

City of San Antonio



RECEIVED
CITY OF SAN ANTONIO
CITY CLERK
19 APR 12 PM 12:43

AGENDA Animal Care Services Advisory Board

Wednesday, April 17, 2019

6:30 PM

4710 State Hwy 151

City Staff will be available to meet with citizens for questions at 5:45 PM

A MEETING OF THE SAN ANTONIO ANIMAL CARE SERVICES ADVISORY BOARD WILL BE HELD IN THE ANIMAL CARE SERVICES FACILITY, 4710 STATE HIGHWAY 151, SAN ANTONIO, TEXAS 78227 ON WEDNESDAY, APRIL 17, 2019 AT 6:30 P.M., TO CONSIDER THE FOLLOWING MATTERS:

Call to Order (6:30pm)

Individual Items for Consideration

1. Approval of Minutes for the February 20, 2019 Animal Care Services Advisory Board Work Session Meeting.
2. Review and discussion of the Animal Care Services Advisory Board Second Quarter Report. [Chase Fosse, Assistant to the Director, Animal Care Services]
3. Briefing regarding roadside sales of animals in the City of San Antonio. [Shannon Sims, Assistant Director, Animal Care Services]
4. Briefing regarding summary results from the FY2019 unrestrained dog population report. [Chase Fosse, Assistant to the Director, Animal Care Services]
5. Report regarding the inspection of the Animal Care Services facility located at 4710 State Hwy 151, the Brackenridge facility located at 210 Tuleta, the ADL facility located at 11300 Nacogdoches Rd and the Brooks Clinic located at 8034 City Base Landing. [Rita Braeutigam, ACS Advisory Board Chair]

Citizens to be Heard

Determination of Next Meeting Date

Adjournment

At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session for consultation with the Office of City Attorney concerning attorney-client matters in accordance with Chapter 551 of the Texas Government Code.

ACCESSIBILITY STATEMENT: This meeting site is wheelchair accessible. Parking is available. Auxiliary Aids and Services are available upon request (Interpreters for the Deaf must be requested forty-eight [48] hours prior to the meeting). For Assistance, Call (210) 207-7268 Voice/TTY.

Animal Care Advisory Board Members:

Michael Shannon, Mayor's Appointee | Cynthia Cox, Dist. 1 Appointee | Martha Banda, Dist. 2 Appointee | George Garcia, Dist. 3 Appointee | Rita Braeutigam, Chair, Dist. 4 Appointee | Karen Speer, Board Secretary, Dist. 5 Appointee | Kathleen Davis, Dist. 6 Appointee | Valerie Moore, Dist. 7 Appointee | VACANT, Dist. 8 Appointee | Susan Beldon, Vice Chair, Dist. 9 Appointee | Sallie Scott, Dist. 10 Appointee

19 APR 12 PM 12:43
OFFICE OF THE CITY CLERK
CITY OF SAN ANTONIO



ANIMAL CARE SERVICES ADVISORY BOARD

Meeting Minutes for Work Session

February 20, 2019, 6:30 p.m.
4710 State Highway 151, Annex Training Rooms 1 & 2
San Antonio, TX 78284

ACS Board Members: Rita Braeutigam-Chair², Susan Beldon-Vice-Chair, Karen Speer-Secretary², Valerie Moore, Sallie Scott, Martha Banda, George Garcia, Kathy Davis, Cynthia Cox, Michael Shannon²

Ex-Officio Members: Heber Lefgren and Marilyn Gotbeter

Staff Liaison: Maria Kieke

I. Call to order

Susan Beldon, Board Chair, convened the meeting at 6:35 PM.

II. Briefing on the recent revisions to the Animal Care Services Volunteer Program

The Director presented to the Board an overview of the Volunteer Program which has been enhanced with inclusive strategies. The plan focuses on several key strategic areas such as: cultivating long term volunteer participation, encouraging staff support, providing volunteer continuing education opportunities, and expanding volunteer appreciation opportunities. The implementation of the new volunteer program will increase number of volunteers meaningful opportunities; increase the average number of times a volunteer visits; and reduce the time between when a new volunteer submits an application and their first volunteer experience. Full report handouts were provided to Board members.

III. Basic volunteer certification training for Advisory Board members

Camille Shelton, ACS Volunteer Coordinator made a presentation to the Board members and provided them with Basic volunteer certification training. She ended presentation with a Q & A. Full report handouts were provided to Board members.

IV. Education Liaison training for Advisory Board members

Lisa Norwood, PR & Education Manager provided the Board members with an overview of the various trainings and educational volunteering resources available to support ACS's mission, policies, procedures including the City of San Antonio's Core Values. The training the Board members received provided them with the necessary training to be "Volunteer Educators" which prepared the Board members to assist with community outreach. Full report handouts were provided to Board members.

V. Determination of Next Meeting Date

The next ACS Advisory Board meeting is scheduled for April 17, 2019 at 6:30 p.m.

VI. Adjournment

There being no action taken at the Work Session, the meeting adjourned at 8:53 p.m.

² Indicates not present at Board Meeting



ACS Fiscal Year 2019 Second Quarter Report

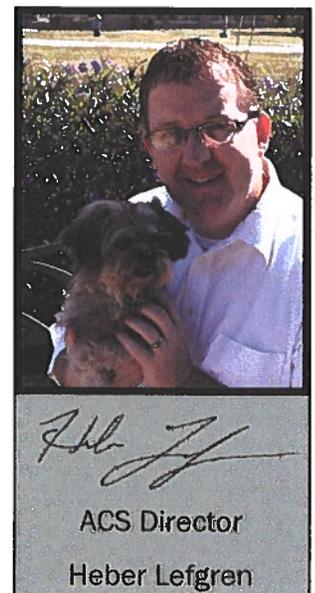


Artist rendering of the Petco Foundation K9 Center. The new K9s For Warriors building is expected to be completed by 2020.

Inside this issue:	
Chair's Corner Happy Tails: Taylor's Adventure	2
K9s For Warriors Pilot Program Comfort for Canines	3
Association of Professional Humane Educators Conference	4
Shelter Paws Pilot Program Illegal Puppy Sales Update	4
FY 2019 Second Quarter Staff Update	5
Cadets of 2019 Alpha	5
Statistical Analysis	6

The Director's Desk

Success within the animal welfare community is quickly followed by new standards and increased expectations. However, external expectations will never compare to passion and dedication that drives ACS staff to succeed. During the second quarter of FY 2019, I witnessed some of the most magnificent displays of work ethic and commitment that I have seen throughout my career. Total pets rescued, total pets returned to owners, and total pets placed in foster care experienced dramatic increases from the first quarter of FY 2019. The result of the increased placements earned ACS a quarterly average Live Release rate of 93.4% , with an annual, monthly high of 94.5% during February of 2019. This momentous accomplishment caught the attention of The Petco Foundation, and in February of FY 2019 ACS was awarded \$125,000. Sketchers partnered with The Petco Foundation and awarded 50 pairs of special animal themed shoes to ACS employees.



I believe every journey is more important than the destination. While it was nice to celebrate our second quarter accomplishments, the recent success was a large stepping stone towards the new challenges and triumphs to come. Featured in this report are new pilot programs that ACS has implemented to increase community involvement and improve the quality of care that we provide to San Antonio pets. I sincerely express my greatest thanks to everyone that has contributed to the ACS municipal shelter and improved the lives of San Antonio pets. THANK YOU!!!!



Rita Braeutigam

ACS Advisory Board Chair

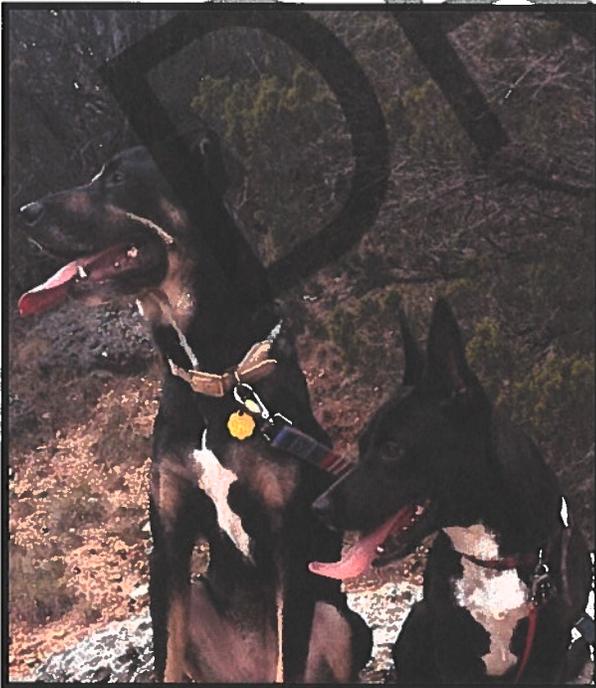
Rita Braeutigam

Chair's Corner

Spring in San Antonio is one of the most beautiful time of the year. The change of seasons brings warmer days, blooming flowers, and lots and lots of kittens. Kitten Season 2019 has arrived in San Antonio, and ACS is always looking for additional fosters and donations to support the increased number of kittens at the shelter. Kittens are an easy starter animal choice for first-time fosters, and ACS will provide all of the resources needed for participation. Additionally, the ACS Community Cat Program offers opportunities for residents to humanely trap, neuter/spay, and release adult cats. Community cats provide neighborhoods with free pest control and are capable of providing for themselves.

If shelter dogs have a special place in your heart, then ACS has a new program just for you. The ACS Shelter Paws Program featured in this report details how residents can take a shelter dog out for single day adventures. Shelter Paws is a wonderful alternative to those that do not have the available schedule to foster full-time but can share an afternoon or two with a dog. Socializing shelter dogs will make them trust people more easily, which in turn makes them more likely to be adopted. Thank you for doing your part for your community and encourage others to get involved with the new ACS programs. You just might meet your new best friend!

Happy Tails: Taylor's Adventure



Taylor (Left) with her brother Chanco (Right)

It is always a joy to receive updates from happy adopters and their wonderful pets. It is uncommon to hear back from adopters years after they have adopted, but recently a family that shared multiple stories of their adopted dog, Taylor. Taylor was originally brought to ACS as a stray puppy during the summer of 2015. Kristina Rodriguez saw Taylor and it was love at first sight. Since then, Taylor has joined Kristina and the rest of her family on many journeys, and Kristina had the following to share.

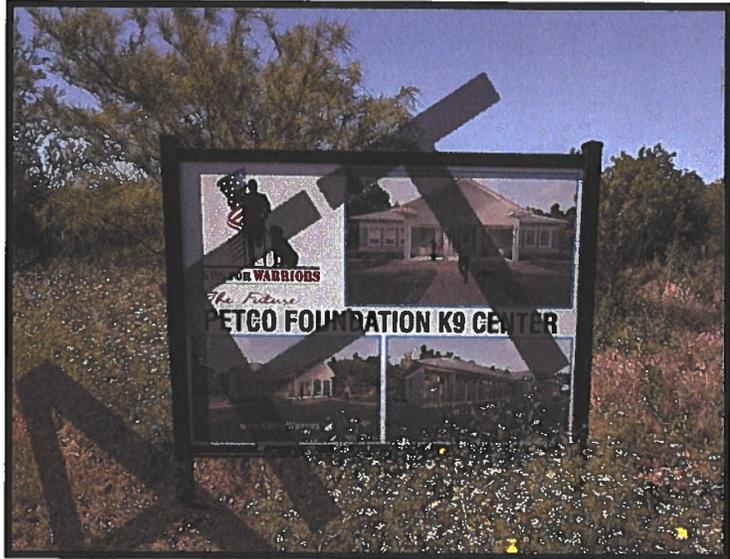
"My baby girl turned four this year!!! Taylor has grown strong and she's absolutely beautiful. She's very spoiled (bit of a daddy's girl). We took her on her first backpacking trip and she loved it. We were in Colorado White River National Forest for five days and four nights. We hiked about 10 to 12 miles a day. She fell asleep on the top of the mountain range for a couple of hours before we hiked back down. She has a lot of muscle but still sleeps all day every day, and she loves her brother Chanco more than anything. Her and our cat, Random, have become the best of friends, and they even sleep together. I just had to thank you again for my angel. We've been on many adventures and have so many more planned with her."

FY 2019 Programs and Projects Update

K9s For Warriors Pilot Program Update

In January of FY 2019, San Antonio City Council unanimously approved the K9s For Warriors Pilot Program and lease agreement. K9s For Warriors is a nonprofit organization that trains rescue dogs to become service animals for veterans suffering from PTSD and other disabilities. The Petco Foundation has announced support for the program through a grant of 2 million dollars.

During March of FY 2019, a public press conference was held at ACS to celebrate the launch of a 10-year lease agreement with K9s For Warriors. ACS staff and representatives from K9s For Warriors and The Petco Foundation spoke about the agreement and revealed artist renderings of the future building. The photo above displays the facility and kennels that K9s For Warriors will use to pull and house dogs directly from ACS. Construction of the new facility will begin later this year and is expected to be completed by 2020. ACS is thankful for the partnership with K9s For Warriors and The Petco Foundation for creating another opportunity for shelter dog placement. Large breed dogs are harder to find placement for, and K9s For Warriors has committed their training program to prioritize large breed dogs. Additional updates will be presented in future reports as new information is available and construction has begun.

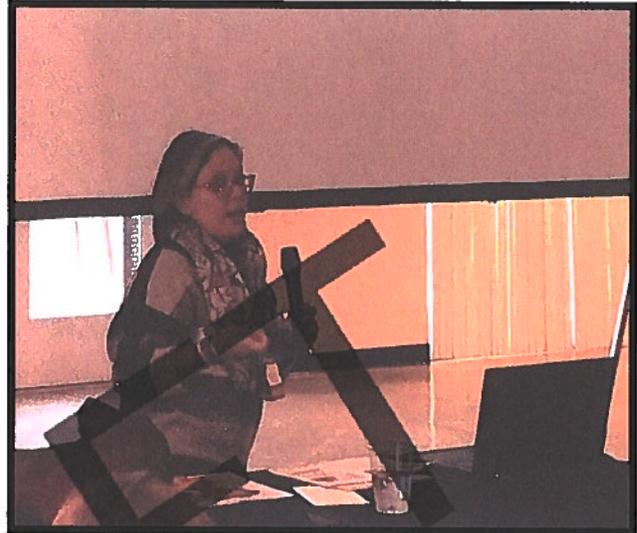


Comfort for Critters

ACS has partnered with the national organization Comfort for Critters to provide ACS foster pets with handcrafted toys and blankets. Materials ranging from yarn, fleece and even t-shirts have been donated to support this program. ACS hosts an on-site event every first Sunday of the month where volunteers of all ages can participate. The items created through this program give shelter pets a familiar piece of comfort as they transition from foster homes to forever homes. Crafters, sewers, and knitters combined their efforts during March of FY 2019 to produce dozens of blankets and chew toys. In addition to the on-site events, the ACS Education and Outreach Division has hosted Comfort for Critters events at schools across San Antonio to gain volunteer support and spread awareness of other ACS programs.

Association of Professional Humane Educators Conference

Each year humane educators, volunteers, teachers, and leaders in humane education come together at The National Association of Professional Humane Educators (APHE) conference to learn from one another. Through critical discussion, relationships were built and program ideas were shared. With nearly 100 humane educators in attendance this year, our very own Education Coordinator Josie Espinoza, attended and presented at the APHE National Humane Education conference in Phoenix, Arizona this past January of FY 2019. Josie presented her ideas and lesson plans from the Furry Friends after-school program that she has worked with at Gilbert Elementary School for the past three years. Attendees include humane educators from a variety of backgrounds who promote humane attitudes toward people, animals, and the environment. The conference allows staff and volunteers of animal shelters, animal control agencies, and national entities to share and learn from experiences to improve the quality of care for pets everywhere.



Shelter Paws Pilot Program

ACS has created a new pilot program that allows volunteers to treat shelter dogs to some time away from the ACS campus. Every day of the week, San Antonio residents have the opportunity to check out one dog from a pre-selected list of dogs. Residents can take a dog for a day of outside play around town or bring it home for a little nap. The dogs are featured on ACS social media, and potential adopters can view a report card that tells them how the dog behaved out in the real world. People interested in participating in the program must be over 18 years of age, have a valid driver's licenses, and a reliable vehicle for transportation. Program participants are given a bag of supplies for their dog's needs, and they are given a list of nearby dog-friendly locations. This program has been fully implemented as an effort to increase the socialization and quality of care that is provided to ACS shelter dogs.

Illegal Puppy Sales Enforcement Update

Part of the FY 2019 budget included additional funding for increased enforcement of illegal puppy sales. ACS has assigned Animal Care Officers to the Puppy Mill Enforcement Pilot Program to locate illegal sellers and hold them accountable for the treatment and conditions of the puppies they are selling. In March of FY 2019, ACS Animal Care Officers conducted multiple targeted sweeps that resulted in 59 citations and 11 impounded puppies. To increase public awareness, ACS created an Illegal Puppy Sales Awareness Commercial. The media spot has been shared on local media platforms to support the Puppy Mill Enforcement Pilot Program. The caption below the photo is a link to the commercial.



[Illegal Puppy Sales Awareness Commercial](#)

FY 2019 Second Quarter Staff Update

Employee	Position	Reason for Action
MONA ERDRICH	ANIMAL CARE REPRESENTATIVE	PROMOTION
KASSI BENNETT	ANIMAL CRUELTY SPECIALIST	PROMOTION
JUSTINE SANCHEZ	ANIMAL CRUELTY SPECIALIST	PROMOTION
ROBERT LOPEZ	LEAD ANIMAL CARE OFFICER	PROMOTION
BETHANY SNOWDEN	LEAD ANIMAL CARE OFFICER	PROMOTION
MICHELE FRY	DISPATCHER	PROMOTION
ELVA ANDERSON	LIVE RELEASE PROGRAM COORDINATOR	PROMOTION
JESSICA MARTINEZ	ANIMAL CARE REPRESENTATIVE	PROMOTION
MELANIE ELIZONDO	LIVE RELEASE PROGRAM COORDINATOR	PROMOTION
MARK SANCHEZ	LIVE RELEASE PROGRAM COORDINATOR	PROMOTION
ALEXANDRA STEVENSON	LIVE RELEASE PROGRAM COORDINATOR	TRANSFER TO FULL TIME
TANIA GUERRERO	LIVE RELEASE PROGRAM COORDINATOR	TRANSFER TO FULL TIME
CECILIA MORENO	VETERINARY TECHNICIAN	TRANSFER TO FULL TIME
DAPHNE JONES SGRO	ANIMAL CARE OFFICER	TRANSFER TO FULL TIME
VENUS AGUILAR	ANIMAL CARE ATTENDANT	TRANSFER TO FULL TIME
JENNY HURON	ANIMAL CARE OFFICER	TRANSFER TO FULL TIME
SHANNA DE LA CRUZ	ANIMAL CARE OFFICER (A)	NEW HIRE
ALFONSO RIOS	PUBLIC INFORMATION OFFICER	NEW HIRE
ISAI GARZA	VETERINARY TECHNICIAN	NEW HIRE

Cadets of 2019 Alpha

Alexandra Manzanares has a degree in criminal justice from Our lady of the Lake University. Her goals as an officer at ACS are to provide every animal the best care she can give and educate residents about responsible pet ownership.

Kristi Ortiz has previously worked as an Animal Care Attendant at ACS. She has always had a passion for helping animals, and is learning as much as she can as an Animal Care Officer (ACO). She aspires to work in the Cruelty department.

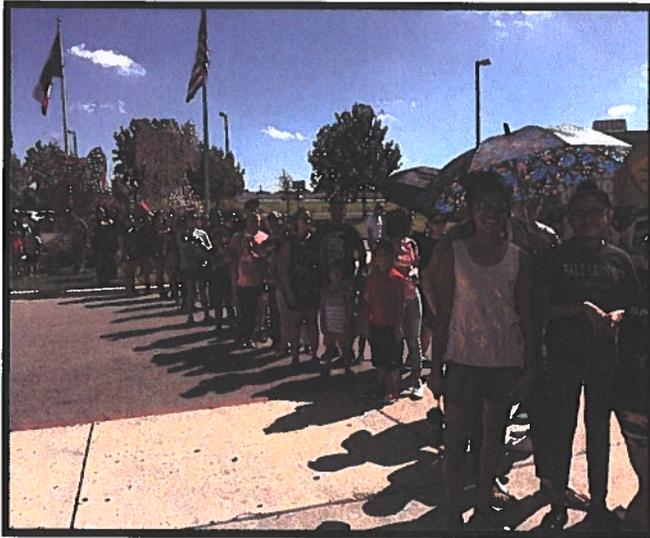
Stephanie Peña is from San Antonio, Texas. She is passionate about animals and has a Bachelor's degree in Animal Science from Tarleton State University. She loves working in Field and hopes to be a District Officer some day.

Brittany Barnes joined ACS in 2015 as a Rescue-Foster coordinator. She is currently pursuing a Master's in Organizational Development and Leadership at the University of the Incarnate Word. Her goal is to apply her education and experiences working within various divisions of ACS in pursuit of a leadership role.

Alex Gray has been an ACO since 2011. Before coming to San Antonio he worked in as an ACO in Birmingham, AL and Wichita Falls, TX. He became an ACO to make a difference in the lives of animals.



From left: Alexandra Manzanares, Kristi Ortiz, Stephanie Peña, Brittany Barnes, Alex Gray



Statistical Analysis

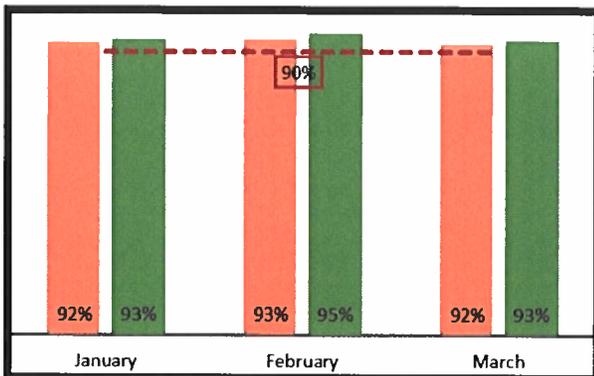
Analysis of the annual metrics for Fiscal Year 2019 will be a comparison of the results for Fiscal Year 2019 and the average of respective metric totals for the previous three years (Fiscal Year 2016, Fiscal Year 2017, and Fiscal Year 2018). Annual Fiscal Year 2019 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

Increasing the Live Release Rate

In FY 2014, ACS achieved an 81% live release rate, which was the highest live release rate ever achieved during the department's 60-year history. Just a short four years later and ACS boasted a 93.8% Live Release rate during the second quarter of FY 2018. While there are some metrics that are scaled lower than last year's first quarter, this year we are on target to find live placement for a higher percentage of pets than ever before. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats outcomed.

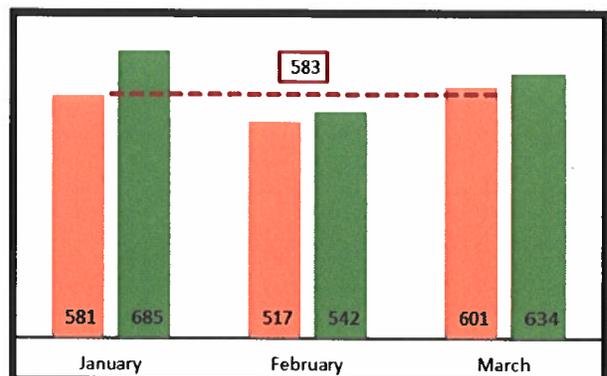
Live Release Rate

FY19 Annual Goal: 90%
 FY19 Second Quarter Results: 93%
 FY16-FY18 Second Quarter Avg. Results: 89%



Adoptions

FY19 Annual Goal: 7,000
 FY19 Second Quarter Results: 1,861
 FY16-FY18 Second Quarter Avg. Results: 1,698

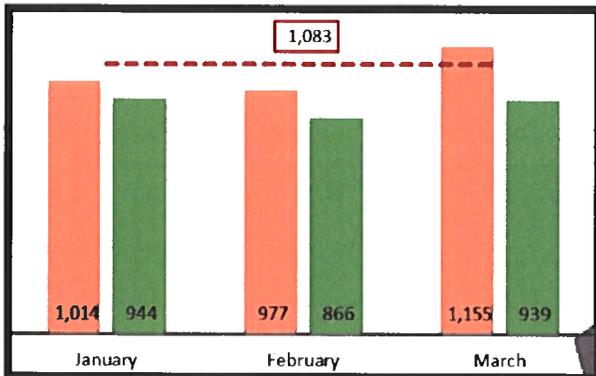


--- FY 2019 Target ■ Prior 3 Year Average ■ FY 2019 Actual

Increasing the Live Release Rate (Cont.)

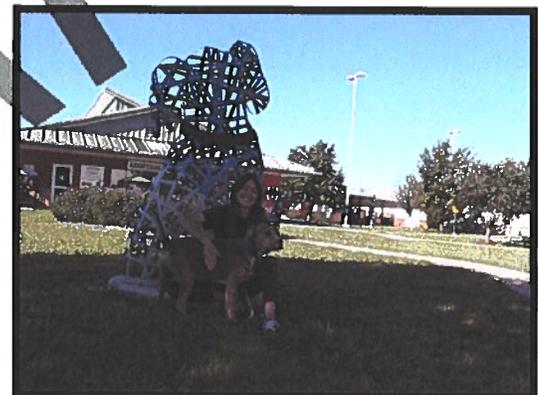
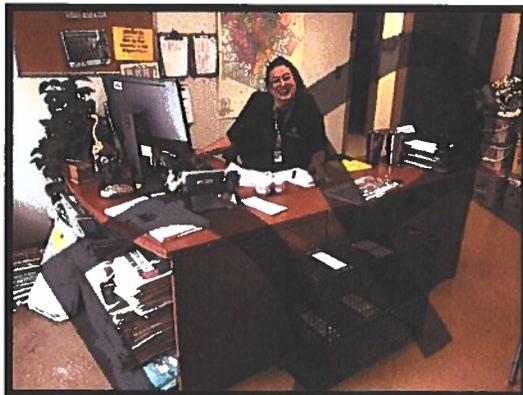
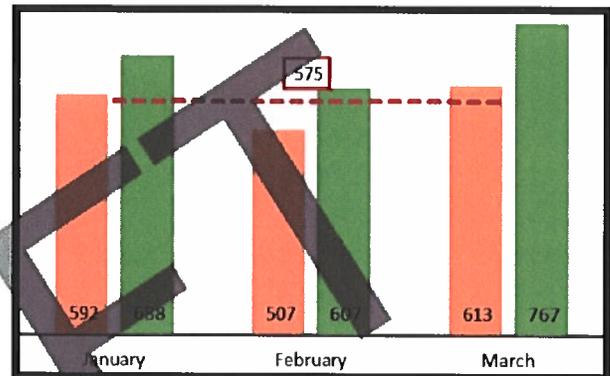
Rescues

FY19 Annual Goal: 13,000
 FY19 Second Quarter Results: 2,749
 FY16-FY18 Second Quarter Avg. Results: 3,146



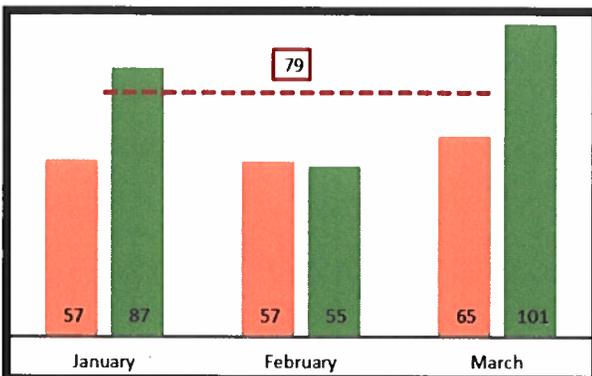
Return To Owner (Overall)

FY19 Annual Goal: 6,900
 FY19 Second Quarter Results: 2,062
 FY16-FY18 Second Quarter Avg. Results: 1,712



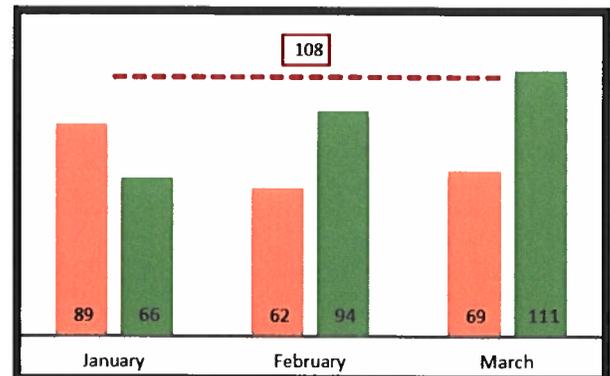
Trap Neuter Release

FY19 Annual Goal: 950
 FY19 Second Quarter Results: 243
 FY16-FY18 Second Quarter Avg. Results: 179



Pets Fostered

FY19 Annual Goal: 1,300
 FY19 Second Quarter Results: 271
 FY16-FY18 Second Quarter Avg. Results: 220



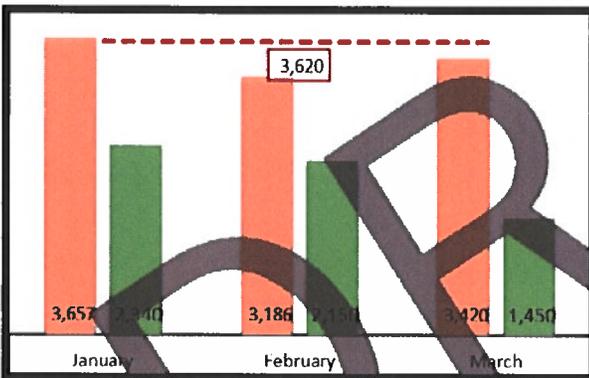
Control the Roaming Animal Population

Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Total spay and neuter surgeries performed are lower in part due to a surgery partner contract renewal that restricted services October 2018. With the implementation of the new Spay & Neuter Voucher Pilot Program, more surgeries should be completed in the following months. In addition, the metric of dead animal pickup is used as an additional benchmark of the number of animals roaming free. The decrease in dead animal pick-up is a reflection of the impact of the proactive programs and services provided by ACS and the community.



Total Spay & Neuter Surgeries*

FY19 Annual Goal: 43,455
 FY19 Second Quarter Results: 5,940
 FY16-FY18 Second Quarter Avg. Results: 10,262

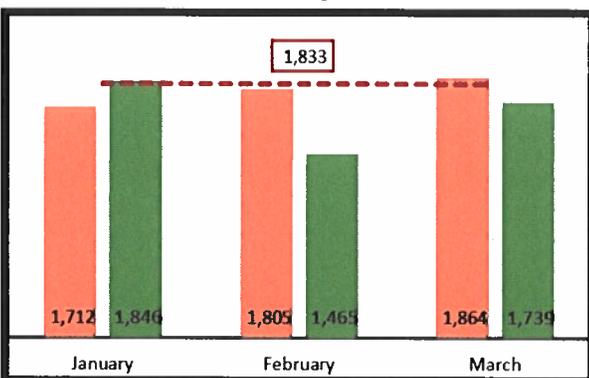


*PENDING PARTNER DATA



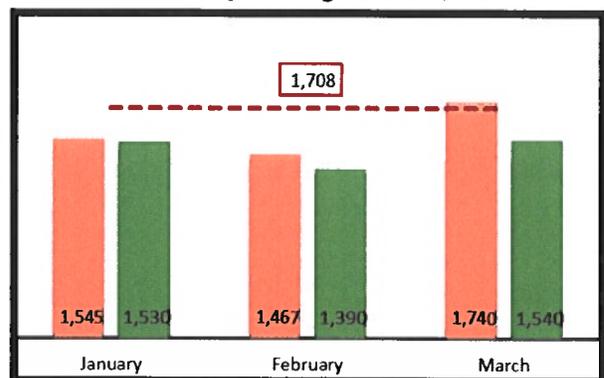
Microchips Registered

FY19 Annual Goal: 22,000
 FY19 Second Quarter Results: 5,005
 FY16-FY18 Second Quarter Avg. Results: 5,381



Deceased Dog/Cat Pick-up

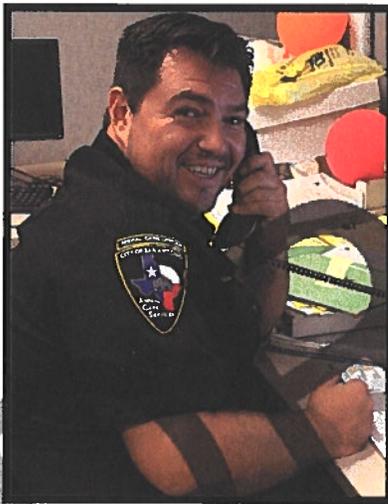
FY19 Annual Goal: Less than 20,500
 FY19 Second Quarter Results: 4,460
 FY16-FY18 Second Quarter Avg. Results: 4,752



* In this metric a lower number means a greater success.

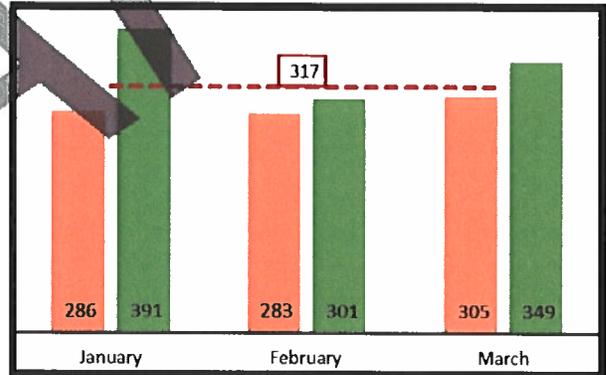
Enhanced Enforcement

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of citizens and their pets. This has lead to an increase in dangerous/aggressive dog designations, violations written, pets returned to their owners by field officers, and cruelty cases filed.



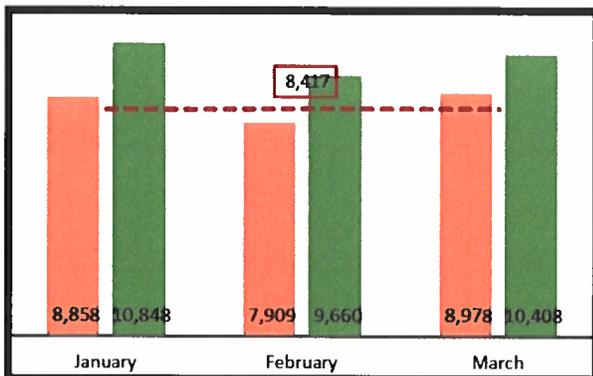
Pets Returned to Owner in the Field

FY19 Annual Goal: 3,800
 FY19 Second Quarter Results: 1,041
 FY16-FY18 Second Quarter Avg. Results: 874



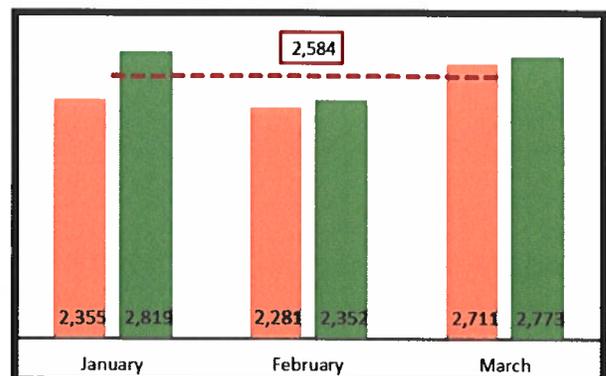
Calls for Service Requests

FY19 Annual Goal: 101,000
 FY19 Second Quarter Results: 30,916
 FY16-FY18 Second Quarter Avg. Results: 25,745



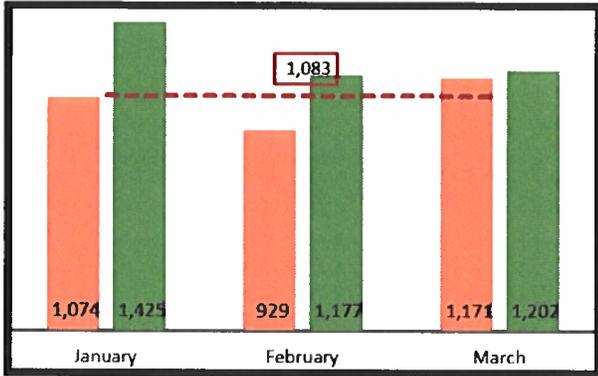
Impoundments

FY19 Annual Goal: 31,000
 FY19 Second Quarter Results: 7,944
 FY16-FY18 Second Quarter Avg. Results: 7,347



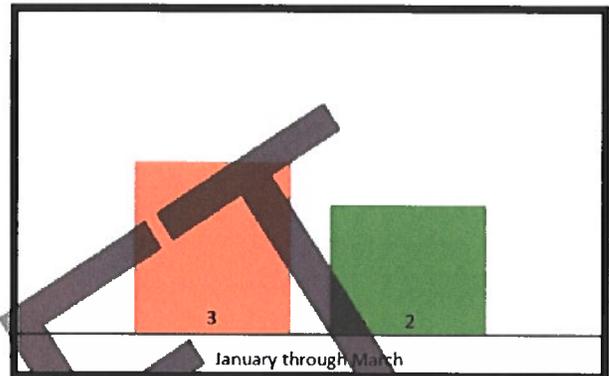
Citations Written

FY19 Annual Goal: 13,000
 FY19 Second Quarter Results: 3,804
 FY16-FY18 Second Quarter Avg. Results: 3,174



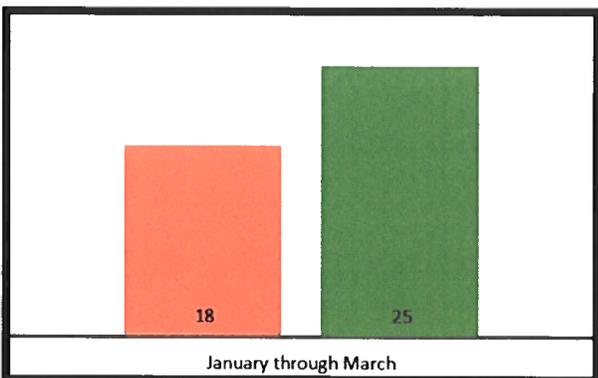
Serious Bodily Injuries

FY19 Second Quarter Results: 2
 FY16-FY18 Second Quarter Avg. Results: 3



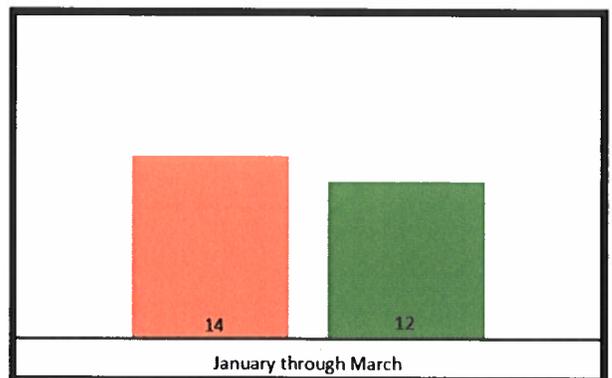
Aggressive/Dangerous Designations

FY19 Second Quarter Results: 25
 FY16-FY18 Second Quarter Avg. Results: 18



Cruelty Cases Filed

FY19 Second Quarter Results: 12
 FY16-FY18 Second Quarter Avg. Results: 14



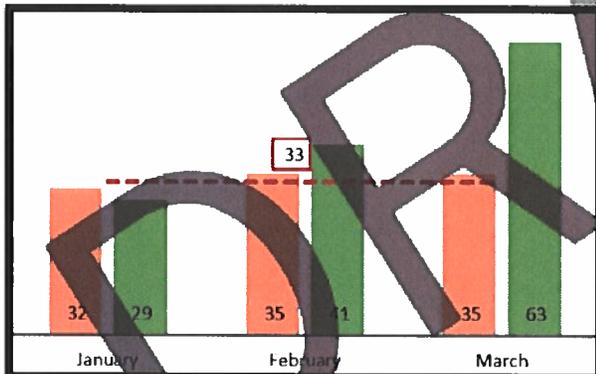
Engage and Educate the Community

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. The original target for total schools visited was designed with the intention that ACS would be awarded only one presentation during a school visit. ACS has tracked total school education presentations during Fiscal Year 2018, and is committed to making necessary adjustments to more accurately display the achievements of the Education & Outreach Division.



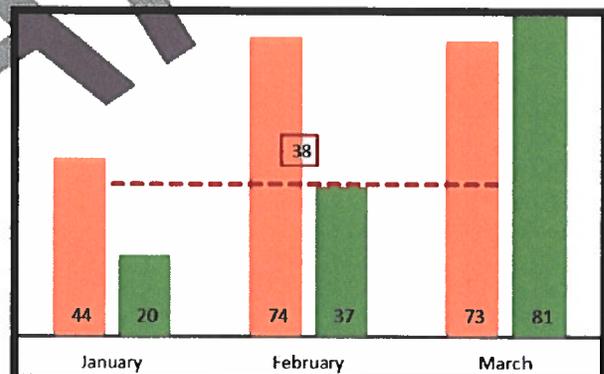
Education Events

FY19 Annual Goal: 400
 FY19 Second Quarter Results: 133
 FY16-FY18 Second Quarter Avg. Results: 101



Schools Presentations

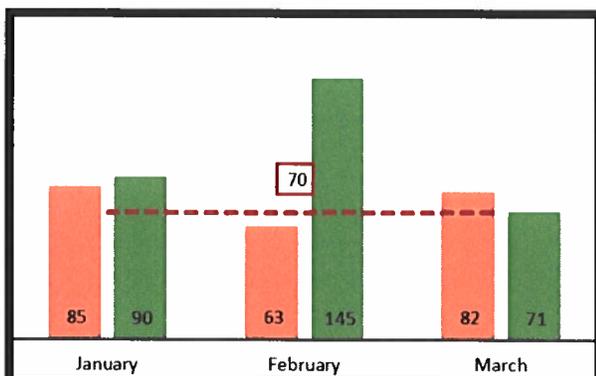
FY19 Annual Goal: 450
 FY19 Second Quarter Results: 138
 FY18 Second Quarter Results: 191



*Total school presentations metric started tracking in FY18.

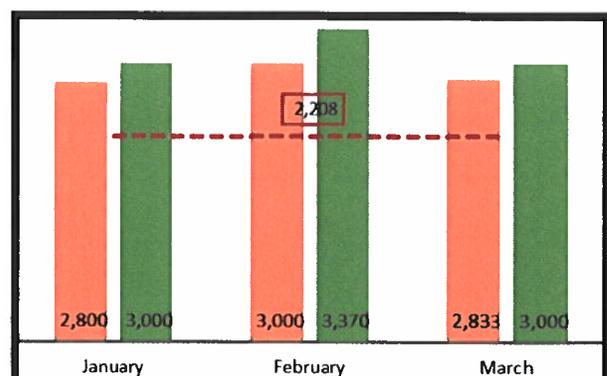
Media Interactions

FY19 Annual Goal: 830
 FY19 Second Quarter Results: 306
 FY16-FY18 Second Quarter Avg. Results: 229



CNSI Homes Visited

FY19 Annual Goal: 26,500
 FY19 Second Quarter Results: 9,370
 FY16-FY18 Second Quarter Avg. Results: 8,633



--- FY 2019 Target Prior 3 Year Average FY 2019 Actual



Our mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.

Animal Care Services

4710 State Highway 151
San Antonio, TX 78227

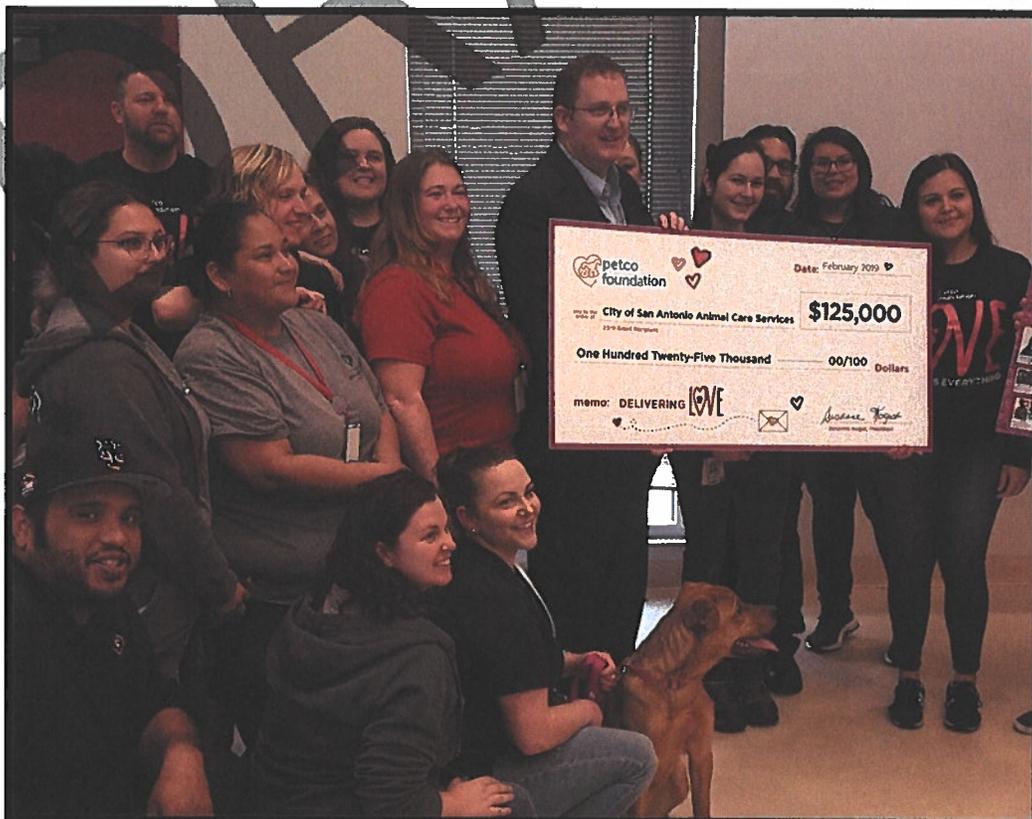
Main Phone: 210-207-4738
Fax: 210-207-6676

Adoption Center Hours:

Monday - Friday: 11:00 am - 7:00 pm
Saturday/Sunday: 11:00 am - 5:00 pm
(Last Adoption 30 minutes prior to closing)

Pet Drop-Off Hours: (Based on space availability)

E-mail [ACS Intake](mailto:ACSIntake@sanantonio.gov) to begin pet drop-off process
Tuesday - Friday: 11:00 am - 6:30 pm
Saturday: 11:00 am - 4:30 pm
Sunday/Monday: CLOSED



The Petco Foundation awarded ACS \$125,000 to reward the staff's commitment to shelter pets.



City of San Antonio
Animal Care Services Department



**Advisory Board Inspection Checklist
– 151 Main Campus –**

Advisory Board Member Name(s): _Rita Braeutigam and Sallie Scott

Date of Inspection: 4/8/19 Time of Inspection: 11:15

Administration Building	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public					
Clean floors, windows, and doors					
Proper signage in place					
Intake area neat & orderly					
Floors are clear of safety hazards					
Every animal is being scanned upon intake					

Comments/Actions Needed

Clinic	Excellent	Good	Fair	Poor	N/A
Staff is courteous and informative to all members of the public as well as fosters	X				
Clean floors, doors, & windows		X			
Hand sanitizer available	X				
Back Kennel runs are free of feces and urine	X				
Exam tables are cleaned between animals receiving treatment or exams	X Per staff				
Exam room washing station fully stocked with gloves	X				
Halls and walkways are free of debris and safety hazards	X				
Appropriate signage and kennel card on each occupied cage	X				
All cleaning tools are disinfected at the end of the day	X				
Recovery room washing station fully stocked with gloves	X				
Surgical room washing station fully stocked with gloves	X				
Any temporary holding cages outside clinic are clean					X
Controlled substances stored in locked cabinet when not in use	X				
Surgical patients are recovered using proper protocol and recovery sheet present	X				
The clinic building is in good repair	X				
Humane number of cats/kittens in each cage	X				

Comments/Actions Needed

Cattery (Building 5)	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Cat cages are clean	X				
Litter boxes are clean with no offensive odor	X				
All cages have fresh water	X				
All counter surfaces are clean	X				
Hand sanitizing stations are visible and full	X				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X				
Appropriate signage and kennel card on each occupied cage	X				
All cages are cleaned and sanitized between occupants	X				
Floor is free of debris or safety hazards	X				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	X				
Intake vaccinations recorded on each kennel card	X				
The Cattery building is in good repair	X				
Comments/Actions Needed					
Outside Cattery	Excellent	Good	Fair	Poor	N/A
Litter boxes are clean with no offensive odor	X				
Fresh water is available	X				
Area is free of debris or safety hazards	X				
Appropriate signage and kennel card(s) visible	X				
Comments/Actions Needed					
Livestock Area	Excellent	Good	Fair	Poor	N/A
Corrals are clean and free of feces	X				
Fresh water is available for any occupants	X				
Fresh hay/feed is available for any occupants					N/A
Area is free of debris or safety hazards		X*			
Comments/Actions Needed					
One pig was in the livestock area. *There was an area of fencing off to the side on the sidewalk.					

Dog Kennel (Building 4)	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run	X				
Aisles are free of debris or safety hazards	X				
Appropriate signage and kennel card on each occupied cage	X				
Intake vaccinations recorded on each kennel card	X				
Pooper Scoopers are kept in a clean disinfectant solution between scooping each run	X				
Runs and cages are thoroughly cleaned and sanitized between occupants	X				
Hand sanitizer available	X				
Drains free of debris	X				
Drains in full repair	X				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer		X*			
Sinks and tubs are in working order, clean, and free of debris	X				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	X Per staff				
Stainless steel cages are clean and have fresh newspaper	X				
Clean floors, doors, and windows	X				
There is no offensive odor	X				
Kennel building and equipment are in good repair	X				
Comments/Actions Needed					
*No paper towels at the sink. There was a Field Trip Report Card on an adorable staffy mix hanging on her kennel. The report detailed her trip to Home Depot and Starbucks. The 3 words used to describe her were "silly, calm and composed". She liked the car and was "pretty good" with her leash skills. This new program is an excellent way to increase adoptions and retention by providing information on the pet.					
Outdoor Sally Port Runs (Behind Building 4)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine					N/A*
Fresh water in each occupied run					N/A
Area is free of debris or safety hazards					
Comments/Actions Needed					
<ul style="list-style-type: none"> The 2 kennel runs with dogs in them were in the process of being cleaned. 					
Outdoor Exercise Yards (Between Buildings 3 & 4)	Excellent	Good	Fair	Poor	N/A
Clean and free of feces	X				
Play pools (if available) filled with fresh water					N/A
Doors operate properly	X				
Waste stations are stocked	X				
Comments/Actions Needed					
*The water buckets needed extra water added to them.					

--

Dog Kennel (Building 3)	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public					
Kennel runs are free of feces and urine					
Fresh water in each occupied run					
Aisles are free of debris or safety hazards					
Appropriate signage and kennel card on each occupied cage					
Intake vaccinations recorded on each kennel card					
Pooper Scoopers are kept in a clean disinfection solution between scooping each run					
Runs and cages are thoroughly cleaned and sanitized between occupants					
Hand sanitizer available					
Drains free of debris					
Drains in full repair					
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer					
Sinks and tubs are in working order, clean, and free of debris					
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day					
Stainless steel cages are clean and have fresh newspaper					
Clean floors, doors, and windows					
There is no offensive odor					
Kennel building and equipment are in good repair					
Comments/Actions Needed					
Outdoor Sally Port Runs (Behind Building 3)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run	X				
Area is free of debris or safety hazards	X				
Comments/Actions Needed					

Dog Kennel (Building 2)	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Kennel runs are free of feces and urine	X				
Fresh water in each occupied run	X				
Aisles are free of debris or safety hazards					N/A*
Appropriate signage and kennel card on each occupied cage					
Intake vaccinations recorded on each kennel card	X				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run	X				
Runs and cages are thoroughly cleaned and sanitized between occupants	X				
Hand sanitizer available					N/A**
Drains free of debris	X				
Drains in full repair	X				
Staff work area has a hand washing station with soap, paper towels, and hand sanitizer	X				
Sinks and tubs are in working order, clean, and free of debris	X				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day	X				
Stainless steel cages are clean and have fresh newspaper	X				
Clean floors, doors, and windows					N/A*
There is no offensive odor	X				
Kennel building and equipment are in good repair	X				
Comments/Actions Needed					
<p>*The building was being cleaned at the time so there was the expected hoses ect in the aisles.</p> <p>**Since the building is not open to the public the staff does not use hand sanitizer. Hand washing instead.</p>					
Outdoor Sally Port Runs (Behind Building 2)	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces and urine					N/A
Fresh water in each occupied run					N/A
Area is free of debris or safety hazards					N/A
Comments/Actions Needed					

EBI Building	Excellent	Good	Fair	Poor	N/A
Kennel runs are free of feces or urine					N/A
Incinerator in proper working condition	X*				
Enough receptacles for remains	X				
All remains are either in receptacle or in cooler	X				
Remains not to be incinerated properly labeled in cooler	X				
Halls and walkways are free of debris or safety hazards	X				
Appropriate signage and kennel card on each occupied cage					N/A
Every animal scanned for microchip prior to euthanasia					N/A
Controlled substances stored in locked cabinet when not in use	X				
EBI room a quiet environment for animals					N/A
All surfaces are clean and free of unnecessary clutter	X				
Cats euthanized by IP injection and kept in quiet location pre and post injection	X per staff				
EBI room is clean and free of odor	X				
Mops, buckets, and all other cleaning tools are disinfected at the end of the day	X				
EBI building and equipment in good repair	X				
Comments/Actions Needed *Repair was completed on Saturday afternoon. There were no animals being euthanized at the time of the inspection. A euthanized skunk was being prepared for rabies testing.					
Wash Bay/Laundry	Excellent	Good	Fair	Poor	N/A
Laundry area orderly and fully stocked	X				
ACO Trucks are washed and sanitized after unloading					N/A*
Area is free of debris or safety hazards	X				
Comments/Actions Needed *No trucks were in the wash bay at the time of inspection.					

Annex Building	Excellent	Good	Fair	Poor	N/A
Staff and volunteers are friendly, informative, and courteous to all members of the public	X				
Training Rooms are clean and orderly	X				
Lobby is clean and orderly	X				
Men's restroom is clean and stocked	X				
Women's restroom is clean and stocked	X				
Comments/Actions Needed					
General Premises	Excellent	Good	Fair	Poor	N/A
Landscaped area free of feces	X				
Doors to agility area are operational and free of feces				X*	
Dog waste stations stocked	X				
Trash receptacles not overflowing	X				
Landscape (to include grass and plants) in proper stage in conjunction with seasonality changes	X				
Comments/Actions Needed					
*All 4 agility areas had a lot of feces in them and an odor from lack of pick up.					

Additional Notes:

Building 1	Excellent	Good	Fair	Poor
Staff and volunteers are friendly, informative, and courteous to all members of the public				
Kennel runs are free of feces and urine				
Fresh water in each occupied run				
Aisles are free of debris or safety hazards				
Appropriate signage and kennel card on each occupied cage				
Pooper Scoopers are kept in a clean disinfection solution between scooping each run				
Runs and cages are thoroughly cleaned and sanitized between occupants				
Hand sanitizer available				
Drains free of debris				
Staff work area has a hand washing station with soap,				

paper towels, and hand sanitizer				
Sinks and tubs are in working order, clean, and free of debris				
Mops, buckets, and all other cleaning equipment are disinfected at the end of the day				
Stainless steel cages are clean and have fresh newspaper				
Foot bath mats are filled with disinfectant				
Clean floors, doors, and windows				
There is no offensive odor				
Kennel building and equipment are in good repair				
Comments/Actions Needed				
Outdoor Exercise Yards (Next to Building 1)	Excellent	Good	Fair	Poor
Clean and free of feces				
Play pools (if available) filled with fresh water				
Doors operate properly				
Waste stations are stocked				
Comments/Actions Needed				

Additional Notes:
