

STANISLAUS ANIMAL SERVICES AGENCY
POLICY & PROCEDURE MANUAL



Created December 2025

Stanislaus Animal Services Agency Workplace Culture Expectations

Create and Maintain a Safe Workplace:

- Take responsibility for keeping yourself, coworkers, volunteers, visitors, and animals safe.
- Be part of creating and maintaining a culture of safety, even when you're in a hurry.
- Know your own limitations and seek help when needed.
- Bring safety concerns to the attention of your supervisor.

Strive for Excellence

- Make customer service a priority and strive to constantly improve the customer experience, both internally and externally.
- Be willing to continue to learn and improve oneself professionally through training, reading and other learning opportunities.
- Educate yourself on national and regional best practices in animal welfare.
- Be thorough, careful, and precise in all work.
- Think and act constructively and look for solutions to make things better for animals and people.

Support a Collaborative Animal Shelter:

- Practice "we" thinking. We achieve goals together or not at all.
- Understand that whether as an individual or work groups, we all share the same goals and play different, valuable roles in achieving them.
- Support, mentor, and uplift coworkers.
- When faced with conflict with individuals or between teams, focus on the situation or problem rather than the individual(s).
- Maintain constructive relationships with coworkers and between teams.
- Lead by example.
- Set each other up for success by sharing information, helping each other, and keeping workspaces organized and stocked with supplies.

Demonstrate a Commitment to Healthy Communication:

- Communicate with staff, volunteers, other professionals, and the public in a professional, positive, and helpful manner.
- Deliver and receive feedback, suggestions, and other communications in a respectful and open-minded manner.
- Share information that affects others with them in a timely manner.
- Take a stand to stop gossip, conflicts and negativity and be part of solutions.
- Take time to listen and understand before responding to the community, volunteers, and each other.



Be Respectful:

- Respect different opinions and workstyles.
- Respect decisions made and directives given.
- Show compassion for and have patience with your co-workers.
- Respect all employees and volunteers equally, regardless of job title or opinion.
- Expect differences, know differences are not wrong and how to handle conflict with individuals or teams constructively.
- Look for the contribution each person makes in helping animals and people in need.

Promote Trust:

- Take responsibility for yourself and be accountable for your own actions.
- Commit to working for a safe, humane future for animals and people.
- Build trust in all your interactions, regardless of who they are with.
- If you have questions or concerns, communicate upward, rather than complaining to or gossiping with others.
- Provide accurate, thorough, objective documentation.
- Follow instructions carefully, meet deadlines when assigned.
- Ask for help and training when you don't understand something.

Acknowledge the Emotional Aspect of Our Work:

- Remember to have a sense of humor, but never at the expense of others or professionalism.
- Identify healthy ways to reduce and relieve stress.
- Take care of yourself, paying attention to your work/life balance.
- Find appropriate ways to express strong emotions as they arise.
- Respect others' response to emotions - they may be different than yours.
- Treat your colleagues as members of your Animal Services family.
- Have fun!

Show Appreciation:

- Remember why you have chosen to work in animal welfare.
- Practice appreciation at all levels and every day.
- Acknowledge people when they do good things. Shout-outs should be a daily occurrence!
- Thank others when they make your day better and brighter.

Be Safe and Compassionate When Handling Animals:

- Treat all animals in your care with patience, kindness, and compassion.
- Become adept at reading animal behavior to make sound, safe handling decisions.
- Pursue and take advantage of training opportunities offered at the shelter to help you become a better animal handler.
- Recognize each animal is an individual and should be treated as such. Avoid stereotypes and generalizations about breed, type, etc.

- Model safe, humane handling to other staff, volunteers, and the public. You are the expert.

"I acknowledge I have received, read and understand the SASA Workplace Culture Agreement and I agree to follow it."

Name (please print) _____

Signature _____

Date: _____

Administration

Coming Soon

All Staff

Procedure Title:	Intake Deferment Triage	
Procedure #:	AS-0001	Effective Date: 08.18.25
Revisions:		
Final Approval:	Lily Yap, Executive Director	
Corresponding Procedure(s):		

Purpose:

To promote intake diversion programming while maintaining our position as the safety net for our jurisdiction’s stray and unwanted animals.

Scope:

All SASA staff.

1.0 Policy:

The policy of the SASA is to ensure

- Transparency and consistency in all intake, diversion, and anticipated placement decisions
- Our facility does not ultimately turn away animals found or surrendered within our jurisdiction by citizens with valid identification
- Maximized life-saving capacity at all times through community-based solutions and/or intake diversion programming

We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

Client Services – provides initial point of contact, confirming jurisdictional eligibility and creating PID, if needed

Shelter staff – confirms completed documentation, new information, and ultimate impounding of animal

3.0 Procedures:

Emergent cases, including sick, injured, and/or aggressive animals generally merit immediate intake. The following options are provided to non-emergent cases in order of preference.

3.1 Foster to Finder Program

NOTE: TNR-eligible stray cats will not be eligible for this program, see 3.2 for appointment availability

3.1.1 Citizen checks in with Client Services/front desk, front desk

Prints appointment questionnaire (see Attachment 1 – Appointment Questionnaire) or provides new intake form and pet profile if pet has been held overnight (see Attachment 2 – Intake Forms)

- Takes government issue ID
- Scans pet for microchip
- Impounds animal, placing in kennel F01, and completes pet profile for any animals that were held overnight
- Prints/completes foster contract
- Schedules pet for surgery
- Radios Receiving to advise of incoming appointment/walk-up.

3.1.2 Shelter staff completes intake exam, notifying Hospital staff of any issues requiring vet check prior to pet's departure. Animal will receive microchip (if none found), vaccinations, and flea treatment. Weight, age and photo will be taken.

3.1.3 Shelter staff provides supplies, if needed, and Foster email and desk line in the event of

- Owner reclaim, indicating process for shelter to update records and process waived fee RTO
- Foster or adoption transfer; paperwork will need to be transferred prior to animal transfer
- Adoption decision, after which animal can be removed from the website after stray hold and adoption finalized after surgery

3.1.4 Intake and pet profile (if applicable) forms are signed and stored.

3.2 Drop-off Appointments

Appointments are strongly encouraged for all non-emergent drop-off's (see Attachment 4 – Stray Intake Scripts) to minimize capacity-related euthanasia.

3.2.1 Citizens are generally expected to go online to schedule appointments for stray or owned animal drop-off (see Attachment 3 – Intake Schedule)

3.2.2 Flags for Client Services to follow up prior to drop-off include:

- Notes that animal is microchipped
- Indication that animal is actually owned by citizen dropping off as finder

3.2.3 Any healthy, stray cats estimated at 12 weeks and older will be admitted for immediate TNR routing; staff will confirm

- to check the box if interested in pick-up, explaining how they will be notified and the limited time frame of notice
 - if unable to pick the cat up, an officer will release the following morning
- 3.2.4 Citizen checks in with Client Services; Client Services prints appointment questionnaire (see Attachment 1 – Appointment Questionnaire), takes or verifies government issue ID, and confirms that citizen has already received information on Finder to Foster. If not, see Attachment 4 – Stray Intake Scripts for walk-ups.
- 3.2.5 If citizen still confirms for drop-off, front desk creates PID and radios Receiving to advise of incoming appointment.
- 3.2.6 Shelter staff will scan pet for a microchip while they are still in possession of the finder; if a microchip is located, information will be searched while finder is onsite and Finder to Foster option can be extended again. NOTE: if microchip traces back to “finder”, the individual will be directed to make an owner surrender appointment and/or utilize the Home-to-Home platform.
- 3.2.7 Shelter staff will confirm any unanswered questions from finder, note why the individual was unable to hold pet, and receive signed intake form for system entry/filing.

3.3 Walk-up’s

Although discouraged and subject to a wait in favor of serving appointments, operations will be prepared to serve walk-ups in the event that a citizen is unable or unwilling to utilize alternate programming.

- 3.3.1 Citizen checks in with Client Services; Client Services provides new intake form (see Attachment 2 – Intake Form) and confirms that citizen has already received information on Finder to Foster Programming as well as the procedure following a stray animal intake. If not, see Attachment 4 – Stray Intake Scripts for walk-ups.
- 3.3.2 If citizen still confirms for drop-off, front desk creates PID and radios Receiving to advise of incoming appointment.
- 3.3.3 Shelter staff will scan pet for a microchip while they are still in possession of the finder; if a microchip is located, information will be searched while finder is onsite and Finder to Foster option can be extended again. NOTE: if microchip traces back to “finder”, the individual

will be directed to make an owner surrender appointment and/or utilize the Home-to-Home platform.

- 3.3.4 Shelter staff will confirm any unanswered questions from finder, note why the individual was unable to hold pet, and receive signed intake form for system entry/filing.

4.0 Definitions/Acronyms:

PID – Person Identification in Chameleon software

TNR – Trap Neuter Return

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

STRAY INTAKE- INTAKE FORM

Attachment #1

The Agency reserves the right to determine the animal's disposition, which may include adoption, returning the animal to its owner, euthanasia or release to another animal welfare organization which may ensure the a dog/cat is surgically sterilized. If you reside in the City Limits of Newman, City Limits of Oakdale, City Limits of Riverbank or the City Limits of Turlock, please contact your local animal shelter. Please note that if the intake form is not completed in full and for its intended purpose, your appointment may be cancelled.

Is this animal:

- Cat
- Dog
- Other

__ I understand that by scheduling an appointment for a stray cat, the intended purpose is TrapNeuter-Return (TNR). I acknowledge that I will be responsible for picking up the cat within the scheduled pick-up timeframe (typically 1–7 days after intake).

- Complete address this dog/cat was found. How long have you had the dog/cat?
- Do you know the name of the owner or where the dog/cat lives? YES or NO
- Possible owner and/or address
- Did you ask any near by neighbors if they recognize this dog/cat? YES or NO
- Did you check any website or application, such as PawBoost.com, to see if anyone reported this dog/cat missing? YES or NO
- Have you had the dog/cat scanned for a microchip? YES or NO
- If Yes, What is the microchip number? If No, say NA
- During your time with this dog/cat, were they around children, other dogs, cats or livestock?
- Dog Breed-- Cat Short Hair or Long hair?
- Dog/Cat Color(s)
- Finder's Full Name (as shown on ID)
- Finder's Full Address



Office Use – A#
Litter #
Of Animals

DOG CAT

Full address where this animal was found.

_____ Zip Code: _____

When was this animal found: _____

Is this address the exact address or best guess? Exact Best Guess

This address is (check all that apply):

Abandoned Building Business Vacant Lot Alley Park Private Residence
 Apartment Complex Other information about this location: _____

Did you check any website or application, such as PawBoost or 209 Lost and Found, to see if anyone is missing this Pet? Yes No

Do you know if this animal is nursing? Yes No

Do you know if anyone owns this animal? If so, who? _____

Was this animal wearing a collar? Yes No

During your time with this animal, were they around children, other dogs, other cats or livestock?

To the best of my knowledge the above described animal HAS/HAS NOT bitten a person in the last 10 days. Yes No

I release the Stanislaus Animal Services Agency, their officers, employees, agents and volunteers, from any and all claims, liabilities, expenses, or judgements, arising from the acceptance, destruction and/or other disposition of this animal. I declare under penalty of perjury that this animal DOES NOT belong to me and that the foregoing is true and correct to the best of my knowledge.

The Agency reserves the right to determine the animal's disposition, which may include euthanasia, adoption, returning the animal to its owner or release to another animal welfare organization. The Agency does participate in a shelter/neuter/return program for eligible stray cats.

SIGNED: _____ DATE: _____

Your Name: Last, First	ID/Driver's License#:	DOB:
Your Street Address, City, Zip Code	Email:	Phone:

For eligible stray cat that are participating in our shelter/spay/neuter/return program:

I am interested and available to pick up this stray cat





Pet Personality Profile

The Agency reserves the right to determine the animal's disposition, which may include adoption, returning the animal to its owner, release to another animal welfare organization or euthanasia. The request for surrender may be denied or delayed.

I understand and agree that ID and proof of residency will be required at your appointment. Owner Surrender Services are for residents of Stanislaus Animal Services Agency's Licensing Jurisdiction.

Does this dog have a microchip? _____

Does this dog/cat have a current rabies vaccination? _____

Has this dog/cat been around any other dogs, cats, livestock? _____

Was this pet in your home? _____

How did they behave during your time with them? _____

Were they around any children and how did they behave? _____

Please check any that applies to this pet

<input type="checkbox"/> Indoor Day	<input type="checkbox"/> Crate Trained	<input type="checkbox"/> Attacks Cats
<input type="checkbox"/> Indoor Night	<input type="checkbox"/> Potty Trained	<input type="checkbox"/> Couch Potato
<input type="checkbox"/> Indoor Both	<input type="checkbox"/> Not Potty Trained	<input type="checkbox"/> Prefers to be only pet
<input type="checkbox"/> Outdoor Day	<input type="checkbox"/> Good on Leash	<input type="checkbox"/> High energy
<input type="checkbox"/> Outdoor Night	<input type="checkbox"/> Pulls on Lease	
<input type="checkbox"/> Outdoor Both	<input type="checkbox"/> Good with Children	<div style="border: 1px solid black; padding: 2px; text-align: center;">CATS:</div>
<input type="checkbox"/> Destructive Inside	<input type="checkbox"/> Not fond of Children	<input type="checkbox"/> Not good with other cats
<input type="checkbox"/> Destructive Outside	<input type="checkbox"/> Obidient	<input type="checkbox"/> Not good with other dogs
<input type="checkbox"/> Digs in the yard	<input type="checkbox"/> Door Dashes	<input type="checkbox"/> Litterbox trained
<input type="checkbox"/> Loves to go for walks	<input type="checkbox"/> Curious about cats	<input type="checkbox"/> Outdoor only
<input type="checkbox"/> Loves to go for a run	<input type="checkbox"/> Good with Cats	

Has this animal bitten any person in the last 10 days YES OR NO

Has this animal ever bitten someone YES OR NO

Animal ID#: A-

Attachent 3 – Intake Schedule

Stray Drop-off:

Monday – Saturday

- 10:30am (not available Wednesday)
- 1:30pm
- 2:30pm

Finder to Foster:

(staff schedule only)

Monday – Saturday

- 10:00am (not available Wednesday)
- 2:00pm
- 3:00pm

Owner Surrender:

Monday – Saturday

- 3:30pm

Stray Intake Script

Attachment 4

WALK-UPS

Front Desk

- Request a government issued ID and get a copy
 - If asked why, explain that we are a government entity serving a specific jurisdiction and the information provided to us becomes public record. When citizens drop off, we have to verify identity and confirm that individual is certifying the information provided as true and accurate
- Inquire what is going on, including:
 - Where animal was found (NOTE: citizens that found a stray or live (for owner surrenders) outside of jurisdiction should be referred to the number for their local Animal Services Department)
 - How long they have had the pet
 - NOTE: Situations involving a sick, injured, and/or aggressive pet may be escalated immediately.
- Advise that when animals are not sick, injured, or aggressive we have either a Finder to Foster Program or appointments for sign up online (provide business card with QR code).
 - If interested in F2F, inquire if they would prefer to stay for an exam to be completed on the pet or have us set an appointment manually
 - If a drop-off, whether appointment or immediate, is preferred....
 - Scan pet
 - If microchipped to the individual dropping off, direct to owner surrender appointments
 - Provide microchip company information to the finder to connect with pet owner
 - If not microchipped...
 - advise citizen that it is important to us that we maintain full transparency with our citizens and that we encourage F2F Programming to reduce capacity-related euthanasia.
 - Emphasize that pets are generally found within a mile from home and owners are much more likely to retrieve pets from a neighbor than the shelter, where they may be afraid of getting in trouble
 - Inquire if any supplies could be provided to facilitate a short-term stay for the pet
 - If a drop-off is still preferred...

- Express understanding and appreciation for them taking time to step up for the community's animals
- Request that they keep the appointment card so an appointment can be made for any future strays found
- Explain that, to support reunification with the pet's family, following drop off...
 - a call will be generated for the officers to canvas the area where the animal was found for people that may recognize them
 - If that is ineffective, an officer will also canvas the finder's area as an additional precaution (NOTE: if citizen expresses concern about this step clarify that it will likely be unnecessary due to the success of canvassing the "found" area, but that it is our policy due to owned animals being dropped off as strays)
- Return ID and, if staying for walk-up drop-off, provide with intake form, resource sheet for found animals, and appointment card, advising...
 - At any point, particularly if the wait is too long, they are welcome to make an appointment online instead, emphasizing that there are both owner and stray intake appointments online
 - To wait at Code 5

GENERAL CALL-IN'S

- Inquire what is going on, including
 - Where animal was found (NOTE: citizens that found a stray or live (for owner surrenders) outside of jurisdiction should be referred to the number for their local Animal Services Department)
 - How long they have had the pet
 - NOTE: Situations involving a sick, injured, and/or aggressive pet may be escalated immediately.
- Advise that when animals are not sick, injured, or aggressive we have either a Finder to Foster Program, where an appointment for an exam could be expedited (confirm schedule, but generally next day) or drop-off appointments for sign up online
 - If interested in F2F, advised caller to come in to shelter for the animal to be processed or take the callers information and provide it to the front office staff to make an appointment.
 - If a drop-off, whether appointment or immediate as walk-up, is preferred...
 - advise citizen that it is important to us that we maintain full transparency with our citizens and that we encourage F2F Programming to reduce capacity-related euthanasia.

- Emphasize that pets are generally found within a mile from home and owners are much more likely to retrieve pets from a neighbor than the shelter, where they may be afraid of getting in trouble
- Note that a government issued ID is required at drop-off
 - If asked why, explain that we are a government entity serving a specific jurisdiction and the information provided to us becomes public record. When citizens drop off, we have to verify identity and confirm that individual is certifying the information provided as true and accurate
- If opting for a walk-up, emphasize that appointments that are emergent cases are prioritized so there will likely be a wait
- Suggest scanning pet at local vet clinic and/or posting to social media
- Assure that even if these reunification efforts are not effective, we have a safety net because following drop-off...
 - a call will be generated for the officers to canvas the area where the animal was found for people that may recognize them
 - If that is ineffective, an officer will also canvas the finder's area as an additional precaution (NOTE: if citizen expresses concern about this step clarify that it will likely be unnecessary due to the success of canvassing the "found" area, but that it is our policy due to owned animals being dropped off as strays)
- If a drop-off is still preferred...
 - Express understanding and appreciation for them taking time to step up for the community's animals and if they are having any trouble making a stray appointment to keep checking the website or call us back for a F2F appointment if they change their mind

DISPATCH CALL IN'S

- Inquire what is going on, including
 - Where animal was found (NOTE: citizens that found a stray or live (for owner surrenders) outside of jurisdiction should be referred to the number for their local Animal Services Department)
 - How long they have had the pet
 - NOTE: Situations involving a sick, injured, and/or aggressive pet may be escalated to a call for service immediately.
- Advise that when animals are not sick, injured, or aggressive we have either a Finder to Foster Program, where an appointment for an exam could be expedited (confirm schedule, but generally next day) or drop-off appointments for sign up online

- If interested in F2F, set an appointment manually and advise that if any supplies would be helpful for the short-term stay of the pet, they can tell intake staff in order to assess availability
- If a drop-off, whether appointment or immediate as walk-up, is preferred...
 - advise citizen that it is important to us that we maintain full transparency with our citizens and that we encourage F2F Programming to reduce capacity-related euthanasia.
 - Emphasize that pets are generally found within a mile from home and owners are much more likely to retrieve pets from a neighbor than the shelter, where they may be afraid of getting in trouble
 - Note that a government issued ID is required at drop-off
 - If asked why, explain that we are a government entity serving a specific jurisdiction and the information provided to us becomes public record. When citizens drop off, we have to verify identity and confirm that individual is certifying the information provided as true and accurate
 - If opting for a walk-up, emphasize that appointments that are emergent cases are prioritized so there will likely be a wait
 - Suggest scanning pet at local vet clinic and/or posting to social media
- If a pick-up is still preferred...
 - Express understanding and appreciation for them taking time to step up for the community's animals
 - Assure that even if their reunification efforts are not effective, we have a safety net because when the officer comes out they will...
 - scan the animal for a microchip
 - canvas the area for people that may recognize them
 - Advise that animal will be picked up by end of the following business day and government issued ID will be required at time of pick-up
 - If asked why, explain that we are a government entity serving a specific jurisdiction and the information provided to us becomes public record. When citizen enters a service request, we have to verify identity and confirm that individual is certifying the information provided as true and accurate

Procedure Title:	Dog Green/Yellow/R.E.D. Program	
Approved By:	Lily Yap, Executive Director	Effective Date: 12/12/25

Purpose:

To promote prompt, compassionate placement of as many animals as possible and maintain transparent communications while balancing overall staff capacity and resources.

Scope:

All SASA staff.

1.0 Policy:

“Hayden’s Law” (refer to Senate Bill 1785) creates a state-wide expectation that no adoptable or treatable animal should be euthanized if they can be placed in a suitable home.

The policy of the SASA is to ensure

- Clear communication regarding the status of each onsite animal eligible for placement; dogs excluded from this process meet organization’s criteria for “potentially dangerous dog” or “vicious dog”
- Objective criteria, outlined in R.E.D. Criteria document, is the basis of all capacity-related euthanasia decisions
- Life-saving capacity is maximized at any given point in time by targeting programming for several different populations

We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

Operations Manager – leads weekly R.E.D. List meetings and coordinates staff resources to expedite animal placement

Administrative/Operations Supervisors – coordinates communications and staff resources to expedite animal placement

All staff – highlights R.E.D. List animals, based on individual adopter needs, in order of urgency (with #1 being the most urgent)

3.0 Procedures:

3.1 Green

If eligible for placement in the general population due to health and handleability, a dog will default to green upon intake. Exceptions are dogs that have noted behavior meeting the criteria in Reference A – R.E.D. List Criteria.

3.2 Yellow

On Day #8, status of green pets will be adjusted to yellow following the Compassion Rounds Team review.

In the event that a dog has noted behavior meeting the criteria in Attachment 1 – R.E.D. List Criteria, the dog may be placed in an overflow area with the date of the subsequent R.E.D. List Meeting noted as the timeline for the pet to be moved to the viewable adoption floor or considered for capacity-related euthanasia, if necessary pending their placement on the R.E.D. List. Until placement on the R.E.D. List is verified, dogs meeting this criterion will be fast-tracked to yellow status, but still available on the website for adoption.

3.3 R.E.D.

- On a **weekly basis**, in the place of a standard AM email notification, the entirety of SASA staff is invited to provide input on that week's R.E.D. List, facilitated by the Operations Manager, to highlight the animals most in need of placement. This list will have a minimum of 20 dogs featured, but the final number will depend on capacity of our designated adoption area. If available animals are overflowed outside of this designated area, the total number from the previous week will increase by 5 dogs until hitting a maximum of 50. If animals are contained within their designated areas, the list will reduce by 5 until

hitting the minimum 20. Dogs under 25lbs will be included in the event that their designated area exceeds the 80% capacity.

NOTE: On weeks preceding a week that encompasses a county-observed holiday, the next week's list will also be sent out, to provide advanced notice, with the same number of pets included. Timelines and proactive efforts expectations will be modified for those pets based on the specific holiday schedule.

- Mandatory attendees include an Operations Supervisor involved in Rescue communications and at least one kennel staff member. The population will be reviewed for escalated behaviors/history and cumulative LOS criteria to facilitate a discussion on eligible candidates. Once the list is complete, shared document ([R.E.D. List - drafted \[date\].docx](#)) will be updated by EOD to reflect the date for that week's list. The outcome statistics for a rolling year will be shared based on outcomes from the previous week's list (V Drive/R.E.D. List).
- Operations Manager will mark any animals above the "Adoptability" Tier with "SUPR REV" sub status, update color status, and enter R.E.D. List & Proactive Efforts as a memo on each animal profile immediately following the meeting.
- For items not already notated as complete in Chameleon, respective supervisors will facilitate
 - o RESCUE: Communication with networkers/rescuers regarding updated list, utilizing the Weekly R.E.D. List Email Template (V Drive/Rescue/Email Templates), and posting of new kennel cards on wall by end of day
 - o SHELTER: Dog-to-dog evals, bios and updated pictures (if no picture has been added since intake) by end of the following business day
 - o CLIENT SERVICES Contact of all interested parties (including previous owners, adopters, reporting parties, etc) by

end of day utilizing R.E.D INTER PARTY Chameleon memo template

- On a **daily basis in the morning**, Operations Supervisor coordinating Rescue communications will send out a notification to dog rescue groups, with specification of which animals have timelines. Timeline tier(s) are based on capacity with a 6:30am designation, minimum 72hr notice and inclusion of the weekend. The number of animals will be calculated by
 - Walking through the designated large dog area to verify the number of available kennels (confirm the physical count reflects the database information)
 - Subtracting the number of large dogs expected to clear from ISO, the number of large dogs expected based on scheduled drop-off appointments, any animals in overflow within their timeline for movement to the adoption floor, and 2 additional kennels
 - Utilizing difference between this number and a 20% kennel availability setpoint for our designated large dog area, considering
 - An additional timeline if the number calculated exceeds the current number of dogs with a timeline (i.e. if the calculation indicates 4 kennels are required and only 2 dogs have timelines, 2 dogs will be communicated with the next timeline), differentiating the timelines tiers with highlights of varying colors
 - Discontinue additional timelines in the event that the new 72hr notice extends past the time of the weekly R.E.D. Meeting (i.e. if assessment for the next week's list is scheduled Wednesday, the latest timeline tier would be set on Saturday with a designation of 6:30am

on Wednesday; further capacity timelines would be deferred to the following week's list).

- NOTE: Exception to this daily assessment will be when all pets on the list either have a timeline designated already or have a pending/completed disposition.
- **In the evenings preceding a designated timeline**, Operations Supervisor coordinating Rescue communications will send out a final notification to dog rescue groups, noting the dogs that will be euthanized in the morning due to capacity constraints as well as the capacity for extension(s) and/or safety tags. The number of animals will be calculated by
 - o Walking through the designated large dog areas to verify number of available kennels (confirm physical count reflects the database information) after all outcomes and moves have been completed for the day
 - o Subtract any large dogs in receiving pending placement
 - o Utilizing the difference between this number and a 20% kennel availability setpoint for our designated large dog areas
 - o NOTE: If dogs under 25lbs have been included on the list, they will be considered for the same timelines IF their disposition leads to additional capacity (i.e. a small dog kennels to reach 20% availability and/or a large kennel)
- If the calculation for the designated large dog area is less than the number of animals on the proceeding day's timeline, the difference will result in that number of 24-hour extensions being given to the dogs lowest on the timeline list (i.e. if 6 dogs have a timeline for disposition the next day, and only 4 additional kennels are needed, 2 dogs will receive extensions). If the assessment falls on the day preceding the weekly R.E.D. List, animals eligible for extension will instead carry over onto the following week's list (i.e. if the R.E.D. List is generated on Wednesday, animals that receive extensions Tuesday

evening will be incorporated into the new week’s list and would be subject to the new timelines for *that* list).

- If designated large dog area has open kennels beyond the 20% setpoint, those will be extended for “safety tag” use for dogs lowest on the next day’s timeline list. Final communication will notate this option on each eligible pet, attaching a document (located in V Drive/R.E.D. List) outlining expectations for safety tagging.
- At this time as part of closing duties, Operations Supervisor coordinating Rescue communications will update the final timeline memo with pending outcome with subtype of “CAPACITY” or “CAPACITY-BEH”, and remove kennel cards of unavailable animals from the wall.

NOTE: If all kennel cards have been removed from the wall, the next 20 dogs will be placed on the wall based on LOS criteria to preemptively feature and waive adoption fees for candidates that will likely be on the subsequent list.

4.0 Definitions/Acronyms:

SASA – Stanislaus Animal Services Agency
 EOD – End of Day
 LOS – Length of stay
 SUPR REV – Supervisor Review
 ISO – Isolation
 BEH – Behavior

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
11/14/25	1	Purpose statement & holiday exception.	“Purpose” and 3.3
12/12/25	2	Removal of reference to non-viewable area & large dog gen pop, clarification that AM emails are not sent out on day of new R.E.D. List, creating a “cap” of R.E.D. List at 50 dogs, updating communications and timeline expectations, and outlining criteria for safety tagging/extensions	multiple

Procedure Title:	Pre-Adoption	
Procedure #:	AS-0004	Effective Date: 10.21.25
Revisions:		
Final Approval:	Lily Yap, Executive Director	
Corresponding Procedure(s):		

Purpose:

The purpose of the Pre-Adoption Program is to increase the likelihood of a positive outcome for animals by facilitating their placement as soon as possible following the mandatory stray hold period. After initial intake into our system, every effort is made to ensure a successful outcome. This program aims to enhance the chances of adoption and reduce the length of stay in the shelter, ultimately improving overall animal welfare.

Scope:

This policy applies to SASA staff involved in the dog pre-adoption process. The following positions are directly responsible for carrying out tasks outlined in this procedure:

- Animal Care Specialist I/II
- Animal Care Specialist III
- Administrative Clerk III

1.0 Policy: This policy is established to ensure accuracy, consistency, and effectiveness when processing Pre-Adoption procedures for dogs under the care of Stanislaus Animal Services Agency. It outlines the roles, responsibilities, and required steps to properly document interest, prepare animals for adoption or foster-to-adopt placement, and ensure timely communication with prospective adopters

2.0 Responsibilities:

- **Animal Care Specialist I/II** are responsible for completing the intake procedures for animals entering the Pre-Adoption Program. They must document and communicate any observed medical or behavioral concerns through appropriate memos or system notifications.

- **Animal Care Specialist III** are responsible for the following tasks in the Pre-Adoption Procedure:
 - Running the Pre-Adopt Surgery List Report regularly to ensure that pre-adopted animals are pulled in to hospital spay/neuter surgery on the first available surgery date on or after the Stray Hold is up.
 - Scheduling Adoption Pick-Up Appointments for prospective adopters after the surgery has been completed
- **Administrative Clerk III** is responsible for providing all available information from the animal’s file to the prospective adopter. Additionally, they must present and review the Pre-Adoption Agreement with the adopter, ensuring it is thoroughly understood and properly signed. A detailed memo must also be entered into both the animal’s ID and the prospective adopter’s Person ID to document the intent to adopt. This memo must indicate whether the adopter will return to finalize the adoption after the animal's spay/neuter procedure is completed, or if the adopter is scheduled to begin the Foster-to-Adopt process at the time of pick-up.

3.0 Procedures:

When the first interested party visits a dog at the shelter and expresses interest in adopting before the stray hold time is up:

- 3.1 The Admin Clerk III will create a Person ID for the interested party in the system.
- 3.2 The interested party will be attached to the dog under the **Kennel Window > Outcome Information**.
 - 3.2.1 If there is an owner in the Outcome Information Field, the owner will be removed to attach the prospective adopter in order to print the Pre-Adoption Agreement.
 - 3.2.2 The **Admin Clerk III** will print the Pre-Adoption Agreement (attachment#1) for the interested party to review and sign.
 - 3.2.3 **The animal will be flagged ‘POSS ADOPT’ in the Request field + the SUBSTATUS will be updated to PREADOPT and the kennel window will return to its original state to reflect an owner or no owner attached.**

- 3.3 The Administrative Clerk III will verify the dog’s Due Out Date to determine the next steps based on availability and surgery schedule.
- 3.3.1 If the Due Out Date falls on a surgery day (**Tuesday, Wednesday, or Thursday**) and the dog is considered highly adoptable:
- The dog will remain at the shelter to undergo surgery.
 - The Admin Clerk III will schedule an Adoption Pick-Up Appointment on the due out date for the prospective adopter to pick up the dog following surgery to finalize the adoption.
- 3.3.2 The Admin Clerk III will check the Acuity schedule daily for Adoption Pick-up appointments.
- When surgery is completed the Admin Clerk III will prepare the Adoption Packet before the 3:00pm scheduled appointment.
 - If surgery was not completed, the prospective adopter will pick-up to begin the Foster to Adopt Process.
- 3.3.3 If the Due Out Date falls on a non-surgery day (**Friday, Saturday, Sunday, or Monday**):
- The prospective adopter will be scheduled for a pick-up appointment on the due out date. Prospective adopter will begin the Foster to Adopt process.
- 3.4 A memo will be entered under both the Animal ID and Person ID. This memo must include:
- Identification of the first interested party.
 - Whether the intent is the animal will:
 - Stay for surgery and go home as adopted, or
 - Go home as a foster under the Foster to Adopt process at the end of the stray hold.

4.0 Definitions/Acronyms:

SASA – Stanislaus Animal Services Agency

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

Procedure Title:	Evaluation Process and Criteria	
Procedure #:	AS-0005	Effective Date: 2/17/26
Approved By:	Lily Yap	Last Revision: N/A

Purpose:

The purpose of the Evaluation Process and Criteria procedure is to ensure that all Stanislaus Animal Services Agency (SASA) employees receive timely and comprehensive annual performance evaluation. The policy aims to enhance transparency regarding performance expectations by establishing a standardized process for preparing, reviewing, and finalizing employee evaluations to ensure fairness and alignment with organizational values and performance standards.

Scope:

This policy applies to SASA staff involved in preparing and reviewing annual performance evaluations. The following positions are directly responsible for carrying out tasks outlined in this procedure:

- Confidential Assistant IV (CA IV)
- Supervisors
- Management (Manager II and Hospital Medical Director)
- Executive Director

1.0 Policy:

This policy is established to ensure the consistency, timeliness and effectiveness of the annual performance evaluation process for Agency employees. It outlines the roles, responsibilities, and procedural steps necessary to properly prepare, review, and process evaluations. The policy aims to ensure that performance expectations are communicated clearly and promptly with employees, and that any performance concerns are identified and addressed in an appropriate and timely manner.

2.0 Responsibilities:

- **CA IV** is responsible for the following tasks in the Evaluation Process and Criteria:
 - The CA IV will notify supervisors of upcoming evaluations due in the following month. Notifications will include the applicable reporting period, any pending actions required, and the deadline for submitting evaluations to SASA Human Resources.
 - The CA IV will process the evaluation and any necessary actions such as a step increase or permanent status. **Remember postponement on the supervisor's part may delay the employee's benefits or could grant benefits to an employee that may not be warranted. Please be sure to be timely with staff evaluations.**
- **Supervisors** are responsible for meeting with employees regularly to ensure they understand performance expectations and receive ongoing feedback on their performance. Supervisors must ensure that annual evaluations accurately reflect the employee's work performance over the entire rating period.
- **Management** is responsible for the following tasks in the Evaluation Process and Criteria:
 - Operations Manager is responsible for reviewing field, rescue, and shelter staff evaluations to ensure they align with the expectations of each unit and align with overall department standards.
 - Hospital Medical Director is responsible for reviewing hospital staff evaluations to ensure they align with the expectations of the unit and align with overall department standards.

- Business Manager is responsible for reviewing all staff evaluations to ensure they align with this policy and County HR standards.
- **Executive Director** is responsible for reviewing all department evaluations to ensure they align with the expectations of each unit, align with department standards, and support SASA's mission and goals.

3.0 **Procedures:**

- 3.1 The CA IV will notify Supervisors of the following month's upcoming evaluations due; the reporting period, any pending actions; and their due date to SASA Human Resources.
- 3.2 Supervisors will prepare an annual performance evaluation for each employee identified using the Stanislaus Animal Services Evaluation Checklist (attachment 1). A completed Checklist will be submitted with the final employee evaluation.
 - 3.2.1 Supervisors are expected to complete employee evaluations using information from the entire reporting period. The **Performance Evaluation Criteria Scoring Standards** (Attachment 2) are provided to guide supervisors in understanding each performance category and corresponding rating criteria. Supervisors should make a consistent and good-faith effort to apply these standards objectively, with the goal of delivering fair and equitable evaluations. Any rating that falls **below standard** must be clearly explained in the narrative and supported with specific, documented examples of performance.
 - 3.2.1.1 An employee receiving an overall rating **below standard** will be considered for a Corrective Action Plan (CAP). Supervisors will prepare and submit a CAP for review with the employee's annual performance evaluation along relevant performance coaching and

other documentation supporting overall rating and CAP.

3.2.1.1.1 Corrective Action Plans may be issued at any time during the year. Addressing performance deficiencies should not be delayed until an employee's annual performance evaluation.

3.2.1.1.2 If an employee is currently on a CAP, their evaluation must accurately reflect the performance deficiencies that led to the CAP, as well as any actions the employee has taken—or failed to take—to improve those deficiencies.

3.2.1.2 The evaluation must include a section linking how the employee demonstrated County Values in their work or how their goals for the coming will support County Values.

3.2.2 If an employee was supervised by a different individual during any portion of the rating period, the current supervisor should consult with the previous supervisor to gather relevant input and incorporate their observations into the evaluation. Open and honest feedback is essential to support employee development and to help individuals meet or exceed performance expectations.

3.2.2.1 The supervisor must provide the employee with at least one goal for the next evaluation period, preferably proving both a professional and personal development goal.

3.2.2.1.1 Goals must be measurable (e.g. SMART goals) with clear guidance for achievement.

3.2.2.1.2 If any rating falls below standard, professional development plans must be included to support improvement.

3.2.3 A supervisor **must** receive approval from the Business Manager and Executive Director prior to reviewing the evaluation with the employee. Field, Rescue and Shelter Supervisors **must** also receive approval from the Operations Manager prior to reviewing the evaluation with the employee. Hospital Supervisors **must** also receive approval from the Hospital Medical Director prior to reviewing the evaluation with the employee.

3.2.3.1 Field, Rescue, Hospital and Shelter Supervisors will provide a copy of the employee's evaluation to the Operations Manager or Hospital Medical Director as applicable. They will ensure the evaluation aligns with the expectations of the employee's unit (e.g., Field, Rescue, Hospital or Shelter) and aligns with overall department standards. If they approval of the evaluation, it will be routed to the Business Manager next for review.

3.2.3.2 If they believe revisions are needed, the evaluation will be routed back to the supervisor with recommended edits. The updated evaluation will be submitted for review until approved.

3.2.3.3 The Business Manager will review the employee evaluation once approved by the Operations Manager or Hospital Medical Director, as appropriate. Client Services/Fiscal staff evaluation will be routed directly

to the Business Manager for review. The Business Manager will review the employee evaluation to ensure it aligns with this policy and County HR standards.

3.2.3.4 If the Business Manager believes revisions are needed, the evaluation will be routed back to the supervisor with recommended edits. The updated evaluation will be submitted for review to the Business Manager until approved.

3.2.3.5 The Executive Director will review the employee evaluation once approved by the management team.

3.2.4 Supervisors should meet with the employee in a private, quiet location to review the performance evaluation and obtain the employee's signature. This meeting provides an opportunity for meaningful dialogue between the supervisor and employee, focusing on strengths, areas for improvement, and setting goals for the upcoming year. It is an essential part of fostering employee development and ensuring mutual understanding of performance expectations.

3.2.4.1 The employee's signature is only a reflection that the supervisor discussed the evaluation with them, not an agreement.

3.2.4.2 The employee should not be surprised by the results of their evaluation. However, if they disagree, they can write a rebuttal to the evaluation.

3.2.5 Supervisors should have the employee review and reacknowledge the SASA Workplace Culture Expectations as part of their evaluation process.

3.2.6 The supervisor should make a copy of the evaluation for all involved. The original evaluation and SASA Workplace Culture Expectations must be returned to the CA IV prior to the due date indicated on the evaluation report.

3.3 The CA IV will process the evaluation and any necessary actions, such as a step increase or permanent status.

3.3.1 The completed evaluation and any necessary actions will be sent to CEO HR for payroll processing. A copy of the paperwork will be saved to the employee's electronic personnel file.

4.0 Definitions/Acronyms:

Stanislaus Animal Services Agency (SASA)
Confidential Assistant IV (CA IV)

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

ANNUAL PERFORMANCE EVALUATION CHECKLIST



EMPLOYEE NAME	RATING PERIOD

RATER/SUPERVISOR	COMPLETION DATE

TASK	DUE	COMPLETED (Initial and Date)
<p>Prepare employee evaluation.</p> <ul style="list-style-type: none"> • Individual ratings are based on Evaluation Criteria Scoring Standards. • Narrative justifies/aligns with individual/overall rating(s). • Overall rating is marked and is supported by individual ratings. <ul style="list-style-type: none"> ○ Develop a Corrective Action Plan (CAP) for an unsatisfactory/weak rating • Link how the employee demonstrated the County Values. • Personal and Professional goals are provided. <ul style="list-style-type: none"> ○ Goals are measurable and guidance for achievement is included. ○ Professional develop supports any below Standard ratings, if applicable. • Narrative justifying step progression or not is included. 	19 DAYS PRIOR TO COMPLETION DATE	
<p>Submit evaluation to Operations Manager for review and approval. (Not required for admin, front office, and fiscal staff.)</p>	16 DAYS PRIOR TO COMPLETION DATE	
<p>Submit evaluation to Business/HR Manager for review and approval.</p>	13 DAYS PRIOR TO COMPLETION DATE	
<p>Submit evaluation to Executive Director for review and approval.</p>	10 DAYS PRIOR TO COMPLETION DATE	
<p>Meet with Employee to discuss evaluation, goals for next period and answer any employee questions.</p> <ul style="list-style-type: none"> • Employee and Supervisor sign evaluation • Employee re-acknowledges SASA Workplace Culture Expectations 	1 WEEK PRIOR TO COMPLETION DATE	

Submit Evaluation to Confidential Assistant IV.	5 DAYS PRIOR TO COMPLETION DATE	
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Additional Comments:



Performance Evaluation Criteria Scoring Standards

Accountability	Excellent	Good/Standard	Weak	Unsatisfactory
Personal Relations <ul style="list-style-type: none"> - Meeting/ Handling the Public - Getting Along with Employees - Professional Image 	Encourages and develops positive relationships through actions, attitudes and words; communicates with all team members to problem solve. Promotes cooperation across Agency boundaries. Creates good "give-and-take" with others in group meetings and discussions.	Demonstrates positive actions, attitudes, and words to encourage positive relationships; participates in team problem solving. Participates in cooperation across Agency.	Attempts to provide positive actions, attitudes, and words to encourage positive relationships; endeavors to work with team to problem solve. May only participate when approached. When prompted, cooperates across Agency.	Actions, attitudes and words detracts from positive relationships; gossips; withholds information in problem solving process. Displays an uncaring attitude toward others. Uses undermining or criticizing words, actions, or attitude in meetings or discussions.
Work Habits <ul style="list-style-type: none"> - Observance of Work Hours - Dependable/Reliable, Punctual - Observance of Work Rules - Observance of Safety Rules - Compliance with Work Instructions - Orderliness in Work 	Is fully reliable and punctual. Is relied upon by coworkers. Follows Agency and department policies/procedures and holds others accountable to do the same. Sets an example regarding Agency time, property, and safety measures.	Is consistently reliable and punctual. Follows proper procedures for providing notice of lost time. Upholds all Agency and department policies/procedures. Treats Agency time, property, and safety measures with respect.	Is inconsistently reliable or punctual. Is unaware of Agency and department policies/procedures. Needs frequent prompting to uphold Agency time, property, and safety measures.	Fails to be reliable or punctual. Patterns unplanned (unprotected) lost time around regularly scheduled days off. Disregards Agency and department policies/procedures, time, property, and safety measures.
Quantity <ul style="list-style-type: none"> - Amount of Work Performed - Completion of Work on Schedule 	Effectively completes job duties within established time. Assists others in prioritizing. Leads others to improve processes and maximize productivity.	Effectively prioritizes and focuses on completing job duties within established time. Improves processes and complies with changes to maximize productivity.	Attempts to complete job duties within established time. May be slow to support efforts that improve processes that maximize productivity.	Fails to stay on task and/or complete assigned duties. Wastes time of self and/or others. Participates in activities which slow processes, minimizing productivity.
Quality <ul style="list-style-type: none"> - Accuracy - Neatness of Work Product - Thoroughness - Oral Expression - Written Expression 	Meets or exceeds work quality standards. Initiates and supports projects that promote quality and performance improvement initiatives; impact is felt beyond self, but rather for team and department.	Meets work quality standards. Encourages and supports projects that promote quality and performance improvement initiatives.	Sometimes performs below quality standards. Does not participate in projects that promote quality and performance improvement initiatives.	Is not meeting performance standards. Disregards projects that promote quality and performance improvement initiatives.
Adaptability <ul style="list-style-type: none"> - Performance in New Situations - Performance in Emergencies - Performance with Minimum Instructions 	Takes on a lead role in new and emergency situations. Supports changes that benefit the Agency. Is a 'go-to' person within the department.	Is composed in new and emergency situations. Carries out new changes that benefit the Agency. Performs work with minimal instruction.	Sometimes becomes nervous or frustrated in new or emergency situations. May be slow or inconsistent to accept changes that benefit the Agency. May need repeated training or instructions.	Is unable to perform in new or emergency situations. Engages in negative conversations and/or sabotages the change process. Needs redirection even after repeated training or instruction.
Initiative <ul style="list-style-type: none"> - Self-Reliance - Resourcefulness - Willingness to Accept & Carry Out Responsibility 	Prioritizes and improves processes. Exercises appropriate latitude in decision making and is a resource for others for input on decision making. Leads others to improve processes, maximizes productivity and/or generate revenue.	Exercises appropriate latitude in decision making. Effectively prioritizes and focuses on completing job duties within established time.	Some decisions made are inappropriate. Requires prompting following a poor decision and has difficulty regaining direction. Attempts to complete job duties within established time.	Fails to stay on task or complete assigned duties; wastes time of self and/or others. Requires significant direction, supervision, and continual follow up. Makes wrong decisions and impedes progress.

SMART Goals Form

This fillable PDF form is designed to help guide you through creating a realistic SMART goal.

To get started, download the form, read the prompts/questions, and complete each field. Be sure to save!

NOTE: Employees should have three to five SMART goals included in their annual performance evaluation.

INITIAL GOAL	Start by writing the goal you have in mind.
S SPECIFIC	What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?
M MEASURABLE	How will you measure progress and know if you have met your goal?
A ACHIEVABLE	Is the goal achievable within the given constraints? Do you have the skills required to achieve the goal? If not, can you obtain them? Is the amount of effort required on par with what the goal will achieve?
R RELEVANT	Why am I setting this goal now? Is it aligned with team, department, or university objectives?
T TIME-BOUND	What is the deadline for achieving this goal, and is it realistic?
SMART GOAL	Review what you have written, and craft a new goal statement based on the answers to the questions above. Be sure to copy and paste this goal into your performance evaluation.

Procedure Title:	Adoption Pick Up Processing	
Procedure #:	AS-0013	Effective Date: 1-25-2021
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):		

PURPOSE AND SCOPE:

To provide SASA staff with guidelines when an adopter arrives at the shelter for a scheduled pick up of their new pet following alteration surgery.

1.0 POLICY:

The policy of SASA is to ensure:

- 1.1 An effective and efficient Adoption Pick up process providing consistent information while optimizing the ability for adopters to ask questions.

2.0 RESPONSIBILITIES:

- 2.1 All SASA employees are responsible for following the guidelines in this policy.

3.0 ADOPTION PICK UP PROCESS:

Adopters are scheduled at the time of adoption or fostering to pick up their new pets using SASA's automated scheduling system. Animals are ready to go home once the hospital staff evaluates their readiness to go home, usually the same day. Animals kenneled at the shelter waiting for their alteration surgery will be scheduled by the hospital staff for next business day pick up once the alteration has been completed.

The Client Services staff will print a list of animals scheduled for the days pick-up. The staff will confirm alterations have been entered into the SASA database, microchips have been attached to the new owner, and verify the pickup packet has been completed. If toys and treat bags are available, Client Services staff will prepare a goodie bag for each animal going home. Animals kenneled at the shelter pending their surgery and now have been altered, will also receive a bag of food to take home.

As owners arrive to pick up their new pets, the hospital staff will provide an adoption consultation using the pre-prepared adoption pick up packet. The hospital staff will advise of the animals' medical history, licensing requirements, microchip information, and post-surgery care (if needed). Consultations are

performed in groups of no more than 4 adopters. Consultations usually do not last more than 5 minutes and new owners can ask the hospital staff questions.

Once the consultation has been completed, the foster and/or shelter staff will retrieve the animal from its kennel. Staffing will be determined by the animal type being picked up. The animal is united with their new family and a family picture is taken.

See Exhibit B Adoption Pick up Processing

4.0 Definitions/Acronyms:

1.1 **SASA**- Stanislaus Animal Services Agency

Adoption Pick Up Processing

Exhibit B

Day of Pick up
Preparation
1:00 pm
Mon-Sat

Team Assigned: Front Office

1. Print Acuity Agenda: Adoption Pick up
2. Retrieve packets from the tray on the utility cart from the days drop offs.
 - Check in Chameleon to verify the alteration Surgery has been completed.
 - YES: Print Medical History and Microchip
 - NO: Check again later. Make sure all surgeries have been entered by 2:30pm
 - Using the *Example Completed Packet 3*; ensure the packet is in the correct order (including the Medical History and Microchip Certificate).
Staple and return to the tray on the utility cart.
3. Review the Acuity Agenda to ensure ALL scheduled pickups have a packet. The hospital staff will add animals receiving their surgery early/or scheduled on pre-adoptions (animals left at the shelter). You will need to print a complete packet #3, attach the microchip chips and enter in DocuPet if applicable.
4. Place the completed Acuity Agenda on the utility cart for end of business adoption outcome.
5. Prepare treat bags and toys, *if available*, for each animal being picked up. For Pre-adoptions (animals left at the shelter) will leave with bag of food.
5. Take tray (with completed packet #3's) and treat bags/toys/food into the designate adopter consultation room.

Adoption Consultation
3:00pm to 3:30pm
Mon-Thru

Team Assigned: RVT's

1. Adopters will be brought in the consultation area groups of 3-5.
2. RVT's match the adopter to the packet by verifying the adopters pick-up card to the packet.
3. RVT's will tear the Pick-up card off the packet giving it to the Foster/Shelter Staff to retrieve the animal from the shelter during consultation.

Team Assigned: Foster Staff/Shelter Staff

- Cat Surgery Day need Foster Staff
 - Dog Surgery Day need Foster/Shelter Staff
 - Cat/Dog Surgery Day need Foster/Shelter Staff
1. Retrieve animal from shelter kennel.
 2. Take photo. Congratulation to the new family!

Adoption Pick Up Processing

Exhibit B

Adoption Outcome
Close of Business

Team Assigned: Front Office

1. Retrieve any unclaimed packets from the consultation room (i.e., animals not picked up by their owners). Hold packets until close of business.
 - Animal Not picked up: Notify shelter staff animal was not claimed and they can move the animal out to the kennels
 - Contact adopter advising the pet will be held 2 business days to reclaim. Verify the animal has an "Adopted" hold flag. If not claimed the pet will be made available for adoption.
2. Retrieve the Acuity Agenda: Adoption Pick up schedule from the utility cart for the days pick-ups.
 - Outcome adoption appropriately in Chameleon.
 - Sign Acuity Agenda once outcome.
 - Place signed Acuity Agenda in the dailies.

Procedure Title:	Pre-Alteration Surgery Drop Off	
Procedure #:	AS-0014	Effective Date: 1-25-2021
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):		

PURPOSE AND SCOPE:

To provide SASA staff with guidelines when a foster parent drops off an animal for a scheduled alteration surgery.

1.0 POLICY:

The policy of the SASA is to ensure:

- 1.1 An effective and efficient pre-surgery drop off process while maintaining a Fear Free environment for both foster parents and their fostered animals.

2.0 RESPONSIBILITIES:

- 2.1 All SASA employees are responsible for following the guidelines in this policy.

3.0 PRE-SURGERY DROP OFF PROCESS:

Animals placed in a foster home will receive an appointment for an alteration surgery on a date and time determined by SASA. The agency uses an automated scheduling system which reminds foster parent of an upcoming appointment. The date of surgery is determined on pre-defined criteria; has the animal reached a designated weight, age, vaccination record, health status or when is the next surgery appointment available?

The foster parent will receive a call one business day prior to the scheduled alteration surgery. At the time of the call, the assigned front office staff will take the opportunity to verify all contact information, animal, behavioral and medical information the foster parent thinks would be beneficial for the agency to know about the animal. The foster parent will be required to have a dog on a leash and a cat in a carrier at the time of drop off. The foster parent will also be asked if they intend to adopt the fostered animal or leave the animal at the shelter for adoption by a new family. If adopting the foster parent will be advised they will sign the adoption contract and pay the adoption fee at the time of *Adoption Pick Up*.

Upon arrival at the shelter on the day of surgery, assigned foster and Client Services staff will verify the animal matches the preprint kennel card. The staff will retrieve the animal from the foster parent and place the pre-printed packet in the designated tray for the Client Services staff to provide the foster with the adoption contract. The foster will be required to return the adoption contract at their pick up appointment.

The new adopter (if applicable) will be advised what time to pick up their new family member. They will be provided a pick-up card to present at the time of pick up. The entire process of drop off will take less than 3 minutes per animal.

Intake of the animal into the shelter database will be completed by the Client Services team immediately following drop off. Each Client Services staff member will intake and process each animal they processed at the time of drop off. The completed intake packets will be placed in a designated area to be completed once the alteration surgery has been completed.

See Exhibit A Pre-Surgery Drop off Processing

4.0 Definitions/Acronyms:

- 1.1 **SASA**- Stanislaus Animal Services Agency

Pre-Surgery Drop off Processing

Exhibit A

Pre-surgery day call

Team Assigned: Front Office

1. Print Acuity Agenda: All alteration schedules
2. Call each Foster/Adopter parent scheduled
 - Instructions: When, Where and How
 - What is required: Payment by card, adoption or foster return, bring leash (dog) or carrier (cat).
 - Verification: Name, address, contact info. and animal information (name of pet?)
 - Ask Foster/Adopter parent if there is any Medical/behavioral info we need to know.

Pre-surgery day packet generation

Team Assigned: Front Office

- Using same Acuity Agenda printed for the pre-surgery day call.
1. Print: (2) adoption contract, (3) surgical release, (3) Pick up Cards and (1) complete adoption contract for each animal.
 2. Create Packets:
 - Packet 1:* Pick up card +Adoption Contract+Surgical Release
 - Packet 2:* Pick up card +Adoption Contract+Surgical Release
 - Packet 3:* Pick up card +Complete Adoption contract+surgical release
 3. Place all 3 packets in the tray on the utility cart for the day of surgery drop off.

Surgery day Preparation
7:30am

Team Assigned: Front Office

1. Prepare Utility Cart for drop off
 - Signage
 - Tray: completed contracts
 - iPad/Clover Go: payment receipts
2. Packet staging
 - Packet 1 & 2:* Placed on End table in the Front Lobby for hospital/foster staff disbursement.
 - Packet 3:* Place in the Pick-up tray for processing.

Pre-Surgery Drop off Processing

Exhibit A

Drop off-Front Lobby Door
8:00am
Mon-Thru

Team Assigned: Hospital and/or Foster Staff

1. As Foster/Adopter parents arrive; match the animal and name to the matching Packet on the End table in the Front lobby.

-Tear the top copy of the Pickup card off the packet.

-Place the packet on the utility cart for payment processing and contract signing.

-Take the pet from the Foster/Adopter parent and ask them to wait for the clerk.

-Take the animal and the copy of the Pickup card to the hospital for surgery.

Team Assigned: Front Office

1. Verify with the Foster/Adopter parent their information and their intent to adopt/foster/transfer/prepaid drop off.

2. Sign adoption contract and surgical release if applicable.

3. Process payment using iPad/Clover Go

Note: If the Foster/Adopter brings exact cash or check; place funds in an envelope and staple to the contract.

4. Give Foster/Adopter Packet 2 and advise them to return at 3:00 pm to pick up the pet. Time of pick up will be indicated on the Pick-up card.

5. Bring utility cart back into the facility at 8:30am or when the last Foster/Adopter has been served.

Intake/paper processing
9:00am

Team Assigned: Front Office

To be completed prior to opening for business.

Following drop-off, using the signed contracts etc.:

1. Intake animal: Kennel=H01

Note: Make sure you are following appropriate intake procedures for fosters/VACA/pre-adopters.

2. Update any Foster/Adopter parent or animal information, where applicable.

3. Attach microchip, where applicable.

4. Enter Receipt for payment, where applicable.

5. Enter in DocuPet and print license certificate where applicable.

6. Locate matching Packet #3, attach DocuPet brochure and license certificate, where applicable.

7. Place Packet #3 in Pickup tray on the utility cart.

8. Place signed Adoption contracts/surgical releases in dailies.

8. NO SHOWS: Make call, complete a reschedule for drop off/Pick up. Make sure the Acuity appointment has been updated. Shred packet.

Procedure Title:	Kitten Intake	
Procedure #:	AS-0015	Effective Date:
Revisions:		
Final Approval :	Scotty Douglass - Dennis Cordova,	Interim Executive Directors
Corresponding Procedure(s):	Intake Procedure	

Purpose: To establish a uniform process for intaking healthy cats and kittens into the shelter.

Scope:

- Animal Care Specialists (I/II/III) (ACS)
- Animal Services Officers (I/II) (ASO)
- Animal Services Operations Supervisors (ASOS)
- Animal Services Veterinarian(s)

1.0 Policy:

- 1.1 Admit cats and kittens that are healthy.
- 1.2 Admit cats and kittens that are adoptable.
- 1.3 Admit cats and kittens that are strong enough to have surgery.
- 1.4 Admit cats and kittens that can be maintained without specialized care.

2.0 Responsibilities:

- 2.1 All Animal Care Specialists (I/II & III) (ACS)
- 2.2 All Animal Services Operations Supervisors (ASOS)
- 2.3 Veterinarian/Medical Director

3.0 Procedures:

- 3.1 Scan for a microchip.
- 3.2 Is it healthy? Or sick? (diarrhea, eye discharge, sneezing, dehydrated, cold, nose sealed shut, etc.)
 - 3.2.1 If sick consult with hospital or follow standards of care documents in SK/policies and procedures/hospital
 - 3.2.2 If healthy move on to 3.3*
- 3.3 Weigh kittens (all individually)
 - 3.3.1 If one pound or greater (Will increase to two pounds during the summer months. Dates to be announced.)

move to 3.4, If under a pound, notify the Foster Team to work on a foster or rescue. If no foster found within 4 hours, euthanize.

3.4 When finished evaluating, go to Intake Procedure SH-100-001

4.0 Definitions/Acronyms:

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
04.01.25	1	Updated for 2025	Dr. Cadwell

Procedure Title:	Too Young/Medical – Foster Returns	
Procedure #:	AS-0016	Effective Date: 1/17/2018
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	SH-100-005	

Purpose:

Establish a standardized procedure for the intake and outcome of animals fostered by volunteers into the SASA facility.

Scope:

- Animal Services Operations Supervisors (ASOS)
- Animal Care Specialist I/II/III
- Administrative Clerks III

1.0 **Policy:**

The policy of the SASA is to ensure:

- 1.1 All foster animals must have an Animal ID number.
- 1.2 All foster animals must be processed through Animal Care Specialist I/II/III or Animal Services Operations Supervisors (ASOS).
- 1.3 All foster animals, whether alive or deceased, must be returned to SASA.
- 1.4 Foster Parent(s) must be an approved volunteer, at least 18 years old and have a Person ID in the Chameleon software system.
- 1.5 Foster Parent(s) must live within 50 miles of facility, allowing for the prompt return of an animal for reclaim, medical, behavioral assessments and/or adoption.

2.0 **Responsibilities:**

- 2.1 Upon Intake;
 - 2.1.1 Animal Care Specialist (I/II/III) and Animal Services Operations Supervisors (ASOS) will intake Foster returns with the Type of Foster.
 - 2.1.2 Animal Care Specialist (I/II/III) will obtain an Animal Profile for a live Foster return.

- 2.2 Animal Care Specialist (I/II/III) will Outcome Foster animals.
- 2.3 Animal Care Specialist (I/II/III) will be responsible for food distribution or supplies to Foster Parent.
- 2.4 Once the Foster has been outcome as a Foster Type, the animal will appear on the Foster Inventory Report. It will be the Animal Care Specialist (I/II/III) responsibility to schedule,
- 2.5 monitor report and contact Foster Parents when an animal needs to return for vaccinations, medical appointments, surgery etc.

3.0 Procedures:

Outcome (excluding VACA Outcome Sub Status)

The screenshot shows the 'Kennel' window in the WILLIAMM at SHELTER software. The interface is divided into several sections:

- Intake Information:** Includes fields for Impound No. (K17-303876), Litter No. (A475198), Tot (1), Kennel No. (F01), Status (STRAY), Tag, Den No., and Activity No. A yellow arrow labeled '3.2' points to the Kennel No. field.
- Person From:** P999999 ANONYMOUS ANONYMOUS SASA MODESTO 95358. Includes fields for Type (STRAY), Subtype (OTC), Cond (NURSING), Date (05/23/17), Time (15:39), Due Out (05/28/17 00:00), and Review Date (05/28/17). A yellow arrow labeled '3.7' points to the Person field.
- Person To:** P122375 BETTY FISKUM 5259235 2039 VIOLA ST MODESTO 95354. Includes fields for Type (FOSTER), Subtype (TOO YOUNG), Date (05/28/17), Time (08:34), Weight (1.00), Dose, Dose2, Bottle, Bottle2, By (107), and Receipt No.
- Outcome Information:** Includes fields for Person To (BETTY FISKUM), Type (FOSTER), Subtype (TOO YOUNG), Date (05/28/17), Time (08:34), Weight (1.00), Dose, Dose2, Bottle, Bottle2, By (107), and Receipt No. A yellow arrow labeled '3.5, 3.6' points to the Outcome Type field.
- Special:** Includes fields for Color, Breed, Looks Like, Primary Breed, Collar Color, Collar Type, Markings, and Animal Name.
- Table:** A table at the bottom with columns: ImpoundNo, Animal, Type, Size, Sex, Color, Breed, Intake Date, Intake Type, Hold, Request, Out Date, Out Type, Color2, Breed2. The first row contains: F01, 7-303876, A475198, DOG, PUPPY, F, BLACK, CAVALIER SPAN, 05/23/17 00:00, STRAY, [blank], [blank], 05/28/17 00:00, FOSTER, TRICOLOR, MK.

- 3.1 In the Kennel window. Enter Animal ID. F12 to find
- 3.2 Enter Kennel No. to reflect designated Foster Kennel F01
- 3.3 Confirm Avid microchip number has been entered in the Tag field (if required for fostering. Puppies and kittens under 2 months do not require a microchip)
- 3.4 Verify Foster Parent has a current PID with Status: Volunteer.
 - 3.4.1 If no PID, ask for the Foster Parent ID and follow the standard PID data entry steps.
- 3.5 Confirm "FOSTER" has been entered in Outcome Type.

- 3.6 Confirm Outcome Subtype has been entered. (reason for Foster)
 - 3.6.1 Provide Foster Parent the Medical line phone number for any questions and scheduling for future vaccinations, medical appointments or surgery 209-342-1765.
 - 3.6.2 Inform Foster Parent any medical treatment or grooming received outside of SASA will be at their expense and **MUST** be reported to SASA.
 - 3.6.3 Inform Foster Parent, the animal is the property of SASA and cannot be rehomed.

Intake Process

Original impound MUST be outcome first prior to Intake Process. This includes VACA and animals whose original Due Out day has not occurred or has not been outcome.

- 3.7 Generate a new Kennel Record when taking in a Foster. Note: VACA's returning overnight for an adoption event will **ONLY** require a kennel number change.

- 3.8 Enter Kennel No. Receiving.
- 3.9 Enter Status as AVAILABLE.
- 3.10 Enter Sub Status as EVAL (exception: VACA and Due out date has not occurred from original Impound. Retain original Sub Status).
- 3.11 Enter the Animal ID.
- 3.12 Enter the Foster Parent ID as the Source ID.
- 3.13 Enter Intake Type as FOSTER. (This will pull the animal off the Foster Inventory).
- 3.14 Enter Subtype as OTC.
- 3.15 Enter Intake Date, Due Out and Review Date using the F5 key. The dates should all be the same as the date the animal was taken back into the shelter. The only exception would be an animal returning prior to its original Impound Due Out date (enter original Due Out date).
- 3.16 Entering in the same Crossing, Jurisdiction, and Zip code on the original Impound.
- 3.17 Enter in your ID in the By field.
- 3.18 Enter weight from original Impound.
- 3.19 Enter NO in the Scanned? Field. Hospital or Receiving staff will verify the microchip scanning.
- 3.20 Outcome information should be blank with the exception of the mandatory field "weight". Keep the original weight or enter .00.
- 3.21 Obtain Animal Profile information from the Foster Parent
 - 3.21.1 Update Name if provided by Foster Parent.
 - 3.21.2 Enter information about animal in the Animal Profile Screen.
 - 3.21.3 Make sure to obtain one or two positive sentences to be entered in the Web site comments field. The sentences will appear on the adoption web site

Died in Foster

- 3.22 Enter Kennel No. DOA
- 3.23 Enter Status as UNAVAIL
- 3.24 Enter Sub Status as MEDICAL
- 3.25 Follow steps 3.16 to 3.23
- 3.26 Enter Outcome Type DIED
- 3.27 Enter Outcome Subtype IN FOSTER.
- 3.28 F5 outcome date and time.
- 3.29 Enter weight from original Impound.
- 3.30 Enter your three digit ID number in the By field..

4.0 **Definitions/Acronyms:**

- 4.1 **SASA** – Stanislaus Animal Services Agency

5.0 **Revision History:**

Date	Revision No.	Change	Reference Section(s)
04.02.25	1.0	Updated for 2025	

Procedure Title:	Jurisdiction Entry- Kennel Card	
Procedure #:	AS-0017	Effective Date: 04/01/18
Revisions:		
Final Approval :	Annette Patton, Executiv Director	
Corresponding Procedure(s):	Animal Processing	

Purpose:

To establish a uniform procedure for effectively tracking the location of animals brought into the shelter for release or budgetary and statistical purposes.

Scope:

- All SASA personnel involved in the intake of animals
- Animal Services Operations Supervisor

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 All incoming animals are correctly credited marked where they were found with the address or cross streets, jurisdiction and zip code.
- 1.2 We have standardized practices that maximize our effectiveness, accuracy and productivity.

2.0 Responsibilities:

- 2.1 Using best practices, the ACS/ASO shall gather the correct location where the animal was originally found or picked up and enter that information into the appropriate fields on the animal’s kennel record.
- 2.2 The ACS/ASO notifies their supervisor or the on-duty Operations Supervisor by email of any problems or inconsistencies with the Chameleon address checker database. Include necessary identifying information for the error such as, street address or cross streets.
- 2.3 The Supervisor for each division will regularly audit a representative sample of kennel card records for accuracy.

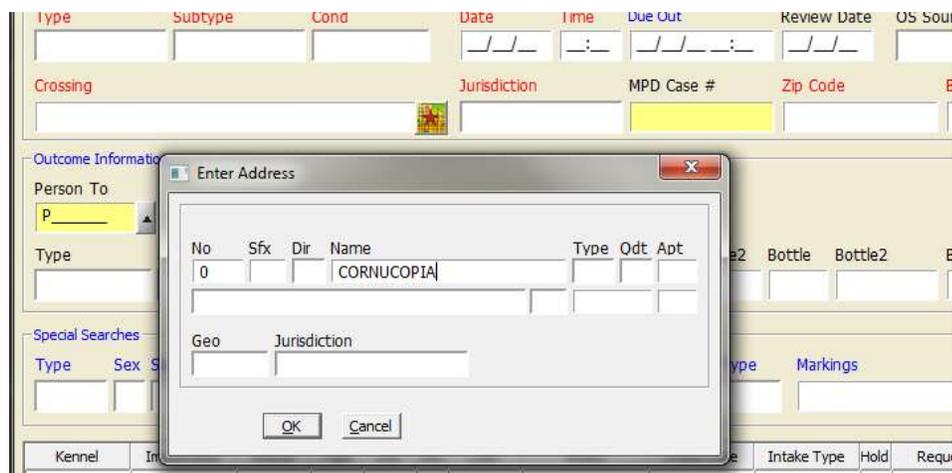
3.0 Procedures:

- 3.1 The ACS receiving animals from the public at the shelter must first determine the jurisdiction of the location that the animal came from before taking possession of it from the citizen¹. The shelter can only accept animals from the cities of Modesto, Ceres, Patterson, Waterford, Hughson and the unincorporated areas of Stanislaus County. If the animal came from any other jurisdiction, refer the citizen to the local animal shelter or police department for that area. The process for the ASO entering their own animal

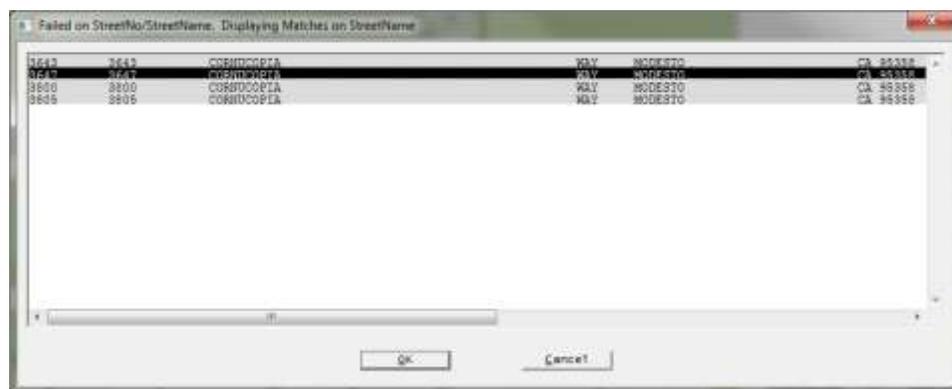
¹ If the animal is severely injured, or becoming fractious, secure the animal and instruct the citizen to stand-by to gather the information.

will closely mirror the shelter process, instead substituting their observations instead of the citizen information for the location.

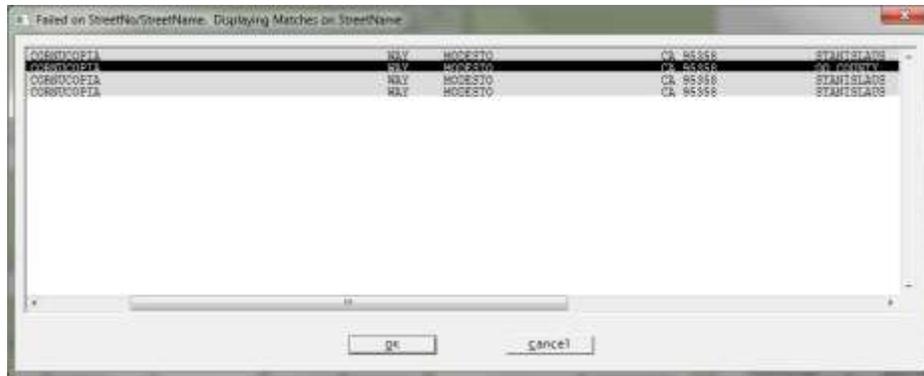
- 3.2 If the animal was found near or at their residence or anywhere else where the address is known, tab to the Crossing field and press the (F4) key. Enter the street address (address number and street) only and press the Enter key or click "OK". The Crossing field will automatically populate with city, state and zip code. The correct jurisdiction will also populate in the proper field.



The Enter Address window will allow the use of shortcuts, like the "%" key and block numbers, to be able to select the best possible location. If the address entered does not formally exist in the Chameleon database, you will be prompted to select from another menu. In this example, I have entered 0 Cornucopia.



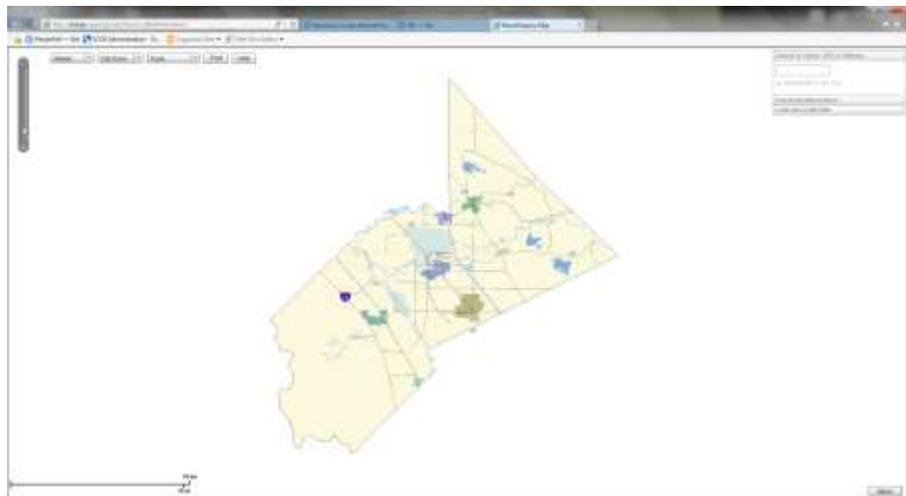
Be sure to scroll all the way to the right to select the proper jurisdiction as there may be multiple choices.



As this facility has been designated "OO COUNTY" jurisdiction, this highlighted line would be the correct selection to either double click on or click "OK".

Type	Subtype	Cond	Date	Time	Due Out	Review Date	US Sou
			__/__/__	__:__	__/__/__	__/__/__	
Crossing			Jurisdiction	MPD Case #	Zip Code		
0 CORNUCOPIA WAY, MODESTO CA 95358			OO COUNTY				

- 3.3 If the animal was found elsewhere and the citizen does not know the zip code and jurisdiction, ask them what street the animal was found and the nearest cross street. Using the Parcel Inquiry Map GIS tool found on the County Intranet page, click on the tab at the upper right corner of the window that says *Find Road Intersections* and enter the name of the first street.



Scroll through the drop down list until the cross street name appears and double click on it. For example, type Cornucopia and scroll to Cornucopia Way @ Crowslanding Rd for the cross street of Cornucopia and Crowslanding. Click on the correct cross street and the GIS tool will display the parcels near the road intersections. If you are familiar with the streets, you can bypass looking them up and simply scroll and zoom in to the area on your own. Double click on the nearest parcel. The information window for the parcel

- 4.2 **ASO** – Animal Services Officer.
- 4.3 **ASOS** – Animal Services Operations Supervisor. The ASOS can also be any other supervisor or higher level employee that is on-site, in the event that the actual Shelter Supervisor is unavailable.
- 4.4 **Best Practices**- In this scenario, best practices is defined as using the best and most accurate information available.

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
03/25/18	1.0	New Procedure Drafted	Not Applicable

Procedure Title:	Foster Animal Afterhours Care if Sick/Injured	
Procedure #:	AS-0018	Effective Date: 01/31/2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

To establish a uniform procedure for the Field Officer to respond to a Foster parent who's foster animal is sick or injured needing immediate care.

Scope:

- Foster Lead
- Animal Control Officer
- Animals Services Operations Supervisor/Field
- Animal Services Operations Supervisor/Shelter
- Hospital Staff

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 Foster animals, who present as sick or injured afterhours and need immediate care are provided that care with assistance of on-call Field Officer.
- 1.2 We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

- 2.1 The foster lead will provide foster family/parent with a blank SASA Veterinary Transfer Medical Record for use in the event of an emergency.
- 2.2 Foster lead will explain to foster family/parent the parameters for a situation to be a medical emergency after hours and that they will have

to have the animal ID number for the Veterinary Transfer Medical Record.

- 2.3 Foster lead will advise foster family/parent to call for field officer assistance and what language to use.
- 2.4 The field officer on-call will respond immediately to the foster family/parent to assess situation over the phone.
- 2.5 The field officer will provide Activity number to foster family/parent if it is deemed that the situation warrants the animal to be seen by an offsite Veterinarian.
- 2.6 Animal Services Operations Supervisors will ensure that the process is being followed by both the foster lead and the field officers.
- 2.7 Hospital Staff will review and ensure any animals seen offsite has continued care following offsite veterinarian visit.

3.0 Procedures:

- 3.1 Foster lead will provide Veterinary Medical Transfer Form to all new foster families/parents with the guidelines as to what is considered a medical emergency.
- 3.2 The field officer on-call will be contacted by a foster family/parent possibly needing for the foster animal to be seen by offsite veterinarian.
- 3.3 The field officer will respond immediately to assess the situation occurring with the foster animal.
- 3.4 The field officer will triage, over the phone to the best of their ability, referring to a list provided by the shelter veterinarian of what would constitute a medical emergency, if the animal truly needs to see offsite veterinarian.
- 3.5 If determined that the animal needs to be seen by offsite veterinarian, the field officer will create and provide an activity number to the foster.
- 3.6 The officer will contact the Vet office to advise the foster parent will be coming in with the animal, providing the foster parents name, animal id number and activity number.

- 3.7 The officer will document on the animal id number of the interaction with the foster parent and that the animal will be going to offsite vet.
- 3.8 Foster Family/parent will be advised that if a medical emergency does occur and the animal is seen at an afterhours vet, they are to come into the shelter the following day or contact foster lead the following day.
- 3.9 The foster Family/parent will need to provide all discharge paperwork from the offsite veterinarian or send discharge paperwork via email to SASAMedical@stancounty.com immediately following visit.
- 3.10 Hospital staff will review discharge paperwork from offsite veterinarian to determine if more follow-up care is needed for animal.

4.0 Definitions/Acronyms:

- 4.1 Discharge paperwork: All paperwork the Veterinary office provides when an animal is picked up from being seen at an off-site vet. This usually consists a sheet with vitals, diagnosis and treatment. It could also include an invoice.

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

Procedure Title:	Off-site or After-Hours Adoption Events	
Procedure #:	AS-0019	Effective Date:
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):		

Purpose:

To establish a policy for off-site/after-hours adoptions

Scope:

- Animal Services Operations Supervisor(s) (ASOS)
- Animal Care Specialist(s) (ACS)
- Event staff (Volunteers/SASA Staff)
- Supervising Account/Admin Clerk (SAAC)

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 Proper use of Clover Go at off-site adoption
- 1.2 Transportation and care of animals while offsite
- 1.3 Proper tracking of adoptable/adopted animals

2.0 Responsibilities:

- 2.1 The ASOS will:
 - 2.1.1 Select the animals from the adoption center to be sent to the adoption event
 - 2.1.2 E-mail a list of the animals scheduled to go to the adoption event and distribute to all ASOS, SSC, VC or Event Staff Lead
 - 2.1.3 Request an iPad with Clover Go and current fee schedule from the Client Services Supervisor at least 3 business days prior to the event
 - 2.1.4 Prepare and secure animals for transport (when needed) the day of the event

- 2.1.5 Review proper Clover Go procedures, fee schedule, transportation (when needed), animal care, and adoptive parent education with Event Staff
- 2.1.6 ASOS/Event Staff will prepare the adoption van or trailer for animal transport when event will be off-site
- 2.1.7 E-mail Event Staff Lead with a direct phone number and contact person for Event Staff to call in case of emergency or questions while offsite.
- 2.2 The SSC/VC or SAAC will:
 - 2.2.1 Prepare adoption packets to be given to adoptive parents and review with offsite Event Staff
 - 2.2.2 Count and confirm animal list with the Event Staff responsible for cashiering at event
- 2.3 The SSC or Event Staff will:
 - 2.3.1 Verify that the animals set for the event match the animals on the list received from the ASOS by scanning for microchip
 - 2.3.2 Process adoptions, review and distribute adoption packets and information as instructed by ASOS
 - 2.3.3 Be responsible for proper animal care while in custody of SASA animals
 - 2.3.4 Designate a cashier for the event to be responsible for iPad containing Clover Go provided by ASOS, including processing adoptions, cashiering at event, maintaining the animal list and ensure paperwork coincides with results of adoption event
 - 2.3.5 Return all remaining animals and Adoption Contracts or Foster Agreements to SASA at the time designated by the ASOS.

3.0 Procedures:

- 3.1 ASOS and SASA staff will train and assist Event Staff in proper animal care, use of Clover Go, adoption fees and procedures including but not limited to, preparing and securing animals for transport to and from event

as well as caring for them while offsite, processing adoptions and educating new adoptive parents.

- 3.2 Event Staff/SSC or VC will select the animals to go to event at least 24 hours before departure and change their kennel number to Event in Chameleon
- 3.3 ASOS/Event Staff will obtain/prepare adoption packets and SAAC/SSC/or VC will prepare the fee schedule and iPad with Clover Go for Event Staff. The iPad with Clover Go should be requested from the SAAC via e-mail at least 3 business days before event.
- 3.4 When processing adoptions at the event, the Event Staff will:
 - 3.4.1 Fill out the adoption paperwork
 - 3.4.2 Collect the adoption fees as outlined on the fee schedule
 - 3.4.3 Issue a receipt via Clover Go
- 3.5 Upon return from the event, the Event Staff will:
 - 3.5.1 E-mail ASOS to verify the animals returned to the shelter with the list used for the event and update Chameleon to the original kennel number for each returned animal. Both the ASOS and Event Staff will acknowledge and verify the animals adopted, receipts and the number of animals returned to SASA
 - 3.5.2 Complete the Clover Go tally sheet on the back side of the original received at the beginning of the event. The tally sheet, iPad with Clover Go and adopted animal list should be given to the SAAC for entry into Chameleon and deposit. If the SAAC is unavailable, these items will be placed into an envelope and locked in the safe/audit room. An e-mail will be sent to the SAAC to inform her/him that these items are secured in the safe/audit room.
- 3.6 The SAAC will:
 - 3.6.1 Reconcile Kennel list report of adopted animals received from the Event Staff

3.6.2 Reconcile Clover payments and mail out adoption packets to include Dog License

3.6.3 Report any discrepancies to the Manager

4.0 Definitions/Acronyms:

- SASA – Stanislaus Animal Services Agency
- SSC – Staff Services Coordinator
- VC – Volunteer Coordinator

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

Procedure Title:	Petco Cat Adoptions	
Procedure #:	AS-0020	Effective Date:
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	SHXXX-XXX	

Purpose:

To establish a uniform procedure for providing adoptable cats for Petco Animal Supplies Inc. at the Turlock, CA location.

Scope:

- Animal Services Officer(s)
- Animal Care Specialist(s)
- Administrative Clerk(s)
- Operations Supervisor(s)

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 The contract between Stanislaus Animal Services Agency and Petco Animal Supplies Inc. Turlock store at 2687 Countryside Drive in Turlock is fulfilled.
- 1.2 The public is provided with adoptable cats.
- 1.3 All records are maintained in accordance with best practices.
- 1.4 We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

- 2.1 The Shelter Operations Supervisor will create the Petco adoption program assignments when the standard duty schedule is created, noting which employee(s) is/are responsible for taking adoptable cats to Petco. They will also assist in choosing the cats going to Petco for adoption
- 2.2 The assigned SASA personnel are responsible for performing all duties in accordance with the following procedure and Departmental and County Policies.

- 2.3 Petco staff is responsible for reviewing the adoption contract with the adopter and collecting the adoption fees. SASA ACS will pick up completed contracts to bring back to SASA Client Services staff
- 2.4 Client Services staff will enter the Person ID, Animal ID, and fees collected on to the Petco spreadsheet located at V:SK: Dailies:Petco:Adoption Contract – Petco tracking.
- 2.5 Client Services staff is responsible for sending adoption packets to the adopters.

3.0 Procedures:

- 3.1 Once daily, a scheduled SASA employee or volunteer, is required to clean all Petco cat kennels and provide fresh food and water. See cat kennel cleaning procedure for further details.
 - 3.1.1 An inventory of the related supplies must be maintained, and any needs communicated with other staff members so as not to run out of necessary supplies such as the following. The supply list is to be filled out daily.
 - Cardboard adoption crates
 - Dry cat/kitten food
 - Cat litter
 - Litter boxes
 - Food/water bowls
 - Cleaning rags and chemicals
 - Sample bags of food
 - 3.1.2 Petco Box, stored in the Field Room, is to be replenished daily
 - 3.1.3 Petco Contracts will be placed in the designated file holder located in the bullpen.

Procedure Title:	Proper handling of lost-found items	
Procedure #:	AS-0024	Effective Date: 02/09/10
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

Establish a uniform process for holding and return or disposal of lost/found items found at SASA.

Scope:

- All Animal Services staff

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 Proper holding period for lost/found items
- 1.2 A standardize practice exists to ensure the proper handling of lost/found items.

2.0 Responsibilities:

- 2.1 Animal Services will date and hold items turned in as lost/found (by staff or customers) in a lost/found box for 30 days.
- 2.2 Credit cards/debit cards/ID cards/Driver's licenses – Animal Services staff will check Chameleon to see if we have a current phone number. If so, place a phone call to the owner, immediately upon the item being found. If no phone number is on record, place the item in an envelope wrapped in an 8 ½ x 11 sheet of paper with a note saying we found the item(s) at Animal Services and mail it to the last known address. (Debit/Credit cards/Credit cards – if no known address, place into an envelope, date and hold the item for 30 days in the safe. Found cash will be placed in a sealed envelope, dated and held in the safe for 30 days as well.
- 2.3 Once 30 days has expired, take the lost/found items out of the lost/found box, or other holding facility, and throw anything away that is not re-

usable. (Hair ties, keys, eye wash, sunglasses, etc.) Leashes and collars can be recycled and used for the animals here. Movies, or any item that could be used elsewhere can be transported to a Salvation Army or Goodwill box and will be transported to the Salvation Army or Goodwill at the next trip off site. Unclaimed Credit cards/Debit cards/ID cards/Driver's licenses must be shredded. Per the Auditors Office, cash will be deposited into the Treasury as an anonymous donation, using account number 40590.

- 2.4 At no time, will any SASA staff member be allowed to make lost/found items their own, regardless of the amount of time said items have been held at SASA

3.0 Procedures:

- 3.1 Taking and holding items turned in as lost/found.
 - 3.1.1 Item may come from customer or a staff member.
 - 3.1.2 Items will be dated and held for 30 days.
 - 3.1.3 After 30 days - Items that are unusable will be thrown away, or
 - 3.1.4 Items that are usable will be taken to the Salvation Army or Goodwill at our convenience, and
 - 3.1.5 Unclaimed cash will be deposited into the donation account (40590)
 - 3.1.6 Staff will not claim lost/found items as their own.

- 3.2 **The exceptions to the above criteria are:**
 - 3.2.1 Credit cards/Debit cards/ID cards/Driver's Licenses – research Chameleon to see if we have a current phone number. Call the number and advise owner of finding their property. If no phone number is available, or unable to trace, wrap the item in an 8 ½ x 11 sheet of paper with a note that the item was found at SASA and mail to the last known address. (Debit/Credit

cards, if we have no address, hold for 30 days then shred.)
Cash – after 30 days deposit with treasurer into Donation
account. Use account number 40590.

4.0 Definitions/Acronyms:

4.1 **SASA** – Stanislaus Animal Services Agency

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
	1.0		

Procedure Title:	Proper handling of delivery of inventory and/or fixed assets	
Procedure #:	AS-0025	Effective Date: 09/14/10
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

Establish a uniform process for proper handling of delivery items that are inventory and/or fixed assets at SASA.

Scope:

- All Animal Services staff

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 Proper handling of inventory and fixed assets.
- 1.2 A standardize practice exists to ensure the proper handling of inventory and fixed assets.

2.0 Responsibilities:

- 2.1 When an item is delivered to Animal Services– the first stop is the Confidential Assistant IV’s (CA IV) or Business Manager office.
- 2.2 CA IV will review the item and determine if it should be on the Fixed Assets or Inventory list.
 - 2.2.1 Fixed Assets have a useful life of more than 1 year and cost \$1,000 or more (including tax). Fixed Assets can be a Capital Asset (cost is equal to or more than \$5,000) or an Expensed Asset (cost is under \$5,000).
 - 2.2.2 An Inventory Item has a minimum value of \$100 to \$999 and is pilferable property. Examples of Inventory Items include computers, digital cameras, handheld radios, and weapons of all types (regardless of cost).
- 2.3 If the item is either an Inventory Item or a Fixed Asset, CA IV will notify Business Manager who will assign an asset tag to the item.
- 2.4 The item will be delivered to the appropriate location and staff member.

2.5 Account Clerk III will complete a Fixed Asset entry form when processing payment for item and a copy will be sent to the Business Manager.

2.5.1 Form can be found the V drive. (V drive (V:\Budget Finance\FIXED ASSETS)).

2.6 Business Manager will record item in County financial system and save the Fixed Asset entry form in the appropriate fiscal year on the V drive (V:\Budget Finance\FIXED ASSETS).

3.0 Procedures:

3.1 Delivery of Inventory Item and/or Fixed Asset

3.1.1 Delivery is reviewed by CA IV.

3.1.2 Items will be given an asset tag.

3.1.3 Item will be delivered to the appropriate location or staff member.

3.1.4 Item will be documented on the Fixed Asset entry form and will include the asset tag number as well as any serial numbers.

3.1.5 Business Manager will record item into County financial system and file Fixed Asset entry form.

4.0 Definitions/Acronyms:

4.1 **SASA** – Stanislaus Animal Services Agency

4.2 **CA IV** – Confidential Assistant IV

5.0 Policy References:

5.1 [County Fixed Asset Policy and Procedure](#)

5.2 [County Capital Asset Inventory Guidelines](#)

5.3 [County Fixed Asset User Guide](#)

Procedure Title:	Public Records Requests – Release of Records	
Procedure #:	AS-0026	Effective Date:
Revisions:		
Final Approval:	Lily Yap, Executive Director	
Corresponding Procedure(s):		

Purpose:

To establish a release of records – public records request that is consistent with all SASA staff.

Scope:

All SASA staff

1.0 POLICY: Public Records Requests – Release of Records

It is the policy of SASA that all requests for records that are received by the SASA shall be processed in accordance with the California Public Records Act,-Government Code Section 6253.

The California Public Records Act guidelines can be found by clicking on the following link:

https://california.public.law/codes/ca_gov't_code_section_6253

Any questions as to whether a record can or cannot be released should be referred to the Operations Manager for further assistance or guidance. The Operations Manager may Contact County Counsel for additional guidance, when necessary.

2.0 FEES:

The fees specified by this policy should be collected before copies of the requested records are furnished. SASA may only charge the direct cost of duplication of the records. The direct cost of duplication is defined as the cost of running the copy machine and the expense of the person operating it. Direct costs of duplication do not include the time or expense associated with the retrieval, inspection and handling of the file from which the copy is extracted. All document duplication fees are due and payable in full as set forth in Stanislaus County Code Section 2.96.101, see link below:

Fee Schedule	2.96.010	https://ecode360.com/43728944#43728945
Waiver	2.96.020	https://ecode360.com/43728944#43728952
Other Public Entities	2.96.030	https://ecode360.com/43728944#43728953

Due to the date parameters of a Public Records Request, a log has been created and follows this policy. This log will be utilized for every Public Records Request received.

Public Records requesters can be referred to the www.stanislausanimalservices.com main page and scroll down to Forms then click on Report Request Form. The form can be completed and mailed, e-mailed or faxed back to SASA.

If the record requested would require data compilation, extraction, or programming to produce the record, or the record is one that is produced by SASA only at otherwise regularly scheduled intervals, the requester must bear the cost of producing a copy of the record, including the cost of programming and computer services necessary to produce a copy of the record. In the event SASA needs to utilize ITC (the County’s Technology Team) for extracting data, additional fees may be incurred and could be charged at a weighted labor rate. If you are unsure how a workorder is processed for ITC, please check with a supervisor or manager for the proper criteria.

3.0 PROCESS:

A Public Records Request can be received via phone, fax, e-mail, mail or in person. When possible, have the requesting party complete the Records Request form in advance. This will ensure we have all pertinent information, and they are aware fees are involved. (Refer to www.stanislausanimalservices.com main page and scroll down to Forms then click on Report Request Form.) If the request is in person, provide them the form. If the request is being made over the phone, fax, mail or e-mail; the form can be sent to the party making the request, completed and faxed, mailed, or e-mailed back to SASA.

In any instance, the Public Records Requester is to be advised there is a fee, which may need to be determined after the information requested is obtained.

Once received, date stamp the Public Records Request and place the requesters name/PID and the date onto the Public Records Request Log under the next open report number and AID. (Annually reports can start with the last two digits of the year and the first one will always be 0001 and follow suit accordingly.) See: V-Policies and Procedures-2025 Policies and Procedure File- all PDF – All Staff – AS-0026 Attachment Public Records Log

Enter your name on the log and show how the request was received. Provide the request to the appropriate staff member for completion and log their name.

Records can be extracted, or copied and pasted into a word or PDF Document to determine how many pages (and page sizes) will be printed after payment is received.

Advise the requesting party the report is ready for pick up, mailing, or e-mailing once payment has been received. Determine if they will come in to pay and pick up or if they will mail payment and want the document/s mailed or e-mailed.

Once payment is received, deposit money with Client Services and place the date and the amount collected on the Public Records Request Log.

Print report and provide to the requesting party via in person, mail, or e-mail..

Enter the way the Public Records Request documents are being sent, who sent them and the date the process is complete.

4.0 **Definitions/Acronyms:**

SASA – Stanislaus Animal Service Agency
PID – Person Identification in Chameleon
AID – Animal Identification in Chameleon
ITC – Information Technology Central for Stanislaus County

5.0 **Revision History:**

Date	Revision No.	Change	Reference Section(s)

Public Records Requests				Date Received										
Request #	AID	Requesting Party	PID	and Date Stamped	Received By	Request Arrived via Fax, Mail, Etc.	Request Assigned To	Number of Pages in report	Date	Fees Collected	\$ Fees Collected	Request Returned via, fax, mail, etc.	Completion By	Completion Date
25-0000	A-	SAMPLE John Doe	P-	02.27.25	Staff - Name	Dispatch Fax	Staff - Name/Location	2	02.28.25		\$--	Postal Carrier	Staff - Name	03.07.25
25-0001														
25-0002														
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Client Services

Procedure Title:	Mail Receipt Processing	
Procedure #:	CS-0005	Effective Date:
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

Establish a standardized process for mail received from US Postal Service, Interoffice mail, and hand delivered.

Scope:

- Animal Services Administrative Clerk(s)
- Client Services Supervisor

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 All mail has been reviewed timely.
- 1.2 All mail has been distributed timely to the appropriate contacts.

2.0 Responsibilities:

- 2.1 The Animal Services Administrative Clerk (s) or Supervisor (s) will ensure all mail has been stamped the date received and initialed by the staff who processed the mail within 24 hours of receipt.
- 2.2 The Animal Services Administrative Clerk (s) or Supervisor (s) will ensure all mail received has been distributed within 24 hours of receipt
- 2.3 Return mail for Impound Hold letters are required to be opened and distributed immediately.
- 2.4 Notifications of Bites are required to be opened and distributed to Dispatch immediately.

3.0 Procedures:

- 3.1 Follow the Stanislaus County Safety Manual Tab 5 Biological/Chemical Terrorism Policy on opening mail or packages. Select Safety Manual at [Safety](#) and Tab 5.2
- 3.2 Stamp all mail on the envelope with the date received by SASA (not necessary on interoffice envelopes).
- 3.3 Open all mail addressed to SASA ONLY. Mail can be opened with the electronic mail opener or use handheld letter opener.
- 3.4 Mail not addressed to SASA or has Attention To;
 - 3.4.1 Modesto Police Department: Place in designated Mail Slot

- 3.4.2 Mail addressed to a specific SASA employee of group: Place in designated Mail Slot or Supervisor of group.
- 3.4.3 Misdirected mail; place into mail bin for the Mail Room to process
- 3.5 Mail addressed to SASA. Sort by;
 - 3.5.1 Bite incident notifications or mailing; immediate distribution to Dispatch.
 - 3.5.2 Impound (Hold Letter) return mail
Returned mail for impound Hold letters are required to be immediately opened, stamped and given to the staff member working the Hold report.
 - 3.5.3 Licensing/Citation mail
 - 3.5.3.1 Look into each envelope to ensure contents are licensing/Citation mail related (i.e. payment, notification of status, transfer of ownership, rabies vaccination notification, citation fine payment, citation/licensing mail return)
 - 3.5.3.2 Double check to make sure each envelop has been date stamped with the date receive. Note: No need to initial
 - 3.5.3.3 Band by each date and place in licensing mail basket for processing.
 - 3.5.4 Payable Invoices/Statements
 - 3.5.4.1 Date stamp the envelope.
 - 3.5.4.2 Place envelopes in the A/P inbox in the bullpen area.
 - 3.5.4.3 A/P will sort invoices from Statements and other payable invoices.
 - 3.5.5 Inter Office Mail
 - 3.5.5.1 Distribute to addressee
 - 3.5.5.2 Invoices: Date stamp, initial and place in payables tray.
 - 3.5.6

4.0 Definitions/Acronyms:

- 4.1 **SASA** – Stanislaus Animal Services Agency

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
11.26.25	1	3.5.4 updated to current procedure	

Hospital

Procedure Title:	Acute Pain Management	
Procedure #:	HO-0001	Effective Date: August 2024
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders
 Acute Pain Management
 Created by Sarah Cadwell DVM August 2024

General Policy: to ensure that all injured animals that enter the shelter receive proper pain management if a veterinarian is not on site and able to examine the animal

Criteria: Signs of pain in animals:

- Vocalizing
- Visualization of severe wounds
- Suspicion of fracture – the animal may present as unable to stand, body parts such as limbs do not appear to work as expected, swelling or deformity of limbs/joints.
- Aggression when certain areas are touched

Procedure:

- Try to contact the veterinarian for guidance. This can be through phone call or text.
- Create caduceus using Visit Type – Exam Condition Other
- Enter in caduceus your assessment
 - be descriptive
 - state the condition of the patient per your observation
 - enter a history or reported history if known
 - enter veterinarian recommendations
 - enter medication given and prescription of one is available
 - enter current weight in same caduceus in the Weight Box
- Enter a Vet Check for the animal

Medication:

- Narcotic pain medication – to be give only by those who are an RVT or hold a VACSP
 - Buprenorphine 1.8mg/ml – minimal sedation, good pain management, slow onset meaning pain management may not be achieved for 45-60 minutes, duration 4-24h depending on dose
 - Dogs 0.02 mg/kg SC/IM/IV/PO q 4-12 hours
 - Cats 0.02-0.24 mg/kg SC
 - Hydromorphone 10mg/ml – heavy sedation, may cause respiratory depression. Quick onset, duration 2-4 hours. Use only with DVM approval

- Dogs 0.1mg/kg SC/IM/IV q4-6 hours
 - Cats not recommended
- Neuropathic pain medication
 - Gabapentin- overall mild analgesic, may cause sedation
 - Dogs 15mg/kg PO q8-12 hours
 - Cats 10mg/kg PO q8-12 hours
- NSAID – use with caution in older/debilitated/dehydrated animals
 - Carprofen – drug of choice
 - Dogs 2.2mg/kg PO BID or 4.4mg/kg PO SID
 - Cats do not use
 - Meloxicam
 - Dogs 0.2 mg/kg initial dose PO, SC, or IV, then 0.1 mg/kg q 24 hr PO
 - Cats 0.1 mg/kg initially, then 0.05 mg/kg/d, then reduce dose to every other day, or 0.02 mg/kg PO. Not recommended for use at SASA unless directed by DVM
 - Robenacoxib – not used in dogs at SASA
 - Cats 1 mg/kg PO q 24 hr for up to 3 d in cats >2.5 kg and >4 mo of age

Procedure Title:	Upper Respiratory Infection in Cats/Kittens	
Procedure #:	HO-0002	Effective Date: March 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders for Upper Respiratory Infection in Cats/Kittens

March 2023 Created by Sarah Cadwell DVM

General Policy:

RVT's and Vet assistants will implement standing orders for cats/kittens that have the classic symptoms of Upper Respiratory Infection (URI) and have no complicating factors

Criteria:

- Collect animal information and enter all physical exam findings and treatments done in caduceus
- Determine if the cat/kitten has one or more of the following symptoms of URI
- Treat for all clinical symptoms notes
- Use physical exam findings and patient history to make best treatment decisions
- Not all cases of URI require antibiotics - use your discretion and client education
- Consult with the Veterinarian before implementing treatment if you are unsure of what to do

Physical Exam:

- Note the kittens attitude and demeanor
- Assess Body Condition Score (BCS)
 - Feel belly to see if it is full
 - Feel the skeleton to assess how thin the kitten is
- Examine the eyes for redness, squinting, discharge (color and amount), color of the cornea, elevation of the 3rd eyelids, vision
- Examine the nose for discharge and characterize the discharge - clear, cloudy, green, yellow, runny, thick
- Examine the mouth for odor, ulcers on the tongue, roof of mouth, lips and note the color of the gums (mucus membranes)
- Examine the respiratory system by watching how the kitten breaths - calm and quiet, rapid and shallow, open or closed mouth, panting, distressed etc
- Check under tail for signs of diarrhea such as feces stuck in haircoat, swollen anus
- Check temperature

- If < 99F offer heat support
- If > 103.5F consult hospital staff

Intake: Upon intake all kittens will be given

- Pyrantel
- Ponazuril
- Flea treatment if age appropriate
- If kitten is too young for treatment and has fleas you can give it a warm bath with dawn dish soap and be sure to maintain body temperature

Treatment

Category	Clinical Signs	Treatment
Ocular signs - mild	<ul style="list-style-type: none"> ● Mild - clear eye discharge and no swelling or squinting 	<ul style="list-style-type: none"> ● Monitor ● Gently clean eyes as needed
Ocular signs - moderate	<ul style="list-style-type: none"> ● Green ocular discharge 	<ul style="list-style-type: none"> ● Flush with sterile saline and clean off caked debris ● Apply Optixcare eye lube ● Gently clean eyes as needed
Ocular signs - severe	<ul style="list-style-type: none"> ● Green ocular discharge AND unable to open eyes or has severe squinting 	<ul style="list-style-type: none"> ● Treat as above ● RX Doxycycline 10mg/kg PO q 24h x 10 days (see chart)
Nasal signs - mild	<ul style="list-style-type: none"> ● Good appetite with clear or mucoid nasal discharge - saline nose drops if congested 	<ul style="list-style-type: none"> ● Saline nose drops if congested ● Gently clean nose
Nasal signs - moderate to severe	<ul style="list-style-type: none"> ● Large amount of thick green nasal discharge 	<ul style="list-style-type: none"> ● RX Doxycycline 10mg/kg PO q 24h x 10 days (see chart)

Systemic signs	<ul style="list-style-type: none"> ● Dehydration ● Decreased appetite ● Lethargic 	<ul style="list-style-type: none"> ● SQ LRS (see Chart) ● DVM exam needed
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Dosages for Doxycycline:

Weight in pounds	Doxycycline 100mg/ml oral antibiotic PO once daily x 10 days
1# or less	Consult with hospital staff
1 - 2#	0.05 ml
2 - 3#	0.1 ml
3 - 4#	0.15 ml
4 - 5#	0.2 ml
5 - 7#	0.3 ml
7 - 9#	0.4 ml
9 - 12#	0.5 ml
12 - 15#	0.6 ml

Procedure Title:	Feline Vaccination Guidelines	
Procedure #:	HO-0003	Effective Date: March 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders
 Feline Vaccination Guidelines
Created by Sarah Cadwell DVM May 2023

This policy is to ensure that all cats and kittens that enter the shelter receive their proper core vaccinations according to the guidelines of the American Veterinary Medical Association (AVMA) and the American Association of Feline Practitioners (AAFP)

Every cat should have or receive:

- Immunizations with core vaccines in accordance with existing guidelines
 - Rabies virus (over 4 pounds)
 - Feline panleukopenia virus
 - Feline herpesvirus-1
 - Calicivirus
- FVRCP
 - Neonatal Kittens – must go to foster by 4pm same day
 - umbilical cord present
 - eyes closed or recently open, ears not upright
 - Tail not up when walking
 - No vaccine
 - Set up vaccine appointment in 6, 9 and 12 weeks
 - Kittens will return in 9-12 weeks for surgery and adoption
 - Kittens 1.5 - 1 pound (around 4 weeks old) – must go to foster within 1-2 days
 - No vaccine
 - Set up vaccine appointment in 3, 6 and 9 weeks for boosters
 - Kittens will be returned in 9 weeks for surgery and adoption
 - Kittens between 1 - 2 pounds (4 - 8 weeks old) - must go to foster within 1-2 days
 - Give first FVRCP
 - Set up vaccine appointment in 3 and 6 weeks for boosters
 - Kittens will be returned in 6-9 weeks for surgery and adoption
 - Kittens between 2-4 pounds (8-16 weeks old) – foster recommended
 - Give first FVRCP
 - Set up vaccine and return appointment in 3 weeks
 - Kittens will be returned in 3-6 weeks for surgery and adoption

- Cats over 4 pounds
 - Do not qualify for kitten foster program
 - Give first FVRCP and booster in 3 weeks
 - Give Rabies vaccine

Procedure Title:	Foster Kitten Vaccination Guidelines	
Procedure #:	HO-0004	Effective Date: May 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders
Foster Kitten Vaccination Guidelines
Created by Sarah Cadwell DVM May 2023

This policy is to ensure that all cats and kittens that enter the foster program receive their proper core vaccinations according to the guidelines of the American Veterinary Medical Association (AVMA) and the American Association of Feline Practitioners (AAFP)

Every cat should have or receive:

- Immunizations with core vaccines in accordance with existing guidelines
 - Rabies virus
 - Feline panleukopenia virus
 - Feline herpesvirus-1
 - Calicivirus

- FVRCP
 - Kittens < 1 pound (less than 4 weeks old)
 - No vaccine
 - Set up vaccine appointment in 3, 6, 9 and 12 weeks for boosters
 - Kittens will be returned in 9-12 weeks for surgery and adoption

 - Kittens between 1 - 2 pounds (4 - 8 weeks old)
 - Give first FVRCP
 - Set up vaccine appointment in 3, 6 and 9 weeks for boosters
 - Kittens will be returned in 6-9 weeks for surgery and adoption

 - Kittens between 2-4 pounds (8-16 weeks old)
 - Give first FVRCP
 - Set up vaccine and return appointment in 3 and 6 weeks
 - Kittens will be returned in 3-6 weeks for surgery and adoption

 - Cats over 4 pounds
 - Do not qualify for kitten foster program
 - Give first FVRCP and booster in 3 weeks

- Get rabies approval

Procedure Title:	K-9 Infectious Respiratory Disease -Kennel Cough	
Procedure #:	HO-0005	Effective Date: May 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Canine Infectious Respiratory Disease Standing Order Procedure for Dogs and Puppies
March 2023 Created By: Sarah Cadwell DVM

General Policy: RVTs and Vet assistants will implement standing orders for dogs/puppies that have the classic symptoms of Canine Infectious Respiratory Disease (CIRDC) and have no complicating factors.

Criteria:

- Collect patient information to create a full patient history
- Determine if the dog/puppy has one or more of the follow symptoms of CIRDC
- Start treatment if below signs are seen
- Use physical exam findings and patient history to make best treatment decision
- **Not all cases of CIRDC/kennel cough require antibiotics – use your discretion and client education**

Procedure:

- Create caduceus using Visit Type - Vet Care Level 1 Condition – Kennel Cough
- Enter in caduceus using the template Tech Kennel Cough and write in medication rx'd
- Enter current weight in same caduceus in the Weight Box
- If there is no response to treatment after 3 days animal must be seen by DVM

Category	Clinical signs	Treatment
Nasal/Upper Airway clinical signs	<ul style="list-style-type: none"> ● Sneezing, licking nose ● Colored nasal discharge with or without congestion ● Cough, hack ● Good appetite 	<ul style="list-style-type: none"> ● RX Doxycycline 10 mg/kg PO q24h PO x 10d ● Gently clean nose as needed
Ocular signs	<ul style="list-style-type: none"> ● Ocular discharge with conjunctivitis and/or chemosis 	<ul style="list-style-type: none"> ● RX BNP OU BID x 7d ● Gently clean eyes as needed

Lower Respiratory clinical signs – R/O pneumonia	<ul style="list-style-type: none"> • Dehydration • Decreased appetite • Increased respiratory effort, lethargy • Severe cough, nasal discharge • Fever >103.5F 	DVM exam asap
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Dosing Chart for Puppies and Small Dogs

Weight in pounds	Doxycycline 100 mg/ml	Doxycycline tablet
Up to 1#	0.05 ml	
1.0 – 2.0	0.1 ml	
2.0 – 3.0	0.15 ml	¼ of 50 mg
3.0 – 4.0	0.2 ml	
4.0 – 5.0	0.25 ml	½ of 50 mg, ¼ of 100 mg
5.0 – 6.0	0.3 ml	
6.0 – 7.0	0.35 ml	
7.0 – 8.0	0.4 ml	¾ of 50 mg
8.0 – 9.0	0.45 ml	
9.0 – 10.0	0.5 ml	50 mg, ½ of 100 mg

Dosing Chart for Dogs

Weight in pounds	Doxycycline dose tablet or capsule
Up to 10#	50 mg
10.1 – 15	75 mg
15.1 – 20	100 mg
20.1 – 25	125 mg
25.1 – 30	150 mg
30.1 – 35	175 mg
35.1 – 40	200 mg
40.1 – 45	225 mg
45.1 – 50	250 mg
50.1 - 55	275 mg
55.1 - 60	300 mg
60.1 - 75	350 mg
> 75	400 mg

Procedure Title:	Kennel Cough - Telemedicine	
Procedure #:	HO-0006	Effective Date: March 2024
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedures:		

March 2024 **Created By:** Sarah Cadwell DVM

General Policy: Telemedicine is the practice of veterinary medicine (assessment, diagnosis, prescribing treatment) which occurs at a distance using telecommunication between a veterinarian and an animal owner.

Criteria:

- Determine if the animal is in foster or post adoption. If post adoptions must have signed the “Authorization to act as Agent of Owner for Veterinary Care and establishment of Veterinarian-Client-Patient Relationship (VCPR)” form.
 - If this form is not signed a VCPR (required for owned animals) can be established by “examining the animal patient by use of synchronous audio-video communication” (ie Facetime, Zoom).
 - After initial VCPR is established, synchronous audio-video communication is not required for the same medical condition ie any electronic communication – audio, video and/or electronic transmission of records, images etc.
- With AB1399 effective 1/1/2024 veterinarians can employ sound professional judgement to determine whether using telemedicine is appropriate
- Owners can text or email photo/video of the dog along with written information regarding behavior and symptoms observed.
- The owner must be made aware of the following (written in template Tech KC Telemedicine)
 - Inform the client (animal owner) about the use and “potential limitations” of telehealth such as possibility of misdiagnosis
 - Get consent to use telehealth and follow standards of care for kennel cough established at SASA. These guidelines are written by a veterinarian but executed by an RVT or Vet Assistant
 - Use the same standards of care in telehealth as in other veterinary care
 - Let the client know they can opt for an in-person visit if they want.
 - Inform the client how to receive follow up care if needed because of adverse reactions or treatment failure. If patient is not improving within 3 days or symptoms are worsening the owner must schedule for an in person visit.
- Follow procedure below and prepare medication for owner to pick up at front counter.

Procedure:

- Determine if the dog/puppy has one or more of the follow symptoms of CIRDC
- Start treatment if below signs are seen
- Use physical exam findings and patient history to make best treatment decision
- **Not all cases of CIRDC/kennel cough require antibiotics – use your discretion and client education**
- Create caduceus using Visit Type - Recheck Condition – Kennel Cough
- Enter in caduceus using the template Tech Kennel Cough and write in medication rx'd
- Enter in caduceus using the template Tech KC telemedicine to document guidelines have been reviewed with owner.
- Print medical history along with medication information sheet, place in a plastic bag with medication and take to the front counter for pick up.
- If there is no response to treatment after 3 days animal must be seen in person by DVM

Category	Clinical signs	Treatment
Nasal/Upper Airway clinical signs	<ul style="list-style-type: none"> • Sneezing, licking nose • Colored nasal discharge with or without congestion • Cough, hack • Good appetite 	<ul style="list-style-type: none"> • RX Doxycycline 10 mg/kg PO q24h PO x 10d • Gently clean nose as needed
Ocular signs	<ul style="list-style-type: none"> • Ocular discharge with conjunctivitis and/or chemosis 	<ul style="list-style-type: none"> • RX BNP OU BID x 7d • Gently clean eyes as needed
Lower Respiratory clinical signs – R/O pneumonia	<ul style="list-style-type: none"> • Dehydration • Decreased appetite • Increased respiratory effort, lethargy • Severe cough, nasal discharge • Fever >103.5F 	DVM exam asap

Dosing Chart for Puppies and Small Dogs

Weight in pounds	Doxycycline 100 mg/ml	Doxycycline tablet
Up to 1#	0.05 ml	
1.0 – 2.0	0.1 ml	
2.0 – 3.0	0.15 ml	¼ of 50 mg
3.0 – 4.0	0.2 ml	
4.0 – 5.0	0.25 ml	½ of 50 mg, ¼ of 100 mg
5.0 – 6.0	0.3 ml	
6.0 – 7.0	0.35 ml	
7.0 – 8.0	0.4 ml	¾ of 50 mg
8.0 – 9.0	0.45 ml	
9.0 – 10.0	0.5 ml	50 mg, ½ of 100 mg

Dosing Chart for Dogs

Weight in pounds	Doxycycline dose tablet or capsule
Up to 10#	50 mg
10.1 – 15	75 mg
15.1 – 20	100 mg
20.1 – 25	125 mg
25.1 – 30	150 mg
30.1 – 35	175 mg
35.1 – 40	200 mg
40.1 – 45	225 mg
45.1 – 50	250 mg
50.1 - 55	275 mg
55.1 - 60	300 mg
60.1 - 75	350 mg
> 75	400 mg

Template Tech KC Telemedicine

With AB1399 effective 1/1/2024 veterinarians can employ sound professional judgement to determine whether using telemedicine is appropriate

Dog is in foster or adopted within the 10 day period with a signed “Authorization to act as Agent of Owner for Veterinary Care and establishment of Veterinarian-Client-Patient Relationship (VCPR)” form. If this form is not signed a VCPR (required for owned animals) can be established by “examining the animal patient by use of synchronous audio-video communication” (ie Facetime, Zoom). After initial VCPR is established, synchronous audio-video communication is not required for the same medical condition ie any electronic communication – audio, video and/or electronic transmission of records, images etc.

Owners has communicated via electronic means a photo/video of the dog along with written information regarding behavior and symptoms observed. Dog is coughing and exhibiting symptoms consistent with mild kennel cough and otherwise acting normally -eating/drinking/active/normal eliminations.

The owner has been made aware of the following Inform about the use and “potential limitations” of telehealth such as possibility of misdiagnosis. The owner has given consent to use telehealth and follow standards of care for kennel cough established at SASA. The owner has been informed that they can opt for an in-person visit if they want. The owner has been informed how to receive follow up care if needed in the case of adverse reactions or treatment failure. Owner has been directed to pick up medication at front counter.

Procedure Title:	Diarrhea in Healthy Kittens	
Procedure #:	HO-0007	Effective Date: March 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders for Diarrhea in Healthy Kittens
March 2023 Created by Sarah Cadwell DVM

General Policy: RVTs and Vet assistants will implement standing orders for kittens that have diarrhea and have no complicating factors.

Criteria:

- Collect patient information to create a full patient history.
- Determine if the kitten has one or more of the follow symptoms.
- Start treatment if below signs are seen.
- Use physical exam findings and patient history to make best treatment decisions

Empirical Treatment:

1. At admission all kittens are treated with
 - Pyrantel pamoate 11mg/kg PO – see chart
 - Ponazuril 25mg/lb PO – see chart
2. Treatment starts at 2 weeks of age and are repeated every 2 weeks until 20 weeks of age
3. Kittens older than 20 weeks of age receive 2 treatments 2 weeks apart
4. Praziquantel if there is evidence of proglottids (tapeworm segments)

Protocol for Diarrhea:

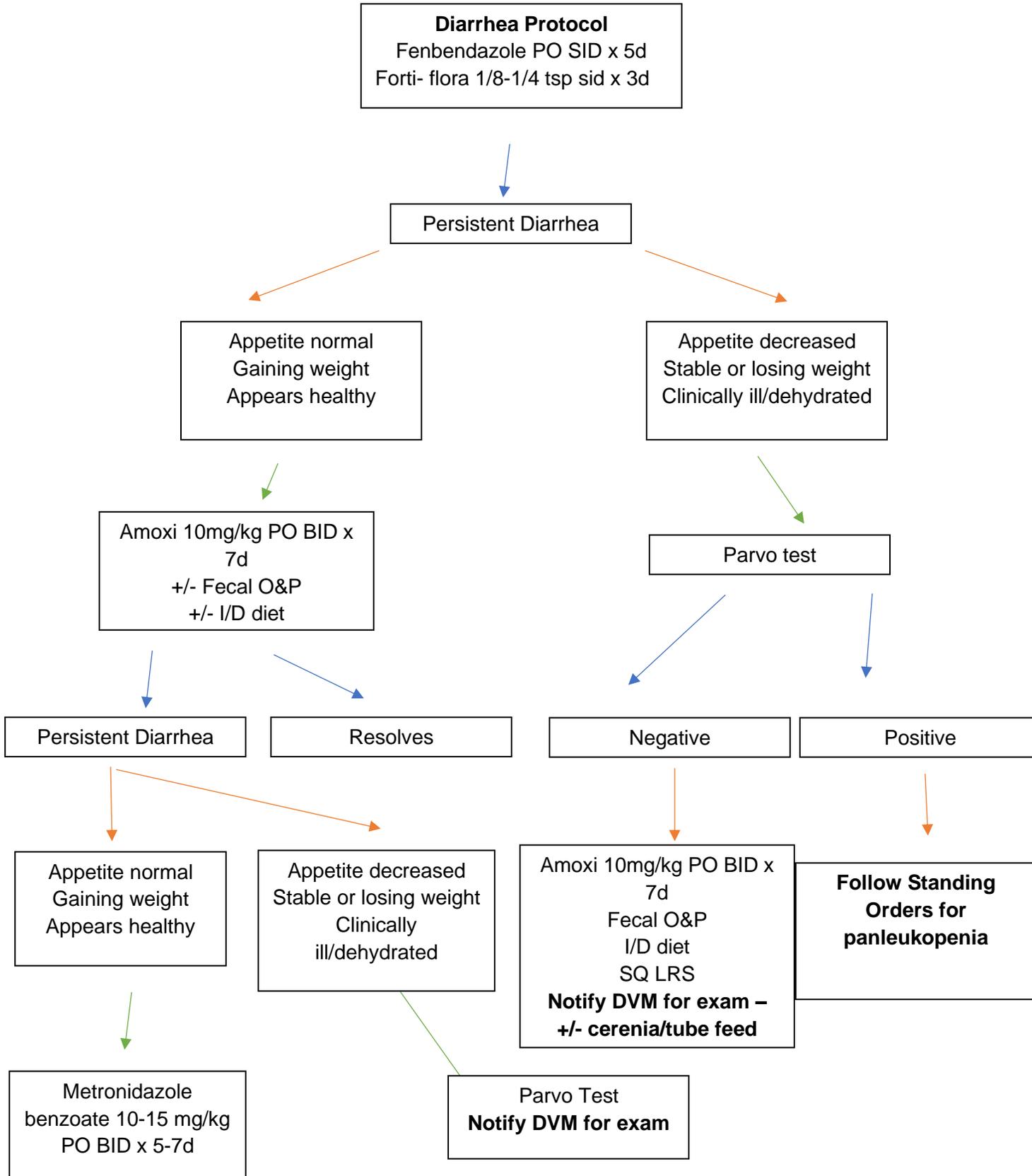
1. Kittens experiencing diarrhea must be treated in a timely manner due to high risk of morbidity and mortality
2. Observe appropriate biosecurity at all times ie wear gloves, change gloves between groups of kittens/puppies to prevent transmission of infectious organisms between susceptible populations
3. Kittens with a concurrent loss of appetite, lethargy, vomiting and/or weight loss should receive a DVM examination. Recommend testing for panleukopenia with DVM approval. If positive then follow Panleukopenia Protocol. If negative, consult with DVM
4. General protocol guidelines – can be started without DVM approval (see flow chart)
 - Probiotic - Fortiflora 1/8-1/4 teaspoon SID x 5 days
 - LRS SC 10ml/pound
 - Ponazuril 25mg/lb SID x 1-3 days

- Fenbendazole 50mg/kg PO SID x 5 days
- FeLV/FIV testing
- Kaolin 0.25 - 0.5 ml BID x 3 days

5. Persistent diarrhea – consult with DVM (see flow chart)

- Procaine Penicillin G
 - i. Dilute 1 ml (300,000 Units) in 6 mls sterile saline
 - ii. Give subcutaneously according to weight
 - 1. 75-150g - 0.1ml
 - 2. 151-300g - 0.2ml
 - 3. 301-600g - 0.4ml
 - 4. 600-680 - 0.5ml
- RX Amoxicillin drops 50mg/ml 10mg/kg PO BID x 7d
- Metronidazole 25mg/kg BID x 5 days
- Tylosin 10-15mg TID x 14-21 days
- Loperamide 0.05 mg/kg BID x 3 days

Intake protocol = Pyrantel/Ponazuril



Ponazuril dilution instructions: (www.sheltermedicine.com)

- 50 mls Marquis paste + 12.5 mls water + 12.5 mls syrup for flavor = 75 mls of 100 mg/ml solution
- Or for a smaller amount at one time:
 - 20 mls Marquis paste + 5 mls water + 5 mls syrup for flavor = 30mls of 100 mg/ml solution
- Dose at 25 mg/lb (~55 mg/kg) once at intake for all animals under 6 months of age and repeat again in 10-14 days
- For animals testing positive for coccidia - dose at 25 mg/lb (~55mg/kg) once daily for 3-5 days depending on severity of clinical signs

weight	Ponazuril 100mg/ml	Pyrantel 50mg/ml
Up to 1 #	0.25 mls	0.1 mls
2 #	0.50 mls	0.2 mls
3 #	0.75 mls	0.3 mls
4 #	1.00 mls	0.4 mls
5 #	1.25 mls	0.5 mls
6 #	1.50 mls	0.6 mls
7 #	1.75 mls	0.7 mls
8 #	2.00 mls	0.8 mls
9 #	2.25 mls	0.9 mls
10 #	2.50 mls	1.0 mls
> 10 #	Weight in # X 0.25 mls = Dose in mls	Weight in # X 0.1 mls = Dose in mls

Dosage for Fenbendazole:

Weight in pounds	Panacur (100 mg/ml oral dewormer) dose in ml PO q24h x 5d
<1#	0.2 ml
1 – 1.5#	0.35 ml
1.5 – 2#	0.45 ml
2 – 2.5#	0.55 ml
2.5 – 3#	0.7 ml
3 – 3.5#	0.8 ml
3.5 – 4#	0.9 ml
4 – 4.5#	1.0 ml
4.5 – 5#	1.15 ml

Procedure Title:	Parvovirus/Panleukopenia	
Procedure #:	HO-0008	Effective Date: March 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders for Parvovirus

March 2023 Created by Sarah Cadwell DVM

Parvovirus General Policy:

RVTs and Vet assistants can start treatment immediately based upon standing orders for cats/kittens/dog/puppies that have been diagnosed as having Panleukopenia/Parvovirus using a rapid test..

Basic outpatient protocol based on treatment protocol utilized for the treatment of parvoviral enteritis at Colorado State University

Criteria:

1. Identify if animal is showing signs of clinical disease such as poor appetite, underweight, vomiting, diarrhea, lethargy.
2. Determine if the animal has a positive parvo test, use pharyngeal and rectal swabs.
3. Complete physical exam, including weight and temperature.
4. Enter all diagnostics and treatments performed into Chameleon.
5. Place animal on vet check list for the veterinarian to examine.
6. If the animal is too ill to treat follow the euthanasia protocol.
7. If needed, RVT or Vet Assist can obtain phone authorization from DVM, if not on site, for further treatment as needed.

Canine Parvovirus – Treatment:

1. Subcutaneous Fluids LRS 10ml/lb BID
2. Provide heat support if hypothermic
3. Convenia @ 8mg/kg SQ once weekly
4. Cerenia @ 1mg/kg SQ SID
5. If puppy has nausea/vomiting NPO, no food or water in kennel
6. If dog has severe abdominal pain Buprenorphine 0.02mg/kg SQ BID – TID
7. Enter caduceus Visit type VetCare Level 3 Condition Parvo. Use template named Parvo TX and enter treatment as given.

Feline Panleukopenia – Treatment:

1. Administer by weight LRS @12-15 ml/# SQ
2. Convenia @ 8mg/kg (0.045ml/#) SQ once weekly
3. Cerenia @ 1mg/kg SQ SID
4. Provide heat support if body temperature is low
5. Enter caduceus Visit type VetCare Level 3 Condition Panleukopenia. Use template named Panleukopenia TX and enter treatment as given.

Procedure Title:	Vaccine Hypersensitivity Reactions	
Procedure #:	HO-0009	Effective Date: May 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders for Vaccine Hypersensitivity Reactions

May 2023 Created by Sarah Cadwell DVM

General Policy:

RVT’s and Vet assistants will implement standing orders for dogs/cats that display classic symptoms of vaccine reactions with no complicating factors.

Criteria:

- Collect animal information and enter all physical exam findings and treatments done in caduceus
- Treat for all clinical symptoms notes
- Use physical exam findings and patient history to make best treatment decisions
- Consult with the Veterinarian before implementing treatment if you are unsure of what to do

Physical Exam Findings: Symptoms of a serious reaction will generally occur very quickly after the vaccine is given but could take up to 48 hours to appear.

Common Symptoms of Vaccine Reactions in Dogs and Cats

- Decreased appetite
- Diarrhea.
- Vomiting.
- Lethargy.
- Swelling, soreness or redness at the injection site
- Puffiness around the ears, muzzle, and/or eyes.
- Bumps or hives all over the body.
- Facial or whole-body itching
- Fever

Severe symptoms of Vaccine reactions

- Respiratory distress
- Shock
- Death

Treatment

- Diphenhydramine 2mg/kg IM
- Dexamethasone SP 0.25mg/kg IM
- Consult with DVM or send to offsite DVM for further evaluation.

Procedure Title:	Ringworm in Healthy Felines	
Procedure #:	HO-0010	Effective Date: March 2023
Revisions:		
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Standing Orders for Ringworm in Healthy Felines
March 2023 Created by Sarah Cadwell DVM

General Policy: RVTs and Vet assistants will implement standing orders for cats/kittens that have hair loss, crusting or skin lesions and have no complicating factors.

Criteria:

- Collect patient information to create a full patient history.
- Determine if the kitten has one or more of the follow symptoms.
- Start treatment if below signs are seen.
- Use physical exam findings and patient history to make best treatment decisions

Protocol for Ringworm:

- Use the woods lamp in the radiology room to scan the entire cat for ringworm. The green fluorescence is bright, neon green and will be observed on the hair shafts.
- Observe appropriate biosecurity at all times i.e. wear gloves, change gloves between groups of kittens to prevent transmission of infectious organisms between susceptible populations.
- Enter findings in caduceus using template

Treatment:

- Start fluconazole 5mg/kg SID for 21 days.
- Enter on the To Do list under vet check to recheck skin in 21 days. Change the date to 21 days ahead.

Procedure Title:	ACSIII Anesthesia and Surgery Protocol	
Procedure #:	HO-0011	Effective Date: September 2024
Revisions		
Final Approval:	Craig Gundlach, Executive Director	
Corresponding Procedure(s):		

Purpose:

To outline the roles and responsibilities of ACSIII during routine castration and ovariohysterectomy anesthesia and surgery

Scope:

All Registered Veterinary Technicians (RVT's) and Veterinarians involved in anesthetic and surgical procedures.

1.0 Policy:

To standardized practices that maximize our effectiveness and productivity and to ensure the animals safety and health during anesthetic and surgical procedures.

2.0 Responsibilities:

- 2.1 The Veterinarian on duty is responsible for overseeing all anesthetic and surgical procedures and to monitor that proper protocols are always in effect.
- 2.2 The ACSIII is responsible for carrying out procedures according to the Veterinarians directions and standard protocol.

3.0 Procedures:

3.1 Pre OP

- 3.1.1** Weigh Patient and note on chart
- 3.1.2** Calculate drug dosages according to chart and surgery form
- 3.1.3** Restrain animal for veterinarian to examine and sedate
- 3.1.4** Visually monitor patient while sedation ensues
- 3.1.5** Select correct endotracheal tube size and prepare equipment for tasks, clippers, vaccines, microchip, surgical scrub etc.
- 3.1.6** Once sedated place animal on table

3.2 Induction

- 3.2.1** Evaluate level of sedation/anesthesia and proceed as follows:
 - 3.2.1.1** If level of anesthesia is adequate place endotracheal tube without further induction
 - 3.2.1.2** If level of anesthesia is not adequate
 - 3.2.1.2.1** Mask with isoflurane and O2 if patient is almost completely induced

3.2.1.2.2 If animal is too responsive for a low dose of gas anesthesia via face mask, give ketamine 5.5mg/kg IV + Midazolam 0.275 mg/kg IV for induction

3.2.1.3 Measure and place endotracheal tube, tie in place with gauze tie and inflate cuff

3.2.1.4 Cats are not intubated and are maintained on O2 and isoflurane gas anesthesia via properly fitting face mask.

3.3 Surgical prep

3.3.1 While animal is under anesthesia physically examine the animals teeth, ears, eyes, skin and hair coat for any abnormalities and bring any findings to the attention of the veterinarian.

3.3.2 Give appropriate treatments - vaccines and microchips

3.3.3 Place patient in dorsal recumbency and shave surgery site with clippers

3.3.4 Scrub incision site alternating with chlorhexidine surgical scrub and alcohol 3 times, use good judgement as additional scrubbing may be necessary if skin is excessively dirty. Place an alcohol infused gauze square over incision site

3.3.5 Turn O2 and gas anesthesia off, deflate the anesthesia reserve bag, disconnect tubing and move the patient to the surgery table without contaminating the surgical site

3.4 Surgery

3.4.1 Ensure table heating system is turned on and set to the correct temperature

3.4.2 Connect proper anesthetic tubing system to the animal according to patient weight and restart O2 and gas anesthesia. General guidelines for maintenance anesthesia are O2 at 1.5 L/m and Isoflurane at 2% for dogs and 2.5% for cats

3.4.3 Place pulse oximeter on patient and turn machine on

3.4.4 Focus surgery light onto surgery site

3.4.5 Prepare surgical cap, mask, gown and scrub pack for doctor

3.4.6 Prepare surgical field by placing sterile drape on stand and provide proper instruments, scalpel blade, suture pack onto the sterile field in an appropriate manner to maintain sterility.

3.5 Recovery

3.5.1 Turn off gas anesthesia and O2 and deflate reserve bag

- 3.5.2** Disconnect anesthetic tubing
- 3.5.3** Transfer patient to kennel or mat
- 3.5.4** Untie endotracheal tube
- 3.5.5** Monitor patient during recovery - eyes and hands on patient monitoring respiration, heart rate and mucus membrane color.
- 3.5.6** Inspect surgical site for hemorrhage
- 3.5.7** Once patient has swallowed 3 times deflate cuff and remove tube in a smooth and efficient manner.
- 3.5.8** Chart times on surgery form

Procedure Title:	Spay/Neuter Anesthesia Protocol	
Procedure #:	HO-0012	Effective Date: June 2023
Revisions	December 2025 by DVM	
Final Approval:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Spay/Neuter Anesthesia Protocol
June 2023 Created by Sarah Cadwell DVM

Dogs:

- Pre-med: Hydromorphone 0.1mg/kg + Acepromazine 0.05mg/kg SC/IM
- Induction: Ketamine 5.5mg/kg + Midazolam 0.275mg/kg IV
- Intubate and maintain on isoflurane and O2
- Local blocks: testicular block (male) or splash block (female) with lidocaine/bupivacaine 0.5% +/- epinephrine 1:200,000 1mg/kg
- Extubate when swallowing

OR if fractious/difficult to handle

- BDK 0.033ml/kg IM or TTDex 0.017-0.02mL/kg IM
- Intubate and maintain on isoflurane and O2
- Local blocks: testicular block (male) or splash block (female) with lidocaine/bupivacaine 0.5% +/- epinephrine 1:200,000 1mg/kg
- Extubate when swallowing

Post Op Medication

- Rimadyl injectable 50mg/ml in dogs 2.2mg/kg SQ once
- All dogs will be prescribed an NSAID to go home: carprofen 2.2 mg/kg PO q 12 h for 3 days.
- Gabapentin 10-20mg/kg PO q12h for pain control and/or sedation, or Trazadone 5mg/kg for sedation for dogs can be prescribed to go home at Surgeons' discretion.

Cats:

- Induce BDK IM
- Mask Iso/O2 if total anesthesia time is less than 30min.
- At Prep: buprenorphine 0.02mg/kg IM
- Local blocks: testicular block (male) or splash block (female) with lidocaine/bupivacaine 0.5% +/- epinephrine 1:200,000 1mg/kg

Post Op Medication

- +/- Buprenorphine dose at DVM discretion. If buprenorphine is prescribed the animal will need to stay in the shelter as this medication must not be sent home.
- +/- Onsior (Robenacoxib) in cats 4 months of age or older 2mg/kg SC once
- +/- Gabapentin 10-20mg/kg PO every 12 hours for 3 days, starting in the morning the day after surgery.

General:

- TTDex =Telazol reconstituted with 2.5mL butorphanol and 2.5mL dexmedetomidine
- BDK butorphanol, dexdomitor, ketamine at 1:2:3 ratio
- ALL patients at the SN clinic are intubated. Except for cats under anesthesia <30m.
- IV Catheters are placed in high-risk patients at Technicians' discretion
- Preoperative dogs may receive oral sedation based on their temperament. Trazadone 5-8mg/kg PO which may be combined with Gabapentin 10-20mg/kg PO. Consult with DVM
- Protocols for patients with cardiac disease, liver disease, history of seizures, brachycephalic condition, suspicion for shunt, need to be determined on a case-by-case basis by the doctor on duty.
- For demonstrated nausea post op, maropitant 0.5 - 1 mg/kg IV or SQ should be given as first line treatment.
- If line block for a female is not done at prep, splash blocks are an acceptable alternative.
- For painful "other than SN surgeries", consult with DVM
- Extremely underweight, extremely overweight, pregnant or senior animals may require different anesthetic considerations. Consult with DVM.

Procedure Title:	Spay/Neuter Surgical Complications Protocol	
Procedure #:	HO-0013	Effective Date: October 2024
Revisions		
Final Approval:	Craig Gundlach, Executive Director	
Corresponding Procedure(s):		

Stanislaus Animal Services Agency Spay/Neuter Surgical complications Protocol
October 2024 modified by Sarah Cadwell DVM

List of possible surgical complications and recommended medical treatment plan.

1. **Owner concern**, no abnormalities observed, or medication prescribed.

2. **Surgical Site**
 - a. Mild swelling, bruising or swelling - nothing prescribed
 - b. Seroma, moderate bruising or erythema - antibiotics, NSAIDS +/- warm compressing
 - c. Mild dehiscence, no discharge - antibiotics, NSAIDS +/- warm compressing
 - d. Suture reaction mild - antibiotics
 - e. Infection or suture granuloma - remove visible suture, antibiotics consider surgical removal of buried suture
 - f. Dehiscence of dermis or SQ suture/infection of surgery site. Antibiotics, NSAIDS +/- warm compressing
 - g. Hernia/dehiscence of linea - surgical repair
 - h. Internal - hemoabdomen, ovarian remnant, stump pyometra – surgical repair

3. **Scrotal Hematoma**
 - a. mild – scrotum same size as prior to surgery. (compress, rest, Trazodone or Gabapentin for sedation +/- NSAIDs, ABS’s)
 - b. moderate – scrotum is slightly larger than prior to surgery. (NSAIDS, AB’s, Rest and compressing)
 - c. severe – scrotum is 2X or larger than previous surgery. +/- Surgical scrotal ablation

4. **Gastrointestinal changes**
 - a. possible secondary to stress, anesthesia, surgery; unknown
 - b. owner non-compliance such as NSAIDs on an empty stomach, diet changes
 - c. Anorexia, Lethargy, mild dehydration possible secondary to anesthetic/surgery

5. **Problem noted, unrelated to surgery or anesthesia.**
 - a. URI, Kennel cough – prescribe appropriate treatment related to secondary condition.
6. **Suture/Staple removal** record comments/assessment.
7. **Vaccine reaction** see vaccine reaction protocol.

Operations Includes:

Field Services:

Rescue:

Shelter Services:

Volunteer/Foster/

Social Media

Field Services

Procedure Title:	Portable Radios	
Procedure #:	FS-0001	Effective Date: 08/31/09
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

To establish a uniform procedure for the use of portable radios by field and canvassing staff

Scope:

- Animal Service Officer(s)
- Animal Care Specialist(s) assigned to canvassing team
- Animal Services Operations Supervisor(s)

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 That Officer safety is enhanced by the ability to communicate with dispatch and emergency personnel via the portable radio
- 1.2 We have standardized practices that enhances our effectiveness and communications

2.0 Responsibilities:

- 2.1 The Field Supervisor ensures that the radio is functioning properly and assigns the radio to the ASO and/or the ACS(s) along with a microphone and radio charger. Once a radio has been assigned it remains with that officer for the duration of employment unless a supervisor requests it be returned.
- 2.2 The ASO and/or the ACS are responsible for keeping their radio charged and bringing it to and from work daily.
- 2.3 Any problems with a radio will be reported immediately to a Field Supervisor so arrangements can be made for repair / replacement as needed.
- 2.4 The ASO and/or ACS on duty are responsible for using their assigned radio properly in accordance with the following procedure.

3.0 Procedures:

- 3.1 The radio is to be turned on and set on channel 1 and the volume turned so that the officer can hear radio traffic at all times during the officers shift while they are outside of their vehicle.
- 3.2 Radio volume may be reduced when inside the dispatch area, or while speaking with a citizen or during a phone conversation, but must still be audible to the officer. The radio may not be turned off unless permission has been given by the Field Supervisor for a special assignment.

4.0

Definitions/Acronyms:

- 4.1 **SASA** – Stanislaus Animal Services Agency
- 4.2 **Field Supervisor** – Animal Services Operations Supervisor assigned to the Field.
The Field Supervisor can also be any other supervisor or higher level employee that is on-site, in the event that the actual Field Supervisor is unavailable.
- 4.3 **ASO** – Animal Service Officer
- 4.4 **ACS** – Animal Care Specialist
- Radio** –Kenwood Portable Radio pictured at right



5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
07/29/09	1.0	New Procedure Drafted	Not Applicable

Procedure Title:	Investigation Photographs	
Procedure #:	FS-0002	Effective Date: 05/26/10
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

Establish a uniform process for downloading pictures and attaching them to activity reports.

Scope:

- Animal Service Officer(s)
- Animal Services Operations Supervisor(s)

1.0 Policy:

The policy of the SASA is to ensure:

1.1 Pictures are taken and properly attached to activity reports for reference and/or evidence.

2.0 Responsibilities:

2.1 The ASO's will take pictures at all investigations.

2.2 The ASO will download pictures taken and attach to activity reports in a timely manner.

2.3 The ASO will make sure their assigned digital camera is functioning properly and has fully charged batteries at the beginning of their shift.

3.0 Procedures:

3.1 The ASO will take photographs at any activity designated "Investigation"

3.1.1 Only a supervisor can determine if the photographs are not necessary and delete.

3.1.2 If the supervisor deems the photographs necessary it will be the ASO's responsibility to download and attach the pictures to the Activity report (see procedure #F-100-004)

3.2 The exceptions to the above criteria are:

3.2.1 Determination by a supervisor that photographs of the investigation are not warranted.

4.0 Definitions/Acronyms:

4.1 **SASA** – Stanislaus Animal Services Agency

4.2 **ASO** – Animal Service Officer

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
07/29/09	1.0	New Procedure Drafted	Not Applicable

Procedure Title:	How to download/attach photographs to Activity	
Procedure #:	FS-0003	Effective Date: 05/26/10
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

Establish a uniform process for downloading pictures and attaching them to activity reports.

Scope:

- Animal Service Officer(s)
- Animal Services Operations Supervisor(s)

1.0 Policy:

The policy of the SASA is to ensure:

1.1 Pictures are taken and properly attached to activity reports for reference and/or evidence.

2.0 Responsibilities:

- 2.1 The ASO's will take pictures at all investigations.
- 2.2 The ASO will download pictures taken and attach to activity reports in a timely manner.
- 2.3 The ASO will make sure their assigned cellular device is functioning properly and has a fully charged battery at the beginning of their shift.

3.0 Procedures:

- 3.1 Locate photos to attach to activity.
 - 3.2 Select photo.(s)
 - 3.3 Locate mail icon. In subject line enter activity number where photo(s) will be attached.
 - 3.4
 - 3.5
 - 3.5.1 If there are photo's for more then one case on your camera, the ASO will have to select the appropriate pictures for one case (Activity) at a time.
- Double check to ensure photos have attached to the activity.

4.0 Definitions/Acronyms:

4.1 SASA – Stanislaus Animal Services

4.2 Agency ASO – Animal Service Officer

Procedure Title:	Home Quarantine	
Procedure #:	FS-0004	Effective Date: 01/28/13
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	Bite report procedure	

Purpose:

To establish a uniform procedure for determining if an animal should be allowed to be quarantined at home.

Scope:

- Animal Service Officer(s)
- County Veterinarian
- Executive Director
- Animal Services Operations Supervisor(s)
- Operations Manager

Policy:

1.0 The policy of the SASA is to ensure:

1.1 That all animals that have bitten a person are properly quarantined in accordance with **CCR 2606**. (see below) either at the SASA, or a veterinary office. An animal may be quarantined at home depending on the circumstances of the bite and the vaccination status of the animal.

Code of Regulations 2606. Rabies, Animal. (in part)

(2) Isolation of Biting Animals. At the discretion of the local health officer any animal which bites or otherwise exposes a person shall be isolated in strict confinement in a place and manner approved by the local health officer and observed for at least 14 days (dogs and cats 10 days) after the day of infliction of the bite...

(3) Isolation of Biting Animals in Officially Declared Rabies Areas. In officially declared rabies areas (see Section 121585, California Health and Safety Code) the isolation described in paragraph (2) above shall be mandatory for any animal of a species subject to rabies that has bitten or otherwise exposed a person, with the exception of rodents (members of the order Rodentia) and rabbits and hares (members of the order Lagomorpha).

2.0 Responsibilities:

2.1 The County Veterinarian, Operations Manager, ASOS and ASO's or the Executive Director may determine an animal's eligibility for home quarantine.

3.0 Procedures:

3.1 Any animal that has bitten a person must be quarantined for a period of 14 days (dogs and cats 10 days) after the day of infliction of the bite. The following will

be considered before placing an animal under home quarantine, or releasing an animal from the shelter for home quarantine.

3.1.1 Any animal that has bitten while roaming off of the animal owners' property will not be eligible for home quarantine.

3.1.2 Any dog without a current rabies vaccination will not be eligible for home quarantine. (This does not apply to cats since rabies vaccination is not required for cats).

3.1.3 The animal owner must be able to adequately keep the biting animal isolated on their property away from possible contact with people or other animals until released from quarantine.

3.1.4 Most Owner/Victim bites may be quarantined at home since the owner is the only person at risk.

3.2 The Executive Director, Operations Manager, County Veterinarian and the ASOS have discretion to home quarantine regardless of the above criteria for certain cases. Information and reason must be documented in Chameleon.

4.0 Definitions/Acronyms:

ASO – Animal Service Officer

ASOS – Animal Service Operations Supervisor

Procedure Title:	Return of On-Call Vehicle on Day Off	
Procedure #:	FS-0005	Effective Date:
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	Timecard Procedure	

Purpose:

To establish a uniform procedure when an Animal Services Office returns an Animal Services vehicle on scheduled day *off*.

Scope:

- Animal Services Officer(s)

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 If an ASO is required to be on-call the evening before a day *off* that the on- call/call back time is accurately reflected on the ASO's timecard and in Chameleon.

2.0 Responsibilities:

- 2.1 The ASOS will review and sign *off* on timecards including OCC and CBO
- 2.2 The on call ASO accurately documents in Chameleon and on their timecard call back time (CBO) of 2 (two) hours for returning a vehicle on their day off.

3.0 Procedures:

- 3.1 When an ASO is on-call and required to return a vehicle on their day off, they will still monitor their phones 2 (two) hours before the end of the on-call shift (marking the beginning of CBO per the MOU) and return to SASA by 0700. They will continue to be "on-call" and respond to any emergency calls until the end of the "on-call" shift at 0700. The ASO will create an activity in Chameleon with a type of "Other", and memo that they are returning the vehicle from on-call.
- 3.2 The ASO will complete their timecard reflecting 2 (two) hours of CBO on the day the on-call shift ended. They will document on their timecard in a memo to reflect the 2 (two) hours worked for CBO stating returning truck from OCA on day off.
- 3.3 Prior to leaving the Agency, the On-Call ASO going off duty will pass the on-call phone to the ASOS or designee.

4.0 Definitions/Acronyms:

SASA - Stanislaus Animal Services Agency
ASO - Animal Services Officer
ASOS – Animal Services Operations Supervisor
OCC - On Call Hourly
CBO - On Call Overtime
OCA - On Call Hourly – Phone Duty

Procedure Title:	Field Officer Response to Law Enforcement	
Procedure #:	FS-0006	Effective Date: 12/30/2023
Revisions:		
Approved By:	Vaughn Maurice, Executive Director	
Corresponding Procedure(s):		

Purpose:

To establish a uniform procedure for Stanislaus Animal Services Agency’s (SASA) Field Officers response when requested assistance from any law enforcement agency when on duty either during regular hours or while on-call.

Scope:

- Operations Supervisors
- Stanislaus Animal Services Dispatcher
- Field Officer

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 Law enforcement agencies are responded to in a timely fashion when assistance is requested, and they are on scene whether during normal business hours or when in on call situation.
- 1.2 Good communication and rapport are maintained with all law enforcement agency by providing efficient and considerate responses for calls for assistance.

We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

- 2.1 Operations Supervisors are to ensure that field officer have the full understanding that they **shall** respond to any law enforcement agency that is requesting our assistance if they are **on scene**.

- 2.2 Stanislaus Animal Services Dispatcher is to create a call to assist any law enforcement agency when contacted and they will be on scene or responding to a scene.
- 2.3 Field Officers is to respond timely to calls in which any law enforcement agency is requesting assistance, and they are on scene.
- 2.4 Operations Manager or Director will respond promptly to field officer's if reached out to, to determine if response is warranted.

3.0 Procedures:

- 3.1 Stanislaus Animal Services Agency is contacted by any law enforcement agency requesting our assistance.
- 3.2 Stanislaus Animal Services Agency dispatcher is to gather information regarding the need for assistance and asked if a law enforcement will remain on scene or be on scene.
- 3.3 Once it is determined there is a need for a Field Officer to respond an activity will be created.
- 3.4 The dispatcher will note if the law enforcement agency remains on scene until the field officer arrives or if responding to the call.
- 3.5 When it is stated that a law enforcement officer is remaining on scene or is responding to the scene, the Field officer **shall** respond promptly and judiciously.
- 3.6 It will be the discretion of the field officer to determine response time if it is stated that no law enforcement officer will be on scene nor is responding to the scene.
- 3.7 If there are any questions about responding to a call with law enforcement reach out to an operations supervisor, operations manager, or the director for clarification.

4.0 Definitions/Acronyms:

- 4.1 **Dispatcher** - any person assigned to taking information from a citizens or law enforcement agency regarding a need for assistance with an animal related issue. This is to include the on-call field officer.

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

	Review of Field Faxes Following On-call	
Procedure #:	FS-0007	Effective Date: 3-1-2025
Revisions:		
Final Approval:	Craig Gundlach, Executive Director	
Corresponding Procedure(s):		

Purpose:

The purpose is to establish a uniform procedure for reviewing and returning the calls that came in from the answering service during the period that the shelter is closed.

Scope:

- Animal Services Officer- ASO
- Operations Supervisor/Field

1.0 Policy:

The policy of the SASA is to ensure:

- Calls that were received during the on-call period that did not meet the criteria to be responded to by the overnight on-call officer, are responded to the following morning at the start of shift.
- ASOs are contacting each citizen that called during the on-call shift to determine if that citizen needs assistance from SASA.

We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

- 2.1 On-call ASO is responsible for reviewing all overnight faxes received during their on-call shift.
- 2.2 At the beginning of shift, the on-call ASO is responsible for calling all citizens who called in to afterhours dispatch but did not receive contact from the on-call officer.
- 2.3 Operations Supervisor/field will assure that ASO's are contacting (daily) all citizens who have called in over night to afterhours dispatch.

3.0 Procedures:

- 3.1 Upon the start of shift, the faxes from the on-call shift will be collected from dispatch printer by the previous night's on-call officer.
- 3.2 The on-call officer will review the faxes and contact all citizens that they did not respond to overnight to determine if any assistance can be provided.
- 3.3 In the event the on-call officer **is not remaining** on shift for the day, or is unavailable, whomever covers Dispatch that morning will provide those faxes to a field officer that will be on shift for the day.
- 3.4 The on-duty officer that **is remaining** on shift for the day will contact all citizens that were not responded to overnight (by the off duty, or unavailable on-call officer) to determine if any assistance can be provided.
- 3.5 Officer handling on-call faxes will be on the road no later than 30 minutes after the start of their shift, unless otherwise directed by a supervisor. All other officers will be on the road no later than 15 minutes after the start of their shift, unless otherwise directed by a supervisor.

4.0 Definitions/Acronyms:

- 4.1 SASA-Stanislaus Animal Services Agency
- 4.2 ASO- Animal Services Officer

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

Procedure Title:	Vet Check– Field Operations	
Procedure #:	FS-0008	Effective Date: 05/23/16
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	FS02-001	

Purpose:

To establish a uniform procedure for notifying veterinary staff of incoming animals needing veterinary care.

Scope:

- Animal Services Officer(s)

1.0 Policy:

The policy of the SASA is to ensure:

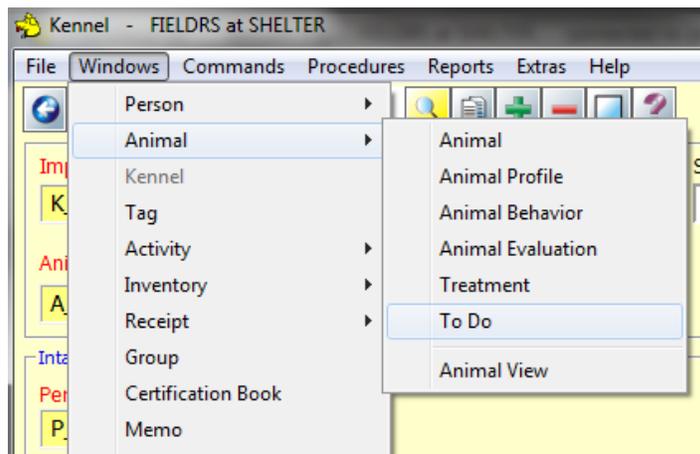
- 1.1 All animals needing medical care are identified in a timely manner.
- 1.2 All records are maintained in accordance with best practices.
- 1.3 We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

- 2.1 The **Animal Services Officer** that, upon examination of an animal, believes it requires medical attention shall create a “Vet Check To Do” record stating the observed symptoms.
- 2.2 The **ASO** is responsible for performing all duties in accordance with the following procedure and Departmental and County Policies.

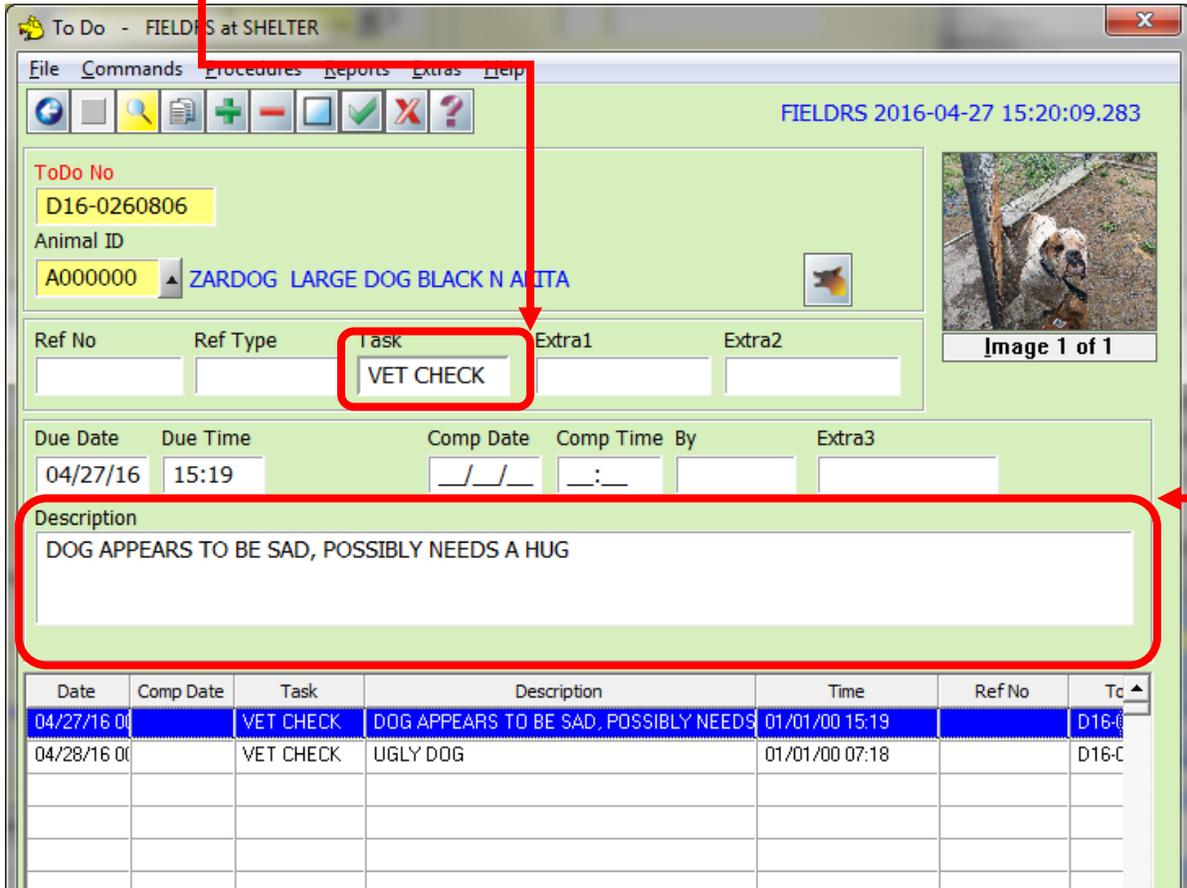
3.0 Procedures:

- 3.1 Once the kennel card is created (#FS02-001), go to Windows, Animal, To Do.



- 3.2 In the “To Do” screen, the animal ID created in the kennel screen will transfer.

- 3.2.1 In the box marked "Task", popup and select Vet Check, or type "V" and tab.
- 3.2.2 Enter the observed symptoms in the box labeled "Description", and store the record.



3.3 If the issue is severe and should be classified as an emergency, notify the veterinary staff by radio or in person once the "Vet Check To Do" has been created.

4.0 Definitions/Acronyms:

4.1 **ASO** – Animal Services Officer

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)
05/23/16	1.0	New Procedure Drafted	Not Applicable

Procedure Title:	Field Return of Owned Animals	
Procedure #:	FS-0009	Effective Date: 06/25/20
Revisions:		
Approved By:	Annette Patton, Executive Director	
Corresponding Procedure(s):		

Purpose: To establish a uniform process for returning animals to their owners in the field.

Scope:

- Animal Services Officer I/II
- Animal Services Operations Supervisor - Field

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 Any animal taken up in the field, which is identified as owned by a license, microchip or if owner is present on scene identifying themselves as owner is returned to the owner.
- 1.2 A reasonable attempt will be made to locate the owner of any animal taken up in the field.
- 1.3 We have standardized practices that maximize our effectiveness and productivity.

2.0 Responsibilities:

- 2.1 Animal Services Operations Supervisor - Field
- 2.2 Animal Service Officer I/II

3.0 Procedures:

- 3.1 Officer contacts an animal in the field.
- 3.2 Officer will look for license tag, identification tag and scan for microchip (scan entire body slowly and use multiple devices, if possible).
 - 3.2.1 Officer will research in Chameleon and DocuPet and utilize Universal Pet Microchip look-up for records to determine owner information, license status, the number and nature of any prior offenses, and to verify description of animal.

- 3.3 The officer will return the animal to its “owner” or representative if present on scene or resides reasonably close.
 - 3.3.1 The “owner” must provide satisfactory evidence of personal identification.
 - 3.3.2 **If applicable**, “owner”, receives citation for licensing and/or off leash.
- 3.4 If officer is unable to locate chip, license tag or identification tag, then the officer should do the following:
 - 3.4.1 Speak with complainant to see if they have idea where dog may live.
 - 3.4.2 Patrol area for 10-15 minutes to see if owner is looking for animal.
 - 3.4.3 Write report on scene, to extend time in area for possible owner to contact officer.
 - 3.4.4 Leave notice on doors of possible owners.
- 3.5 Taken up animals should be transported to shelter if one or more of the following apply:
 - 3.5.1 Animal was found or reported to be at large in violation of law within the past one-year period.
 - 3.5.2 Animal reportedly injured or harassed a person or other animal, or damaged property.
 - 3.5.3 Animal has reportedly bitten a person and quarantine of animal is required.
 - 3.5.4 Animal has been declared to be a “Dangerous Dog” or a public nuisance animal, or the officer believes that the animal will be the subject of such administrative proceedings.
 - 3.5.5 The officer determines that restraint or public protection offenses would likely continue or resume, or that the release of the animal would endanger the health or safety of the animal or present an unreasonable risk of harm to persons, property or other animals.
 - 3.5.6 Ownership of the animal has not been satisfactorily established.

3.6 In any instance in which an animal is taken up and brought into the shelter, the measures taken to locate the owner on scene or the reasons why the animal was not returned will be documented in the officer's report.

4.0 Definitions/Acronyms:

4.1 **Owner**- person who is identified as having rightful title to an animal. This is established through microchip, license tag, identification tag or other means.

5.0 Revision History:

Date	Revision No.	Change	Reference Section(s)

PURPOSE AND SCOPE:

The purpose of this policy is to provide Field Operations personnel with guidelines for the proper use of body armor.

POLICY:

It is the policy of the Stanislaus Animal Services Agency to maximize officer safety through the use of body armor in combination with prescribed safety procedures. While body armor provides a significant level of protection, it is not a substitute for the observance of officer safety procedures.

ISSUANCE OF BODY ARMOR:

The Executive Director, or his/her designee, shall ensure that body armor is issued to all officers when the officer begins service at Stanislaus Animal Services Agency and that, when issued, the body armor meets or exceeds the standards of the National Institute of Justice.

The Executive Director, or his/her designee, shall also establish a body armor replacement schedule and ensure that replacement body armor is issued pursuant to the schedule or whenever the body armor becomes worn or damaged to the point that its effectiveness or functionality has been compromised.

USE OF BODY ARMOR:

The Agency encourages all on-duty officers to wear body armor. Their use in some instances is required.

When officers are assigned to a special services operation, stakeout, service of arrest warrant(s), or are serving a search warrant, the wearing of body armor is mandatory. Once the scene is secure, and with approval of a supervisor or scene coordinator, officers may remove their body armor to conduct their normal duties.

A stakeout, for purposes of this section, is a pre-planned event where time and practicality allow officers to put on body armor in anticipation of encountering armed or dangerous suspects or circumstances.

Body armor must either be Agency issued or Agency approved.

INSPECTIONS OF BODY ARMOR:

Officers should ensure that their issued body armor is worn and maintained in accordance with this policy through routine observation.

CARE AND MAINTENANCE OF BODY ARMOR:

Body armor should be cared for and cleaned pursuant to the manufacturer's care instructions provided with the body armor. The instructions can be found on labels located on the external surface of each ballistic panel. The carrier should also have a label that contains care instructions. Failure to follow instructions may damage the ballistic performance capabilities of the armor. If care instructions for the body armor cannot be located, contact the manufacturer to request care instructions.

SUBJECT: BODY ARMOR

Policy No. FS-0010

Body armor should not be exposed to any cleaning agents or methods not specifically recommended by the manufacturer, as noted on the armor panel label.

Body armor should be replaced in accordance with the manufacturer's recommended replacement schedule.



**SUBJECT: USE OF FORCE – COLLAPSIBLE BATON/
BITE STICK****Policy No. FS-0011****GENERAL**

Collapsible batons / bite sticks (batons) are provided to officers to be used for personal defense against aggressive or dangerous animals. Officers should avoid the use of batons against any person. Attempts will be made to achieve control of threatening people through advice, warnings, persuasion, retreat, and the assistance of local law enforcement. The use of batons against people is only permitted when the officer's personal safety or the safety of others is in immediate danger and the opportunity for retreat is not possible. Officers should always avoid becoming involved in an argument or escalating a tense situation.

Officers may use physical force to defend themselves or others. The type and degree of force used will be objectively reasonable and based upon the circumstances of the situation. All use of force will be thoroughly documented, reviewed and investigated by supervisory staff.

OBJECTIVELY REASONABLE FORCE (DEFINITION)

Objectively reasonable force is that level of force which is appropriate when analyzed from the perspective of a reasonable officer possessing the same information and faced with the same circumstances as the officer who has actually used force. Objectively reasonable force is not judged with hindsight, and will take into account, where appropriate, the fact that officers must make rapid decisions regarding the amount of force to use in tense, uncertain, and rapidly evolving situations. Important factors to be considered when deciding how much force can be used includes, but is not limited to, the severity of the incident at issue and whether the subject poses an immediate threat to the safety of the officer or others. This policy guideline applies to all uses of force.

PHYSICAL THREATS (DEFINITION)

A physically threatening or assaultive animal or person is one who could be considered physically threatening by an objectively reasonable officer involved in the encounter. There is no requirement that the animal or person actually has to strike/bite/attack or attempt to strike/bite/attack an officer to be considered physically threatening or assaultive so long as an objectively reasonable officer has sufficient information (verbal threats, verbal defiance, physical stance, growling, charging, lunging, etc.) to believe that an animal or person is physically threatening and has the present ability to harm the officer or others.

FORCE OPTIONS POLICY

All officers have options available for use in those situations where force is reasonably necessary. Those situations can include but are not limited to subduing or defending oneself from a physically threatening or assaultive animal or person or other instances that threaten the safety of an officer or other person.

The degree of force used by an officer is directly related to the facts and circumstances encountered by that officer. Force options available to officers include, but are not limited to:

- Voice Commands

**SUBJECT: USE OF FORCE – COLLAPSIBLE BATON/
BITE STICK****Policy No. FS-0011**

- Use of animal control pole on animals
- Use of Oleoresin Capsicum (OC) Spray
- Collapsible Baton / Bite Stick

Each situation is unique. The Agency relies on the officer's judgment to employ the proper level of force under each unique circumstance. Each incident in which force is used must meet the conditions specified in this directive. There is no requirement that Agency members utilize a lesser level of force before progressing to a higher one, as long as the force option utilized is objectively reasonable under the circumstances at the time. When confronted by force or resistance, an officer may use an objectively reasonable higher level of force to overcome that resistance. The option of force should be the lowest level of force needed to control and contain the situation.

GENERAL USE OF BITE STICK / COLLAPSIBLE BATONS

Officers may use agency issued collapsible batons in the performance of their duties and when reasonably necessary, in accordance with the following procedures. Only those officers who have successfully completed the following agency-approved training may carry batons: Section 832 of the California Penal Code Powers of Arrest, and Retractable Baton training provided by an Agency approved contractor and in compliance with section 12002(g) of the California Penal Code. Officers will be re-certified every two years in order to be authorized to continue to carry the batons.

USE OF BITE STICK / COLLAPSIBLE BATON

The baton may be used as a defensive control weapon in those instances that threaten the safety of an officer or other persons or to repel / control a dangerous animal. Only the batons authorized by the Executive Director of SASA will be carried and used in the field and shall not be modified in any way. Only those officers who have successfully completed an agency approved course in the use of batons may carry batons. The only authorized training will be from a training instructor duly authorized by the Agency.

PROVIDING FIRST AID AFTER USE OF BATON

Officers using the baton will ensure the injured animal or person receives proper medical attention as soon as possible after the incident.

USE OF FORCE REPORTS

Officers must complete an Incident Report after *every* use of force involving a baton. Officers must also file a police report with local law enforcement after every use of force *against a human* involving a baton.

The Agency use of force Incident Report must be turned in to the supervisor on-duty, following the chain of command through the Field Operations Supervisor to the Executive Director, as soon as possible following the event but *no later than* the end of shift. The report shall include the complete name and personal information, or detailed description of the person or animal,

**SUBJECT: USE OF FORCE – COLLAPSIBLE BATON/
BITE STICK****Policy No. FS-0011**

upon which force was used; an explanation for the reason to use force; documentation and photos of any injuries; documentation of the medical personnel providing after-incident care; names and identifying information of any witnesses; and all other pertinent information to fully document the circumstances surrounding the incident.

Local law enforcement must be contacted *immediately* following use of force against a human involving a baton and a police report must be filed with that law enforcement agency. A copy of the police report shall also be obtained by the Field Operations Supervisor, once available, and forwarded to the Executive Director. After Supervisor review, both the Agency incident report and the police report, if applicable, shall be forwarded to Human Resources to be added to the officer's personnel file.

SECURITY OF AND CONTROL OF BATON

No batons shall be carried by personnel while on duty except by officers who have completed the appropriate training and are authorized to do so by the Field Operations Supervisor, or higher. Batons shall only be carried by officers when they are on duty.

When not in use, batons shall remain holstered and on the person of the officer. Batons shall not be left unattended in vehicles or anywhere within the workplace. Batons shall not be given to unauthorized persons for use or handling.

Officers must report missing batons *immediately* upon discovering that the baton is missing to the supervisor on-duty and a police report must be completed.

Batons shall be secured in their scabbard (holster) on the officer's duty belt and secured in the officer's locker at the end of shift. Batons shall not be taken home when off-duty, nor transported in the personal vehicles of employees.

PROHIBITED BEHAVIOR

Any misuse, exhibiting of the baton in a threatening manner without the intent to use, dangerous, foolhardy or inconsiderate acts or acts contrary to safety or good public relations are prohibited and will result in disciplinary action.

PURPOSE AND SCOPE:

The purpose of this policy is to provide Field Operations personnel with guidelines for the proper enforcement of rabies control measures as dictated by Stanislaus County Code and California state law.

POLICY:

It is the policy of the Stanislaus Animal Services Agency to enforce all rabies control measures enacted by the state of California in conjunction with the county health officer.

MANDATE:

As ordered in section 7.36.010 of the Stanislaus County Code, “The animal services executive director shall assure that all animals in the following categories are isolated or quarantined at the place and under the conditions prescribed by the county health officer and pertinent state laws and regulations:

1. Known rabid animals;
2. Suspected rabid animals;
3. Animals that have bitten or otherwise exposed a human to rabies;
4. Animals of a species subject to rabies, which have been bitten by a known rabid or suspected rabid animal or have come in close contact with a rabid or suspected rabid animal.”

DOCUMENTATION:

All incidents of rabies exposure as defined in section 7.36.010 of the Stanislaus County Code reported to the Agency shall be documented in a manner approved by the Agency.

In addition, any dog or cat that has been identified by SASA as a “bite dog” or “bite cat” (a dog or cat which has previously bitten a person or another animal) will be implanted with a microchip provided by SASA, regardless of whether the dog or cat has been licensed or not. The cost of the microchip and the service to implant the microchip is to be determined by ordinance of the board of supervisors, and shall be paid by the animal’s owner before the animal’s release. The microchip’s identification number shall be maintained on file at the animal shelter for identification purposes. (Stanislaus County Code 7.32.180)

ISOLATION OF BITING ANIMALS:

SUBJECT: RABIES CONTROL**Policy No. FS-0012**

Except where noted, all owned dogs and stray animals of a species subject to rabies that has bitten or otherwise exposed a human to rabies shall be isolated or quarantined at the SASA facility.

Where an animal owner can demonstrate to the investigating officer that they are capable of providing sufficient isolation, confinement and observation to satisfy the requirements of the quarantine, the officer is permitted to quarantine the animal at home. Home quarantine of owned cats is encouraged.

INSPECTION OF QUARANTINED ANIMALS:

All animals subject to this policy are to be inspected by the investigating officer or other assigned personnel for any symptoms suggestive of rabies at the beginning of and prior to release from quarantine.

An animal may be released from home quarantine by the investigating officer upon phone contact with the animal owner when reasonable means to visually inspect the animal have failed. The owner must affirm to the investigating officer that their pet does not exhibit any signs of illness or unusual behavior.

EPIDEMIC:

The county health officer may determine and declare that a rabies epidemic or other unusually dangerous health situation exists among dogs or other animals in the county, or in any part thereof. Upon making such a declaration, the health officer shall prepare and promulgate, with the approval of the board of supervisors, such rules and regulations as may be necessary for the control of persons and animals within the area where the dangerous conditions exist. (Stanislaus County Code section 7.36.030)

It shall be the duty of the animal services executive director to comply with all directives of the county health officer in the enforcement of the rules and regulations. The rules and regulations, when adopted, shall become and thereafter be a part of this chapter. (Stanislaus County Code 7.36.040)

PERTINENT STATE LAWS AND REGULATIONS:

California Code of Regulations (17 CCR § 2606, 2606.2, 2606.4)

California Health and Safety Code; Division 105; Part 6; Chapter 1 §121575-121710

Stanislaus County Code (7.36, 7.32)

OTHER SOURCES:

Investigation, Management, and Prevention of Animal Bites in California, Third Edition April 2014, Veterinary Public Health Section; Infectious Diseases Branch; Division of Communicable Disease Control; Center for Infectious Diseases; California Department of Public Health www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/InvestigationManagementandPreventionofAnimalBitesinCA.pdf, accessed February 25, 2018

California Compendium of Rabies Control and Prevention 2012, Veterinary Public Health Section; Infectious Diseases Branch; Division of Communicable Disease Control; Center for Infectious Diseases; California Department of Public Health www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/CACompendiumofRabiesControlandPrevention.pdf, accessed February 25, 2018



Rescue

Procedure Title:	Rescue Processing	
Procedure #:	RS-0001	Effective Date: 1/17/2018
Revisions:		
Final Approval:	Annette Patton, Executive Director	
Corresponding Procedure(s):	N/A	

Purpose:

Establish a standardized processing of an animal(s) released to a humane/rescue/public shelter groups.

Scope:

- Animal Services Rescue Coordinator
- Animal Services Operations Supervisors (ASOS)
- Administrative Clerks (I/II/III)
- Animal Services Animal Care Specialist I - II(s)
- Animal Care Specialist III - RVT(s)
- Client Services Supervisor

1.0 Policy:

The policy of the SASA is to ensure:

- 1.1 SASA will only release animals to a humane/rescue/public shelter groups with a valid/current 501©3 status.
- 1.2 Humane/rescue/public shelter groups provide pre-authorization for individuals approved to pick up animal(s) known as a runner.
- 1.3 Humane/rescue/public shelter groups provide pre-authorization for individuals approved to evaluate animal(s) known as an evaluator.
- 1.4 Humane/rescue/public shelter groups are responsible for transport of all animals in a secure and humane manner.
- 1.5 Rescue Request list will be distributed automatically daily to valid/current 501©3 groups.
- 1.6 All humane/rescue/public shelter group inquires (medical, behavioral, status, questions etc.) are submitted via;
 - 1.6.1 Email rescue@stancounty.com

- 1.6.2 Rescue Phone line – (209) 342-1743. ITC forwards these calls to e-mail for easy access by anyone.
- 1.6.2 Any on-site inquires, will be referred to Animal Services Rescue Coordinator or on duty Animal Service Operation Supervisor.

2.0 Responsibilities:

- 2.1 The Animal Services Rescue Coordinator or Animal Services Operation Supervisor(s) will
 - 2.1.1 Notify Animal Care Specialist(s) animal(s) confirmed to be picked up by humane/rescue/public shelter group and any requested services.
 - 2.1.2 Monitor and process, throughout the workday, messages/emails received through the Rescue phone line and rescue@stancounty.com email.
 - 2.1.3 Meet with rescues and networkers when they are at the shelter, assisting them with the selection of animals.
 - 2.1.4 Ensure verification has been received and filed on groups 501©3 status; an approved PID has been set up in Chameleon including an attached Owner Info memo containing the groups profile.
 - 2.1.5 Verify the accuracy of Due out and Review Dates on requested animals.
 - 2.1.6 Approve/request any additional test(s), evaluation(s), vaccination(s), picture/video(s), microchipping and Health Certificates as needed for rescue.
 - 2.1.7 Review and/or enter relevant notations on the Animal Profile screen/Web site comments/Evaluation Screen/Memos/Treatment Screen/Activity Screen.

- 2.1.8 The animal is not being released prior to due out date or a medical memo has been entered authorizing the early release. If not, notify Rescue Coordinator or Animal Services Operation Supervisor
 - 2.1.9 Humane/rescue/public shelter group has an APPROVED status PID. If not, notify Rescue Coordinator or Animal Services Operations Supervisor.
 - 2.1.10 Confirm by reviewing the INTERPARTY memo, the animal has received the requested services prior to rescue. If not, notify the Animal Care Specialist.
 - 2.1.11 Enter animal specific *Interparty* memo on an animal(s) AID referencing humane/rescue/public shelter interested in rescuing.
- 2.2 The Animal Care Specialist III - RVT(s) or on-site veterinary, on an as needed basis, will;
- 2.2.1 Determine if a released animal is approved for any requested rabies/vaccinations/tests/Health Certificates.
 - 2.2.2 Confirm Medical observation/treatment/tests/Health Certificates have been entered in the animal's treatment screen.
 - 2.2.3 Determine if a released animal can leave the shelter prior to the animal's due out day for medical reasons. Documented in a medical memo.
- 2.3 Animal Services Animal Care Specialist(s) will;
- 2.3.1 Administer and record in SASA database micro-chips and rabies as needed. This includes micro-chips supplied by a rescue/humane/public shelter group.
 - 2.3.2 Perform and record in SASA database additional pictures, videos, evaluations, tests, vaccinations etc., with the approval of Rescue Coordinator or Operations supervisor(s).
 - 2.3.3 Enter behavioral observations in a *Behavioral* memo.

- 2.3.4 Enter medical observations in a Medical Memo. If necessary, enter a TO DO vet check
- 2.3.5 Stage animals for pick up by the humane/rescue/public shelter group in *Receiving* as space permits.
- 2.3.6
- 2.4 Animal Services Administrative Clerk(s) will;
 - 2.4.1 Confirm the following has been documented.
 - 2.4.1.1 Humane/rescue/public shelter group picking up the animal has been documented in the SASA database under an INTERPARTY memo as the organization confirmed to pull. If not, review Rescue notify Rescue Coordinator or Animal Services Operation Supervisor.
 - 2.4.1.2 Runner has a PID. If not, obtain runner's information/ID and generate PID.
 - 2.4.2 Ensure the runner signs Rescue Authorization Waiver and Release form for each animal. If more than 3 animals to a single Humane/rescue/public shelter group leaving the same day and time; have the runner sign the Transport List.
 - 2.4.3 Attach each animal in the tag screen.
 - 2.4.4 Collect applicable fees.
 - 2.4.5 Provide (1) copy of Rescue packet.

3.0 Examples of Memos

- 3.1 OWNER INFO: Humane/rescue/public shelter groups Profile

Memo - WILLIAMM at SHELTER

File Commands Procedures Reports Extras Help

Memo No: M_ Memo ID: ID Type: Date: 12/14/17 Type: OWNER INFO Subtype: Author:

Extra1: Extra2: Extra3: Extra4: Extra5:

Memo Text Templates: **A** **R**

=====EXAMPLE=====

Approved as of 11/1/2017
 Runners: Susie Quiet, Jan Something
 Evaluator: Jeff Video
 Authorized pullers: David Director
 Preferences: Use own microchips/like smalls under 20 lbs

=====

|

Memo No	Memo Date	Memo Type	Subtype	Memo Text

3.2 INTERPARTY: Memos related to interested groups. The time stamp is important to ensure first come first served policy. Memo's should be brief with specifics with the last memo indicating the specific pick up date, runner name and services requested.

The screenshot shows a software window titled "Memo - WILLIAMM at SHELTER". The window has a menu bar with "File", "Commands", "Procedures", "Reports", "Extras", and "Help". Below the menu bar is a toolbar with various icons. The main form area contains several input fields:

- Memo No:** M_ -
- Memo ID:** (empty)
- ID Type:** (empty)
- Date:** 12/14/17
- Type:** INTERPARTY
- Subtype:** (empty)
- Author:** (empty)
- Extra1-5:** Five empty text boxes for additional information.

Below these fields is a large text area labeled "Memo Text" with a "Templates" dropdown and "A" and "R" buttons. The text area contains the following content:

```

*****EXAMPLE*****
|
12/14/17 12:35 Email received for Susie K. dated 12/14/17

P999999/Rescue ABC will pull A999999 on 1/2/2018. Runner will be Jackie Okay. Need Health certificate, rabies,
microchip, DHPP. Rescue Reason: Aged
*****

```

At the bottom of the window is a table with the following columns: Memo No, Memo Date, Memo Type, Subtype, and Memo Text. The table is currently empty.

Memo No	Memo Date	Memo Type	Subtype	Memo Text

- 4.2 PID number should already be entered into the Person To field. Enter Rescue in Type field and enter Subtype base on reason referenced in memo.
- 4.3 Ensure PID and Runner PID match memos for who will be picking up the animal. If the runner does not have a PID, obtain the runners ID and enter in a new PID.
- 4.4 Print and have runner sign Rescue Authorization Waiver and Release form for each animal and place signed form in the dailies.
- 4.5 Print (1) copy of Rescue packet.
 - Medical History (if available)
 - Rescue Authorization Waiver and Release (copy)
 - Kennel Card
 - Microchip certificate (as needed)
 - Health Certificate (if previously requested)
 - Rabies Certificate (if needed)

Data Entry Tag Screen

TagLink - WILLIAMM at SHELTER

File Windows Commands Procedures Reports Extras Help

Ready RENEW KENNEDY KENNEDYB 2013-09-14 11:22:47.397

Person ID
P238183 KRITTER KAMP RESCUE 10731 RAU RD ELK GROVE 95757 4.6

Animal ID
A380633 HERSHEY 9Y MED DOG APRICOT M POODLE MIN

Tag No 4.6.1 Tag Type Subtype S/N Jurisdiction Status Problem Code
43222E731D COUNTER OO COUNTY CURRENT

Tag Date Term Tag Exp Vaccine Cert No Lot No Lot Exp Extra1
09/14/13 60 09/14/18

Vac Date Term Vac Exp Vet ID
/ / 0 G

Batch No Extra2 Extra3 Extra4 Price Receipt No
.00 R13-304608

Person ID
P

Animals/Tags Matching Query

Animal ID	Name	Tag No	Status	Tag Type
A380633	HERSHEY	43222E731D	CURRENT	OTHER M/

All Animals/Tags for Displayed Owner

Animal ID	Name	Tag No	Status	Tag Type	
A366311	*LACY	006333268	CURRENT	AVID	0
A370221		006257079	CURRENT	AVID	0
A378395		011032015	CURRENT	AVID	0
A378396		011081851	CURRENT	AVID	0
A377125		011008836	CURRENT	AVID	0
A378524		011009053	CURRENT	AVID	0
A378525		011069107	CURRENT	AVID	0
A378311		011065863	CURRENT	AVID	0
A377608	PRECIOUS	985121004223560	CURRENT	OTHER M/C	0
A378157		011067263	CURRENT	AVID	0
A377835	SCRAPPY	011053833	CURRENT	AVID	0
A375137		011362257	CURRENT	AVID	0

- 4.6 Attach microchip number to rescue/humane/public shelter PID.
- 4.6.1 If FOUND ANIMAL chip; print microchip certificate.
- 4.6.2 Enter rabies certificate if needed.

4.7 Pop Up in the Receipt Field

Receipt - SYSADM at SHELTER

File Commands Procedures Reports Extras Help

WILLIAMM 2013-09-20 15:12:14.093

Receipt No: [] Date: 09/14/13

Person ID: P239183 KRITTER KAMP RESCUE 10731 RAU RD ELK GROVE 95757

Received From: JAMES AJA/P152384 Jurisdiction: OO COUNTY Extra1: Extra2:

Comment:

Receipt	Date	Amt
J13-304608	09/14/13 00:1	48.00
R13-304608	09/14/13 00:1	48.00
R13-305159	09/14/13 00:1	48.00
R13-303561	09/03/13 00:1	10.00
R13-303562	09/03/13 00:1	10.00
R13-303563	09/03/13 00:1	16.00
R13-303565	09/03/13 00:1	16.00
R13-303296	08/28/13 00:1	48.00
R13-302729	08/20/13 00:1	16.00

Qty	Item Code	Animal ID	Reference No	Fee Type	Dept	Extra3	Extra4	Item Price
1		A						

JE/Rfnd	Qty	Item Code	Animal ID	Reference No	Fee Type	Dept	Price	Subtotal	ItemName	Extra3	Extra4	
	1	OTHER M/C	A380633	43222E731D	TAG	LICENSE	.00	.00	OTHER MICROCHIP			DEB
	1	EXAM	A380633	T13-378187	TRE	CLINIC	.00	.00	EXAMINATION			DEB
	1	ENTERIC	A380633	T13-378188	TRE	CLINIC	.00	.00	ENTERIC			DEB
	1	VACCINATE	A380633	T13-380968	TRE	CLINIC	.00	.00	VACCINATION			DEB
	1	RABIES VX	A380633	T13-380969	TRE	CLINIC	6.00	6.00	RABIES VACCINATION			DEB

Total Due: \$ 0.00 Cash: .00 Check: .00 Credit: 6.00 Tendered: \$ 6.00 Card No.: V6585 Exp.: Auth.: Trans.: Change: 0.00 Balance: 0.00

- 4.8 Enter runner's name in the *Received From* field and their PID in the *Runner PID field (Extra1)*.
- 4.9 Retain all line items for the animal ID being processed. Zero out the dollar amounts for items not charged. Collect the fees and F9.
- 4.10 Radio shelter "Rescue Code 5 for animal pick-up". When a response has been received; provide the PID number for the group.

5.0 Definitions/Acronyms:

- 5.1 PID – Person ID
- 5.2 Runner – Individual transporting for Rescue/Humane/Public shelter
- 5.3 SASA – Stanislaus Animal Services Agency
- 5.4 RVT – Registered Veterinary Technician

Procedure Title:	Animal Transfer Sign-off Procedure	
Procedure #:	RS-0002	Effective Date: 2/27/2026
Approved By:	Lily Yap	Last Revision: N/A
Corresponding Procedure(s):	N/A	

Purpose:

The purpose of this procedure is to establish standardized requirements for documenting and approving the transfer of animals from the shelter using a SASA vehicle to transport partners, either directly to a destination or to an offsite exchange location, as well as transfers between transport partners. This procedure ensures accountability, clear custody transfer, and animal welfare for all animals transferred out of the shelter.

Scope:

This procedure applies to all SASA personnel, including but not limited to Supervisors, Animal Control Officers (ACOs), Animal Care Specialists (ACs), Transport Coordinators, SASA transport drivers and approved transport partners involved in the transfer of animals from the shelter or between transport entities.

1.0 Policy:

It is the policy of SASA to ensure that all animal transfers conducted using a SASA vehicle are performed in a safe, humane, and accountable manner with clear documentation and authorization at each stage of custody. Transfers may occur directly to a destination facility or at an approved offsite exchange location. We have standardized practices that maximize our effectiveness and productivity while maintaining transparency, legal compliance, and the highest standards of animal welfare.

No animal shall be transferred from the shelter, or between transport partners, without proper authorization, verification of animal condition, and documented sign-off in accordance with this procedure. All custody transfers must include acknowledgment of animal condition at the time the responsibility changes.

2.0 Responsibilities:

2.1 Rescue Coordinator / Assigned Staff:

- Confirm transport partner approval and destination, or exchange location
- Ensure transfer documentation is accurate and complete

- Obtain required signatures at each custody transfer point

2.2 Supervisors / Management:

- Review and authorize transfers when required
- Resolve discrepancies or concerns prior to release
- Ensure staff compliance with this procedure

2.3 Animal Care Specialists (ACS):

- Verify animal identity, health status, and eligibility for transfer
- Ensure required documentation is complete prior to transfer
- Assist with loading animals into the SASA vehicle when animals are departing directly from the shelter
- Acknowledge and document animal condition at the time of loading

2.4 Transport Partners:

- Verify animal count, identification, and condition at the time custody is accepted
- Acknowledge animal condition by providing required sign-off at the shelter or at an offsite exchange location
- Comply with all transport and animal welfare requirements

3.0 Procedures:

3.1 Pre-Transfer Verification (Shelter to Transport):

1. Confirm the animal is eligible for transfer (medical, behavioral, legal hold clearance).
2. Verify animal identification (ID number, description, microchip if applicable).
3. Prepare transfer documentation, including destination or exchange location and transport partner information.
4. Obtain required internal approvals, if applicable.

3.2 Sign-Off at Time of Transfer (Direct from Shelter):

1. Shelter staff shall assist with loading animals into SASA vehicle
2. Shelter staff shall review the animal(s) and acknowledge their condition at the time of loading
3. The SASA transport driver shall verify the number, identity, and condition of animals being accepted
4. Shelter personnel and SASA transport drivers shall sign and date the transfer documentation.

5. Copies of the signed documentation shall be retained per recordkeeping requirements.

3.3 Offsite Exchange or Transport-to-Transport Transfers:

1. The originating party shall present animals at the approved exchange location.
2. The SASA transport driver shall verify animal identity and condition at the time of transfer.
3. The SASA transport driver shall provide the second sign-off acknowledging receipt and condition of the animals
4. Both parties shall sign and date the transfer documentation
5. Documentation shall be provided to Animal Services within the required timeframe.

3.4 Discrepancies or Concerns:

- When loading if concerns arise animal will be held from transport and rescue notified why being held.
- Any discrepancies in animal count, condition, or documentation must be resolved prior to transfer.
- Transfers shall not proceed without Supervisor approval if issues arise.
- At exchange point if concerns arise shelter transporter is to contact the management phone 209-504-3634.

4.0 Definitions/Acronyms:

ACS: Animal Care Specialist

ACO: Animal Control Officer

SASA: Stanislaus Animal Services Agency

Transport Partner: An approved organization or individual authorized to transport animals

Chain of Custody: Documented record of responsibility for an animal from one party to another

Animal Transfer Sign-off

1. Transfer Information

Date of Transfer: _____

Time of Transfer: _____

Originating Location / Organization:

Receiving Location / Organization:

2. Health & Eligibility Verification (Shelter Use)

- Animal(s) cleared for transfer
- Medical clearance verified
- Behavior notes reviewed (if applicable)

3. Chain of Custody Acknowledgment

By signing below, all parties acknowledge the receipt, condition, and responsibility for the animal(s) listed below.

Releasing Party – Shelter: I acknowledge that the animal(s) listed above are being released in the condition documented at the time of transfer.

Name: _____

Title: _____

Organization: _____

Signature: _____

Date: _____

Releasing Party – Transport Driver (Initial Transporter): I acknowledge receipt of the animal(s) from the shelter and assume responsibility during transport until release to the receiving agency or next transporter.

Name: _____

Title: _____

Organization: _____

Signature: _____

Date: _____

Receiving Party – Agency or Next Transporter: I acknowledge receipt of the animal(s) listed above and accept responsibility upon transfer.

Shelter Services

Coming Soon

Volunteer/Foster and Social Media

Get Fear Free Certified Today!

**Animals can't speak
for themselves.
Learn how you can be
their champion.**

All shelter volunteers are **required** to participate in the
Fear Free Shelters Training Program



<https://fearfreeshelthers.com/register>



STANISLAUS COUNTY **VF-0001**
SOCIAL MEDIA ADMINISTRATION POLICY

I. Purpose & Scope

This document defines the social networking and social media policy for Stanislaus County Departments. The way county residents seek to communicate and obtain information is fast-changing, with fewer numbers of individuals utilizing traditional sources of information. Utilizing social media will help the County meet public demand for information and reach a broader audience. Moreover, the rapid growth of social media use by local, state and federal government entities is an indication that social media can be used effectively to enhance constituent communications.

The use of social media presents opportunity and risk to the County and its individual Departments. In general, the County supports the use of social media to enhance communication, collaboration, and information exchange in order to meet business missions and to further the goals of the organization and its departments.

The County has an overriding interest and expectation in deciding what is “spoken” on its behalf on social media sites. This document establishes guidelines for official use of social media, with the intent of mitigating the risks associated with its use.

County Personnel are encouraged to consult with their supervisor regarding any questions arising from the application or potential application of this policy.

II. Applicability

This policy applies to all Stanislaus County Personnel who have been officially designated by their Department Head or designee, as prescribed below, to administer official County and or departmental social media content, hereafter referred to as Social Media Administrators.

Departments using social media technology prior to the implementation of the County’s Social Media Policy shall achieve full policy compliance within 90 days of the effective date of this document. Elected officials and their social media administration are encouraged to follow the standards of this Policy but may implement separate standards and guidelines as needed.

The County CEO, or their designee, is responsible for facilitating the County's Social Media Policy in compliance with established Board of Supervisors rules and protocols. This includes responsibility to audit Department use of social media and enforce policy compliance. Within the terms of this policy, Department Heads have authority to determine and establish social media activity at the Department program level with approval of the County Public Information Officer (County PIO).

III. Use & Responsibility

Only Social Media Administrators authorized by the County may publish content to a County social media site as an official representative of the County and/or its Departments. Social Media Administrators must not use official County social media or social networking sites for political purposes, to conduct private commercial transactions, to engage in private business activities, or express opinions that are contrary to official County or Departmental positions. Content published on behalf of the County shall reflect only the County's position. Should any question arise as to the nature of the County's position, the Social Media Administrator shall seek direction from their Department Head.

IV. Policies & Procedures

Policy 1: County Social Media Technology Use Policy Compliance

County/Departmental use of social media technology shall conform to the policies, protocols, and procedures contained, or referenced, herein.

- 1.1 Comply with all applicable federal, state, and county laws, regulations, and policies including, but may not be limited to, copyright, records retention, California Public Records Act, First Amendment, privacy laws, employment related laws and County established documents. Appropriate use of County Resources, Information Security Policies, and the Social Media Administration Policy must be adhered to.
- 1.2 Be familiar with and carry-out social media activity in accordance with the County's Social Media Administration Policy.

Policy 2: Departmental Decision to Engage in Social Media

A Department's decision to embrace social media shall be a risk-based business decision approved by the Department Head and the County's Public Information Officer (or CEO designee) and supported by a strong business case that considers the Department's mission and goals, audience, legal risks, technical capabilities, and potential benefits. Departments that choose to utilize social media shall:

- 2.1 Have a strong understanding of the risks associated with using social media in order to make effective business decisions regarding its use.
- 2.2 Engage internal Department IT, Human Resources, and County Counsel Representatives to help assess the risks of utilizing a specific County approved social networking sites in comparison to the business opportunities expected.
- 2.3 Establish a comprehensive social media strategy.
- 2.4 Have security controls in place to protect County Information and Technology assets.
- 2.5 Designate a Social Media Administrator responsible for overseeing the Department's social media activity and policy compliance.
- 2.6 Only share account passwords with authorized staff/Coordinator designated by the Department Head, or her/his designee.
- 2.7 All social media account passwords will be centrally stored by SBT to ensure that account access is transferrable to department head designee or new administrator in the event of a job change.
- 2.8 Promptly reset account password when an employee is removed as an account administrator.

Policy 3: Access to Social Media Networks

Access to social media networks from within the County's IT infrastructure is limited to individuals performing official County business and to Departments with sufficient Information and Technology security controls.

- 3.1 County computers, laptops, and mobile devices used to access social media sites shall have up-to-date software to protect against destructive technical incidents, including but not be limited to, cyber, virus, and spyware/adware attacks.
- 3.2 The Strategic Business Technology Department and/or Department IT shall make a diligent effort to provide authorized users access to social media networks from within Department work sites.
- 3.3 County hosted websites shall not contain automatic feeds to uncensored social media site content. Prior to approving content for display on County websites, Departments shall have monitoring protocols in place to ensure content and links are appropriate and free from harmful technical attacks.

Policy 4: Authorized Official Use

Department Heads, or designees, are responsible for determining who is authorized to use social media on behalf of the Department (Social Media Administrators), and for designating appropriate access levels.

- 4.1 Social media network access shall be limited only to those with a clear business purpose.
- 4.2 Assignment of appropriate access levels shall include identifying what sites, or type of sites, the individual is approved to use, as well as defining capabilities: publish, edit, comment, or view only.
- 4.3 Only approved Social Media Administrators shall have permission to create, publish or comment on behalf of the County or Department.
- 4.4 Authorized users shall be provided a copy of the County's Social Media Policy and Social Media Disclaimer, and will be required to acknowledge their understanding and acceptance.

Policy 5: Approved Social Media Networks

Although there are several valuable social platforms, County Social Media Administrators are expected to follow the Board approved policy related to allowable use of social media networks.

- 5.1 The County PIO will maintain a list of approved Social Networks allowable for use by County Personnel for official County business. Currently, the approved social media platform list includes: Facebook, Twitter, Instagram, LinkedIn and YouTube.
- 5.2 The County CEO or designee may approve additional social networks as necessary for specific limited purposes.
- 5.3 Any requests to use additional social networks must demonstrate the opportunity to reach a new or different audience or leverage public information options not available on prior approved networks.

Policy 6: Management of County Social Media Sites

County Department social media sites shall be created and maintained in accordance with County Social Policy using the approved brand identity and official County website.

- 6.1 County social media network accounts shall be created using an official County email account.

- 6.2 When available, account names shall begin with “Stan County” or “Stanislaus County.”
- 6.3 Accounts shall identify themselves as local government in the site’s “About” description and link to the official Stanislaus County website or appropriate department page.
- 6.4 Accounts shall not contain any profile information such as gender, religion, race, views, relationship status, political party affiliation, etc.
- 6.5 Sites shall contain visible elements that identify them as an official Stanislaus County site. Among other items, this includes displaying official County logos, seals, Department brands, contact information, and a link to Department websites.
- 6.6 Alternate icons or avatars must be approved by the County PIO.
- 6.7 All County social media accounts shall display, or provide a link to, the County’s Social Media Disclaimer and any applicable eGovernment policies.
- 6.8 Users shall exercise discretion as to what other users and pages to follow. As a general rule, Stan County accounts shall only follow entities that contribute to the County’s business value.

Policy 7: Site Content

Departments are responsible for establishing and maintaining content posted to their social media sites and shall have measures in effect to prevent inappropriate or technically harmful information and links.

- 7.1 Departments are responsible for the content and upkeep of their social sites and should ensure coverage when admins are on leave or vacation, etc.
- 7.2 County websites shall remain the primary and predominant source of information available via the internet.
- 7.3 Information and comments shared through social media channels shall fully comply with all applicable County and Department Communications Policies and Procedures and shall not disclose confidential or proprietary information.
- 7.4 All content posted shall be timely information relevant to the County or the Department’s mission, values, objectives, and priorities.

- 7.5 Sharing or posting content owned by others shall be performed in accordance with copyright, fair use, and established laws pertaining to materials owned by others. This includes, but is not limited to, quotes, images, documents, links, etc.
- 7.6 When content administrators choose to post a document as an image, text on an image cannot be read on a screen reader. Therefore, any content that is not Section 508-ADA1 (American Disability Act) web accessible shall contain simple text links to identical material on a compliant website (e.g. County web page) or other online information source where the information can be properly presented.
- 7.7 Electronic information posted to a social media site by the County, or a member of the public, may be considered a record subject to California's Public Records Act.
- 7.8 When a Department chooses to allow public comments on an approved social media site, that site is subject to the County's Social Media Disclaimer. The site must prominently state that users are subject to the disclaimer and include a link to the County website where the disclaimer is published.
- 7.9 Page posts and comments must be moderated carefully and regularly in accordance with the Social Media Disclaimer. Any comments that are out of compliance can be removed. If there is question as to whether the comment or post in question is in violation, the appropriate Department Head or County Counsel shall be consulted prior to removal.
- 7.10 Social media users may be reported to individual social media companies for harmful or inflammatory language, etc.
- 7.11 The Department Head possesses decision-making authority for determining the appropriateness of any proposed promotion or advertising of outside organizations that have asked for support by way of sharing content on County social platforms. Any request in which an outside entity or organization's event, promotional content or photography compromises the public's perception of the County's neutrality or its ability to act in the public interest shall be rejected. Only partner agencies or sponsors' content should be considered to avoid inconsistencies between Stanislaus County Vision, Values and Priorities, and the policies or practices of the outside organization.

V. General County Social Media Usage Standards

This policy applies only to Stanislaus County Personnel whose scope of work includes social media administration. An employee exercising the use of social media on behalf of the County is expected to thoughtfully and carefully represent Stanislaus County in the online space known as social media. As an ambassador of the County, the employee as well as the County will be judged by the content presented on social media outlets. Posts should be readable at a sixth-grade reading level, use proper spelling and grammar, and should avoid the use of jargon, acronyms, and other language not broadly understood by the public.

Best practices of social media use include always presenting factual information but acknowledging mistakes if they are made. Timely correction of errors or inaccurate information is essential. It is not expected that every comment should be responded to. However, social media is commonly and effectively used as a customer service tool.

By participating in the task of social media administrator on behalf of the County, employees agree to uphold and adhere to the Social Media Policy guidelines for all social media discourse. This Policy is not intended to address employee conduct outside of work, on employee personal time.

This policy shall remain in effect until brought back to the Board of Supervisors for amendment. Should an area of this policy become outdated as social media and best practices evolve, this information should be reported to the County PIO.



STANISLAUS COUNTY
SOCIAL MEDIA DISCLAIMER

VF-0002

By participating in any social media site operated by or on behalf of Stanislaus County or one of its various departments, you must adhere to the following guidelines.

1. You take full personal responsibility for your user name, your posts and any information you provide.
2. You will not state or attempt to create the appearance that you represent the views of the County, County Departments or County Staff using your personal social media account(s). Only "Authorized Users" in compliance with the County's Social Media policy may articulate the views of Stanislaus County or its departments.
3. Your posts are public. They may be retained and become subject to the California Public Records Act.
4. Inappropriate comments are prohibited on County social media, and will be subject to immediate removal if they contain any of the following:
 - Profane language or content
 - Content that promotes, fosters or perpetuates discrimination of protected classes
 - Sexual harassment
 - Solicitations or advertisements including promotional endorsements
 - Conduct or encouragement of illegal activity
 - Information that may compromise the safety or security of the public or public systems
 - Content intended to defame any person, group or organization
 - Content that violates the legal ownership interest of any other party (such as trademark or copyright infringement)
 - False, vicious or malicious statements concerning any employee, the County or its operations
 - Statements that appear to represent unauthorized views of the County, County Departments or County Staff.
 - Violent or threatening content

- Disclosure of confidential, sensitive or proprietary information
- Targeted harassment of any individual or group of individuals

5. Users will be notified of any content removal.

6. Repeat violators of this policy may be banned from all future posts.

Stanislaus County Policies/Labor Agreements/Safety Manual and SC Code Title 7

All County Employees will be required to read and adhere to all Personnel Policies via:

[2020 Personnel Manual](#)

Personnel Policies (of particular interest to Agency employees) are included via link on this page. Please be aware that Stanislaus Animal Services Agency adheres to all Personnel Policies in their entirety.

01. Drug Free Workplace Policy

www.stancounty.com/personnel/pdf/personnelmanual.pdf - tab 8

02. Employee Conduct and Behavior Expectations

www.stancounty.com/personnel/pdf/personnelmanual.pdf - tab 16

03. Financial Policies – Purchase Card/Travel Policies

www.stancounty.com/personnel/pdf/personnelmanual.pdf - tab 17

04. Driver's Authorization and Performance Policy

www.stancounty.com/personnel/pdf/personnelmanual.pdf - tab 18

05. Security/Violence in the Workplace:

www.stancounty.com/personnel/pdf/personnelmanual.pdf - tab 18

Stanislaus Animal Services Agency has employees covered by two Labor Agreements.

01. **AFSCME** Local 10, Stanislaus County Employee's Association SCEA for MOU 5,8,9, B (*includes Mid/Management, Supervisors, Maintenance, and Office Worker/Clerical staff.*) Please see: www.stancounty.com/personnel/pdf/scea.pdf

02. Local 521, Social Services Union, **SEIU** Representing the Community and Health Services Bargaining Unit. (*Includes Animal Care Specialists and Animal Service Officers.*) Please see:

www.stancounty.com/personnel/pdf/SEIU.pdf

Stanislaus County Safety Manual: [Safety](#)

Stanislaus County Code – Title 7 Animals <https://ecode360.com/43725129>