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A Road Map to New Hire Orientation



Warehouse Damaged Roof





VET
CLINIC
OPEN

CAUTION

Waste

Vet Clinic – Blue Walls

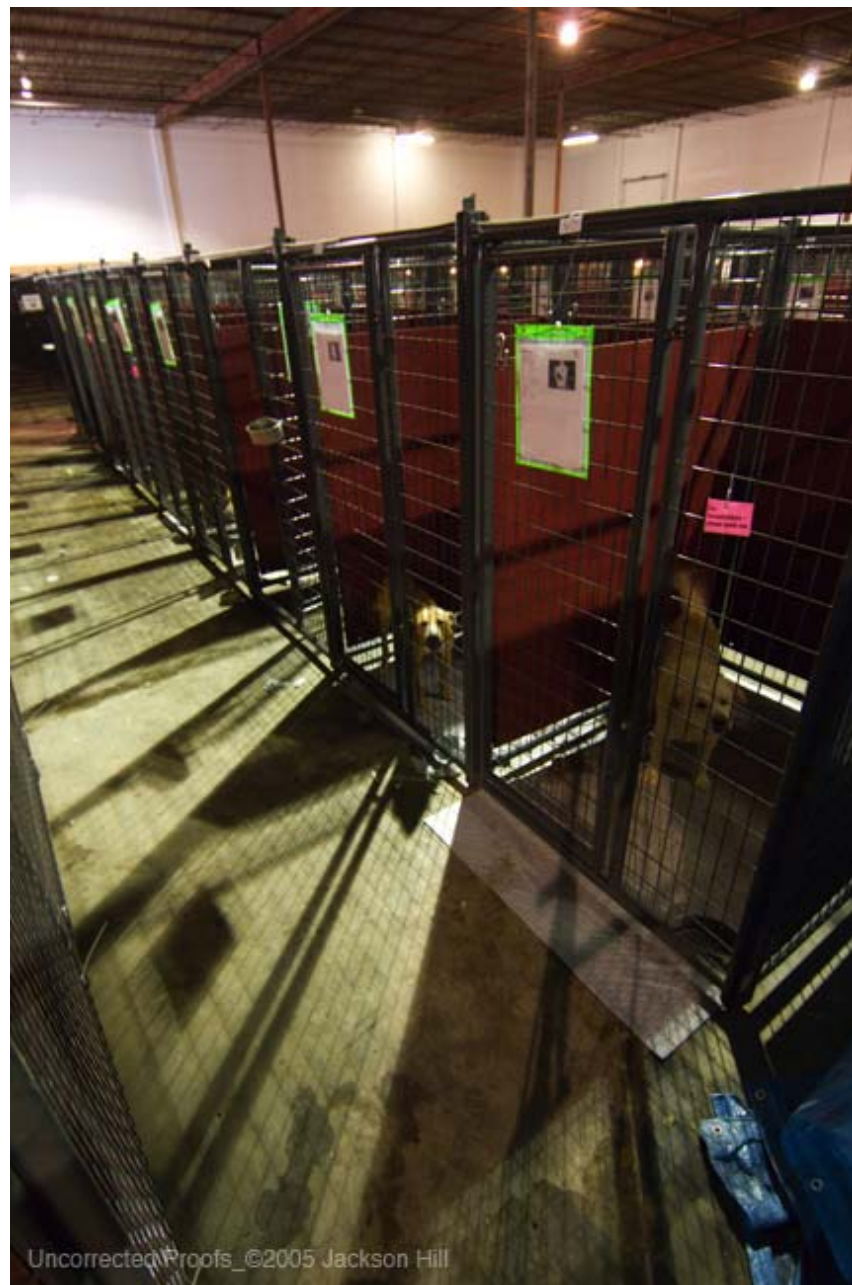


Start of Build Out



Staff Training Never Stopped





Uncorrected Proofs_©2005 Jackson Hill











Training Module

Basic Orientation for Staff and Volunteers

[the template will be posted on ASPCApro.org so you can customize it for your agency!]

Different Types of Shelters

- National organizations
- Open admission
- Limited admission
- Organization in relationship to shelters across the country

Overview of XXXX

- History of organization
- Customer Service
- Staff Responsibilities
- Shelter Hours
- Mission/Ethics of organization
- Values of Agency
- Organizational Chart
- Goals of the organization
- Public perception and humane organizations
- The Why behind the philosophy of agency

Euthanasia Decisions: Why/How



Disease Transmission 101 and Animal Health

- Herd Health
- Isolation and Separation
- How disease spreads
- Cat diseases
- Dog diseases
- Sanitation – why and how

Disease Transmission 101 /

Animal Health – Isolation and Separation

Adoption

Animals that have been identified by the staff as available for adoption or transfer –the public can visit with them and volunteers can work and socialize with them

Healthy Hold

Animals that have recently arrived and are deemed healthy. Animals are held in this area to give them time to relax, acclimate to the facility and for staff to conduct a behavior evaluation to determine the best placement.

Quarantine/Court Holds

Animals that are either in quarantine for rabies observation or have been seized per our animal control department. Animals in this area must only be handled by paid staff, due to safety concerns, state laws concerning quarantine protocols.

Feral

This housing is set up for feral cats or cats that enter the facility as possibly feral. This area is meant to be as quiet as possible to allow the cats time to acclimate and relax.

Isolation

This housing area is for all animals that enter the facility with any sort of contagious disease, or those animals that become sick at the shelter.

Understanding Diseases



How to Identify a Sick Animal

- Eyes
- Ears
- Nose
- Mouth
- Skin/Hair
- Legs and Feet
- Genital
- Overall grooming



Diseases of Dogs



Diseases of Cats



Diseases Affecting Dogs and Cats



Preventing the Spread of Disease



How Diseases Spread

- Through feces
- Parvo
- Feline panleukopenia
- Others – work with your
- Work with your Medical/vet advisor to complete.



How Diseases Spread

- By air



How Diseases Spread

- Through contact
- Ringworm
- Mange
- Ear mites



How Diseases Spread

- By infected objects (fomites)
- Ringworm spread on shirt/bedding
- Cage walls, toys, and bedding
- Peoples' hands – including staff!



How to Prevent Disease Spread

What we do at XXXX:

Enter your intake and vaccination protocol / exam / housing decisions based on exam.



Shelter Sanitation



Two Steps to Sanitation

Cleaning

(To rid of dirt or other impurities)

Disinfecting

(To destroy or eliminate infection by reducing the number of pathogens present)



Cleaning

- Cleaning process
- Written protocols
- Rotate disinfectants

DAILY SCRUB CHEMICAL SCHEDULE	
M/W/F-----	PARVOLAN
T/TH/S----	ORANGE/BL
SUNDAY---	INDUST. PLUS
SPRAY NOZZLE INDEX	
Parvolan or lemon--	Pink
Orange and bleach--	Blue
ndust. or Clorex----	Grey

Cleaning Protocol for XXXX

Add your protocol here!

Daily Cleaning Dog Cages

- All dogs are fed first and then clean up starts
- Move all the dogs to the other side of the run
- Remove food bowls – dump the water bowl
- The fecal material is picked up with the pooper scooper
- All organic material is removed and spot scrubbed with cleaner
- The cage is sprayed down using the foamer with the disinfectant and then scrubbed with a scrub brush



SAMPLE PROCESS – YOU ENTER YOUR OWN

Spot Cleaning Cat Cages – Cat Staying

- Leave cat in cage
- Sweep out the loose litter or food
- Remove the food and water dish
- Scoop the litter pan or replace completely if very dirty
- Change bedding if needed
- Put back fresh food/water/litter
- Give a clean toy
- Shut gate and lock the lock
- Move to next cat
- Visually check each cage when done to ensure you have not forgotten anything



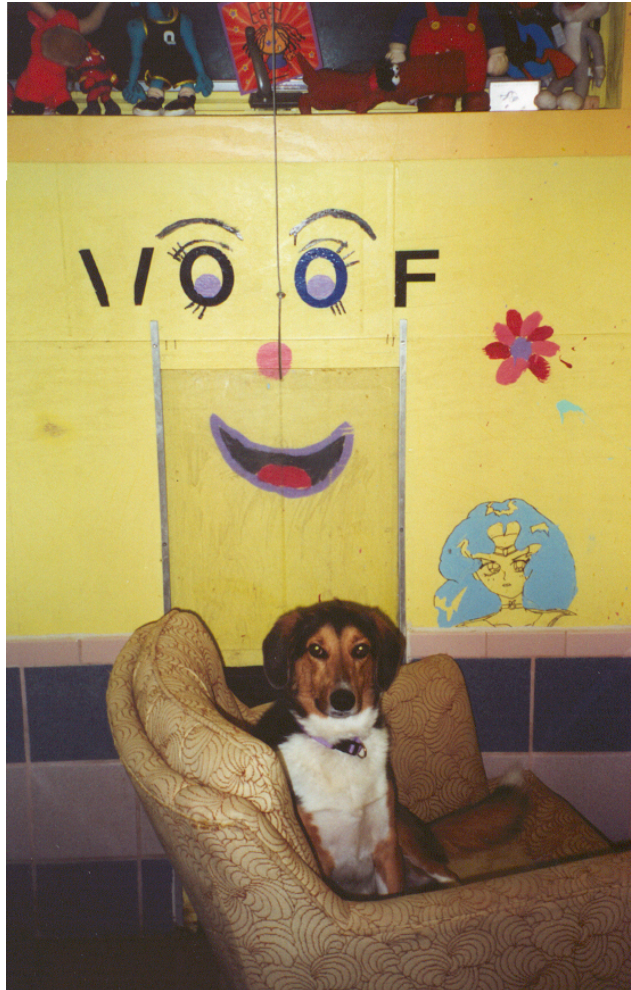
SAMPLE PROCESS – YOU ENTER YOUR OWN

Hand Washing

- Why?
- Do it!



Animal Comfort



Animal Care and Comfort

- People have an impression of your shelter
- You can change that impression
- Toys and beds
- Toys help frightened or under socialized puppies play and relax.
- Comfort for animals – paramount!
- All dogs should be given a bed
- More adoptions and better public relations



From the Animal's Point of View

- What do they see and hear?
- What can they smell?
- What do they feel?



From the Animal's Point of View

- Your shelter is now their house.
- How can you make their house better?
- Think as you work, look at each animal.



Zoonotic and Safety Issues

- How to protect self
- Reporting injury
- Importance of communication regarding animal health issues
- MSDS Sheets
- Zoonotic diseases

Reading Animal Behavior

- Not our family pets
- Public perception
- Safety
- Easier on everyone
- Professionals



Webinars for Reading Animal Behavior

www.aspcapro.org/webinars

Canine Communication:
Understanding Canine Body Language

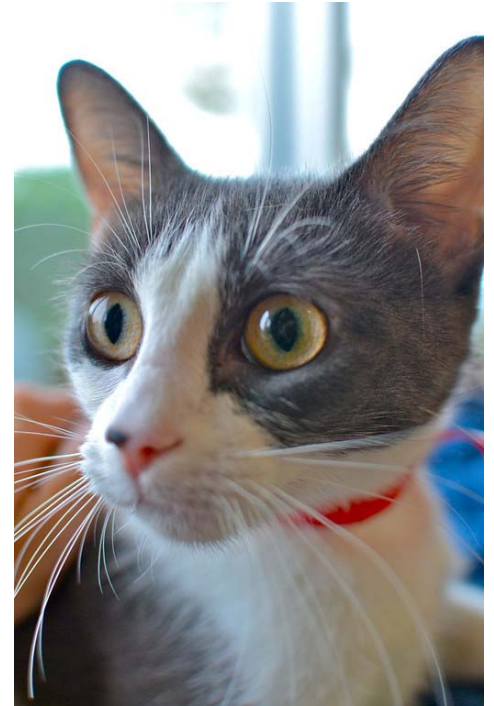
Feline Communication

Cat Behavior 101



Handling Cats – Creates Challenges

- Less mobile face – can be hard to read
- May not enjoy same type of petting as dogs
- Bites and scratches easily infected
- Quick reflexes
- Feral cats – grew up with no human contact



Cat Behavior

- They're not dogs!
- Some prefer privacy
- Some become defensive quickly
- Not as treat-motivated
- Having time to hide will help them accept a new environment more quickly



Cat Behavior

- Minimal handling for the first 24 hours
- Provide hiding spaces
- Place a towel/sheet over the cage front to minimize outside noises and stress
- ALWAYS cover transport cages
- Avoid dogs
- Use “Caution” signs at first, as needed

Cat Behavior

- Talk slowly, softly and often
- Try to make your self smaller, approach cage with your side to the front – less bulk
- Use the least amount of restraint necessary
- Take things slowly
- Ask for help – better than getting bitten
- Observe cats and start learning to read their language
- Over time your confidence will grow

Questions?

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Related ASPCApro Webinars

aspcapro.org/webinars

Upcoming Webinars

- Creating Adoption Processes that Truly Support Saving Lives (May 16)

Recordings:

- Hiring, Firing and Supporting Your Staff
- Hiring the Right People for Your Culture (Culture Isn't Grown in a Petri Dish)