

POLICIES, PROCEDURES AND OPERATIONS MANUAL FOR
NICHOLAS COUNTY ANIMAL CONTROL

- 1. General Policies**
- 2. Intake of Dogs Due to Owner Surrender**
- 3. Intake of Stray Dogs**
- 4. Medicating and Vaccinating Dogs**
- 5. Cleaning Dog Kennels**
- 6. Lost and Found**
- 7. Quarantines and/or Dangerous Animals**
- 8. Euthanasia**
- 9. Volunteers**
- 10. Approved Adoption Agencies**
- 11. KY Animal Control Officer Training Manual**

GENERAL POLICIES

1. Humane Handling:

Animals shall be handled in a humane manner at all times. They shall not be subjected to physical force other than as may be required in restraining the animal for safety of humans and/or animals.

2. Housing of Animals:

- a. Always when possible, animals shall be separated as follows:
 - i. Puppies from adult animals;
 - ii. Males from females, unless part of a litter;
 - iii. Aggressive animals from all others;
 - iv. Nursing mothers and their litters from all others;
 - v. Puppies of different litters; and
 - vi. Ill animals from all others.
- b. Animals under quarantine for dangerous and/or zoonotic disease must be kept separate, without contact, from all other animals and clearly marked as such inside and outside the shelter building.
- c. Persons in charge of caring for housed animals shall see that all food and watering containers are kept clean, food is available at all times to puppies under six (6) months of age and that fresh water is available to every animal at all times. Puppies under six (6) weeks shall be provided with soft food. All animals shall be fed at least once daily, preferably twice daily.
- d. No person shall allow an animal to come into contact with chemicals, cleaning agents, or other potentially toxic or dangerous substance.

3. Sick or Injured Animals:

- a. When a sick or injured animal is picked up, every precaution will be taken- when moving or transporting the animal not to compound its condition. A veterinarian or employee or volunteer may need to check any sick or injured animals.

4. Confidential Information:

No one shall reveal personal or other sensitive information to any unauthorized person.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

INTAKE OF DOGS DUE TO OWNER SURRENDER

Accurate and consistent record keeping and tracking of all dogs housed at the Nicholas County Animal Shelter are essential for overall control, evaluation and management. In addition to the required actions for intake of all dogs, the following are to apply in situations when dogs are surrendered by their owners.

Owner Surrenders:

Dogs surrendered by their owners are accepted only if there is room at the Shelter. The Shelter does not perform euthanasia for citizens requesting it for their pets. Callers are referred to their veterinarian.

1. Owner Surrender Form:

Every individual surrendering a dog must sign a statement that they are the rightful owner of the dog and that ownership of the dog is relinquished to Nicholas County. In every case, staff must ask the person to sign the form. The Surrender Form also attests to the knowledge of the individual as to whether the dog has bitten a human or other animal within ten (10) days of surrender.

Individuals surrendering their dogs must attest, by signing the Owner Surrender Form that they understand relinquishment is final and the dog will not be returned to them. Owners shall be informed that the dog will be eligible for transfer to an approved adoption or rescue agency, or euthanasia, after ten (10) days from the date the dog is surrendered.

2. Surrender Donation:

Donations shall be requested either verbally or in writing from every individual surrendering a dog. However, if the individual is unable or unwilling to give a donation, the dog shall still be accepted. Guidelines for surrender donations are as follows:

\$25.00 for adult dog (4 months or older)

\$10.00 per animal for litter of puppies or dogs less than 4 months of age

3. Personal Property:

Any toys, blankets, collars, etc. that are brought in with the dog become the personal property of the animal, and should be recorded on the Animal Information Form. The dog may feel more comfortable when he has something with him that he recognizes by smell. If the dog is subsequently transferred to an approved adoption or rescue organization, those possessions are to be kept with the animal, if possible.

4. Vaccination/Health Information:

If the individual surrendering the dog has vaccination and/or health information, that information is made available to the County at the time of the dog's acceptance and entry to the shelter, and placed in the dog's file. If no health and/or vaccination information is available, the surrendered dog, upon arrival, receives the standard vaccinations and preventative care, as set forth in these policies and deemed appropriate by the Animal Control Officer or a consulting veterinarian.

5. Kennel:

Place the dog in an appropriate kennel with a bowl of fresh water and food. Nursing mothers and their young are housed together. Puppies from the same litter may be housed together, at the discretion of the Animal Control Officer.

6. Shelter Identification:

Each animal is assigned an intake number. The intake number is recorded on all applicable documentation (Animal Information Form, Kennel Card, etc.).

7. Processing Paperwork:

Make sure that all information is recorded appropriately as follows:

a. Log Sheet:

Every animal that is surrendered shall be entered onto the log sheet.

b. Animal Information Form:

The intake of all animals is handled on the Animal Information Form. Document all available information on the Animal Information Form. The Animal Information Form is placed in a folder marked with the animal's name and intake number.

c. Kennel Cards:

Kennel Cards are filled out and attached to the front of each kennel.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

INTAKE OF STRAY DOGS

Accurate and consistent record keeping and tracking of all stray dogs housed at the Nicholas County Animal Shelter are essential for overall control, evaluation and management of animals and possible identification by owners. In addition to the required actions for intake of all dogs, the following apply in situations when a dog is designated a stray.

Strays:

Dogs designated and identified as strays are accepted into the Shelter. Any individual turning in a stray dog must be informed of the possibility of euthanasia after a period of ten (10) days when a stray or found dog is surrendered.

1. Secure Dog:

Immediately secure the dog in a cage, kennel or on a leash prior to initial inspection, and follow handling procedures specific to dangerous or injured dogs when applicable. Place the dog in an appropriate kennel with a bowl of fresh water and food. Nursing mothers and their young are housed together. Puppies from the same litter may be housed together, at the discretion of the Animal Control Officer.

2. Check for Identification:

Check for any identification, such as license, ID tag, or Rabies tag. Check the dog for branding, and ears and inner thighs for tattoos. Check for a microchip using the scanner. Remove the collar, if applicable, and check for identification information on its underside. Check the Lost and Found Board to determine if the animal was reported missing. If there is a match, follow the policies under the Lost and Found.

3. Document Information:

Document all information found on the dog, including the date and where found, breed, color, type, sex, tag and/or microchip number, and color of collar, on the Animal Information Form.

4. Initial Observations and Evaluation:

An initial observation and evaluation is performed on the dog by Animal Control Officer or qualified trained staff or volunteer, to assess for temperament and recorded on the Initial Observation and Evaluation Form.

Physically inspect the dog, and document the physical description in the appropriate areas on the Animal Information Form. Any injuries or symptoms of

illness are to be documented. Additionally, document any behavior problems or observations relayed by any citizens or officials, if applicable. If a dog shows signs of severe abuse, it is brought to the attention of the Nicholas County Sheriff's Office. Note any observable behavior that requires special handling on the Kennel Card. If illness or injury is noted, state law mandates that the animal be examined by a veterinarian.

5. Shelter Identification:

Each dog is assigned an intake number. The intake number is recorded on all applicable documentation (Animal Information Form, Kennel Card, etc.).

6. Processing Paperwork:

Make sure that all information is recorded appropriately on the Animal Intake Form, Kennel Card and dog's folder.

a. Log Sheet:

Every dog that is surrendered shall be entered onto the log sheet.

b. Animal Information Form:

The intake of all dogs is handled on the Animal Information Form. Document all available information on the Animal Information Form. The Animal Information Form is placed in a folder marked with the dog's name and intake number.

c. Kennel Cards:

Kennel Cards are filled out and attached to the front of each kennel.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

MEDICAL CARE OF DOGS

In order to prevent the spread of disease and to provide dogs with the basic medical care while in the control and custody of Nicholas County Animal Control, dogs are inoculated against certain diseases upon entry into the shelter. They are also provided medical treatment as deemed reasonable and necessary on a case-by-case basis.

1. Medical Record:

Beginning with entry into the shelter, a medical record is maintained for all dogs, including information on inoculations and de-worming. This information serves as a complete record of the medical history of the dog while housed at the shelter. The medical record is kept in the dog's file and is made available to approved adoption or rescue organizations, or regulatory agencies. It stays with the dog, whether he's returned to his owner or transferred to the custody of an approved adoption or rescue organization. The shelter is to keep a copy of the animal's record for a period of two years.

2. Medication Card:

A brightly colored note on the Kennel Card identifies dogs receiving medical treatment at the shelter. Such treatment could include medications for an ear infection or a skin disorder. This information is recorded by staff for each dog receiving medication on the animal's record and the form is initialed each time the animal is treated.

3. Vaccinations Within 48 hours of Entry:

All healthy dogs over six (6) weeks of age are vaccinated within twelve (12) hours of their entry to the shelter with the following:

Distemper, Parvo virus, para influenza, and adenovirus (DA2PPV)

4. Change in Medications:

Any switch or change in medications for any dog requires the prior approval of the Animal Control Officer or a consulted veterinarian.

5. Administration of Medications:

Medication may be administered in pill, injectable or liquid form, with proper training of administration of such medications.

6. Illness:

Animals shall be monitored for signs and symptoms of acute or chronic illness requiring additional medical treatment including but not limited to vaccinations and parasite control. Medical treatment can be administered at the discretion of the ACO or consulting veterinarian. If it is not possible to administer either required or recommended medical treatment without harm to human or animal, staff shall contact the consulting veterinarian for evaluation, assistance and guidance.

Approved by Nicholas County Fiscal Court
On this the _____ day of _____, 2012.

CLEANING DOG KENNELS

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

The kennels and/or cages must be cleaned and disinfected at least daily, preferably in the morning, or more frequently, as needed. The products used in cleaning shall be determined by the Animal Control Officer and explained to all employees or volunteers participating in the cleaning.

No one shall allow an animal to be hosed down either directly or indirectly, except as prescribed as treatment.

1. Remove Dog from Inside Kennel:

Open the kennel door and let the dog into the outside kennel, and then close the door.

2. Remove all Blankets and Toys:

Place soiled blankets in a laundry basket and place all toys by the sink to be washed and disinfected, if applicable. Blankets that are only slightly "used" may be reused by the same dog.

3. Remove all Food and Water Dishes:

Remove and clean all food and water dishes.

4. Remove Solid Waste:

Rid the kennel of all solid waste, such as feces, clumps of hair, and dry food on the floor, and place the waste in a lined trash can.

5. Spray the Kennel with Water:

Thoroughly spray the entire kennel with plain water including the walls, floors, kennel beds, and all sides of the kennel wires, including the doors, hinges and latches in order to remove any remaining urine or feces.

6. Clean the Kennel with Disinfectant:

Thoroughly spray the entire kennel area with the disinfectant, including the walls, floors, kennel beds, and all sides of the kennel wires, including the doors, hinges and latches. The disinfectant must remain on all surfaces for 10-15 minutes.

Scrub the floors, walls, dog beds and front gates of each pen with a stiff brush after the disinfectant has set a minimum of 10 minutes.

Thoroughly rinse the entire kennel with water to remove any remaining disinfectant. Dry the floor as much as possible using a large squeegee.

7. Wash Dishes and Toys:

Wash the dishes and any toys using the small scrub brush separately designated for dishes, thoroughly rinse with plain hot water, and place in the dish rack to air dry.

8. Blankets, Pads:

Place a clean blanket or pad on the kennel bed, if available.

9. Fresh Water:

Place a clean dish of fresh water in the kennel.

10. Food Dishes, Treats, Toys:

Place the food dish in the kennel. For feeding instructions, please refer to the section on feeding dogs in the General Policies.

11. Bring Dog Back In:

After the kennel has dried, open the kennel door to allow the dogs inside. Dogs shall be placed in the outside area only long enough to properly clean the pen when the outside temperature is 20 degrees or colder.

12. Clean Outside Runs and Yard:

The same procedures shall be used to clean the outside areas of the pens.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

LOST AND FOUND

It is the goal of the Nicholas County Animal Control to return all strays entering the Shelter to their owners. Shelter staff and volunteers also provide assistance to those who have lost pets or to individuals who have found animals. A Lost and Found reporting system has been developed to return lost or found animals to their owners whenever possible.

1. "Lost" and "Found" Forms:

The description and name of the animal, date lost or found, location where the animal was lost or found, and any forms of identification are important factors used for matching animals. Information received on every lost or found animal is posted on a Lost and Found form and placed on the Lost and Found bulletin board at the Shelter.

2. Calls from Citizens Reporting Lost Animals:

- a. When an individual calls or visits the Shelter to report a lost animal, staff obtains as much detailed information as possible. Animal Intake Forms, the Found Forms, and other available sources are promptly checked.
- b. If a lost animal matches a Found Form, the person is given the name of the individual holding the animal, unless the Shelter was given alternative instructions. If the description of the lost animal matches an animal currently at the Shelter, staff informs the individual of the process involved in returning animals to owners and indicates on the Animal Intake Form the name, address, and telephone number of the potential owner and date of communication.
- c. If No Match is Made, the staff will encourage the individual to report the lost animal to other area shelters, to post signs in the neighborhood where the animal was lost, to advertise in his local newspaper, to frequently scout the area, and to talk to neighbors. They are encouraged to post the information on the Internet at www.petfinder.org, or other internet sites. Shelter staff will also fill out a Lost Form for the Lost and Found bulletin board.

3. Returning Lost Animals to their Owners:

- a. If a match is made where a stray animal is suspected as being a reported lost animal, the potential owner is to be called immediately and informed of the process involved in returning the animal.
- b. Persons claiming a stray animal as their own must provide evidence of ownership, such as a bill of purchase or adoption; pictures that document

ownership over time, (i.e. puppy through adult pictures); proof of current Rabies vaccination or licensing; medical records; and/or other documentation or proof of ownership acceptable to the Animal Control Officer. If an owner has no proof of a current Rabies vaccine, the owner must purchase a voucher, good for ten (10) days, from the Animal Control Officer or other staff for a Rabies vaccine administered by outside veterinarian of the owner's choice.

- c. Owners claiming a stray animal as their own will have to pay applicable fees incurred in the care of the animal, including for any vaccinations or medical treatment.
- d. The owner's name, address, and telephone number and the date of return, or attempted contact, are to be noted on the Animal Intake Form.

4. Calls from Citizens Reporting Found Animals

- a. When an individual calls or visits the Shelter to report a found animal, Shelter staff or volunteers obtain as much detailed information as possible. It is vitally important to know exactly where the animal was found. Lost Forms are immediately checked.
- b. If a match is made, the potential owner of the animal is immediately notified, and given the name and telephone number of the individual holding his animal.
- c. If no match is made, staff will encourage the person to report the found animal to other area shelters, to post signs in the area the animal was found, advertise in a local newspaper and/or post it on the Internet at www.petfinder.org, or other internet sites. Staff will also fill out a Found Card and file it in the Lost and Found file at the Shelter.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

QUARANTINED AND/OR DANGEROUS ANIMALS

To ensure the safety of Shelter staff, volunteers and visitors, personal interaction with animals held in quarantine, or declared dangerous or vicious, is prohibited. In addition, animals declared dangerous or vicious may be immediately euthanized. If, however, an animal must be quarantined, the protocol in working with these animals follows.

1. Dangerous Dogs

- a. General. Our highest priority is the safety of staff, volunteers and visitors.
- b. Aggressive, Frightened or Questionable Dogs. If a dog is considered to be aggressive, frightened or questionable, it is visibly posted on the Kennel Card, and a padlock is placed on the kennel door during regular visiting hours. In addition, a "WARNING" sign is placed on the front of the kennel to warn staff, volunteers and visitors to beware.
- c. Dangerous or Vicious Dogs. If a dog is declared "dangerous" or "vicious," it is visibly posted on the Kennel Card, and there is a padlock on the kennel door. Only the Animal Control Officer or attending veterinarian is allowed access to the animal. In addition, a "WARNING" sign is placed on the front of the kennel to warn staff, volunteers and visitors to beware.
- d. Euthanasia. When euthanizing a dog that has been in quarantine or declared dangerous or vicious a pre-euthanasia tranquilizer is always administered to minimize the risk of injury to staff, as well as to minimize stress for the dog.
- e. Safety Equipment. Appropriate safety equipment is always available for use, including but not limited to heavy duty leather gloves, a snatch pole and safety glasses.

2. Quarantined Dogs

- a. When a quarantine run is made, any recognized victim shall be recommended to notify or visit a doctor. If the owners of the animal have the animal confined when the ACO arrives at the scene and wish to quarantine the animal themselves, the ACO shall inform the owner that they must keep the animal confined for ten (10) days, so as not to come in contact with another person or animal. The officer shall advise both the owner and the victim to notify the Health Department.
- b. If the ACO captures the animal, the ACO shall take every precaution to maintain safety and well being of all parties during the process of transport. When arriving to the facility the animal will be unloaded at the door of the quarantine kennel in which the animal will be kept,

maintaining isolation at all times. Appropriate forms for owner surrender and an incident reporting shall be filled out as completely as possible.

- c. All animals quarantined shall be held for ten (10) days, unless euthanized to prevent unnecessary suffering. Animals requiring euthanization prior to the expiration of the ten (10) day period shall be tested as mandated by the consulting veterinarian. At the end of the ten days, if not claimed by its owner, the animal may be held an additional period of time as determined by veterinary evaluation, or if eligible, can be transferred to an Approved Adoption Agency.

- d. Animals as Evidence.

In the event that animals may be used as evidence, thorough documentation in writing and photographs and veterinary assessment, where required, shall be obtained as soon as possible after its arrival to the shelter.

- e. Owners of animals quarantined shall pay all fees associated with the quarantine during the impoundment period.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

EUTHANASIA

Euthanasia is defined as the act of inducing humane (rapid and painless) death.

1. Euthanasia shall be by injection as recommended by the American Veterinary Medical Association.

2. Surrendered Animals

Animals received from the owner who has signed over ownership to the shelter, may be euthanized after ten (10) days.

3. Sick and/or Injured Animals

Animals who are seriously sick or injured to such a degree that it would be inhumane to prolong its suffering, and efforts have been made to contact the owner or if a veterinarian advises that the animal be put out of its misery, shall be euthanized. In all such instances, facts concerning the animal's physical condition shall be documented in writing.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

VOLUNTEERS

Volunteers generally help socialize animals, assist with animal caretaking, interact with adoption and rescue agencies and participate in special fundraising efforts. Their special skills and talent make a positive difference in the lives of shelter animals and their recruitment is essential for good shelter operations.

1. Selection of Volunteers/Age Requirements

Volunteers less than 13 years old are not accepted unless part of an approved organized club, school or group activity. Volunteers less than 16 years old must be accompanied at all times at the shelter by an adult. Volunteers less than 18 years old must have parental consent form on file with the county. Selection and acceptance of volunteers will be made by the Fiscal Court.

2. Volunteer Application

Individuals wishing to volunteer are asked to complete a Volunteer Application that is submitted to the Judge Executive. The application contains questions designed to help understand why individuals want to volunteer and what they hope to accomplish. Likewise, a person's feelings about euthanasia, spaying and neutering, and other aspects of shelter functions will aid the assessment of how the individual will fit into a shelter work environment. Since most volunteers interact with the public, it is important that their relations with the animals are human, respectful and kind. Upon completion, the Volunteer Application shall be submitted to the Fiscal Court for consideration.

3. Acceptance of Volunteers, Orientation and Conduct

- a. Individuals accepted to volunteer are oriented to the shelter operations and procedures.
- b. Volunteers are required to sign a full release, as designated by the County.
- c. Volunteers are expected follow the shelter policies and procedures at all times. Volunteers will not interfere with advised medical treatment or procedures, including euthanasia.
- d. Volunteers must log in and out of the shelter on a Volunteer log sheet.
- e. Volunteers are expected to act in conformity with the stated mission of the Shelter.
- f. Volunteers shall adhere to all policies of the Shelter, including those for placement and reclamation of animals.

4. Non-Acceptance of Volunteers

Not all potential volunteers are accepted to work at the Shelter. Some possible reasons are that the service offered is not needed, they may have an incompatible schedule, or they may have a poor or abusive history with animals.

5. Typical Volunteer Activities

- a. Socialization – Socialization of dogs including bonding, exercise, walking, companionship and reducing stress. Volunteers only work with those animals designated by the Animal Control Officer. At no times are dogs permitted to be off of a leash outside of their kennel.
- b. Kennel – Kennel volunteers may perform a wide variety of tasks ranging from cleaning kennel runs, feeding, assisting with medicating and grooming and general cleaning of the shelter.
- c. Administrative Work – On occasion, assistance may be required of an administrative nature at which time a volunteer's services may be utilized, with proper training.

6. Termination

Like employees and staff, volunteers can be terminated for a variety of reasons. Poor performance, disruptive behavior, habitual tardiness or absenteeism or falsification of work hours by student volunteers or community service workers, will result in termination. The decision to terminate a volunteer will be made through input of the Animal Control Officer and designated County officials.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.

APPROVED ADOPTION AGENCIES

In order to maximize adoptions and minimize euthanasia of adoptable animals in the Nicholas County Shelter adoptions will be facilitated through Approved Adoption Agencies.

1. Adoption Agency Requirements for Approval

- a. Holds 501 (c)(3) tax identification status;
- b. Is governed by an elected board of directors and bylaws;
- c. Maintains relationships with legitimate organizations that work in the areas of animal rescue and adoption;
- d. Maintains reliable communication and contact with the Nicolas County officials in order to facilitate ongoing knowledge of eligible animals;
- e. Maintains current liability insurance in sufficient sums designated by the Fiscal Court;
- f. Maintains a mandatory spay and neuter program prior to release to adoptive or foster homes, except in cases of very young puppies or other rare extenuating circumstances such as a severe illness or injury such that a veterinarian deems the surgery to be unsafe;
- g. Provides the Fiscal Court with copies of all adoption policies and contracts.
- h. Agrees to fully indemnify and hold the County and its representatives harmless from liability for actions or inactions of the Adoption Agency.
- i. Agrees to enter into a written agreement, as designated by the County, for purposes of memorializing an understanding between the parties.
- j. Agrees to abide by all policies and procedures as mandated by the County with regards to the shelter.
- k. Agrees not to circumvent the authority of the ACO, or other designated County employee or officials in charge of the shelter.
- l. Adoption Agency shall maintain and provide to the ACO an updated list of their volunteers and employees covered under the Adoptive Agency's liability insurance policy.

2. Acceptance of Adoption Agency

After consideration of the above requirements, and another factors deemed appropriate and relevant, the Fiscal Court shall either reject or approve an Adoption Agency.

3. Annual Re-evaluation of Approved Adoption Agency

The Fiscal Court shall review the status of all Approved Adoption Agencies on an annual basis.

4. Termination of Relationship with Approved Adoption Agency

The Fiscal Court or Approved Adoption Agency shall have the right to terminate any agreement at any time.

5. Access to Shelter

Designated volunteers and employees of the Approved Adoption Agency shall have access to the shelter for purposes of fulfilling adoption goals and objectives with the coordination and approval of the ACO.

6. Animals relinquished to an Approved Adoption Agency shall become the sole responsibility of the Approved Adoptions Agency.

Approved by Nicholas County Fiscal Court
On this the 21st day of September, 2012.