

STANDARD OPERATING PROCEDURE FOR ONSLOW COUNTY ANIMAL RESPONSE TEAM ("CART") SHELTER OPERATION

1. Volunteers who are prepared to work with CART must sign a VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY form in order to join the organization. These forms are available at Onslow County Animal Control.
2. In an emergency volunteers will be contacted by telephone according to the telephone tree included in the S.O.P. Manual and advised as to when they will be needed at the shelter. Volunteers should make sure that their own homes are secure before responding. A volunteer whose mind is on things at home will not be helpful at the emergency site.
3. Once contacted, volunteers should go directly to Onslow County Animal Control to pick up their identification badges. No badge will be issued to a volunteer who has not signed the VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY form. Identification badges must be returned to Onslow County Animal Control once the emergency is over and the volunteer has been relieved of duty. Volunteers should pick up their badges immediately after being notified that the shelter has been activated, even though they may have been asked to come to cover a later shift. This will save time when the volunteer's shift does start.
4. When the volunteer has been notified to be at the shelter for the start of his/her shift, the volunteer should proceed directly to the Jacksonville Commons Middle School located off Western Boulevard in Jacksonville. This is the Red Cross shelter with a pet-shelter designated area. Only dogs, cats and caged birds **ACCOMPANIED BY THEIR OWNERS** will be accepted at this shelter. No other animals (no strays) will be accepted and **no** exotic pets (iguanas, snakes, etc.) will be accepted.
5. All CART volunteers must log in with the Red Cross staff at the main school entrance prior to starting a shift. The Red Cross is responsible for all persons in the shelter. At the end of a shift volunteers must log out with the Red Cross prior to leaving the building.
6. Volunteers will be logged in and out of the CART shelter using the Emergency Pet Shelter Staff Check-In form.
7. Duties at the shelter will be assigned to volunteers by the Chairman of the Small Animal Sub-Committee of CART, or in his/her absence or unavailability, then by the Vice Chairman. Duties will be assigned according to volunteers' particular skills and abilities.
8. The premises to be used for the pet shelter must be examined by the Chairman of the Small Animal Sub-Committee or in his/her absence or unavailability, by the Vice Chairman, in the presence of a school representative and any pre-existing conditions noted and signed off by both parties on the Pre-Occupancy Inspection/Walk-Through form.
9. Anyone bringing an animal to the shelter must first register with the Red Cross in the school foyer and then bring the animal around the left side of the building to the door marked "ONSLOW

C.A.R.T. ANIMAL SHELTER". This is the second outside entrance. Red Cross personnel will "tag" shelter residents as they check in; no pet may be accepted from any person who does not present proof of having registered with the Red Cross as a shelter resident.

10. Tables will be set up for animal intake and registration inside the door, which is at the end of the corridor designated for the pet shelter. Every animal, its owner and its cage will be tagged with a tab-band collar indicating animal's name and owner's name. Details of pet's name, breed/description, age, vaccination history if available, and owner's name, address and telephone number will be entered in the registration log. The volunteer should also make a note of all equipment the owner is bringing in with the pet (cage, leash, bowl, food, etc.). Names and ages of all accompanying family members must be noted on the intake sheet for control of visitors into the animal shelter area.

11. The owner must sign the **REGISTRATION AND PET-FRIENDLY PUBLIC EVACUATION SHELTER AGREEMENT**. This is a record of information about the animal and human family members and constitutes a signed agreement between family members and the shelter staff, stating that the owner will abide by the shelter rules. **NO ANIMALS CAN BE ACCEPTED WITHOUT THE OWNER'S COMPLETION OF THIS FORM AND ACKNOWLEDGEMENT OF RECEIPT OF SHELTER RULES** (a copy of the rules must be furnished to each pet owner).

12. Animals will be housed first in the four 18' x 4' setbacks, with dogs as close to the exterior door end of the corridor as possible. This may help lower the noise level affecting the human shelter occupants in the adjacent corridors. Only when these alcoves are full shall crates be placed in the main hallway, which is only 10' wide.

13. Any pets arriving without appropriate vaccination records will be housed in a separate alcove. If a veterinarian is present he/she will be asked to examine the animal. If it appears healthy it can be accepted; if it does not appear healthy then Animal Control will be asked to remove it to the County Animal Shelter. If no veterinarian or vet-tech is present, then CART volunteers will use best judgment as to whether to accept the animal.

14. The responsibility of caring for the pet rests with the owner, however access must be restricted due to the lack of space in the shelter. The rules provided to the owner state that one family member (over the age of sixteen years) may visit the pet for twenty (20) minutes every three hours to feed, water, walk and clean up after the pet. Clean up materials will be provided.

15. No person under the age of sixteen will be permitted in the animal shelter at any time.

16. A volunteer will be stationed at the door opening into the main school hallway to provide control of visitors from the human shelter into the CART animal shelter (frequency of visits and age of visitor).

17. No pet, whether handled by its owner or a shelter volunteer, shall be out of its cage without a leash. This also applies to cats.

18. Each cage will have a clipboard attached to it and owners are urged to note on the board the

time the pet was fed and walked. This is to make sure that no animal is overlooked because its owner is unable to care for it.

19. Owner are requested to notify shelter volunteers if an animal appears sick, is coughing or has diarrhea.

20. In the event an animal does exhibit symptoms of illness, that animal will be isolated from the others as far as space permits.

21. Shelter volunteers shall wear disposable rubber gloves AT ALL TIMES when handling animals and shall change gloves after caring for one animal and before handling the next. This is to prevent the spread of disease, particularly ringworm.

22. Owners and volunteers shall not permit any contact between one animal and another. Shelter volunteers must enforce this in order to prevent fights and the spread of disease.

23. When the emergency is over and animals are reunited with their owners, volunteers should check the pet's tag and the owner's tag to make sure the right pet is leaving with the proper owner. The registration log must be noted with the date and time the animal was released and what equipment the owner took with him (cage, bowls, etc.) This must match the intake inventory.

24. Once the shelter has been emptied volunteers will make an inventory of all supplies that remain and keep a record of the disposal of those supplies. (Some items such as cages may have been on loan and need to be returned; other items such as food can be returned if unopened, otherwise passed on to the County Animal Shelter).

25. Once the shelter has been emptied, the Chair of the Small-Animal Sub-committee (or a delegate) shall make a careful check of the facility in the presence of a school representative and both shall sign the Release of Facility form, noting any damage.

26. **Identification badges must be returned to Animal Control once the emergency is over and logged back into inventory by Animal Control.**

27. The Chair of the Small Animal Sub-Committee will be responsible for returning loaned items (or may delegate this responsibility). The Chair will be responsible for writing to thank all donors of emergency items as well as the volunteers.

28. **Note: All donated items including emergency supplies of pet food must be channeled through the Chair of the Small Animal Sub-Committee or, in his/her absence or unavailability, through the Vice Chair.**

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