
\textsuperscript{b} College of Osteopathic Medicine of the Pacific, Western University of Health Sciences, Pomona, CA

This study was undertaken to compare breed identification by adoption agencies to identification by DNA analysis of 20 dogs of unknown parentage.
RESULTS

• 16 of the 20 dogs were identified by an adoption agency as having (probably) a specific breed in their genetic make up

• In only 4 of these 16 dogs (25%) were these breeds detected as a predominant breed by DNA (3 of these were only 12.5%)

• 75% (or more) incorrectly identified

• DNA of a less dominant breed was detected in one additional dog. (31%)

Animal Identification

Lucciano?
#36721 Domestic shorthair, male, neutered, white with grey markings, green eyes, stunningly attractive!!!
How important is this?

Afghan Hero Dog Is Euthanized by Mistake in U.S.

By Marc Lacey
Published November 18, 2010

By the time Sergeant Young arrived at the pound on Monday, the shelter employee in charge of euthanizing animals that day had apparently picked the wrong dog out of the pen and administered a lethal injection, performing what the shelter referred to as “P.T.S.,” or put to sleep.

Target, not used to being confined, escaped Friday afternoon after being taken to the San Tan Valley animal shelter. The county offered the Young family the services of a grief counselor who specializes in pet loss. The shelter offered to pay the fee, and agreed to refund the recovery fee. The family had two pets, a cat and a dog.

Afghan Hero Dog: Sergeant Young spotted Target’s photo online on Friday and paid the fee by computer to recover her. He mistakenly thought the shelter was closed for the weekend.

Identification saves lives!

Read my tag!
Physically affixed identification: What are the choices?

- Collar and tag
- Plastic collar
- Microchip
- Options for neonates

Identification saves lives

Percent of birth weight gained

- Dave
- Beefcake
- Iceberg
- Bubbles
- Triple
- Little Joe
Thanks! Questions?

Visit www.ASPCApro.org/asv

- Download the Guidelines
- Listen to webinar recordings
- Download presentation slides & bonus materials
- Register for additional webinars in the series – next:
  - The Five Freedoms and Shelter Wellness 3/31

Thank you for joining us today!