



Manual of Standard
Operating Procedures

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ACDS Hours of Operation

Business Hours

Monday	10:00 – 6:00
Tuesday	10:00 – 5:00
Wednesday	Closed
Thursday	10:00 – 6:00
Friday	10:00 – 5:00
Saturday	10:00 – 3:00
Sunday	Closed

Cleaning Hours

Monday	8:00 – 10:00
Tuesday	8:00 – 10:00
Wednesday	8:00 – 10:00
Thursday	8:00 – 10:00
Friday	8:00 – 10:00
Saturday	8:00 – 10:00
Sunday	8:00 – 11:00

Emergency Service Hours

The dog wardens on call respond to dog related emergency calls. If it is not an emergency call the shelter and leave a message. Messages will be checked at the start of every business day in the morning.

*Warden also responds to calls throughout normal business hours.

*All hours subject to change

Explanation of Fees

Adoption Fee

Any adoptable dog ages 2 months to 6 years is \$125.00.

Includes; Spay/Neuter, Rabies, Heartworm test, 5:1 Booster, Bordetella, Deworming, and a County Dog License.

Senior and Special Adoption Fee

Any adoptable dog aged 7 years and older is \$65.00.

At the discretion of shelter staff, some dogs will have the reduced adoption fee of \$36.00.

Redemption Fee

To redeem a dog from the shelter, the owner must first provide proof of ownership. Proof may include pictures, rabies tag, veterinary records, registration papers, cancelled check, or credit card statement receipt. Before any dog can leave the shelter, it must have a current Athens County License. If the owner had owned the dog for more than 30 days and had failed to purchase a current license, a penalty fee will be added to the license fee and a citation for failure to have current tags may be added at the warden's discretion at the time of redemption. The Redemption fee is \$10.00 per day per dog with a cap of \$100.00. Days include arrival and departure days. There will be no exceptions made.

Rescue Fee

The rescue fee for all certified rescues is \$3.00 per dog. A certified rescue must provide a 501(c)3 and references.

License Fee (Subject to change per county requirements)

For dogs 0 to 9 months and spayed/neutered adult dogs the license fee is \$16.00.

For dogs 9 months and older that are not spayed/neutered the license fee is \$26.00.

For dogs 3 months and younger from July 1st to November 1st the license fee is \$8.00.

For unaltered Senior Dogs 11 years and older, a discount will be granted by request only, with a license fee of \$16.00

These fees are applicable during the sale period of tags from December 1st through January 31st and with the 30 day allotted time period of owning a dog.

Penalty Fee

Any person who acquires a dog and does not get a license within the first 30 days of ownership shall be responsible for a penalty fee. This fee is double the price of the normal tag price amounting to either \$32.00 or \$52.00.

Quarantine Hold Fee

Any dog held at the shelter for a quarantine hold in the case of a dangerous dog or dog bite is subject to a ten day hold. The fee for this hold is \$100.00. This is a \$10.00 per day fee.

Surrender Fee

Any person who wishes to surrender a dog to the shelter is subject to a surrender fee. This will be \$5.00 per puppy surrendered and \$25.00 per adult dog surrendered. A puppy is considered to be between the ages of 0 and 9 months. An adult is considered to be 9 months and older.

*All fees are subject to change.

Comment/Complaint Procedure

The Athens County Dog Shelter has a comment/complaint procedure for anyone who wishes to use it.

Shelter staff will follow these steps.

- When someone wishes to file a written comment/complain hand this person a comment/complaint form.
- Ask person to fill out the form and return it to shelter staff.
- Once form is received, forward all comments/complaints to the Athens County Commissioners.

Complaint can be submitted through forms, and can be found in the tower at the shelter and in the appendix of this handbook or through Dog Shelter's website.

Volunteer Information and Procedures

All volunteers are to read and sign the volunteer agreement form.

Volunteer Hours

Monday Tuesday, Thursday and Friday 10:30 – 4:30

Wednesday By appointment only

Saturday 10:30 – 1:30

Volunteers are permitted to:

- Walk dogs
- Bathe dogs
- Play with dogs in designated areas
- Additional tasks as set by shelter staff.

Rules for volunteering include:

- NO more than 10 volunteers within the shelter at any given time.
- Organizations see “Off Site Organization Information and Procedures.”
- Please wash or sanitize your hands before and after you handle any dog.
- ALL dogs must be leashed when outside the kennel.
- Only adoptable dogs are to be walked, bathed, and played with by volunteers.
- Male and female dogs are NOT permitted to be walked or played with together.
- NO more than one dog at a time allowed in the outside fenced area unless otherwise permitted by shelter staff.
- Only walk ONE dog at a time.
- Dogs may not sniff, lick, eat, or roll in another dog’s feces or urine.
- Inform shelter staff before bathing any dog.
- Do NOT allow dogs to defecate on sidewalk, in flower beds, or parking lot.
- Bag all feces as you are leading or exercising the dog.
- If you think you may have trouble handling a dog, **do not**.

*All volunteer forms must be approved by the Dog Warden and three Commissioners before any volunteer starts at the shelter.

Organization Information and Procedures

All organizations to be working with or volunteering inside the shelter and off-site with shelter dogs are to be approved by The Dog Warden and the Athens County Commissioners.

All members of any organization wishing to volunteer inside the shelter must fill out a volunteer agreement form.

All organizations with the intent of taking shelter dogs out of the facility must submit a written description of their intent to the Athens County Commissioners and be approved before any dogs can leave the shelter.

Any organization wishing to have multiple volunteers come in on the same day, please schedule a date and time with the Kennel Keeper or through the online scheduling system.

Any questions can be directed to shelter staff.

Lobby, Office, and Bathroom Cleaning Procedure

The Kennel Keeper will perform these tasks daily or oversee their performance.

- Sweep all floors.
- Mop all floors with appropriate disinfectant.
 - Use 4 oz. disinfectant to 1 gallon water.
- Vacuum all rugs.
- Wipe down all windows with window cleaner as needed.
- Wipe down all sinks and water fountains.
- Wipe down and clean the toilets and urinal.
- Empty all trash bins and replace liners.
- Wipe down front desk and all phones with disinfecting wipes daily.
- Dust all wooden desks and cabinets.
- Spray and disinfect the Adoption room daily and intermittent throughout the day.
 - Use 4 oz. disinfectant to 1 gallon water.

*Other responsibilities as specified by Kennel Keeper.

Main Floor Kennel Cleaning Procedure

Morning and Daytime

All main floor kennels must be cleaned thoroughly once in the morning and spot cleaned throughout the day.

Have kennel cleaning and handling supplies ready.

- Leash dog from main floor kennel 1 and secure on wall ring or empty Kennel or kennel yard.
- Empty food and water bowls and return cleaned bowls to holder.
- Hose down all surfaces (floor, cot, and walls) of kennel with appropriate disinfectant.
 - Use 4 oz. disinfectant to 1 gallon water.
- Squeegee and dry mop floor of kennel.
- Return dog to the clean kennel.

Repeat with main floor kennels 2 through 32

This is the procedure to be used throughout the day at any time the main floor kennels are soiled.

- **Steps excluding washing/new bowls, unless bowls are soiled with stool/urine.**

All dogs will be fed after all kennels have been thoroughly cleaned and all dogs are inside the kennels.

*If any dog appears to need a bath let the Kennel Keeper know and the task will be assigned appropriately.

*Every reasonable attempt will be made to keep the dog as dry as possible.

Puppy Kennel Cleaning Procedure

Morning and Daytime

All puppy kennels must be cleaned thoroughly once in the morning and spot cleaned throughout the day.

Have kennel cleaning supplies ready.

Have bathing supplies ready.

Have transfer crate/clean kennel ready.

- Place puppies from puppy kennel 1 in transfer crate/clean kennel.
- Hose down all surfaces (floor, cot, drain barrier, and walls) of kennel with appropriate disinfectant.
 - Use 4 oz. disinfectant to 1 gallon water.
- Squeegee and dry mop floor of kennel.
- Empty food and water bowls and return cleaned bowls to holder with appropriate food and water.
- If necessary, clean or bathe any soiled pup. Dry thoroughly with dry cloth/towel.
- Return puppies to clean kennel.
- Clean transfer crate.

Repeat with puppy kennel 2, 3, and 4.

This is the procedure to be used throughout the day at any time the puppy kennels are soiled.

- **Steps excluding fill food and water bowls, unless bowls are soiled with stool/urine.**

The puppies must be removed from the kennel each time before cleaning the kennel.

*Every reasonable attempt will be made to keep the dog as dry as possible.

Quarantine Kennel Cleaning Procedure

Morning and Daytime

All quarantine kennels must be cleaned thoroughly once in the morning and spot cleaned throughout the day.

Have kennel cleaning and handling supplies ready.

Because most of the dogs housed in these kennels are sick or injured, pay special attention to them while you are cleaning to ensure that they are not spreading disease or injured further. There are also dogs in these kennels that are being held for bite cases.

For non-aggressive dogs

- Leash dog and secure to wall ring or empty kennel in quarantine.
- Empty food and water bowls and return bowls to holder.
- Hose down all surfaces (floor, cot, and walls) of kennel with appropriate disinfectant.
 - Use 4 oz. disinfectant to 1 gallon water.
- Squeegee and dry mop floor of kennel.
- Return dog to kennel.
- Feed and water dogs.

For aggressive dogs

- Empty food and water bowls and return bowls to holder.
- Hose down floor, cot, and walls of kennel.
 - Pay special attention to the dog to try to not get it wet.

Repeat with quarantine kennels 2 and 3.

This is the procedure to be used throughout the day at any time the quarantine kennels are soiled.

- **Steps excluding washing/new bowls, unless bowls are soiled with stool/urine.**

The quarantined dog must be removed from the kennel each time before cleaning the kennel.

All dogs will be fed after all kennels have been thoroughly cleaned and all dogs are inside kennels.

*If any dog appears to need a bath let the Kennel Keeper know and the task will be assigned appropriately.

*Every reasonable attempt will be made to keep the dog as dry as possible.

Holding Kennel Cleaning Procedure

Morning and Daytime

All holding kennels must be cleaned thoroughly once in the morning and spot cleaned throughout the day.

Have kennel cleaning supplies ready.

Because most dogs housed in this kennel area are deemed aggressive, these dogs will be staying in the kennel unless otherwise noted.

For non-aggressive dogs

- Leash dog and secure to wall ring or empty kennel.
- Empty food and water bowls and return bowls to holder.
- Hose down all surfaces (floor, cot, and walls) of kennel with appropriate disinfectant.
 - Use 4 oz. disinfectant to 1 gallon water.
- Squeegee and dry mop floor of kennel.
- Return dog to kennel.

For aggressive dogs

- Empty food and water bowls and return bowls to holder.
- Hose down floor, cot, and walls of kennel.
 - Pay special attention to the dog to try to not get it wet.

Repeat with holding kennels 2 through 6.

This is the procedure to be used throughout the day at any time the holding kennels are soiled

- **Steps excluding washing/new bowls, unless bowls are soiled with stool/urine.**

All dogs will be fed after all kennels have been thoroughly cleaned and all dogs are inside kennels.

*If there is a dog that is not deemed aggressive that appears to need a bath let the Kennel Keeper know and the task will be assigned appropriately.

*Every reasonable attempt will be made to keep the dog as dry as possible.

Empty Kennel Cleaning Procedure

For all kennels

After any dog leaves the shelter the kennel will then need to be thoroughly cleaned and sanitized.

- Remove and empty food and water bowls.
- Put bowls through the dishwasher.
- Hose down all surfaces (floor, cot, walls, and in some cases drain barrier) of kennel.
- Scrub all surfaces of kennel with degreaser and a scrub brush.
- Let sit for 10 minutes.
- Hose down all surfaces of kennel.
- Scrub all surfaces of kennel with sanitizing agent and a scrub brush.
- Hose down all surfaces of kennel.
- Remove kennel tag from previous dog.

This procedure must be used for all kennels where a dog has been and left before another dog use the same kennel.

*These kennels will be allowed to air dry before another dog is placed into them, unless a dog needs to go straight in. In that case, a squeegee will be used.

*Every reasonable attempt will be made to keep the dog as dry as possible.

Stray Intake Procedure

This is the procedure to be used for all incoming stray dogs.

- Ask the person bringing in the dog if the dog is theirs.
 - If they answer yes, refer the Owner Surrender Intake Procedure.
- If they answer no ask where they found the dog.
- Scan the dog for a microchip.
- Check the dog's teeth for an approximate age.
- Fill in the kennel log completely.
- Give the dog a vaccine, worming, bath and flea medication as needed
 - While doing this, visually examine the dog for distinguishing features.
 - Scars, Injuries, sicknesses.
- Fill out appropriate form (shot record) for medications given on arrival.
- Put the dog in an open kennel considering the age, condition, and temperament of the dog.
- Enter all of the information gathered on arrival into the computer system.
- Make a kennel card and place it on the dog's kennel.
- Put the dog's information on the white board.
- Check the lost dog board.

Stray dogs will be held for 3 days to insure that an owner can claim their dog. If the owner does not contact the shelter within that time period the dog will be put up for adoption immediately after the hold unless otherwise noted.

*If the dog is chipped, contact the chip company as soon as possible to get the owner information. Call the owner and inform them their dog is at the shelter.

*If the dog came in with an Athens County License, look up the tag number to get the owner information. Call the owner and inform them their dog is at the shelter.

*If you cannot reach the owner but know the address of where the dog came from, place the dog on a 14 day hold and send a certified letter to the owner.

Owner Surrender Intake Procedure

This is the procedure to be used for all incoming owner surrenders.

- Ask the owner to fill out an owner surrender form, which indicates history of the dog.
- Collect owner surrender fee. (Fees can be found on page 2)
 - If the person surrendering the dog cannot pay this fee at the time of surrender, print a Promise to Pay form and ask the person surrendering to fill it out.
 - Check “Yes” on the Shelter Receipt under Promise to Pay.
 - If the person declines to sign the Promise to Pay:
 - Check “No” on the Shelter Receipt under Promise to Pay.
 - Check “Refused” on the Promise to Pay Form.
 - Continue with steps below.
- Fill out the shelter receipt and give the owner a copy.
 - Fill this out even if there was no money taken.
 - If applicable, Staple Original Shelter Receipt and Original Promise to Pay together.
- Fill in the kennel log.
- Give the dog a vaccine, worming, bath and flea medication as needed.
 - Visually examine the dog for any distinguishing features.
 - Scars, injuries, sicknesses
- Fill out appropriate form (shot record) for medications given on arrival.
- Put the dog in an open kennel considering the age, condition, and temperament of the dog.
- Enter the information gathered on arrival into the computer system.
- Make the kennel card and place it on the dog’s kennel.
- Put the dog’s information on the white board.

Surrendered dogs will not be held for any length of time. They will be put up for adoption immediately unless otherwise noted.

*If the dog has a current Athens County License, take it off of the dog and out of the system.

Outgoing Adoption Procedure

This is the procedure to be used for all adoptions unless the dog is a breed popular dog. If the dog is a breed popular dog refer to the Sealed Bid Adoption Procedure.

- Have the potential adopter read and fill out the adoption contract (see appendix) and make 2 copies.
- Enter all information into the computer system.
- Print receipt X 3.
- Have the adopter sign receipts.
- Collect the adoption fee. (Fees can be found on page 2)
- Give a copy of the adoption contract, license, shot record, receipts and any other paperwork that may go with the dog to the adopter.
- Write the transaction into the transaction booklet/spreadsheet.
- Put appropriate originals and copies into appropriate files.
- Write the dog out of the kennel log.
- Erase the dog's information from the white board.

*After the dog has left clean and disinfect the kennel. (Refer to Empty Kennel Cleaning Procedure)

The Athens County Dog Shelter runs on a first come first serve basis.

Exceptions to this rule apply.

1. If two people come to get the same dog when the shelter opens a coin will be flipped.
2. If three or more people come to get the same dog when the shelter opens a name will be drawn from a hat.

Outgoing Redemption Procedure

This is the procedure to be used for all redemptions.

- Ask the owner if they have a current Athens County License for the dog.
- If they say yes, look the owner's information up in the Online Licensing system.
 - If the name does exist fill out the shelter receipt.
 - If the name does not exist or if they say no, inform the owner that they will have to buy a new license to redeem the dog.
- If the owner does not have a current license they must provide proof that the dog is theirs.
 - Proof includes: pictures, rabies tag, veterinary records, registration papers, cancelled check, or credit card statement receipt.
- Enter the new license information into the online licensing system.
- Print receipt X 3.
- Have owner sign receipts.
- Fill out shelter receipt form.
- Collect redemption fee. (Fees can be found on page 2)
 - A pickup fee of \$65.00 will be included for dogs picked up by a warden after hours.
- Give the owner a copy of the licensing receipt, shelter receipt, shot record, and Athens County License.
- Write the transaction into the transaction booklet.
- Put appropriate originals and copies in appropriate files.
- Write dog out of the kennel log.
- Erase dog's information from the white board.

*After the dog has left the shelter, clean the kennel. (Refer to Empty Kennel Cleaning Procedure)

Outgoing Rescue Procedure

This is the procedure to be used for all rescues.

- Collect rescue fee. (Fees can be found on page 2)
- Print receipt X 3.
- Give a copy of the receipt, all licenses, and shot records to rescue group.
- Write transaction in the transaction booklet.
- Put appropriate originals and copies into appropriate files.
- Write all rescued dogs out of the kennel log.
- Erase all rescued dogs information from the white board.

*After the dog has left the shelter, clean the kennel. (Refer to Empty Kennel Cleaning Procedure)

*Rescue group must call Kennel Keeper/Dog Warden **before** they arrive to give a list of dogs to be rescued. This will give shelter staff time to be ready and process rescues quickly.

*Dogs must be paid for and all paperwork completed **before** any dog leaves its kennel.

*Shelter staff has the option to deny any dog from being rescued for any reason.

*Rescue group is responsible for transfer of ownership once dogs leave the shelter and are adopted or transferred from their care.