

## STANDARD OPERATING PROCEDURE

SUBJECT:	ADOPTION DOG ROWS	Section: Sydney Shelter
		SOP Number: SYD04
APPLICABLE TO:	SYDNEY SHELTER	
POLICY:	TO PROVIDE A PROCEDURE THAT MUST BE FOLLOWED WHEN WORKING IN THE CANINE KENNEL AREA	
PURPOSE:	TO PROVIDE THE SAFEST AND UTMOST WELFARE FOR CANINE'S IN THE KENNEL ENVIRONMENT	
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Dogs on these rows are either available for adoption or will be soon. Ensure they have either a Pet Portfolio on not available for adoption sign on their kennel

- Please ensure before you enter the kennel area that you are wearing your hearing protection, hat and have your eye wear, treat pouch and lead.
- **Follow signage on kennel doors at all times.**
- All dogs are to be fitted and walked on a harness which is to be left on their kennel door. Slip leads can be used for short movements or when there is no suitable harness available
- Keys are not to be left in doors after 9.30am and are to be left on the diary during breaks
- You will be called to attend adoption tickets throughout the day, if you are unable to attend you must contact front counter

**Please Note: Old, sick and/or thin dogs and puppies must have bedding available to them all day**

### 8:00am

- Collect key from Team Leaders, unlock the gate and enter dog adoption kennels. In the diary room read the daily notes in the diary for any duties required to be completed that day, update the communication board
- Roll up roller shutters if necessary and then perform a visual check of all dogs noting any illness or unusual behaviour, e.g. vomiting, lethargy or diarrhoea on daily observation sheets
- Turn the lights on in the kennels, run, bath and diary room
- **Any dog requiring urgent medical attention must be taken up to the vet immediately.** If showing signs of parvovirus (e.g. bloody diarrhoea, lethargy), call a team leader immediately and have a vet come down, to minimise contamination do not remove the dog from the kennel. Any non-urgent cases are to be written up on the re-check sheet in the treatment room by 10.30am and a vet will attend by mid-day. If written up after 10.30am, the vet will attend the following day. On weekends and public holidays all dogs are to be taken to the treatment room

- Return any dogs in exercise yards overnight to their clean kennels. There are 2 cement paddocks at end of each row and grass paddocks, check diary to see where dogs have been placed
- Take any identified toilet trained dogs out for a toilet walk
- In summer all dogs are to be sprayed with Repel X and zinc applied if necessary
- In winter remove all jumpers/coats by 10am unless otherwise instructed
- Do not enter a dog's kennel if you have another dog in the run, (unless the dogs are running partners). If there is a dog in the run, the dog must be returned to its kennel before entering another dog's kennel
- Feed All Dogs:
  - Collect feed sheets from diary room, go to the feed room and prepare morning feeds.
  - Refer to the **SOP – Feeding Guide** for dogs. Enrichment feeds are to be given to all dogs except those that do not eat from them
- Return to the kennels and give morning feeds. Separate any dogs who are sharing a kennel before feeding them or supervise small dogs when they eat to ensure they do not fight and both eat their own food. Remember to always ask dogs to sit before offering their food.
- Using the pooper scooper, do a dry poo pick up of all kennels and score the faeces on their observation sheet
  - You can pooper scoop with the dog in the kennel.
  - Empty contents into the bin and hose the pooper scoop clean over the drain
- Fill in observation sheets for AM for each dog. Note anything not normal, e.g. not eating, smeared kennels and score the faeces (1-7). Ensure each dog has their own observation sheet.
- Begin cleaning once all dogs in your rows have been fed and observations sheets have been completed
- Hose each Kennel
  - Make sure all gates are closed
  - Ensure you are wearing protective eyewear before hosing. Safety masks are available from Team Leaders if required
  - For any infectious disease outbreaks please follow **SOP ACS21**
  - Hose the cement paddock to remove urine and faeces
  - Starting at kennel A, remove the dog and place them in a grass or cement paddock. Do not let the dog run up the row as it may jump on a door and open another kennel
  - Refer to **SOP – operating high pressure hose system**. Never direct the water spray towards an animal or person due to high pressure stream. Never hose a kennel with a dog in it, use a watering can if the dog is fearful
  - If a dog is on restricted exercise or otherwise unable to be let into exercise yards, place in an empty kennel while hosing or have the Animal Attendant on the next row hold the dogs lead for you
  - Any dog on cage rest for intestinal worms or other contagious disease should be hosed last to help prevent any cross contamination
  - Remove feed bowl from the kennel
  - Before hosing lift up bedding, if badly soiled or ripped place outside in the run, if not shake out the bedding, fold neatly and then replace back in dog's bed, ensure there is carpet on the bottom
  - Empty the water bowl. Begin hosing the kennel, lift and move the dog's bed out of the way so you can hose the complete floor. Hose from the back of the kennel, starting with the door, to the front, also the side of the walls and the front wire. Ensure that bedding does not get wet in this process.

- All organic matter and other debris/dirt must be removed from kennel not hosed down the drain
- Refill the water bowl with fresh clean water. The nozzle on the water gun has two settings: Rotate the handle so the softer spray comes on and fill the water bowl completely to the top so you can monitor the dogs water intake throughout the day
- Once you have cleaned the kennel, turn off your hose and make your way out of the back of the kennel
- Use the squeegee to remove excess water from the floor
- At every second kennel, open the front door of the kennel and hose the front drain, hosing any debris towards the middle basket. Hose the front footpath and the front of the kennel being cautious of passing people and dogs in adjoining kennels, lock the door correctly behind you on returning
- Place toys on the floor, spray the wall with scent spray, try to use a different scent from the previous day
- Return the dog to its clean kennel and begin to clean the next one, picking up any faeces from the paddock before placing a new dog in there
- Once you have cleaned kennels A-H, go to the end and come back cleaning kennels O-I, this will ensure all debris in the front drain meets at the centre drain basket for easy removal
- When hosing the kennels is complete, the drain catcher must be emptied at front of kennel G. Open the kennels front door and lift the grill, remove the wire basket and empty the contents in the bin. Hose off the basket, remove the second catcher, hose it clean and return both back into place. Replace grill.
- Hose the run clean and empty the 2 drain baskets
- Empty the garbage bin and take it to the skip bin on the service road
- All hosing should be completed by 10am

10am to 10.15am                      Morning Tea - Row 1 attendant, remember to sign out

10.15am-10.30am                    Morning Tea - Row 2 attendant, remember to sign out

#### 10:15am to 11:00am

- Finish cleaning and hosing any kennels that need to be done
- In summer spray all dogs with Repel X before going to a paddock or being walked. Ensure dogs are rotated every 40 minutes in grass paddocks
- Dogs with diarrhoea or stitches are not to be exercised in grass paddocks, they are to be walked only (#7 faeces dogs should not be walked, a fecal float must be collected)
- Collect all food bowls and dirty washing and return them to the feed room and laundry room respectively

#### 11:00am – 2:00pm

- Attend adoption tickets throughout the day (from 9.30am-3.15pm daily. Refer to **SOP SYD15 – Dog Adoption Tickets**)
- Walk dogs around shelter introducing them to staff and members of the public. Locate another AA to assist you with any offsite walks and match ups
- Work with all dogs on basic cues, HUGS plans, noting it on their observation sheets and the communication board in the diary room
- Complete behaviour notes. All dogs must have behaviour notes completed a minimum twice per week. These should be written daily where possible

- Dog friendly dogs are to be matched up with a friend, complete match up sheets to inform all staff of how encounter went

**12:00pm to 12:30pm** Lunch - Row 1 Attendant lunch, remember to sign out

**12.30pm- 1pm** Lunch - Row 2 Attendant, remember to sign out

### 12.30pm

- Feed dogs that need any lunch feeds
- Provide all dogs with enrichment as per the Environmental Enrichment Policy
- Pick up faeces throughout the day
- Weigh dogs that are due to be weighed, small breed pups are to be weighed daily until 12 weeks, large breed pups are to be weighed weekly after 8 weeks
- Continue to change dogs over in paddocks
- Collect lunch feed bowls and return them to the feed room
- Walk down the rows and check each dogs weight, body condition, and diet, adjust the feed sheet accordingly

### 2:30pm to 3:30pm

- Begin hosing the bath area and footpath towards the fences, concrete exercise areas the same way the kennels were hosed in the morning, shake the bedding and replace as required, empty the floor drains, refill the water bowls (full clean on Thursdays)
- Hose the bin out and take the garbage bag to the skip bin on the service road
- Use the watering can to top up all water bowls in kennels
- Clean the Legacy Paddock and the Agility Yard (as per **SOP Cleaning Exercise Yards**)
- Collect the feed sheet and make up afternoon feeds, using enrichment items available in feed room, e.g.: Kong, box, bottles

### 3.30pm to 4:00pm

- Place dogs out in the cement and grass paddocks for the night, clean their kennel ready for the following day
- Finish hosing, make sure you turn off the power switch on the pump, discharge the water gun (so the pressure doesn't build up) and turn the water valve off (the yellow handle should be horizontal)
- If any observation sheet are full replace it with a new one ready for the next day, filling in the dogs details at the top
- In colder weather place coats on all dogs unless otherwise instructed
- Collect all empty food bowls and rubbish and take to feed room or bin
- Note in diary all relevant information and tidy diary room
- Update feed sheet adding any new dog, removing any adopted dog, NBM or dietary changes
- Ensure all bottles of Repel X, disinfectant and scent spray are full ready for the following day. Pet Forte Pro is located in the feed room, in the stables and outside the ART office, essential oil and Repel X is located in the Team Leaders office
- Fill up the treat dispenser on the wall ready for the following day

- Order any required items (garbage bags, poo bags, scourers, paper towel) by writing them in the general-hand book before they run out

#### 4.00 pm

- Take any toilet trained dogs out for their evening toilet walk
- Turn all lights off
- Wait to be checked by a Team Leader, Shelter Trainer or Senior AA for instructions on leaving roller doors up/down for the night

### Weekly Tasks

#### Mondays

- All water bowls are to be scrubbed inside and out with a new green scourer; empty kennels are to be hosed out
- Spot clean the Legacy Paddock and Agility yard.
- Spot clean the diary room

#### Tuesdays

- Full clean row 1. All bedding and toys in Row 1 must be replaced, carpet can be replaced as required, the beds scrubbed and disinfected with Pet Pro. Spray with Pet Pro and scour the inside of the doors and bed boards, spray the kennel floor and halfway up the wall with Pet Pro then hose it off. Towel dry the bed and return carpet and new bedding/toys
- Spot clean the Legacy Paddock and Agility yard.
- Spot clean the diary room

#### Wednesdays

- Full clean row 2. All bedding/carpet/toys in Row 2 must be replaced, carpet can be replaced as required, the beds scrubbed and disinfected with Pet Pro. Spar with Pet Pro and scour the inside of the doors and bed boards, spray the kennel floor and halfway up the wall with Pet Pro then hose it off. Towel dry the bed and return carpet and new bedding/toys
- Spot clean the Legacy Paddock and Agility yard.
- Spot clean the diary room

#### Thursdays

- Full clean the c/pads. All bedding/carpet in the concrete exercise yards must be replaced, the beds scrubbed and disinfected with Pet Pro, water bowls and shell pools scoured. Replace the toys with new ones. Floor drains emptied
- Spot clean the Legacy Paddock and Agility yard.
- Spot clean the diary room

#### Fridays

- Full clean the Legacy Paddock and Agility yard. (as per SOP Cleaning Exercise Yards) All the bedding/carpet/toys must be replaced, water bowls and shell pools scoured.
- Groom dogs
- Full clean diary room, remove clutter

**Saturdays/Sundays**

- Spot clean the diary room
- Spot clean the Legacy Paddock and Agility yard.

**SAFETY REQUIREMENTS:**

