

GENERAL POLICIES

1. Humane Handling:

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

2. Housing of Animals:

When possible and appropriate, animals shall be separated as follows:

- Puppies/kittens from adult animals;
- Unaltered males from females, unless part of a litter; or came in together
- Aggressive animals from all others;
- Nursing mothers and their litters from all others;
- Sick animals in medical holding, when appropriate

Animals under quarantine for dangerous and/or zoonotic disease must be kept separate, without contact, from all other animals and clearly marked as such.

Persons in charge of caring for housed animals must see that all food and watering containers are kept clean, food is available at all times to puppies/kittens under six (6) months of age and that fresh water is available to every animal at all times.

Puppies/kittens shall be provided with soft food, as needed. All animals shall be fed at least once daily.

No person shall allow an animal to come into contact with chemicals, cleaning agents, or other potentially toxic or dangerous substance.

3. Sick or Injured Animals:

When a sick or injured animal is picked up, every precaution will be taken during moving and/or transporting the animal not to compound its condition. An Animal Control Officer may provide basic care except in the case of an emergency. Animal Control will secure appropriate veterinary care in the case of an emergency.

4. Confidential Information:

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

INTAKE DUE TO OWNER SURRENDER

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

Owner Surrenders:

Animals surrendered by their owners are accepted only if they are a resident of Henderson County or the animal has been adopted from HSHC. The Shelter does perform euthanasia for Henderson County residents requesting it for their pets, per veterinarian recommendation or Animal Control evaluation.

Every individual surrendering an animal must present their Driver's License or other valid ID and complete the HSHC Owner Surrender form. This form notes that the person is the rightful owner of the animal and that ownership of the animal is relinquished to The Humane Society of Henderson County. In every case, staff must ask the person to show their ID for verification and sign the form. The Surrender Form also attests to the knowledge of the individual as to whether the animal has bitten a human or other animal within ten (10) days of surrender.

Individuals surrendering their animals must attest, by signing the Owner Surrender Form that they understand relinquishment is final and the animal will not be returned to them. Owners shall be informed that the animal will be eligible for adoption or possible rescue agency immediately. It is also understood that euthanasia is a possible outcome if Animal Control determines that the animal is not adoptable due to aggressive behavior or intense medical issues.

Personal Property: Any toys, blankets, collars, etc. that are brought in with the animal may go into the shelter donation area. Attempts are made to keep appropriate items with the animal; however, this may not always be possible.

Vaccination/Health Information: If the individual surrendering the animal has vaccination and/or health information, that information is made available to The Humane Society of Henderson County at the time of the animal's acceptance and entry to the shelter, and placed in the animal's file. If no health and/or vaccination information is available, the surrendered animal, upon arrival, receives the standard

vaccinations and preventative care, as set forth in these policies and deemed appropriate by the Animal Control Officer or designee.

Housing: The animal is placed in an appropriate kennel/cage with a bowl of fresh water and food. Nursing mothers and their young are housed together. Animals with medical issues or in need of quarantine will be housed and marked appropriately according to guidelines.

Shelter Identification: Each animal is assigned a name and the computer system issues an intake number. The name and intake number is recorded on all applicable documentation (Animal Information Form, Kennel Card, etc.). Names are placed on the kennel/cages for identification by staff and visitors.

Processing: Paperwork is processed by entering it into the shelter's computer information and tracking system. The original paperwork is then filed with the Shelter Manager. The paperwork is maintain for a year and then properly destroyed. The animal is then taken to intake and the kennel/cage is properly labeled with name for identification.

INTAKE DUE TO STRAY/DROP OFFS

Accurate and consistent record keeping and tracking of all stray/drop off animals housed at The Humane Society of Henderson County are essential for overall control, evaluation and management of animals and possible identification by owners. In addition to the required actions for intake of all animals, the following apply in situations when an animal is designated a stray.

Strays:

Animals designated and identified as strays are accepted into the Shelter. The Shelter is an open facility and accepts all domestic animals for intake.

Stray animals are accepted only if the person is a resident of Henderson County. Every individual who brings in a stray animal must present their Driver's License or other valid ID and complete the HSHC Stray Intake form. This form notes whether the resident surrendering the animal knows the rightful owner of the animal. In every case, staff must ask the person to show their ID for verification and sign the form. The Stray Intake Form also attests to the knowledge of the individual as to whether the animal has bitten a human or other animal within the previous ten (10) days.

* Once the animal has received intake shots and/or Parvo test, HSHC reserves the right to assess a fee if the person refuses to accurately complete necessary information on the intake forms or if the person changes their mind about surrendering the animal (less than 24 hours). The fee will only be for the cost of the shots and/or Parvo test that was administered.

Dogs: Immediately secure the dog on a leash prior to initial inspection, and follow handling procedures specific to dangerous or injured dogs when applicable. Place the dog in an appropriate kennel with a bowl of fresh water and food. Nursing mothers and their young are housed together.

*For dogs under 1 year of age, they are stopped before entering the building. They must be parvo tested outside of the facility (in the parking lot) before they can enter the facility. This is due to the high rate of infection with this disease.

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

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

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

Physically inspect the animal, and document the physical description in the appropriate areas on the Animal Intake/Information Form. Any injuries or symptoms of illness are to be documented. Additionally, document any behavior problems or observations relayed by any citizens or officials, if applicable. If a animal shows signs of severe abuse, it is brought to the attention of Animal Control. Note any observable behavior that requires special handling on the Kennel Card. If significant illness or injury is noted, Animal Control will transport animal be examined by a veterinarian.

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

Make sure that all information is recorded appropriately on the Animal Information/Intake Form, Kennel Card, animal's folder and in the computer information system.

MEDICAL CARE OF ANIMALS

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

Medical Record:

Beginning with entry into the shelter, a medical record is maintained for all animals, including information on vaccinations and deworming. This information serves as a complete record of the medical history of the animal while housed at the shelter. The medical record is kept in the animal's file (written and computer) and is made available to approved adoption or rescue organizations, or regulatory agencies. It stays with the animal, whether it is returned to the owner or transferred to the custody of an approved adoption or rescue organization. The shelter maintains computer record of the animal for a period of at least two years.

Animal Control is responsible for administering medication and will document animals receiving medical treatment into the computer system for the shelter. This information is recorded by an ACO for each animal receiving medication on the animal's computer record and the form and is name and timed stamped when recorded.

Animals receive the following vaccinations immediately upon arrival to the shelter:

Dogs: Bordetella and Distemper

Cats: Distemper

Medication may be administered in pill, injectable or liquid form, with proper training of administration of such medications. Any switch or change in medications for any dog requires the prior approval of the Animal Control Officer or a consulted veterinarian.

Animals will be monitored for signs and symptoms of acute or chronic illness requiring additional medical treatment including but not limited to vaccinations and parasite control. Medical treatment can be administered at the discretion of the ACO or consulting veterinarian. If it is not possible to administer either required or

recommended medical treatment without harm to human or animal, staff shall contact the consulting veterinarian for evaluation, assistance and guidance.

CLEANING OF KENNELS AND CAGES

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

The kennels and/or cages must be cleaned and disinfected at least daily, preferably in the morning, or more frequently, as needed. The products used in cleaning shall be determined by the Animal Control Officer and explained to all employees or volunteers participating in the cleaning. Product and chemical information used in the Shelter are maintained in the MSDS binder located in the Shelter's front office.

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

Cleaning of Kennels

Remove dogs from one run at a time and secure them in the outside kennel runs.

Place soiled blankets in the laundry. Blankets that are only slightly "used" may be reused by the same dog. If the kennel has a bed, hang it on the side of the kennel. Place food and water bowls on the side of the kennel.

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

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

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

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

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

Dogs are returned to their appropriate kennel once daily cleaning is complete.

Once a week (typically Wednesday) the kennels, which includes walls, gates, hinges, latches and beds, get sprayed with degreaser and followed by bleach. First, the degreaser is sprayed on all areas and is allowed to set for at least 10-15 minutes. The degreaser is thoroughly rinsed off of all areas. Bleach is then applied to all areas and allowed to set for at least 10-15 minutes before being rinsed.

Once a week (typically Wednesday) the food and water bowls are bleached to sanitize. A solution of bleach water is made in a sink or large holding container. The bowls set in this solution for at least 15 minutes before being removed and washed. The bowls are placed in a drying area to air dry before being filled and returned to the kennels.

Cleaning of Cages

Before beginning, place gloves on hands and replace gloves after cleaning each cage (before beginning a new cage).

Remove cat/cats from the cage and place in a holding cage located in the same room as their cage.

Remove all items such as bedding, food and water bowls, toys and litter boxes from cage. Bedding that can be reused is set to the side. If an animal is sick, newspaper is used in the place of bedding. If distemper is in the room, all bedding is properly disposed and newspaper is used for the duration of the quarantine. The medical and intake rooms use newspaper instead of bedding.

Degreaser is used on all areas of the cage, which includes walls, bars, hinges and latches, that has solid and/or dried material such a feces or mucus. A scrub brush is used to loosen and clean the material off those areas. The cage is rinsed and wiped down.

Disinfectant is then sprayed on all areas of the cage and allowed to set for 10 minutes. The cage is then thoroughly wiped down and allowed to dry.

While cage is drying, litter boxes are scooped and the waste placed in a lined trash can and refilled with appropriate amount of litter. Litter scoops are placed in bleach water to disinfect in between uses. Scoops cannot be used on more than one litter box and must be properly disinfected in between uses. If the litter needs to be replaced, the entire litter box is emptied into a lined trash can and the litter box is set to the side for cleaning. A new litter box is secured and filled with the appropriate amount of cat litter.

Food and water dishes are filled with the appropriate amount in accordance to the size, health and age of the cat.

Toys are set to the side for cleaning and new toys are secured.

Bedding or newspaper is placed in the cage once it has thoroughly dried, followed by the litter box, food and water bowls and toys.

The cat/cats are then placed into their cleaned cage.

The holding cage is sanitized before moving to the next cage. The staff removes gloves and disposes the gloves in a lined trash can. New gloves are placed on hands before moving to the next cage.

Once a week (typically Wednesday) the cages, which includes walls, doors, hinges, latches and beds, get sprayed with degreaser and followed by bleach. First, the degreaser is sprayed on all areas and is allowed to set for at least 10-15 minutes. The degreaser is thoroughly rinsed off of all areas. Bleach is then applied to all areas and allowed to set for at least 10-15 minutes before being rinsed.

Once a week (typically Wednesday) the litter boxes, food and water bowls are bleached to sanitize. A solution of bleach water is made in a sink or large holding container. The bowls set in this solution for at least 15 minutes before being removed and washed. The bowls are placed in a drying area to air dry before being filled and returned to the cages.

LOST AND FOUND

It is the goal of The Humane Society of Henderson County to return all strays entering the Shelter to their owners when applicable. Shelter staff and volunteers also provide assistance to

those who have lost pets or to individuals who have found animals. A Lost and Found reporting system has been developed to return lost or found animals to their owners whenever possible.

Lost and Found Forms:

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

Calls from Citizens Reporting Lost Animals:

When an individual calls or visits the Shelter to report a lost animal, staff obtains as much detailed information as possible. Animal Intake Forms, the Found Forms, and other available sources are promptly checked.

If no match is made, the staff will encourage the individual to report the lost animal to other area shelters and to reach out on social media. Shelter staff will also fill out a Lost/Found Form for the Lost and Found bulletin board.

Returning Lost Animals to their Owners:

If a match is made where a stray animal is suspected as being a reported lost animal, the potential owner is to be called immediately and informed of the process involved in returning the animal.

Persons claiming a stray animal as their own must provide evidence of ownership, such as a bill of purchase or adoption; pictures that document ownership over time, (i.e. puppy through adult pictures); proof of current Rabies vaccination or licensing; medical records; and/or other documentation or proof of ownership acceptable to the Animal Control Officer.

If an owner has no proof of a current Rabies vaccine, the owner must purchase a voucher, good for thirty (30) days, from the Animal Control Officer or other staff for a Rabies vaccine administered by outside veterinarian of the owner's choice.

Owners claiming a stray animal as their own will have to pay applicable fees incurred in the care of the animal, including for any vaccinations or medical treatment. City/county tags will also need to be purchased or renewed

The owner's name, address, and telephone number and the date of return, or attempted contact, are to be noted on the Animal Intake Form or Lost Found Form.

Citizens Reporting Stray or Found Animal:

When an individual calls or visits the Shelter to report a found animal, Shelter staff or volunteers obtain as much detailed information as possible. It is vitally important to know exactly where the animal was found. Lost Forms are immediately checked.

If a match is made, the potential owner of the animal is immediately notified, and given the name and telephone number of the individual holding his animal.

Animal Control asks the caller if they could catch and detain the animal until Animal Control can arrive to secure the animal or the owner can arrive to claim the animal.

If no match is made, the staff will encourage the individual to report the found animal to other area shelters and to reach out on social media. Shelter staff will also fill out a Lost/Found Form for the Lost and Found bulletin board.

QUARANTINED AND/OR DANGEROUS ANIMALS

To ensure the safety of Shelter staff, volunteers and visitors, personal interaction with animals held in quarantine, or declared dangerous or vicious, is prohibited. In addition, animals declared dangerous or vicious may be immediately euthanized.

If an animal must be quarantined, the protocol in working with these animals are as follows:

General. Our highest priority is the health and well-being of the animals while maintaining the safety of staff, volunteers and visitors.

Aggressive, Frightened or Questionable Animals. If an animal is considered to be aggressive, frightened or questionable, measures are taken such as waiting on shots for

up to 24 hours until calm or extra blanket. The staff are made aware so that they can take necessary precautions. These animals are placed in the appropriate intake area.

Dangerous or Vicious Animals. If an animal is declared "dangerous" or "vicious," it is placed in the visibly marked "Quarantine" area. Only the Animal Control Officer, Shelter Manager or properly trained, designated staff are allowed access and care for the animal.

Euthanasia. When euthanizing an animal that has been in quarantine or declared dangerous or vicious, a pre-euthanasia sedation may be utilized to minimize the risk of injury to staff, as well as to minimize stress for the dog.

Safety Equipment. Appropriate safety equipment is always available for use, including but not limited to heavy duty leather gloves, a snatch pole, a snatch claw, ear plugs and safety glasses.

Quarantined Animal Procedure

When the report of a bite is received, Animal Control completes a bite report. Animal Control may need to visualize the bite and take picture documentation. If owners of the animal have the animal confined when the Animal Control arrives at the scene, the Animal Control will inform the owner that they must keep the animal confined for ten (10) days. It is not to come in contact with another person or animal. The officer shall advise both the owner and the victim to notify the Health Department. If the owner does not wish to quarantine the animal, Animal Control will take the animal to the Shelter. The animal will be placed in the quarantine area for 10 days.

If the Animal Control captures the animal, they will take every precaution to maintain safety and well being of all parties during the process of transport. When arriving to the facility the animal will be unloaded at the door of the quarantine kennel in which the animal will be kept, maintaining isolation at all times. Appropriate forms will be filled out as completely as possible once animal is secure.

All animals quarantined will be held for ten (10) days, unless euthanized to prevent unnecessary suffering. Animals requiring euthanization prior to the expiration of the ten (10) day period will be tested as mandated by the consulting veterinarian. At the end of the ten days, if not claimed by its owner, the animal may be held an additional period of time to determine adoptability, or transferred to a Rescue/Adoption agency or will be euthanized.

Animals as Evidence.

In the event that animals may be used as evidence, thorough documentation in writing and photographs, a veterinary assessment (where required) and any other appropriate evidence will be obtained as soon as possible after its arrival to the shelter.

Owners of animals quarantined must pay all fees associated with the quarantine during the impoundment period.

EUTHANASIA

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

Euthanasia shall be by injection as recommended by the American Veterinary Medical Association. It is administered in a controlled room that is locked when not in use. The injection solution is in a locked cabinet in the Euthanasia room. This solution is strictly monitored and logged accordingly before and after use. The Kentucky Board of Veterinary Examiners monitors this log at least yearly.

Surrendered Animals

Animals received from the owner who has signed over ownership to the shelter, may be euthanized immediately in cases of severe injury, illness or aggression.

Sick and/or Injured Animals

Animals who are seriously sick or injured to such a degree that it would be inhumane to prolong its suffering, or if a veterinarian advises or makes recommendation, shall be euthanized. Before euthanasia can be initiated, all efforts to contact owner will be made if the animal was not an owner surrender. In all such instances, facts concerning the animal's physical condition shall be documented in writing.

Aggressive/Dangerous Animals

Animals who are deemed aggressive/dangerous through historical documentation or evaluation and experience while in the shelter. Animal Control will conduct observational evaluations and temperament testing, when applicable, to support that the animal is not adoptable due to aggression/dangerous and justify euthanasia.

Public Requests

The public may ask for privately owned animals to be euthanized in cases of illness or extreme age in which the quality of the animal's life is affected. The shelter can provide these services, preferably with a veterinarian recommendation. The shelter reserves the right to deny services if adequate reason for services is not evident and may encourage the animal to be surrendered to the shelter for possible future adoption. The public euthanasia rates are as follows:

- Dogs and cats under 100 pounds: \$75.00
- Dogs 100 pounds and over: \$100.00

There will be an additional fee of \$25.00 for any animal the owner wishes the Shelter to dispose of the animal. If the owner chooses to dispose of a euthanized animal, they will be instructed in the proper method of disposal to prevent contamination to other animals.

APPROVED ADOPTION/RESCUE AGENCIES

In order to maximize adoptions and minimize euthanasia of adoptable animals in The Humane Society of Henderson County, adoptions will be facilitated through Approved Adoption Agencies.

Adoption/Rescue Agency Requirements for Approval

Holds 501 (c)(3) tax identification status;

Maintains relationships with legitimate organizations that work in the areas of animal rescue and adoption;

Maintains reliable communication and contact with The Humane Society of Henderson County in order to facilitate ongoing knowledge of eligible animals;

Provides the Board of Directors (and Fiscal Court if applicable) with copies of all adoption policies and contracts,

Agrees to fully indemnify and hold the County and its representatives harmless from liability for actions or inactions of the Adoption Agency.

Agrees to enter into a written agreement, as designated by the County, for purposes of memorializing an understanding between the parties,

Agrees to abide by all policies and procedures as mandated by the County with regards to the shelter,

Agrees not to circumvent the authority of the Animal Control, Shelter Manager, Executive Director, or other designated County employee or officials in charge of the shelter.

Acceptance of Adoption/Rescue Agency

After consideration of the above requirements, and any other factors deemed appropriate and relevant, The Humane Society of Henderson County and Board of Directors shall either reject or approve an Adoption/Rescue Agency.

Annual Re-evaluation of Approved Adoption Agency

The Humane Society of Henderson County shall review the status of all Approved Adoption/Rescue Agencies on an annual basis.