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SHELTER SENSE

For the people who care about community animal control



*New vehicle for
Wichita Co. ACOs.*

New vehicles improve animal handling

Wichita Falls (TX) Animal Control is replacing its animal control vehicles with trucks of a new design that will make animal handling easier for the drivers.

Using the old vehicles, the drivers had to lift the animals up and then lower them down into the compartments. With the new vehicles, the drivers can get the animals into the compartments with less strain and stress for both driver and animal.

The Humane Society of Wichita County (Rt. 1, Box 107, Wichita Falls, TX 76301) had been urging that the change be made for some time. The society operates the county Animal Reclamation Center, in addition to running its own shelter. Last spring, HSUS staffer R. Dale Hylton visited the Center and saw the difficulties the drivers were having with the old vehicles. He wrote the county to reinforce the society's recommendation that

Continued on next page

Top-loading truck
used previously
in Wichita Co.



the vehicles be replaced, and that was the boost the county needed to make the change.

Your agency's animal control vehicles are your "working arms" in the community. What makes a good animal control vehicle?...

There should be a separate compartment for each animal, and each compartment should be large enough to allow the animal to assume normal positions.

Sick animals should be separated from healthy animals. Injured animals should be provided with a blanket or newspaper to lie on (a blanket or several layers of newspaper can be used to slide under the animal to move it into the truck).

The animals should have good footing in the compartments so they do not slide when the vehicle is moving. The bottoms of the compartments should not allow urine or feces to fall into other compartments or into other parts of the truck. A plastic rack which gives the animals good footing but which also allows urine and feces to fall to the bottom of that compartment is ideal.

There should be an area where the driver's equipment and forms can be stored neatly and still be readily available. Equipment should include a pair of heavy gloves, a flashlight, control poles, a net, a ladder, humane animal traps, small animal carriers, a tool kit, equipment for livestock (halter, lead rope, sling), a detailed map of the community, and a two-way radio.

If possible, each driver should be given a briefcase for carrying the daily log, violation tickets and educational materials to hand out. You can also build a small rack for the truck to keep handouts separate and clean.



Well-marked vehicle
from Trumbull Co., OH.

Keeping track while you're making tracks

The animals must be protected from heat or cold, rain or snow. The animal compartment should be vented with an exhaust fan or air conditioned, depending on the climate in your area. A thermometer should be attached to the inside of the animal compartment and checked frequently by the driver. Animals are prone to heat stroke in temperatures above 80 degrees with high humidity. Drivers must remember that heat builds up in the animal compartment particularly when the truck is not moving.

The vehicle should have locks on all openings to prevent animals from escaping and to keep people from removing animals.

The vehicle should be designed so animals can be put in and taken out of enclosures with a minimum of stress on the driver and the animals.

For more on animal control vehicles, see "Just Wright" on page 12.

Each animal control driver should carry a log sheet to record calls handled during the workday. This is necessary to keep track of the animals and to document your agency's workload in order to budget money and staff time. The form should include these basic categories of information:

- Agent's name, vehicle number, today's date
- Mileage at start and end of shift
- Time shift starts, time shift ends
- Item number (each call you handle should be numbered for easy reference later)
- Name, address, phone number of person visited; time of visit
- Type of service given
- Result (was complaint resolved? was an animal received?)
- Donation received
- Tag number or compartment number assigned to animal
- Form number (number of citation or other form used in the call)
- Remarks (any other information on the call)
- Total dogs received during shift
- Total cats received during shift
- Total other animals received during shift



Many agencies use
vehicle surfaces
for educational
messages. Above,
from High Point, NC.

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Editor, SHELTER SENSE Susan Bury Stauffer
Editorial Assistant Janet D. Frake

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HUMANE AGENTS' DAILY SERVICE REPORT													
AGENT _____			VEHICLE # _____			DATE _____							
MILEAGE START _____				MILEAGE ENDS _____				TOTAL _____		TIME OUT _____		TIME IN _____	
ITEM NO.	NAME	ADDRESS	PHONE	TYPE OF SERVICE	RESULT	TIME	DONATION OR REASON FOR NOT SERVING	TAG NO.	WARD	FORM NO.	REMARKS		

Here are the names and addresses of some vehicle suppliers; please note that this list is for your information and does not constitute an endorsement of any product or company by The HSUS:

Anconco Equipment Company
2217-21 Campbell St.
Kansas City, MO 64108

Field Body Company
2656 Lashbrook Ave.
South El Monte, CA 91733

Mavron, Inc.
1512 Road 225 West
Warsaw, IN 46580

Bob McKee, Inc.
10864 Magnolia Blvd.
N. Hollywood, CA 91601

Murray Trailer
191 Wallis
Eugene, OR 97402

Port-A-Vet Industries, Inc.
PO Box 728
Hudson, IA 50643

Swab Wagon Company, Inc.
One Chestnut Ave.
Elizabethville, PA 17023

Rescue program

The Wilson County (NC) Humane Society operates an animal rescue program staffed by volunteer Thomas Marshall. The number of rescue calls received averages 1½ per day. The society purchased an ambulance from the county government for \$1, and Marshall equipped it to handle injured and sick animals. He uses his own truck for some calls.

Marshall describes himself as "about 98% of the staff" of the rescue service. His full-time job allows him some flexibility to respond to calls, and most of the rescue work is on weekends, nights and holidays. He has developed a good working relationship with area veterinarians, including getting training in animal first aid from them.

Marshall also credits local law enforcement officers with becoming increasingly helpful in animal rescue over the last few years. He says local law officers had to be convinced that humane society personnel were competent and professional and could be counted on even in situations that were unpleasant or dangerous. Once the society established this reputation, law officers began to help out more.

One highway patrolman found an injured animal on the road in a neighboring county that has no rescue service. The patrolman brought the dog to Marshall and contributed \$15 to help with the animal's care. On another occasion, Marshall was called to rescue a dog that had been hit on the highway. He arrived on the scene to find a sheriff's deputy waiting with the dog in a driving rain, shielding it with his umbrella.

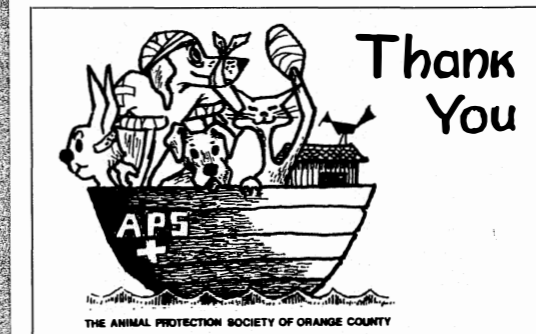


Animal Protection Society of Orange Co., Inc. (NC) sends this thank-you note to people who help injured animals get emergency care. (APS, 1081 Airport Rd., Chapel Hill, NC 27514)

Checklist poster

Marshall offers this advice to other organizations interested in starting rescue services: 1) Remember that your primary role is to relieve animal suffering, not to save every animal's life. 2) Don't start a program without careful planning and thorough training. 3) Recruit people who are professionals or who are willing to become professionals.

For a nominal fee, Marshall will give a presentation, including slides, on how to start an animal rescue service. You can contact him at Wilson County Humane Society, PO Box 7064, Wilson, NC 27893.



The following two pages are a checklist that you can remove and post in your shelter receiving area. Refer to the checklist as you read the following:

PAPERWORK--is necessary to keep track of all the animals in your care. Office staff members should get in the habit of writing down all available information about the incoming animals. Don't rely on your memory to tell you whether this dog has been spayed or that one obedience-trained. The records you keep will also help you budget money and staff time.

EXAM--is important to make sure the animals get any veterinary attention they need and to control disease in the shelter. It also helps ensure that the animals you adopt out are healthy.

You may not be able to have a veterinarian available at all times to discuss the need to euthanize some animals immediately. Your animal control ordinance should authorize the shelter manager to decide when euthanasia is immediately necessary. The ordinance should provide for defending the manager against any legal actions taken by pet owners--however, the manager should also be required to keep a complete record on all animals euthanized. The manager should also get training from a veterinarian on how to make this decision.

For everyone's protection, the animal control ordinance should specify how long your shelter will hold animals not requiring emergency euthanasia. The HSUS recommends that you hold animals at least five working days and that you make every reasonable attempt to contact the owners, through license tag numbers or any other means available.

TEMPERAMENT--is important because the more you know about an animal's behavior, the easier it will be for you to find a suitable home for it. Your agency's drivers should be alert to behavior when they pick animals up. Any bit of information you have about an animal will help you at adoption time.



Our PET Procedure for Incoming Animals

PAPERWORK

Complete in-ticket.

Make up kennel card.

Give animal tag or collar with shelter ID number.

Record any background information given by owner or animal control officer.

Record any veterinary care given.

Take photographs of the animal, front and side views, to keep on file.

EXAM

Check animal for injuries. Get veterinary assistance, if necessary.

Check for signs of illness – look at coat, eyes, ears, teeth. Take temperature. Assign sick animals to isolation area and schedule veterinary care.

Check for tattoos.

Give vaccinations.

If immediate euthanasia is called for, discuss with veterinarian or shelter director.

TEMPERAMENT

Is animal friendly and relaxed? Shy? Fearful? Aggressive?

If it's a dog, does it walk on a lead willingly? Sit or lie down on command? Shake hands?

Does the animal play in a friendly manner?

Does it like particular kinds of food? Particular toys?

Does it get along with children? And with both men and women?

Is it afraid of particular things (like thunderstorms)?

Any other personality traits that might interest an adopter?

Make sure all traits are recorded on in-ticket.

Computerized licensing

OBEY LICENSE LAWS

To Guarantee the Return of Lost Pets:
All dogs and cats over the age of 6 months must be vaccinated against rabies and licensed with the City of Iowa City. Penalty deadline has been extended to March 31, 1981. **FOR YOUR CONVENIENCE** - Fill out the application below and mail to: Animal Shelter, 410 E. Washington, Iowa City, Iowa 52240.

FEES: \$2.00/year for Spayed Females or Neutered Males.
\$10.00/year for Unaltered Females or Males.
\$0.25/year for Puppies or Kittens under 6 months of age.

IOWA CITY PET LICENSE APPLICATION

Owner: Paul & Debra Aubrey, Phone: 332-2347
Address: 520 N. Gilbert
Breed: Domestic Color: Black
Pet's Name: Lucy Age: 4 1/4
Sex: Male Female Spayed

Include Your Rabies Vaccination Certificate and Check
Your rabies certificate, license, and city tag will be returned to you by mail.

Questions? Call 356-5295

The Iowa City Animal Shelter (410 E. Washington St., Iowa City, IA 52240) reports good results from the city's first computerized pet license renewal campaign. The computer prints complete information about each licensed pet on a renewal post card, which the animal shelter mails to the owner. The owner then returns the renewal card with payment for the upcoming year and a new rabies certificate, if revaccination is required. A license receipt and tag are then sent to the pet owner.

The system got underway last year when the shelter sent an information sheet explaining the pet licensing procedure to every household in Iowa City that is billed by the city for water service. The result of this mailing was a 220% increase in the number of pets licensed, generating an additional \$11,154 in revenue over the previous year. Information about all the licensed pets was entered into the computer and is now being used in the renewal campaign.

Animal Control Officer Leslie Henry reports that the public has responded well to the licensing program. She says the "mail in" method has also reduced the work load for the office staff.

The shelter has also taken advertisements in local newspapers to inform new residents and new pet owners of the licensing requirements. The ads have a coupon that can be clipped and mailed in with the fee and rabies certificate.

In Iowa City, all dogs and cats more than six months old must be vaccinated against rabies and licensed. The fees are \$2 for spayed females and neutered males and \$10 for fertile pets. Puppies and kittens under six months will be licensed for 25¢.

CITY OF IOWA CITY
DEPT. OF ANIMAL CONTROL
CIVIC CENTER
IOWA CITY, IOWA 52240 PHONE (319) 356-5295
RETURN POSTAGE GUARANTEED

FIRST CLASS
U.S. POSTAGE
PAID
PERMIT NO.
44

NOTICE OF PET LICENSE RENEWAL
Our records indicate
city pet license # 06289
issued to CATHY MOORE
for DUSTY
expires 31-DEC-81

MAIL TO:
CATHY MOORE
1819 H ST
IOWA CITY, IOWA 52240

REVACCINATE & RENEW
State law requires rabies vaccination must be valid beyond 01-JUL-82
Rabies tag # 000002550 used to previously license animal expires 28-JUL-81
Please revaccinate and renew license by sending this notice, new rabies certificate, and proper fee amount.

RENEW ONLY
Rabies vaccination valid. Please renew by sending this notice and proper fee.

FEES — \$10.00 per year unaltered animals Make checks payable to
 \$ 2.00 per year altered animals City of Iowa City

LICENSE RECEIPT, TAG AND RABIES CERTIFICATE WILL BE RETURNED TO YOU BY MAIL.
* Failure to acquire a license before 01-MAR-82 may result in a \$15.00 delinquent fee
City Ordinance #7-57(b)

WANTED - Humane education director to conduct education programs, help in public relations, and coordinate volunteers in fast-growing, HSUS-oriented society. \$14,000 or up. Contact Bill Brothers, Humane Society of San Bernardino Valley, PO Box 2982, San Bernardino, CA 92406, (714) 882-2934.

WANTED - Animal Control Officer for City of Midland, TX. Must be experienced. Salary range: \$1061 to \$1299 per month. Contact David Hunter, Personnel Department, PO Box 1152, Midland, TX 79702.

POSITION WANTED - Mature, degreed, animal "nut" seeks opportunity in public relations, education, fund raising, etc.; commitment, talent, ability, hard-hitting ideas; "HAVE YOU HUGGED YOUR PET TODAY?". Contact Elliott S. Krakow, 1919 Audubon Dr., Dresher, PA 19025, (215) 646-4761 or (215) 947-5079.

Items...

Have you reserved your place at one of the Animal Control Academy sessions scheduled for this spring? Here are the sessions and the offices to contact:

Tuscaloosa, Alabama - Euthanasia Technician Certification, April 19-21. Contact Animal Control Academy, 4831 Springhill Dr., Tuscaloosa, AL 35405.

Ann Arbor, Michigan - Animal Control Certification, May 10-21 - Euthanasia Technician Certification, May 24-26. Contact HSUS Great Lakes Regional Office, 725 Haskins St., Bowling Green, OH 43402-1696.

Parvovirus

There have been newspaper reports of outbreaks of parvovirus on the West Coast, but authorities at Cornell University's Baker Institute for Animal Health tell SHELTER SENSE that these incidents are not a new wave of disease.

An Institute spokesman says there are areas where parvovirus has not yet appeared, and pet owners have not had dogs vaccinated. As the disease makes its way around the country, these unprotected animals will contract it. This creates the appearance of a new outbreak.

There have also been reports that a deadlier strain of parvovirus has developed. Although researchers are looking into this possibility, the Baker Institute has no evidence that such a new strain exists.

Simple justice

A Berlin, New Hampshire, man was sentenced to spending two nights at the city dump for abandoning four puppies there in subzero cold, reports Associated Press. The man began his sentence the night of February 11, with the temperature falling to 10 degrees, but he stayed only 1½ hours because it was rumored that a rowdy group was coming to the dump to harass him.

The man had left four puppies at the dump where they were found the next morning by a truck driver. The truck driver took the puppies to the police station, and one of the officers recognized them and identified the owner.

The man had been given the choice of staying the two full nights at the dump or paying a fine of \$200; because he did not complete the two-night stay, he will have to pay the fine. The judge in the case said he thought of the unusual sentence because he wanted the man to "get a taste" of the way the puppies had been treated.

Meetings

The Michigan Federation of Humane Societies will sponsor a workshop in Lansing April 23-25. Guest participants will include HSUS President John Hoyt; Phyllis Wright, Director of Animal Sheltering and Control; Sandy Rowland, Great Lakes Regional Director; and Tim Greyhavens, Field Investigator for the Great Lakes Regional Office. Contact Margaret Sarna, 1561 Caliper, Troy, MI 48084 for complete information.

The New England Federation of Humane Societies annual conference will be held May 19-21 in Framingham, MA. Among the speakers will be Dr. Michael Fox, Director of HSUS's Institute for the Study of Animal Problems; Kathy Savesky, Director of HSUS's National Association for the Advancement of Humane Education; and John Dommers, New England Regional Director. Contact the New England Federation of Humane Societies, PO Box 255, Boston, MA 02117 for complete information.

Continued on next page

Job announcements

Only SHELTER SENSE subscribers may advertise. Limit to 25 words plus your address.

An animal control training seminar will be held June 24-26, sponsored by the Southeastern Animal Control Association and the National Animal Control Association. Hurt "Bill" Smith, Director of HSUS's Animal Control Academy, and HSUS Director of Investigations Frantz Dantzler will be participants. For complete information, contact James Carmichael, Columbus College, Continuing Education Division, Columbus, GA 31993.

Reminders

April has been named Pets Are Wonderful Month by the Pets Are Wonderful Council, 500 N. Michigan Ave., Suite 200, Chicago, IL 60611, (312) 836-7145. If you have not received your free kit of materials from PAW, contact them today.

June will again be Adopt-A-Cat Month, sponsored by 9-Lives' Morris the Cat and the American Humane Association. For a free kit of Adopt-A-Cat materials, including posters and photos, send your request to Daniel J. Edelman, Inc., 221 N. LaSalle, Chicago, IL 60601--attn: Adopt-A-Cat Month. You can also request a supply of Morris the Cat adoption kits to hand out to new cat owners--just give the number you think you'll need.

Guard dogs regulated

Guard dog problems and cruelties have been substantially reduced in Alexandria, Virginia, according to the Alexandria Animal Shelter (910 S. Payne St., Alexandria, VA 22314). The shelter credits the improvement to a guard dog law enacted in September 1980 and a thorough enforcement program.

Before the law was passed, there were about 50 businesses in Alexandria where watch dogs were kept, and there were many cruelty complaints against those businesses. Project Officer Tom Gillespie says the shelter staff began the campaign for a new guard dog law by keeping careful records of these complaints and the time required to resolve them. The staff also identified the special care needs of dogs most commonly used as guard dogs. A staff committee then drafted legislation in cooperation with the city attorney and developed a justification paper with background information and letters of support from veterinarians and humane groups. They also enlisted support from a guard dog supplier in the area.

Under the law, a permit is required to maintain a dog for protection of commercial property. Among other regulations, the person maintaining the dog must provide the name, address and telephone number of the veterinarian regularly caring for the dog. The dog must have a shelter that is kept clean, dry and sanitary and that is large enough for the dog to assume normal positions. The law specifies that the floor of the shelter must be six inches off the ground. Patrol dogs, defined as dogs that are trained to attack on command, must demonstrate their response to commands.

There are also requirements for licensing and tagging the dogs, for preventing them from escaping, and for announcing their presence with signs. The law specifies that the city director of transportation and environmental services or the director's representative (who may be the animal control director) must be satisfied that all requirements are met before a permit will be issued.

After the law was passed, the shelter sent permit applications to the sites where guard dogs were known to be working. Gillespie

Shelter maintenance

says most of the property managers had difficulty understanding the new provisions, and shelter staff had to visit the sites personally to assist with the application. Almost half of the managers decided they could not or would not comply with the law and switched to mechanical alarm systems.

The year before the law was passed, the shelter received 68 complaints about cruelty to guard dogs; last year, one complaint was received.

Does your budget include money for major maintenance? When Annual budget time comes around again, you should build in funds for major maintenance projects such as these, suggested by Bill Meade, HSUS Gulf States Regional Director and shelter architect:

--All interior areas should be repainted every two to four years, depending on how worn they become. In kennel areas, epoxy paint holds up best; however, if the kennel is already painted, make sure the wall surface is prepared correctly for repainting with epoxy. Your paint supplier will help you. You may also wish to use vinyl wallpaper in the office and public areas to add a bright new look.

--Floor coverings need to be refinished or replaced every six to eight years, depending on the material used and how it wears. Seamless no-wax vinyl tile is very easy to install in office and public areas and will give your building a fresh look. Carpets wear at different rates, depending on material and use. Make a thorough inspection of carpeting periodically to determine when replacement will be necessary.

--If suspended acoustical tile ceilings have become stained or darkened, you can repaint them easily with flat white paint in a spray gun.

--Kennel floors will need special attention every four to six years. If the kennel floors were originally finished with an impervious epoxy coating, a new topping coat in the color used previously is all that will be needed. If the floors are plain concrete, they can either be cleaned with acid and resealed with a liquid concrete sealer or be covered with an epoxy-type floor coating (the epoxy coating will have the better appearance).

--Cages, cabinets and office furniture damaged beyond repair should be replaced for the sake of safety and appearance.

--The need for exterior repainting will depend on climate and other factors. Inspect all exterior painted surfaces twice a year. Exterior doors, windows and trim should be repainted whenever the paint begins to peel; quality paint can be expected to last three to five years.

Because your daily work schedule keeps you busy enough, it is probably easy for you to overlook little maintenance problems and needs. After a while, you may not even notice that the walls are dirty and the flooring worn. But the public does notice--their first impression of your facilities will remain with them and influence their opinion of your shelter and your work.

These projects are too expensive to be paid for out of your operating budget. If you don't plan ahead to do this work, you may not have the money to complete it until your shelter has already become quite run-down.



Just Wright

Be a pro

by Phyllis Wright



*Wright is director
of animal sheltering
and control for HSUS.*

SHELTER SENSE

**The Humane Society
of the United States
8100 L St., NW
Washington, DC 20037**



When you climb into the driver's seat of an animal control truck, you accept an important role for your agency and your community.

You accept responsibility for taking good care of animals and for dealing courteously and effectively with people. It's a job in which your techniques for public relations will be as important as your knowledge of animal care and handling.

Every animal control driver faces the image problem reflected in the old joke, "I wouldn't vote for him (or her!) for dogcatcher." But I believe your own attitude about yourself has a lot to do with the way other people regard you. If you think of yourself as a dogcatcher, so will everyone else. The answer is to think of yourself as a professional animal control officer and respond that way in your job.

First, you need to look like a professional. Your uniform can be as simple and inexpensive as a clean tan shirt or blouse, dark pants (neatly pressed) and a patch or badge identifying you and your agency. Your local police department should be able to give you the names of patch and badge suppliers.

The inside of your vehicle must be kept clean for the health and comfort of the animals, but the outside should be kept clean also to present a professional image. Your agency should work out a regular maintenance schedule for vehicles and stick to it. Gas, oil and tires should be checked each day before you go out on the road.

You must acquire the habit of careful driving, with courtesy toward others on the road. When you are tempted to step on the gas to get through that yellow light, remember that you are carrying live animals--bystanders are certainly going to wonder what's happening to the poor animals in your truck if you screech through an intersection.

The equipment you carry should be kept clean and in good working order. Remember to carry plenty of educational material to hand out to people.

Finally, be aware that you are setting an example for the community by the way you handle animals. Take the time to do it properly (see SHELTER SENSE, December 1980, "First you catch them...").

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