

SUBJECT: ANIMAL MAINTENANCE

POLICY:

Greenhill Humane Society is committed to achieving the highest level of care for the animals in our shelters. We follow the guidelines established by the Association of Shelter Veterinarians Guidelines for Standards of Care in Animal Shelters.

Emphasis is placed upon activities and procedures that prevent the spread of communicable diseases, create a better environment for the animals, staff, and visitors, and minimize the length of time that an animal remains in the shelter.

On a daily basis, kennel and cattery staff will inspect the animal holding areas at the beginning of their shift, prior to the facility being opened to the public, and prior to the end of their shift. A daily accounting of the animals within the shelter will occur to ensure humane care, identify animals with the potential for adoption or transfer, and ensure that they are moving through the system as expeditiously as possible.

The cleaning process described below will be conducted on all vacated kennels before a new occupant is placed in the kennel. In the event that the same animal is remaining in a cage or kennel, spot cleaning of kennels may be done on minimally soiled kennels or cages, according to the Guidelines for Standards of Care in Animal Shelters. This involves cleaning and replacing water and food bowls and removal of waste.

Safety equipment should always be used during the cleaning process when coming into contact with cleaning solvents, according to MSDS requirements. A new pair of rubber gloves will be worn when handling each individually housed cat. Hand sanitizer will be used in between handling each dog. Cats that are fractious need to be handled with proper precautions, including Kevlar lined gloves or cage separators, to prevent injury to staff.

Inside runs and cat cages should be checked frequently throughout the day and cleaned as needed, as well as replenishing water. It is important that the health and condition of each animal be also checked frequently. Any unusual behavior or health concerns should be brought to the attention of the medical staff using the wipe off boards. Fecal matter deposited inside the runs is removed prior to the close of business each day.

All soiled blankets, towels, sheets and washable toys are washed, disinfected, and dried daily.

Areas that are not used to house animals but are part of the kennel area of the shelter shall be cleaned at least weekly and properly maintained.

All recyclable materials should be separated for recycling.

All staff should be trained on proper procedures for identifying animals with infectious disease, quarantine procedures, safe and humane animal handling, and proper sanitation techniques.

PROCEDURE:

RESPONSIBILITY

ACTION

**For Dogs:**

Kennel Staff

1. At the beginning of each day, conducts visual check of each animal, including outside holding cages, and its environment to determine if it needs immediate attention. Ensures animals are up, alert, and there are no obvious signs of health problems.

**In case of emergency contact the Veterinarian on call.**

2. Feeds dogs half of recommended daily portion (see Animal Feeding Protocol).
3. Checks medications log and medicates dogs as needed.
4. Gathers all items and equipment needed for cleaning kennels (gloves, rubber boots, scrub brush, and squeegee).
5. Cleans each kennel:
  - Secures dog in outside section of kennel with guillotine door closed while cleaning.
  - Removes toys, food bowls, beds, and bedding; places blankets and sheets in laundry barrels.
  - Empty water bowls and buckets.
  - Removes toys and food bowls to the wash area for cleaning, disposing of all remaining food.
  - Removes all feces from cages with scooper and deposits into fecal matter receptacle.
  - Hoses runs and middle walkway and chain link fence thoroughly. Sprays kennel floors, beds, under guillotine doors, top of walls, lifting boards and rinsing supports and walls as needed to loosen any feces, ensuring that no feces or other material remains in the run after rinsing, removing all debris.
  - Cleans runs, walkway, and water bowls with diluted Super HDQ. Scrubs all surfaces,

- including beds, thoroughly with long handled scrub brush. (Material Safety Data Sheets for assigned cleaners, and disinfectants are located in kennel office).
- After scrubbing, lets sit for 10 minutes and then rinses kennels.
  - Leans beds on the inside wall of the kennel. Squeegee the middle runway and scoops out the gutters.
  - Once a week, a 1:32 bleach solution should be sprayed on kennels after scrubbing and left on for 10 minutes, then rinsed following the same rinsing procedure as outlined above. Undiluted bleach shall never be used.
  - Add clean bedding where it is needed.
  - Thoroughly sweeps and mops hall area adjacent to kennels (using diluted disinfectant cleaner).
  - Move dogs into primary enclosure and close guillotine doors.
  - Cleans and disinfects all equipment used to clean kennels.
6. Cleans outside run areas:
- Enters outside run gates, located on the north and south outside of primary enclosure.
  - Repeat the cleaning process above in #5 in outside run area. If temperatures are below freezing and there is ice build-up, scoops area instead.
  - Inspects work, and opens guillotine doors.
7. Washes laundry, food bowls, and toys throughout the morning. This must be completed in order to have clean supplies for the following day.
8. Continues to clean runs as necessary though out the day, using the scooper, spray bottle of disinfectant and paper towels. (When time permits, or there are no clients). If fecal matter is visible, closes guillotine doors until able to scoop the run (as soon as possible).
9. During winter months, disconnects and drains outside hoses at the end of the shift according to weather conditions and freeze predictions.
10. Feeds dogs remaining food in afternoon, unless

otherwise noted.

**For Cats:**

Cattery Staff

1. At the beginning of each day, conducts visual check of each animal and its environment to determine if it needs immediate attention. Ensures animals are up, alert, and there are no obvious signs of health problems.

**In case of emergency contact the veterinarian on call.**

2. Feeds and medicates cats as needed. Staff should be especially careful with cats in the isolation area. Cats with any contagious disease should be fed and medicated last. Employees should use a new pair of gloves in between handling each cat, and a separate scrub top when handling cats with potentially infectious disease.
3. Gathers all items and equipment needed for cleaning cages (gloves, disinfectant spray bottle, scrub brush, litter, and clean bedding);
  - Trifectant will be used to clean all cages in the cattery.
4. Cleans each cage:
  - Removes cats or kittens from dirty cages in the section to be cleaned and places each into its portable cardboard carrier, labeled with the cat's name/number. Or, if not deep cleaning may leave the cat in the cage.
  - Removes food and water bowls (emptying contents), dirty litter box, bedding; places blankets and sheets in laundry barrels.
  - Sprays each cage thoroughly with disinfectant; scrubs all surfaces well, including the cage door, back, and edges with a Trifectant. Lets sit for 10 minutes. Uses a clean dry rag or paper towels to dry the cage.
5. Places new clean food and water bowls, toys, litter box, and clean bedding into cage.
6. Returns cats to the cage, checking that the correct paperwork is attached to the cage. Stores the portable carrier for use with specific cat during future cleanings.

7. Sweeps and mops floor.
8. Cleans rest of cattery with Trifectant detergent / disinfectant, including walls, between and tops of cages, windowsills, and all other surfaces within the room when time permits.
9. Cleans isolation room, following procedures above. To contain the spread of disease, the isolation room should always be cleaned after the main cattery is done. A separate garbage can is provided in the isolation area and should be used for that room's waste and changed daily.
10. Empties both garbage cans and replaces the liners.
11. When feed and litter buckets are empty, cleans and disinfects buckets and refills each.

REFERENCE:

ATTACHMENTS:

Kennel Feeding Protocol  
Trifectant Use Protocol  
HDQ Use Protocol  
Kennel Cleaning Protocol

# Canine Feeding Recommendations

The following are general guidelines. Every dog is different depending on metabolism, amount of exercise, and stress level.

1. Thin or overweight dogs should be examined by the Director of Shelter Medicine (DSM) so an appropriate diet plan can be recommended. In most cases, thin dogs will be fed 25-50% more than listed below. Overweight dogs may be fed a special low-calorie food at the same volume listed below.
2. Dogs on canned food or special training regimens that involve treats may need less dry food.
3. Dogs that are sick (such as kennel cough) should not be on a weight loss diet until they become healthy. Check with DSM if this situation arises.
4. **FYI only:** The daily food requirement for a neutered adult dog is calculated using the formula  $ME=(1.6)[(70)(BW \text{ in kg})^{0.75}]$ . Multiply X 4 for puppies <4 mo, X 2 puppies 4 mo-1 yr, divide by 1.6 if overweight. Then divide this number by the kcal of ME per cup of food. Science Diet Adult dry food has 365 kcal/cup. Science Diet puppy dry food has 375 kcal/cup. For all other foods, you will have to find this info online or through the food manufacturer. (Sometimes it is listed on the bag.)

***Weight of dog (lbs)***

***cups of dry food to feed per day***

	<u>ADULT FOOD</u>	<u>PUPPY FOOD</u>	
		<4 mo	4-12 mo
5	½	1	1
10	1	1 ¾	1 ½
20	1 ½	3	2 1/3
40	2 ½	4 ¾	4
60	3 ½	6 2/3	5 ½
80	4 ¼	8 ¼	6 ¾
100	5 ¼	9 2/3	8

# Trifectant Use Protocol

## General Information:

Trifectant is potassium peroxymonosulfate, a broad spectrum disinfectant. It is a peroxygen, organic acid and surfactant combination that works by oxidizing (denaturing) the proteins and lipids of microorganisms. It is effective against bacteria, fungi, nonenveloped viruses (including parvo and feline calicivirus), and spores (but not necessarily ringworm).

Trifectant comes as a powder that is mixed with water to form a bright yellow, citrus scented solution. Within a few days after mixing, the solution may turn clear and have a “bleachy” odor. This is normal and does not indicate loss of effectiveness for cleaning. The bleachy odor may become stronger over time.

## Cautions:

Trifectant in the powder form is corrosive, so gloves and a mask should be worn when making up the solution. Once mixed, the solution is very safe to people and animals (more safe than most quaternary ammonium compounds such as HDQ) but may still be corrosive to metal surfaces and surgery instruments if soaked longer than 10 minutes. (See general use instructions below.)

## Preparing the Solution:

Use the measuring cup provided in the Trifectant container. Add 1 level scoop (1.3 oz) to 1 gallon of water. Once mixed, the solution is good for **7 days**. After 7 days, any remaining solution must be discarded, and the bottle should be rinsed well with water before refilling it. Failure to rinse the bottle in between batches may cause the solution to turn clear prematurely. Always keep Trifectant in a closed container (such as a sprayer bottle), as it may cause corrosion of metal hinges inside cabinets and drawers if left in an open container.

## General Use Instructions:

Trifectant can be used as a “one step” cleaning and disinfecting agent in most situations. However, although Trifectant is effective in the presence of organic material, it is always recommended to remove any organic material from the area to be cleaned prior to using any disinfectant. A 10 minute contact time is recommended, especially if parvo, calicivirus, or other highly infectious agents are suspected. If ringworm is known to be present, bleach should be used instead of Trifectant for disinfection after cleaning. For everything else, Trifectant is effective. Trifectant can be used to clean ET tubes, table tops, floors, plastic heating pads/disks, etc. Use caution on floors- may be slippery. Metal objects, such as surgical instruments, should not be soaked for longer than 10 minutes or corrosion may occur. Always rinse metal objects with water after cleaning with Trifectant (except stainless steel tables.)

## Emergency First Aid Treatment:

If in eyes: Rinse with water for 20 minutes.

Remove contaminated clothing and rinse skin with water if contact with powder form occurs. See additional information on MSDS sheet or call poison control.

# HDQ Use Protocol

## **General Information:**

Super HDQ Neutral (HDQ) is a quaternary ammonium disinfectant. It is a combination product containing a detergent, deodorizer and a disinfectant. It is effective against bacteria, fungi, and the viruses that cause kennel cough and distemper. It is somewhat effective against parvo.

HDQ comes as a concentrated, thick liquid in 5 gallon buckets. It should be diluted with tap water to make a blue/green solution. Once diluted, it is stable for an extended period of time. It should be discarded if the solution appears discolored or dirty with debris.

## **Cautions:**

HDQ in the concentrated form is toxic to skin and eyes, and dangerous if inhaled or ingested. Gloves and eye protection *must* be worn when working with the concentrate. Once mixed, the solution is still toxic (but less so) if exposed to skin and eyes, inhaled or ingested. Read MSDS prior to using. *If splashed in eyes, use emergency eye wash station and seek medical attention immediately.* If HDQ is used around cats, areas must be completely rinsed and dried before cats are reintroduced. Cats will lick HDQ off their coat and feet and may develop severe oral ulcers (sores) and respiratory disease when exposed to this product. Unlike Trifectant, HDQ will not cause corrosion of metal equipment.

## **Preparing the Solution:**

Use ½ ounce of HDQ concentrate per gallon of tap water and mix. The pump on the HDQ bucket is set to deliver a specific volume per pump, and can be used to measure out the needed amount from the bucket. *Always use gloves and eye protection when handling or pumping the concentrate.*

## **General Use Instructions:**

HDQ can be used as a “one step” cleaning and disinfecting agent in most situations. Although HDQ is effective in the presence of organic material, it is always recommended to remove any organic material from the area to be cleaned prior to using any disinfectant. A 10 minute contact time is recommended. If parvo or ringworm are known or suspected to be present, bleach should be used after cleaning with HDQ (2 step process). HDQ should not be used to clean medical supplies, kitchen utensils, or anything that will be put inside the body.

## **Emergency First Aid Treatment:**

On skin: Immediately rinse area with water. See MSDS.

In eyes: Immediately use emergency eye wash station for at least 15 min. Seek medical help. See MSDS.

Ingestion: Call Poison Control for immediate medical help. Sip water.

# Kennel Cleaning Protocol

## General Information and Products Used:

Super HDQ Neutral (HDQ) is a quaternary ammonium cleaner and disinfectant. It is a combination product containing a detergent, deodorizer and a disinfectant. It is effective against bacteria, fungi, and the viruses that cause kennel cough and distemper. It is somewhat effective against parvo.

Bleach is a disinfectant but not a cleaning agent. It should be used only after another cleaning product such as HDQ or degreaser is used. It is ineffective if organic matter (feces, vomit, dirt and debris) is still present. Once diluted, it must be used within 24 hours. It is effective against bacteria, fungi, and viruses, including parvo.

Chlorinated Degreaser is a strong detergent. It removes oily organic matter and debris better than most cleaners. Although it contains bleach, it is not effective as a disinfectant. **\*\*Gloves, goggles and protective clothing MUST be worn when handling the concentrated form of these chemicals!! Gloves, goggles, masks, and protective clothing are recommended when handling or spraying these chemicals.\*\***

## Cleaning schedule:

Monday-HDQ

Tuesday-HDQ

Wednesday-HDQ

Thursday- Degreaser followed by bleach

Friday-HDQ

Saturday-HDQ

Sunday-HDQ

## Settings For Hose Sprayer –

**HDQ-** Use ½ ounce/gallon. Set at 1 Tbs on dilution hose sprayer.

**Degreaser-** Use ¼ oz/gallon. Set at 6 oz on dilution hose sprayer.

**Bleach** – Use 4 oz per gallon. Set at 4 oz/gallon on dilution hose sprayer.

## How to Clean:

### Spot Cleaning (should be done when kennel is mostly clean)

1. Remove food and water bowls, discard contents and put in sink. Replace with clean bowls with fresh food and water. Toys and bedding should be removed if they are soiled (always check that they are dry).

**Deep Cleaning** (should be done whenever kennel is mostly soiled, or if new occupant will be using kennel):

1. Put on protective clothing, including rubber boots, mask, gloves, apron if needed.
2. Remove all fecal piles with scooper. Remove food and water bowls, discard contents and put in sink. Remove toys for cleaning

3. Rinse out entire kennel, including walls, gate, floor, and focusing on corners. Make sure all traces of fur and debris are hosed free.
4. Apply cleaner according to schedule above.
  - a. For HDQ, spray on liberally. Scrub entire floor, walls, gate and any areas with any remaining debris that is noticed. Allow to sit for 10 min. Rinse with water. Squeegee excess water from floor and allow to dry.
  - b. For Degreaser/bleach, spray Degreaser foam liberally on all surfaces and scrub surfaces (as with HDQ above). Let sit 5 min. Do not allow to dry. Rinse with water. Spray bleach liberally on all surfaces. Let sit 10 min. Rinse with water. Squeegee excess water from floor and allow to dry.
5. If current occupant is staying in kennel, replace bedding, food and water bowls, toys.
6. Once all kennels have been cleaned, clean center walkway.
7. Make sure trenches are not clogged and are draining.
8. Clean all equipment used for cleaning (boots, brushes and squeegees) using HDQ, allow to dry and put away.

**For mop Buckets –**

**HDQ-** Use 3 pumps (set at ½ ounce) to cold or lukewarm (not hot) tap water in the mop bucket (contains about 6 gallons when filled halfway).

**\*\*Note:** mop buckets should only be used for cleaning up urine, muddy footprints, spilled soda, small blood spots (as from in heat dogs) and other *non-infectious* spills. Never use the mop to wipe up feces. If the mop bucket becomes cloudy it should be dumped and refilled.\*\*

The mop head should be changed every day (or more often if soiled). Dirty mop heads should be rinsed of all visible debris, then put in the washing machine.

**For foot baths:** Foot baths should never be used, unless directed by the veterinarian.