

TRANSYLVANIA COUNTY

ANIMAL SHELTER STANDARD OPERATING PROCEDURE

Animal Shelter Mission Statement

Transylvania County Animal Shelter strives advocate, practice, and provide education to the public for the humane treatment of animals in and for our county.

Location and Contacts

Transylvania County Animal Services and Animal Shelter

1124 Old Rosman Hwy

Brevard, NC 28712

Phone: 828-883-3713

Fax: 828-883-2567

General Email: animalservices@transylvaniacounty.org

Public Hours

Tuesday-Friday 10am-5:30pm

Saturday 10am-4pm

Appointments may be scheduled during non-public hours to serve the public and shall be approved by the Animal Services Director or designated representative. Any appointment made by staff without approval shall be serviced by the staff making the appointment.

Holiday Hours

The Animal Shelter is Closed to the public on recognized Transylvania County observed holidays as follows:

New Year's Day	Independence Day
Martin Luther King, Jr.	Labor Day
Good Friday	Memorial Day
Veteran's Day	Thanksgiving Holidays
Christmas Holidays	

Routine Staff Hours

Routine working hours are 40 hours per week for full time staff.

Other staff shall work as scheduled by the Director and/or Shelter Manager.

Animal Control Officers shall work routine hours and the scheduled on-call duty.

Lunch or meal breaks shall be 1 hour in length and/or as scheduled.

Due to the inherent nature of the field of animal services, all staff may be scheduled or called to duty as need dictates.

Emergency On-Call Hours

Animal Services may be closed for various services during periods of inclement weather, declared emergencies and as otherwise dictated by Transylvania County Emergency Services and/or the County Manager or Board of Commissioners.

Animal Control Officers shall be scheduled to work On-Call standby duty on a rotating basis.

All staff are expected to respond to a declared state of emergency.

On-Call duty that results in service delivery shall be compensated as approved by Transylvania County policy and the Animal Services Director.

Scope

The Standard Operating Procedures (SOP) provides formal processes, procedures, policies, and expectations in which the Transylvania County Animal Services and Shelter operates.

The SOP is supplemental to Transylvania County, NC policies and procedures, the Transylvania County Animal Control Ordinances, North Carolina State, and Federal Laws.

Amendments or additions to Federal Code, NC General Statutes, NC Administrative Code, and the Transylvania County Animal Control Ordinances shall supersede any section of the Standard Operating Procedures that is uncompliant with such current law or regulation.

The SOP is a working document and subject to change as law, service needs, and expectations require and as authorized by the Animal Services Director.

The SOP shall be adhered to by staff, citizens, volunteers, and other individuals.

Code of Conduct

Staff, whether on duty or off duty shall be governed by the ordinary and reasonable rules of good conduct and behavior, be knowledgeable and compliant of Federal, State, and local laws in addition to the Transylvania County Personnel policy. The Animal Services SOP and their policies and procedures.

Volunteers and visitors shall be expected to abide by ordinary and reasonable rules of good conduct, behavior, and compliance of law.

It is the responsibility of staff to maintain a cooperative working environment.

Open and honest communication is expected as a job requirement of staff and an expectation of volunteers. Failure to adhere by this policy will be cause for removal of any volunteer and subjects' staff to disciplinary action and/or termination.

Staff and volunteers shall abide by the SOP. Neglect of or willful violation of Departmental or County policies or procedures shall be subject to disciplinary action, removal, and/or termination.

It is the responsibility of all staff and/or volunteers to represent the Animal Services Department in a professional manner at all times.

An action of behavior regarded as animal abuse, neglect, a violation of local ordinance, state or federal laws pertaining to animals or County policy may subject the offender to disciplinary action and/or termination.

Any conviction or civil penalty assessed in violation of Federal, North Carolina General Statutes, and/or local ordinances may subject the offender to disciplinary action or immediate termination in the discretion of the Director and/or Transylvania County personnel policies and procedures.

All staff members and volunteers are expected to provide courteous, efficient service made in any contact on behalf of the department.

Gratuities, gifts, or tips for service performed or requests for activity outside the scope of the employee's position or schedule are not to be accepted or performed by staff under any circumstance and shall be reported to the Animal Services Director.

Staff members must maintain work areas, vehicles, and equipment in a safe, sanitary, working condition. Worn, unsafe, or other discrepancies in equipment, vehicles, or supplies must be reported immediately to the Director and the item(s) in question removed from service. Staff shall be expected to assist the department in the repair and maintenance of assigned work areas, vehicle, and equipment during scheduled work hours.

Smoking is allowed in designated areas outside of the shelter.

Media Contact

Press relations, social media, radio, internet, etc. shall be maintained by the Director or designated staff member as authorized.

Any media inquiries made concerning the department, its policies or procedures, your performance or that of any staff member are to be referred to the Director.

Dress Code

All staff and volunteers shall comply with to the Transylvania County Appearance Policy.

All staff and volunteers shall maintain good personal hygiene and present a clean, well-groomed professional appearance.

Uniforms, scrubs, and other assigned articles of clothing shall be clean and fit properly.

No article of clothing shall bear insignia, advertisement, or promotion other than Transylvania County unless approved by the Director. No individual not employed by Transylvania County Animal Services shall wear or bear any part of the Animal Services approved uniform or insignia.

Any personal accessories such as body piercings, tattoos, and jewelry shall be non-offensive and safe to wear around animals. Transylvania County assumes no liability for damage or injury because of wearing personal accessories. Staff or volunteers wearing any jewelry or other body ornaments shall bear any and all responsibility for any personal injury or loss.

Staff and volunteers shall, while in performance of services or duty shall dress safely and appropriately. Items listed are specifically prohibited:

Open Toed Shoes

Clothing that exposes under garments or is suggestive.

Excessively baggy clothing

Inappropriate slogans, lettering on clothing, or offensive jewelry or other accessories.

Communication or other technology or accessory that diminishes any of the senses.

Staff and/or volunteers that work directly with the animals shall not wear dangling earrings, necklaces, bracelets, or any other item that may become caught, snagged, or otherwise present a health or safety hazard.

Shelter personnel who deal directly with the animals must wear long, sturdy pants which afford protection from bites and scratches and closed toe, non-skid shoes attached firmly to the feet.

Animal Control Officers shall wear assigned uniform, clean, and pressed for routine duty at all times while on duty and/or representing the county.

Computer and Phone Use

All staff shall adhere to the Transylvania County computer policy.

Computers are to be utilized for Animal Services Department business.

Non-County employees, general public, and volunteers are not to use County computers unless otherwise directed by the Animal Services Director or designated representative.

Staff shall check their assigned email at the beginning and end of each business day. It is allowed to forward mail to a staff members' personal email address that is not maintained as a network.

Telephones and other communication devices and technology are to utilize for Animal Services Department or County business.

Personal Cell phone use is prohibited when serving the public for personal matters.

Lobby

The lobby or reception area is the main and primary entrance to the facility for the public and other visitors.

Sally Port

The sally port is to be used for the loading and unloading of animal services vehicles, storage or other uses as authorized by the Animal Services Director.

Citizens shall not use the sally port as a main or primary entrance on a routine basis.

The sally port shall be kept neat, safe, and orderly fashion.

Office Spaces

Office spaces are for the use of Animal Services Department business only.

Acquaintance Room

The acquaintance room shall be used for:

- Where potential adopters can spend time assessing an animal for adoption
- Private Conversations between staff and citizens, agencies, organizations
- Where no other private or safe area is available to conduct departmental business.

This room shall be sanitized after each animal.

This room needs to be kept clean, orderly, and safe.

Public Record

The Animal Services Director or designated representative shall serve as the Custodian of the Records for the Animal Services Department.

All public records shall remain secured at the Animal Services Department facility unless otherwise authorized by the Director, judicial orders, the NC retention procedures.

Citizens may request and view the public records with reasonable supervision during normal business hours.

Citizens requesting to view substantial amounts of public information shall make an appointment during reasonable and normal working hours in which to view the records.

A copy shall be made of any record containing non-public information that is requested for viewing and shall have the confidential information removed(redacted) before the record is viewed.

Copies of the public record shall be charged to the fee schedule.

No public record shall be altered, destroyed, injured, mutilated or removed without authorization from the Animal Services Director.

Rabies exposure and criminal investigative reports are not classified as public record.

Finances

Any monies accepted for Animal Services Department shall be received and recorded by Animal Services staff and submitted to the Finance Department.

A preprinted, prenumbered, (minimal) 2 part, carbonless copy receipt shall be completed and signed for each transaction.

Receipts shall contain:

- Submitters name
- Date
- Total amount received.
- Itemization of fees to include the impound number of each animal.
- Payment type: Cash, Check, Credit Card
- Money order and/or check number.
- Signature of staff receiving money

Receipts may be issued for the reasonable value of donations in kind and shall be recorded as such.

Animal Shelter Services

The Transylvania County Animal Shelter was built in 2013 and is a government owned and operated animal shelter falling under the requirements of the North Carolina Animal Welfare Act and its regulations.

The Animal Shelter shall offer nuisance animal(s) control, rabies control, animal welfare and adoption services to the citizens of Transylvania County.

The Animal Shelter shall only impound stray animals within Transylvania County and owner surrenders from citizens that currently reside in Transylvania County at the time of surrender.

The Animal Shelter will offer scheduling options for owner surrenders in order to prevent euthanasia, if the owner can not schedule the surrender and needs the Animal Shelter to impound the domesticated animal(s) the Animal Shelter will do so.

The Animal Shelter shall cooperate with other county and/or NC State agencies as authorized by Transylvania County and/or the Animal Service Director.

Animal Intake Policy

The Animal Shelter only impounds dogs, cats, and ferrets, unless a criminal charge has been served and the animals were seized for evidence. The Animal Shelter is used for domestic and some wild animals to be facilitated for rehabilitation, protection, and for matters of public and animal health (rabies bite quarantine), welfare, safety and otherwise allowed by law.

Shelter staff will evaluate each animal as an individual for classification, care, and disposition.

Owner surrenders will be scheduled, when at all possible, in order to prevent needless euthanasia for capacity.

Animal Receiving

All arriving animals shall be placed in clean, disinfected kennels/cages. Dogs and cats shall not be housed in the same room.

Animals of different genders, are incompatible and/or sexually mature shall not be housed together.

Citizens can bring stray dogs and cats to the shelter and owners that reside in Transylvania County may schedule their surrender of unwanted pets at the Animal Shelter.

All citizens contributing to stray or surrendered animals are to receive information and/or literature regarding spaying and neutering and strongly encouraged to alter their pets and take advantage of any low cost alternatives when available.

Only currently employed staff of Transylvania County Animal Services are authorized to impound animals.

Current citizens that reside in Transylvania County, volunteers, and private organizations may bring animals that are located in Transylvania County to the shelter to be impounded by authorized staff members.

Animals are considered impounded and are in the care and custody of Transylvania County when they are placed in the Animal Services vehicle or in the animal Shelter.

Animals brought to the Animal Shelter by Transylvania County citizens or other citizens that have found an animal in Transylvania County only may be impounded. Transylvania County Animal Shelter does not accept animals that are from out of county, state, or country.

All staff will make reasonable attempts to obtain all information required for the cage card and in addition

- Contact numbers.
- Physical Address
- Reason for surrender
- Location animal found at large.

Per NC Animal Welfare Act all owner surrenders must have the following information for impoundment

- Owners Full Name and Signature

- Proof of ownership (vet records, photos, etc.)
- Government Issued photographic ID and number (NCDL, Military ID, ID card, etc.)
- If the animal has bitten any person or attacked any domestic animal within 10 days prior to impoundment.

Any known aggressive tendencies towards people and/or other animals.

Any other information that may be useful in the return of placement of the animal

Animals shall have their collars, tags, harness, or other accessories removed and placed with the impoundment record.

ALL dogs and cats entering the facility shall be processed as follows:

- Microchip Scan
- Gender ID
- Estimated age.
- Breed and/or breed characteristics
- Colors/markings
- Photograph

ALL dogs and cats that are estimated to be 6 months of age and younger shall be vaccinated on intake

Dogs	Cats
<ul style="list-style-type: none"> ● Da2PPV ● IN-Bordetella 	<ul style="list-style-type: none"> FVRCP

Intractable, aggressive, and those animals that may injure the handler may be allowed to acclimate prior to completing, gender, age, vaccinations. Per NC Animal Welfare Act any animal that has been impounded has to be vaccinated against rabies by the 15th day if no proof of vaccination has been provided. No animal may be disposed of without a complete processing.

In accordance with the NC Animal Welfare Act all information must be entered within 48 hours of impoundment.

ALL cages shall have a kennel card for that animal containing the following information.

- Identification Number
- Species
- Name
- Color
- Markings
- Arrival Date
- Breed or breed type
- Animal Classification

Animal is defined as a living mammal, bird, reptile, or amphibian that is domesticated.

Wild animals, those not domesticated, are protected by NC General Statute 14-360, cruelty to animals. The domestic cat is not a “wild animal” therefore “feral cats” are considered domestic.

Animals Impounded shall be classified as:

- Dog
- Cat
- Bird
- Bat
- Ferret
- Wildlife: (species defined)
- Livestock: (species defined)
- Other

Animal Dispositions are as follows.

- Adopted
- Adoption Pending
- Euthanized: reason specified
- Return to owner.
- Rescued
- Other: disposition defined

Stray/At Large Animals

Domestic animals off the owner and/or keepers’ property.

Citizens may deliver stray animals to Transylvania County Animal Shelter during normal business hours.

Transylvania County Animal Shelter does not accept animals not found in Transylvania County.

Animals delivered to the Animal Shelter as strays are considered the property of the owner for 72 hours from the time and date of impoundment.

Information pertaining to the individual delivering a stray animal will be logged in ShelterPro.

In accordance with the NC Animal Welfare Act, stray animals will be held for 72 hours to provide an owner opportunity to reclaim their property. After the 72-hour hold is complete, the animal will be accessed and placed up for adoption. Animals may be adopted or euthanized and that there is no set time beyond the 72 hours hold in which Transylvania County Animal Services can hold animals.

If there are questions to the creditability of the statements or documentation provided by the person(s) delivering an animal or the animals true source of legal ownership; animals shall be impounded as procedure dictates and the Director/Animal Control Officer(s)/Shelter Manager are to be notified as soon as possible.

Owner Surrenders

An owner surrender is one that the legal owner relinquishes all possessory and ownership rights of any animal to Transylvania County Animal Services.

Owner Surrenders are scheduled, if possible, to help minimize euthanasia for space.

Any person surrendering any animal to Transylvania County Animal Services shall be a legal, competent adult age 18 and older and shall sign and certify that he/she is the legal owner of the animal(s) and relinquish all ownership rights to and of the animal the Transylvania County Animal Services.

Proof of Ownership must be provided and include one or more of the following:

- Rabies Certificate
- Veterinary Documentation
- Bill of Sale
- Pedigree
- Photograph
- Certifying signature verifying he/she is the legal owner if the animal.

Animal owners must provide one of the following forms of identification, which shall be recorded in ShelterPro.

***Government issued photographic Identification and number (NCDL, Military ID, ID card, etc.)**

Identification shall be entered into the persons profile in ShelterPro.

No animal shall be considered surrendered without a certifying signature and government issued ID recorded.

When none of the above can be provided the animal must be impounded as a stray and held for 72 hours.

All owners surrendering animals shall be notified in writing that the animal may be humanely euthanized.

Animals surrendered to Transylvania County Animal Services are considered the property of Transylvania County and shall be maintained and disposed as procedures dictates.

Individuals that surrender an animal or their family members shall not adopt the same animals.

Person(s) that surrender an animal may only reclaim the same animal as approved by the Animal Service Director and/or Shelter Manager as determined on a case by case basis.

Individuals that surrender animals may be denied an adoption of an animal from the Animal Shelter for a specified period of time at the discretion of the Animal Services Director and/or Shelter Manager.

Other Animals

Other Classifications of animals are possible as an inherent part of the field of animal welfare. Any other classification besides those specified should be reported to the Animal Service Director and/or Shelter Manager.

Adoption Process

Once an animal becomes property of Transylvania County, whether it is an owner surrender or completed the mandated “stray” hold without locating an owner, Transylvania County Animal Services (TCAS) will vaccinate, blood test (if animal is old enough), deworm, and spay/neuter the animal. Once the animal has been fully vaccinated it will be available for adoption. TCAS will not release ownership of an animal to an adopter until the animal has been spayed/neutered.

Once TCAS has ownership, the animal is “routed.” To route means vaccinations given, blood test performed (depending on age), and dewormed.

Dogs 6 months and older:

- Da2PPV
- IN-Bordetella
- Rabies
- Dewormer (based on weight)
- Heartworm SNAP test
- Flea and tick topical

Puppies 6 months and younger:

- Da2PPV (6,9,12-week shots if applicable)
- IN-Bordetella (6 weeks and older)
- Rabies 1 year (12 weeks and older)
- Dewormer
- Flea and tick topical (based on age)
- Oral Capstar

Cats 6 months and older:

- FVRCP
- 1 year Rabies
- Dewormer
- Flea and Tick topical
- Oral Capstar
- FELV/FIV SNAP blood test

Kittens 6 months and younger:

- FVRCP (6,9,12 weeks if applicable)
- 1 year Rabies (12 weeks and older)
- Dewormer
- Flea and tick topical (based on age)
- Oral Capstar

All medical records are entered into ShelterPro at the time services are performed.

If an animal needs to be spayed/neutered, it is entered into the ClientPortalHQ through the ASPCA Humane Alliance and scheduled. High Risk waiver is initialed and signed electronically and sent to the ASPCA.

Animal(s) are placed up for adoption after vaccinated and spay/ neuter surgery scheduled. Once the animal is moved to adoption it is available to the public. When a member of the public selects the animal, a valid state ID is required in addition to being 18 years or older. If the animal had already been spayed or neutered that animal can go home same day. The adopter reads and signs the adoption agreement, gets a copy of the animal’s medical record, current Rabies tag and certificate (if animal is old enough), receipt of payment and proof of spay/neuter surgery. TCAS does NOT hold animals over 24 hours once they have been adopted.

Adoption Pending

Adoption Pending status is used for animals that are waiting to be spayed/neutered, waiting to make weight and/or age requirements for surgery, and if they have an ongoing medical diagnosis (Heartworm treatment). Adoption pending keeps the animal(s) as TCAS property until all requirements are met for the adoption agreement. Adoption pending requires a non-refundable deposit on the animal (See Fee Chart). Remaining Balance is paid at the time the Adoption Process is complete. If the animal makes the weight/age requirements for surgery, TCAS will hold the animal until their scheduled surgery and that animal is placed in an adoption pending status until surgery performed.

Adoption Pending status may be used in situations where young puppies and kittens must make weight and age requirements. The potential adopter may take the animal home after signing the pending application and a date/time scheduled to bring the animal back for vaccination boosters and spay/neuter surgery. Should a potential adopter fail to bring the animal back and not communicate schedule change with TCAS, TCAS reserves the right to get the animal and prohibit future adoptions from the adopting party.

ADOPTION PENDING NON-REFUNDABLE FEE/BALANCE/TOTAL CHART

Species	Non-Refundable Deposit	Remaining Balance	Total
Dogs	\$50.00	\$50.00	\$100.00
Dogs with Microchip	\$65.00	\$50.00	\$115.00
Cats	\$45.00	\$45.00	\$90.00
Cats with Microchip	\$60.00	\$45.00	\$105.00

*Please note in extenuating circumstance when the shelter is at capacity, animals may go out on an adoption pending status regardless of age/size with approval from the Shelter Manager and Director of Animal Services.

ASPCA Humane Alliance is every Wednesday morning, and the schedule time varies at the Alliance's discretion for patient drop-off and pick up is Thursday morning at the time set by the Alliance. Appointment availability and numbers vary and are based on the Alliance's discretion.

Rabies Suspect

Any animal classified as a rabies suspect shall be received, impounded, and quarantined and/or testes according to State and local laws.

Only Animal Service staff are authorized to handle an animal that is classified as rabies suspect and shall not be available for casual public viewing regardless of quarantine location.

A rabies suspect is any mammal exposed to a suspected carrier to be infected with the rabies virus.

Rabies Quarantine

All dogs, cats, and ferrets that have bitten a human shall be quarantined and observed for signs of illness for a ten (10) day period beginning at the time of bite.

Animals that are current on the rabies vaccination may be quarantined and observed at the owner's home or vet office upon approval of the Local Health Department Director.

Animals that are not current on the Rabies Vaccination shall be quarantined and observed at the Animal Shelter or facility approved by the Local Health Department Director.

An owner of an animal that must be quarantined and observed that maintains an animal violation history may be excluded from the quarantine at the residence.

Only Animal Services staff or personnel appointed by the local Health Directors are authorized to handle an animal that is classified as rabies suspect or is received or quarantined by Animal Services at the animal shelter as a rabies suspect.

Owners of an animal that is quarantined at the Animal Shelter are responsible for all fees accrued for the quarantine period and are to be paid in full at the time of pick up and reclaim.

Evidence

Any animal impounded and classified as evidence shall only be handled by Animal Services Staff and are not available for casual viewing by the public.

Protective Custody

Any animal impounded and classified as protective custody shall only be handled by Animal Services Staff and not available for casual viewing.

Animals that meet Protective Custody criteria must have owners certified signature on the Protective Custody Form before the animal can be impounded into the facility. Animal Services realizes that situational

protective custody will vary and can be modified according with approval from the Animal Services Director and/or Shelter Manager

Record Keeping

Each animal impounded shall be assigned a unique identification number generated by ShleterPro that will remain with the animal and used as primary identifier throughout the entire time the animal is impounded and for all documentation relating to the animal. Kennel Cards are too be placed as soon as possible and all other information must be created/updated within 48 hours of occurrence.

Every animal shall be scanned for a microchip regardless of source or classification. Any microchip number or other information shall be documented on the impound record.

Records shall be filed based on intake date and placed in disposition labeled folder.

A kennel card shall be generated for each animal and placed on the kennel where the animal is housed.

The staff member impounding the animal is responsible for the accuracy, completeness of said record.

Records shall be kept in a central filing cabinet for each animal housed at Transylvania Animal Shelter.

Once disposition is complete, records are filed based on intake date and disposition method in filing cabinets in the Animal Control Office.

Each record shall include:

- Animal ID number
- Microchip Number
- Shelter Name given.
- Date and time of Intake
- Species
- Estimated age.
- Sex
- Breed or breed type
- Color
- markings
- Origin of animal(s) including name and address of cosigners
- Incident report
- Impoundment classification
- Surrender Reason
- Availability Date
- Date and Disposition method

- Any other information that will assist in the redemption, adoption, security, or other disposal of the animal.

Accessories (collars, Leashes) and documentation regarding the animal shall be with the impoundment record and kept up front with the files. No accessories or documentation pertaining to the animal shall be kept on the cage.

Kennel Cards

Quarantined/Isolate/Custody animal kennel cards shall be notated in bold marker and highlighted on kennel card.

Kennel Cards shall provide the following information:

- Animal ID number
- Name
- Date and time of Impoundment
- Species
- Estimated age.
- Any collar, tags, or other id information
- Breed or Breed type
- Color and markings
- Impoundment status (stray, surrender, etc.)
- Reason for surrender
- Availability Date
- Any other information needed to assist in adoption, redemption, security or the disposal of the animal.

Retention of Records

The original copy of each animal impounded shall be maintained and filed in the Animal Control office.

They are to be filed based on intake date and disposition method.

They must be accessible for all staff, considered public record, and maintained as required by NC laws and regulations for a period of 3 years.

Each filed record shall have all information associated with that animal including:

Disposition type, date, time

Person receiving animal.

Health Records are housed in ShelterPro for reprint and easy access.

Animal husbandry

Animal Shelter husbandry procedures are designed pursuant to the standards of the NC Animal Welfare Act, commonly accepted practices and the unique use and needs of the Animal Shelter facility.

Only authorized staff will handle, sanitize, or care for rabies suspects, evidence animals or other animals determined by the Animal Services Director and/or Shelter Manager. Volunteers and/or citizens shall not be authorized to handle any of the above mentioned animals.

Domestic dogs and cats are the primary residents of the Animal Shelter. Animals of the other species may be cared in different manners.

Animal Housing

The following provides the general locations where animals are to be housed. Location may differ according to species and classification.

Dogs.

Isolation.

- ❖ Bite Quarantine
- ❖ Evidence (1st choice)
- ❖ Sick and/or injured.

Observation:

- ❖ Sick and/or injured.
- ❖ Suspected illness
- ❖ Evidence
- ❖ Strays

Adoption:

- ❖ Available for adoption
- ❖ Does not meet criteria for Isolation/Quarantine

Cats:

Receiving:

- ❖ Sick
- ❖ Quarantine
- ❖ Evidence
- ❖ In need of special attention

Cat isolation(hallway)

- ❖ Bites
- ❖ Sick/injured.
- ❖ Evidence
- ❖ Feral

Observation:

- ❖ Strays
- ❖ Sick
- ❖ Feral
- ❖ Evidence

Feral Closet.

- ❖ Sick
- ❖ Feral
- ❖ Strays

Adoption:

- ❖ Available for adoption
- ❖ Does not meet criteria for Isolation/Observation

All primary enclosures shall meet the following standards pursuant to 02NCAC 52J .0204.

- ❖ Are in good repair protecting the animal from injury.
- ❖ Constructed to prevent the contamination from waste and wastewater from animals in other enclosure.
- ❖ Imperious to moisture
- ❖ Restricts the entrance of other animals and people.
- ❖ Allow each animal to sit, stand, turn around, and lie in a natural position
- ❖ Contain resting bed surfaces such as bed, towels, or other bedding that is easily sanitized.
- ❖ All animals shall have enrichment objects.
- ❖ Fearful animals shall have the opportunity to retreat (Boxes, etc.)
- ❖ Each primary enclose shall have provided a food and water bowl for each 3 animals housed.

Other Species

Species aside from domestic dogs and cats shall be housed as authorized by the Animal Services Director and/or Shelter Manager.

Sanitation guidelines and schedule

Transylvania County Animal Services adheres to a strict sanitation regimen. The regimen is as follows:

Monday: AM: All inside kennels are stripped of bedding, enrichment toys, and water bowls, feed bowls and litterboxes, drain grates are removed and placed on adjacent wall for sanitizing. Used bedding and toys are sanitized by washing machine with bleach tabs and laundry detergent. Used bowls are placed in a diluted bleach water and detergent soak for a minimum of 10 minutes and the rinsed and placed in dishwasher and washed, dried, and placed on shelf. Kennels are scooped out from formed waste and the tools are placed in a bleach water mixture after each use between the kennels, after all formed waste is removed the kennels are sprayed with a dilute mixer in foamer with the chemical HALT and let sit for 10 minutes, after the 10 minute wait the LL ENZYME is sprayed in the same manner with another 10 minute kill time. Dog and cat platforms are scrubbed with a brush to ensure any debris is removed during the cleaning process. Once the 10-minute kill time is complete the kennels are rinsed completely, squigged, and set back up.

Monday PM: Outside Kennels: Used bowls are placed in a diluted bleach water and detergent soak for a minimum of 10 minutes and the rinsed and placed in dishwasher and washed, dried and placed on shelf. Kennels are scooped out from formed waste and the tools are placed in a bleach water mixture after each use between the kennels, after all formed waste is removed the drain grates are removed and placed on adjacent wall for sanitizing, the kennels are sprayed with a dilute mixer in foamer with the chemical HALT and let sit for 10 minutes, after the 10 minute wait the LL ENZYME is sprayed in the same manner with another 10 minute kill time. Dog and cat platforms are scrubbed with a brush to ensure any debris is removed during the cleaning process. Once the 10-minute kill time is complete the kennels are rinsed completely, squigged, and set back up.

Tuesday AM: Inside: All kennels are emptied of soiled bedding, used food and water bowls, and toys. Kennels are scooped to remove solid waste and are mopped with a diluted bleach water mixture. Kennels are set back up with clean bowls, bedding, and toys.

Tuesday PM: Outside kennels: All kennels are emptied of soiled bedding, used food and water bowls, and toys. Kennels are scooped to remove solid waste and are mopped with a diluted bleach water mixture. Kennels are set back up with clean bowls, bedding, and toys.

Wednesday AM: Inside Kennels: All kennels are emptied of bedding, toys, and bowls, scooped out to remove solid waste, and a 1:15 bleach to water ratio foamer and each kennel is sprayed out. After a 10-minute kill time the kennels are rinsed, squigged, and reset for the day.

Wednesday PM: Outside Kennels: All kennels are emptied of bedding, toys, and bowls, scooped out to removed solid waste, and a 1:15 bleach to water ratio foamer and each kennel is sprayed out. After a 10-minute kill time the kennels are rinsed, squidged, and reset.

Thursday AM: Inside Kennels: All kennels are emptied of soiled bedding, used food and water bowls, and toys. Kennels are scooped to remove solid waste and are moped with a diluted bleach water mixture. Kennels are set back up with clean bowls, bedding, and toys.

Thursday PM: Outside: All kennels are emptied of soiled bedding, used food and water bowls, and toys. Kennels are scooped to remove solid waste and are moped with a diluted bleach water mixture. Kennels are set back up with clean bowls, bedding, and toys.

Friday AM: Inside: All inside kennels are stripped of bedding, enrichment toys, and water bowls, feed bowls and litterboxes, drain grates are removed and placed on adjacent wall for sanitizing. Used bedding and toys are sanitized by washing machine with bleach tabs and laundry detergent. Used bowls are placed in a diluted bleach water and detergent soak for a minimum of 10 minutes and the rinsed and placed in dishwasher and washed, dried and placed on shelf. Kennels are scooped out from formed waste and the tools are placed in a bleach water mixture after each use between the kennels, after all formed waste is removed the kennels are strayed with a dilute mixer in foamer with the chemical HALT and let sit for 10 minutes, after the 10 minute wait the LL ENZYME is sprayed in the same manner with another 10 minute kill time. Dog and cat platforms are scrubbed with a brush to ensure any debris is removed during the cleaning process. Once the 10 minute kill time is complete the kennels are rinsed completely, squidged, and set back up.

Friday PM: Outside: Used bowls are placed in a diluted bleach water and detergent soak for a minimum of 10 minutes and the rinsed and placed in dishwasher and washed, dried and placed on shelf. Kennels are scooped out from formed waste and the tools are placed in a bleach water mixture after each use between the kennels, after all formed waste is removed the drain grates are removed and placed on adjacent wall for sanitizing, the kennels are strayed with a dilute mixer in foamer with the chemical HALT and let sit for 10 minutes, after the 10 minute wait the LL ENZYME is sprayed in the same manner with another 10 minute kill time. Dog and cat platforms are scrubbed with a brush to ensure any debris is removed during the cleaning process. Once the 10-minute kill time is complete the kennels are rinsed completely, squidged, and set back up.

Saturday AM: Inside: All kennels are emptied of soiled bedding, used food and water bowls, and toys. Kennels are scooped to remove solid waste and are moped with a diluted bleach water mixture. Kennels are set back up with clean bowls, bedding, and toys.

Saturday PM: Outside: All kennels are emptied of soiled bedding, used food and water bowls, and toys. Kennels are scooped to remove solid waste and are moped with a diluted bleach water mixture. Kennels are set back up with clean bowls, bedding, and toys.

Sunday: Inside and Outside: All kennels are emptied of soiled bedding, used food and water bowls, and toys. Kennels are scooped to remove solid waste and are moped with a diluted bleach water mixture. Kennels are set back up with clean bowls, bedding, and toys.

Accessory Sanitation

All bowls and toys are to be brushed to remove debris, placed in soak barrel for a minimum of 10 minutes before placed in dishwasher.

Items/accessories related to food, toys, brooms, and other enrichment objects shall place in soak barrel for a minimum of 10 minutes before sanitized in dishwasher and/or washing machine.

Litter boxes are to be emptied and placed in separate soak barrel for a minimum of 10 minutes before hand washed and dried.

Poop scoops are to be soaked for a minimum of 10 minutes before washed.

Soak tanks are to be emptied daily and filled with hot water, 1/3 cup bleach and 1/5 cup dish detergent.

Trash removal

Animal waste and refuse of daily operations shall be bagged and removed from the building daily.

Animal carcasses are to be bagged and placed in freezer

Trash and carcasses shall be transported weekly to the landfill or as often as needed.

Vehicles are to be sanitized after each use of transporting trash, carcasses, and after spay/neuter transportation.

Feed Room and Kitchen

The feed room/kitchen area is used for preparation of animal feed, sanitation of bowls, litter boxes, and the storage of canned food, treats, and clean bowls and litter boxes.

This area shall ne kept clean, neat, and stocked.

Opened bags of food and treats shall be stored in air tight containers labeled.

Perishable foods shall be capped and refrigerated and stored in the Clinic refrigerator.

All food bowls, water bowls, and litter boxes shall be emptied into trash prior to being brought into the feed room area.

All bowls and toys are to be brushed to remove debris, placed in soak barrel for a minimum of 10 minutes before placed in dishwasher.

Items/accessories related to food, toys, brooms, and other enrichment objects shall place in soak barrel for a minimum of 10 minutes before sanitized in dishwasher and/or washing machine.

Litter boxes are to be emptied and placed in separate soak barrel for a minimum of 10 minutes before hand washed and dried.

All clean bowls and litter boxes are to be dried and stacked in designated shelves at the end of the day

All counters and surfaces are to be cleaned daily.

Floors are to be mopped daily.

The door to this area is to be kept closed at all times.

Laundry Room

The laundry room is to be swept and mopped daily.

Bedding should be shaken out into trash prior to being placed in the dirty laundry bin (RED BARREL).

All dirty bedding and toys should be placed in the red barrel only

Each load of laundry should have 2 bleach pods and 2 detergent pods placed in washer and 1 scoop of powdered detergent placed in slot on top of washer and washer filled with reasonable amount of soiled bedding and toys.

Once washed, sanitized materials are placed in drier and dried.

Once dried clean materials are folded and placed in labeled sections of cabinets where the doors are to remain shut.

TRANSYLVANIA COUNTY ANIMAL SHELTER PROGRAM OF VETERINARY CARE

Animal Shelter *THIS IS A COPY, SIGNED AGREEMENT IS FILED AT THE ANIMAL SHELTER*****

i *Purpose: In compliance with the requirements set forth to be licensed/certified under the Animal Welfare Act; The attending veterinarian shall establish, maintain, and supervise programs of disease control, prevention, pest and parasite control, pre-procedural and post-procedural care, nutrition, euthanasia, and adequate veterinary care for all animals on the premises of the licensee. A written program of adequate veterinary care between the licensee and the Doctor of Veterinary Medicine shall be established. By, such programs must include regularly scheduled visits to the premises by the veterinarian.*

Section 1. Program Establishment

i *Name: Transylvania County Animal Services/Shelter
License Number: 90
Mailing Address: 1124 Old Rosman Hwy
Brevard, NC 28712
828-883-3713*

i *Veterinarian
Name: Dr. Beverly Maybin Hargus
Clinic Name: Animals R Us
State License Number:
Address: 725 Crest Road
Flat Rock, NC 28731
Phone: 828-693-7387*

We have read and completed this Program of Veterinary Care and understand our responsibilities. Regularly scheduled visits by the veterinarian will occur at the following frequency: _____

Notes:

Section II. Dogs and Cats

A. VACCINATIONS-SPECIFY THE FREQUENCY OF VACCINATION FOR THE FOLLOWING DISEASES

CANINE *Parvovirus: Juvenile: vaccination at 6-, 9-, and 12-weeks old Adult: at intake or after stray hold*
Distemper: Juvenile: vaccination at 6-, 9-, and 12- weeks Adult: at intake or after stray hold
Bordetella: Juvenile: vaccination at intake 6 weeks and older Adult: at intake or after stray hold
Rabies: Given if 12 weeks or older unless proof of current vaccination is present, on intake or after stray hold.
**Please Note: We use a combo vaccination Da2PPV which includes Distemper, Adenovirus, and Parvo. At intake is with owner surrenders and after stray hold is after the State or County Ordinance set timeline in addition all canines 6 months and younger are vaccinated with Da2PPV on intake regardless of holding period*

FELINE *Feline Viral Rhinotracheitis: Juvenile: vaccination at 6-, 9-, and 12-weeks Adult: at intake or after stray hold*
Calicivirus: Juvenile: vaccination at 6-, 9-, 12 weeks Adult: at intake or after stray hold
Panleuk: Juvenile: vaccination at 6-, 9-, and 12-weeks Adult: at intake or after stray hold
Rabies: Given if 12 weeks or older unless proof of current vaccination is present, on intake or after stray hold.
**Please Note: We use a combo vaccination FVRCP. At intake is with owner surrenders and after stray hold is after the State and/or County Ordinance set timeline in addition all felines 6 months old or younger are vaccinated with FVRCP on intake regardless of holding period.*

B. PARASITE CONTROL PROGRAM- DESCRIBE THE FREQUENCY OF SAMPLING OF TREATMENT FOR THE FOLLOWING

1. ECTOPARASITES (fleas, ticks, mites, lice, flies)
 - a. All dogs and cats are treated with a topical or oral flea and tick preventative when vaccinations are given. Type of prevention is chose based on age and weight of the animal. Staff follows the guidelines set forth by the manufacturer of each preventative for frequency unless other specified by Veterinarian.
2. BLOOD PARASITES (heartworm, Babesia, Ehrlichia, other)
 - a. Canines 6 months of age and older are all blood tested for heartworms with a IDEXX HWT Snap test. Only if there is a Veterinarian Request are other blood parasites to be evaluated for.
3. INTESTINAL PARSITES (fecals, deworming)
 - a. All dogs 2 weeks and older dewormed on intake or after stray hold every 2 weeks until 3 months old unless adopted or sent to rescue. From ages 3 to 6 months, dewormed once a month. After 6 months and older dewormed on intake or stray period complete and again in 2 weeks. Fecals are performed at time of vaccinations to dictate which dewormer and protocol should be done. Dosage is calculated based on weight, manufacturer guidelines or any veterinarian recommendations.
 - b. All cats 3 weeks and older are dewormed at intake or after stray hold every 2 weeks until 3 months old unless adopted or sent to rescue. From ages 3 to 6 months, they are dewormed once a month. After 6 months they are dewormed on intake or stray period complete and again in 2 weeks. Fecals are performed at time of vaccinations to dictate which dewormer and protocol should be done. Dosage is calculated based on weigh, manufacturer guidelines as well as veterinarian recommendations.

****Please Note:** Once an animal is sent to rescue or adopted it becomes the responsibility of the owner to follow recommended deworming schedule.

C. EMERGENCY CARE-DESCRIBE PROVISIONS FOR EMERGENCY, WEEKEND, AND HOLIDAY CARE

1. EMERGENCY (WEEKENDS AND HOLIDAYS): If an animal requires emergency care during normal business hours, shelter staff will access the animal and if the animal is deemed to have treatable injuries the animal will be transported to either Animals R Us or Western Regional Animal Hospital. If an animal needs emergency care afterhours the Animal Control Officer will call the shelter manger or director explain why they feel the animal needs emergency care and transport the animal to Animals R Us or Western Regional Animal Hospital once approval is granted. This same practice will be followed on weekends and holidays.
2. EMERGENCY EUTHANASIA: Should an animal need to be euthanasia to end suffering from traumatic, morbid injuries Transylvania County Animal Services will humanely euthanize the animal to end suffering.
 - a. EMERGENCY EUTHANASIA STRAY(S): At the time an animal sustains injuries that are morbid, traumatic and is suffering but an owner cannot be located, Transylvania County Animal Services follows the NCDogAg guidelines as follows; When an animal needs to be euthanized prior to the end of the 72-hour holding period, the shelter manager or director must note in the animal’s medical record why the decision is being made to euthanize. Should the Shelter Manager or Animals Services Director not be reached, a list of designees(s) can be found in the Euthanasia Manual.

D. EUTHANASIA

1. SICK, DISEASED, INJURED, OR LAME ANIMALS SHALLBE PROVIDED WITH VETERINARY CARE OR EUTHANIZED. LICENSEES AND REGISTRANTS, IN CONSULTATION WITH ATTENDING VETERINARAIN(S), CAN USE METHODS OF EUTHANASIA THAT MEET THE DEFINITION OF EUTHANASIA IN THE ANIMAL WELFARE REGULATIONS, WHICH ALLOWS FOR THE USE OF HUMANE METHODS THAT EITHER:

*PRODUCE RAPID UNCONSCIOUSNESS AND SUBSEQUENT DEATH WITHOUT EVIDENCE OF PAIN OR DISTRESS OR

*UTILIZE ANETHESIA PRODUCED BY AN AGENT THAT CAUSES PAINLESS LOSS OF CONSCIOUSNESS AND SUBSEQUENT DEATH.

APPROPRIATE METHODS MAY INCLUDE, BUT ARE NOT LIMITED TO, THOSE DESCRIBED IN THE “AVMA GUILDELINES FOR EUTHANASIA OF ANIMALS.”

EUTHANASIA WILL BE CARRIED OUT BY THE: VETERINARIAN LICENSEE/REGISTRANT

3. METHODS OF EUTHANASIA
 - a. Euthanasia by injection
 - i. Intravenous
 - ii. Intraperitoneal
4. DRUGS USED FOR EUTHANASIA
 - a. Fatal Plus
 - b. Euthasol
5. METHODS TO VERIFY DEATH (combination of the following):
 - a. Lack of Respiration
 - b. Lack of ocular reflexes
 - c. Lack of a heartbeat verified using a stethoscope.
 - d. Greying of the mucous membranes

- e. Lack of response to firm toe pinch
- f. Rigor mortis

E. DISEASE PREVENTION AND CONTROL:

- All primary enclosures are cleaned and sanitized with HALT/ L.L. ENZYME twice weekly, Bleach twice weekly, and spot cleaned twice daily.
- Exercise areas are sanitized once daily.
- Food and Water bowls are changed once daily, placed in a bleach water soak, and ran through the dishwasher.
- Litterboxes are changed once daily, placed in bleach water soak and hand washed.
- Bedding is changed at least once daily and sanitized in washing machine.

F. MEDICAL RECORDS:

- Immunizations are documented in the medical record in Shelter Pro and a paper copy attached to the animal's file with date(s) administered and suggested booster date(s).
- Any medical treatment plans are documented in Shelter Pro in the animal's medical record, including the Veterinarian's name, notes, medication prescribed, dosage, frequency, and duration of treatment. If the veterinarian writes the treatment plan on paper that paper is attached to the paper animal record.
- A medication log is placed on the animal's kennel with dosage information, frequency, time, and date given and the giver(s) initials, and the prescribing veterinarian. Once the medication log is complete the log is placed with the paper animal file and logged into the system.

G. DISEASED OR DEFORMED ANIMALS:

- Any animal with a treatable disease or condition is seen by a veterinarian and a treatment plan is established.
- Once deemed adoptable by the veterinarian should an adopter come and choose that specific animal, that animal is placed on an Adoption Pending status until treatment is complete and the condition resolved per the prescribing Veterinarian's recommendations.
- Adoption Agreement states that any animal discovered to have an illness or injury unknown at the time of adoption may be exchanged for another animal. Fees are non-refundable.
- Adoption Agreement states that Transylvania County Animal Services cannot guarantee health, and that the adopter is responsible for all medical costs after the adoption is finalized.

NUTRITION

DOGS: Adult dogs and puppies over 6 months of age are fed at least once each 24-hour period, feeding occurs between the hours of 0830-0930 every morning. Puppies less than six months of age are fed at least twice per 24-hour period, feeding time occurs for the first feeding between 0830-0930 every morning and 1645-1730 every evening. Any other feeding guidelines, restrictions, specialty diet, and frequency changes will be prescribed by the veterinarian and documented in the medical record.

CATS: Adult cats and kittens over 6 months of age are fed at least once each 24-hour period, feeding occurs between the hours of 0830-0930 every morning. Kittens less than six months of age are fed at least twice per 24-hour period, feeding time(s) are between the hours of 0830-0930 in the morning and

1645-1730 in the evening. Any other feeding guidelines, restrictions, specialty diet, and frequency changes will be prescribed by the veterinarian and documented in the medical record.

QUARANTINE

i *Quarantine Includes Bite Quarantine and communicable disease.*

BITE QUARANTINE(S): Animals that have been placed on a Bite Quarantine status are animals that are to be housed in isolation, monitored for any neurological changes for the length of time set forth by North Carolina Rabies Control Guidelines. Those animals can be owned by a member of the public that is responsible for the fines associated with such cases, holds for euthanasia at the owner request, or TCAS property. TCAS will not adopt out any animals that have significant bite history and they will be humanely euthanized after the quarantine period is complete. Animals that are on a bite quarantine will be fed daily per nutrition guidelines and have access to fresh water. These animals under NO circumstance may have any interaction outside of the kennel. Staff may not take animals on bite quarantine out of the kennel until the animal has completed the quarantine period. If an animal on bite quarantine has a medical emergency approval must be made by the Department of Health and Human Services, Animal Services Director, and Animal Control Officers.

COMMUNICABLE DISEASE(S): Any animal suspected of having a communicable disease will be placed in isolation and Veterinarian notified. Shelter staff will follow all recommendations of the veterinarian and quarantine the animal(s) the desired length of time set by the veterinarian. Cleaning standards will be followed set in the SOP. TCAS reserves the right to humanely euthanize any animal confirmed to present an inherent danger to the health of the population as well as the staff.

ISOLATION: Any animal(s) with illness or injury are placed in species specific isolation areas which are locked, unavailable to the public, and separate from healthy animals in a way that cross contamination can be prevented through the facility.

Enrichment

i *Transylvania County Animal Services strives to provide a balanced environment including socialization, exercise, and stimulation.*

DOGS: Dogs and puppies are given daily toys for enrichment to keep them stimulated and entertained. Each adult dog gets two toys daily in their kennel and puppies get at least one per puppy in the litter. Shelter staff and volunteers get dogs of all ages out at least once per day for a walk and socialization either in the acquaintance room or the hiking trail (weather permitting). We do not allow dogs to be off leash unless under direct supervision in the playground area. Dogs that are dog friendly are allowed to “play” with another dog friendly dog after behavior assessment is passed. An activity log is kept at the front desk to note any activities the canine performed that day to allow staff to monitor daily activity levels and time.

CATS: Cats and kittens are given daily toys for enrichment to keep them stimulated and entertained. Each adult cat gets two toys in their kennel daily and kittens get at least one toy per kitten in the litter. Shelter staff and volunteers get cats and kittens out at least once per day for socialization in the cat

