Virginia Department of Agriculture and Consumer Services
Division of Animal and Food Industry Services
Office of Animal Care and Emergency Response
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Guidelines Governing the Veterinary Protocols Required by Virginia Administrative Code 2 VAC 5-111-30 "Public and Private Animal Shelters – Provision of veterinary treatment"

The Virginia Department of Agriculture and Consumer Services provides this guidance document regarding the veterinary protocols required by the regulations governing public and private animal shelters. Pursuant to 2 VAC 5-111-30, public and private animal shelters are required to have written protocols developed or ratified by a licensed veterinarian as follows:

2 VAC 5-111-30 ***Provision of veterinary treatment***

A. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for determining if an ill, injured, or otherwise compromised animal requires treatment by a licensed veterinarian. Each facility shall adhere to this protocol and provide veterinary treatment when needed.

B. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for the control of infectious and contagious disease and shall adhere to such protocol. Each facility shall provide a marked isolation room for the confinement of animals suffering from a contagious or infectious disease.

C. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for the management of neonatal and medically compromised animals and shall adhere to such protocol. Enclosures shall be maintained that can properly and safely house such animals.

As used in the referenced regulations, a "compromised" or "medically compromised" animal is one which either has an illness or injury, or is compromised by a normal life phase condition (in heat, pregnant, etc.), a compromising congenital defect, a disabling physical condition (blind, amputated limb, no teeth, etc.), or other condition which alters a normal physiological function of the animal.

Protocol Contents

There are three separate protocols required. Each protocol shall be a separate and distinct protocol titled as described in the regulations.

Each of the protocols developed or ratified by a licensed veterinarian shall include the following information at a minimum:

- name and physical address of the animal shelter
- legibly printed name of the licensed veterinarian
- dated signature of the licensed veterinarian

- numbered pages, including the total number of pages
- each page initialed by the licensed veterinarian
- protocol content that addresses the subject of the protocol in a manner that is customized to the specific animal shelter

The content of the protocols shall achieve the following:

Protocol for determining if an ill, injured, or otherwise compromised animal requires treatment by a licensed veterinarian:
The detection and timely treatment of illness, injury, and compromise in animals under the custody of an animal shelter involves a level of preparedness and coordination unique to that setting. This protocol shall establish the resources, procedures, and systems that will be utilized and followed by all custodians of the animal shelter in order to ensure that each animal requiring veterinary treatment is provided that care. The care should be provided in an adequate manner and timeframe, and without obstacles related to staff schedules, communication, procurement, transportation, or other workplace factors. This protocol shall include the methods by which each animal is evaluated and monitored from the time of intake throughout the confinement period in order to ensure that signs of illness, injury, and compromise are detected and properly assessed in a timely manner. This protocol shall: 1) indicate the animal health assessment training and/or qualifications necessary for shelter custodians, and name the specific reference materials that will be utilized; 2) provide a comprehensive guideline of how to recognize and respond to animal health status indicators and signs of illness, injury, or compromise; or 3) a combination of these.

Protocol for the control of contagious or infectious disease:
The diversity, transiency, and number of animals confined in an animal shelter setting are factors presenting an inherent risk for the transmission of disease. This protocol shall establish the resources, procedures, and systems to be utilized and followed by all custodians of the animal shelter in order to maintain the facility in a manner that is conducive to disease control. This protocol shall identify the signs of potentially contagious or infectious disease, control the transmission of contagious or infectious disease if present in an animal, maintain the integrity of the isolation room, and provide adequate and timely care to isolated animals without posing a risk of cross contamination. This protocol shall include a method by which each animal is evaluated and monitored for signs of contagious or infectious disease, immediate actions to be taken to isolate a potentially contagious animal and decontaminate areas that may have been affected, and measures to ensure that veterinarian's orders are followed exactly as prescribed for animals that have received veterinary care.

Protocol for the management of neonatal and medically compromised animals:
Neonatal animals require intense and specialized care, especially if orphaned. This protocol shall establish the resources, procedures, and schedules to be utilized and followed by animal shelter custodians and/or foster care providers for the proper care of neonatal animals in the custody of the animal shelter. This protocol shall address all of the elements of adequate care and methods by which each animal is evaluated and monitored from the time of intake throughout the confinement period in order to ensure that the animal is thriving.

Medically compromised animals require customized accommodations in order ensure the safety, comfort, and well-being of the animal with regard to its compromising condition, and promote

proper healing and recovery in cases of an illness or injury. This protocol shall establish the resources, procedures, and systems to be utilized and followed by all custodians of the animal shelter in order to identify an animal for which special accommodations must be made. This protocol shall provide a safe enclosure for the animal in a suitable area of the facility, provide all of the elements of adequate care and comfort in a manner which is suitable and accessible for the animal, and ensure that veterinarian's orders are followed exactly as prescribed for animals that have received veterinary care.

Related Citations from the Virginia Comprehensive Animal Laws and the Regulations of the Board of Agriculture and Consumer Services

Code of Virginia § 3.2-6500
Definitions
As used in this chapter unless the context requires a different meaning:

"Adequate care" or "care" means the responsible practice of good animal husbandry, handling, production, management, confinement, feeding, watering, protection, shelter, transportation, treatment, and, when necessary, euthanasia, appropriate for the age, species, condition, size and type of the animal and the provision of veterinary care when needed to prevent suffering or impairment of health.

"Veterinary treatment" means treatment by or on the order of a duly licensed veterinarian.

Code of Virginia § 3.2-6503
Care of companion animals by owner; penalty.

A. Each owner shall provide for each of his companion animals:
1. Adequate feed;
2. Adequate water;
3. Adequate shelter that is properly cleaned;
4. Adequate space in the primary enclosure for the particular type of animal depending upon its age, size, species, and weight;
5. Adequate exercise;
6. Adequate care, treatment, and transportation; and
7. Veterinary care when needed to prevent suffering or disease transmission.

The provisions of this section shall also apply to every public or private animal shelter, or other releasing agency, and every foster care provider, dealer, pet shop, exhibitor, kennel, groomer, and boarding establishment. This section shall not require that animals used as food for other animals be euthanized.

2 VAC 5-111-30
Provision of veterinary treatment
A. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for determining if an ill, injured, or otherwise compromised animal requires treatment by a licensed veterinarian. Each facility shall adhere to this protocol and provide veterinary treatment when needed.

B. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for the control of infectious and contagious disease and shall adhere to such protocol. Each facility shall provide a marked isolation room for the confinement of animals suffering from a contagious or infectious disease.
C. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for the management of neonatal and medically compromised animals and shall adhere to such protocol. Enclosures shall be maintained that can properly and safely house such animals.

Examples

The below example protocols can be used by shelters as a guide when developing individualized protocols. These are just examples and do not contain required content or format. The protocols can be as simple or complex as necessary to achieve the objectives outlined above.

XYZ ANIMAL SHELTER

EXAMPLE PROTOCOL A. DETERMINING IF AN ILL, INJURED, OR OTHERWISE COMPROMISED ANIMAL REQUIRES VETERINARY TREATMENT

Licensed Veterinarian Name (Printed): _____

Licensed Veterinarian Signature: _____Date: _____

OVERVIEW: The animal shelter shall provide adequate veterinary care for each animal as required by VA Code §3.2-6503. This protocol is required by **2 VAC 5-111-30 Provision of veterinary treatment.**
"A. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for determining if an ill, injured, or otherwise compromised animal requires treatment by a licensed veterinarian. Each facility shall adhere to the protocol and provide veterinary treatment when needed."

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1. FACILITY PREPAREDNESS

The [insert name of Designated Animal Health Coordinator, such as a shelter manager, animal control officer, specific title of an individual, etc.] is the Designated Animal Health Coordinator in charge of supervising the provision of adequate veterinary care is properly trained and educated in basic animal care and the basic assessment of animal wellness. This Designated Animal Health Coordinator will ensure that all staff members and caretakers are properly instructed in the requirements of this protocol, and that reasonable resources remain in place in advance (including animal transportation and veterinary provider payment arrangements) for events requiring veterinary care. This Designated Animal Health Coordinator will secure an alternate for absences from duty when he cannot be contacted for guidance regarding an animal wellness concern.

The following resources will be maintained in the shelter at all times in a conspicuous, readily accessible manner for use by all staff members and caretakers:

- A contact list that includes: the Designated Animal Health Coordinator's name and telephone number; the names, addresses, and telephone numbers of the local veterinary establishments; and the name, address, and telephone number of the nearest veterinary emergency facility.
- Species-specific charts depicting normal vital values and gestation periods, age and life-phase determination, body condition scoring, and breed determination.
- A copy of this protocol.
- The "HSUS Pet First Aid" book.
- Animal first aid supply kit containing vet wrap, gauze, bandage tape, thermometer, lubricant, and stethoscope.

2. ANIMAL INTAKE EVALUATION

Upon taking custody of each animal, an intake exam will be performed and observations will be recorded on the "Animal Evaluation Form." Observations will be noted as either "Appears Normal" or a description of the abnormality or compromising condition observed. Use the following guide as an aid for describing abnormal or compromising conditions:

- General Attitude: Depressed, Agitated, Lethargic, Disoriented
- General Condition: Geriatric, Neonatal, Dehydrated, Obese, Emaciated
- Eyes: Cloudy, Swollen, Crusty, Red, Discharge, Pus, Mucous, Ulcer, Poor Vision/Blindness, Squinting
- Ears: Red, Inflamed, Moist, Odor, Discharge, Pus, Waxy, Poor Hearing/Deafness
- Nose: Discharge, Crusty, Inflamed, Wound, Ulcer
- Mouth: Inflamed gums, Missing teeth, Severe tartar, Wound, Ulcer, Pale gums, Tacky/Dry gums

EXAMPLE

- Skin: Hair loss, Red, Inflamed, Crusty, Wound, Parasites, Wound, Sores, Mass
- Abdomen: Swollen, Firm/Tight, Lumpy, Mass
- Urogenital/Reproductive: Discharge, Swollen, Bloody, Pregnant, Cryptorchid (retained testicle), Prolapse
- Limbs/Mobility: Wound, Swollen, Limping/Not using limb, Difficulty standing
- Neurological: Circling, Wobbly, Twitching, Seizures

3. INITIAL CONFINEMENT HOUSING

Each animal will be confined individually (unless neonatal with nursing mother and/or littermates, or already acclimated and accustomed to cohabitation with another specific animal) for a minimum of the first five days. Following the initial five days, an animal may be comingled with other compatible animals as appropriate and conducive to animal safety, well-being, and adequate care, and in accordance with all applicable laws and regulations.

4. ANIMAL MONITORING

Each animal will be monitored daily, and the observations will be recorded on the "Animal Monitoring Log." This log will be maintained on (or in close proximity) the animal's enclosure. Observations will be recorded as "Appears Normal" or a description of the abnormality or compromising condition observed. For describing abnormalities or compromising conditions, use the guide included above in item 2, as well as the following:

- Appetite: Poor, Difficulty swallowing, Difficulty chewing
- Stools: Soft, Bloody, Watery, Profuse, Parasites/Worms, No stool, Hard/Dry
- Urine: Discolored, Excessive, Bloody, Straining
- Other: Vomiting, Vocalizing, Excessive panting, Coughing, Injury Description, etc.

The Designated Animal Health Coordinator will review all Animal Monitoring Logs daily. The Designated Animal Health Coordinator will assign this duty to a properly qualified staff member for any day that the Designated Animal Health Coordinator is not on site at the shelter.

The chart on page four will be used in determining whether abnormal findings are mild, significant, or emergency in nature.

5. FINDINGS OF MILD ILLNESS, INJURY, ABNORMALITY, OR COMPROMISE

If, during the intake evaluation or at any time thereafter, signs of mild illness/injury/abnormality/compromise are observed (see associated chart) the following steps will be taken:

1) Make a notation on the "Animal Intake Evaluation" form or "Animal Monitoring Log" (whichever form is appropriate based on the time the signs were noticed) and provide initials and the date/time of the observation.
2) Move animal to individual confinement if not already individually confined.
3) Perform another evaluation of the animal using the "Animal Intake Evaluation" form if the finding occurs during routine monitoring.
4) Consult the clinical sign chart and the Pet First Aid book to aid in verification and severity of the finding. Discuss the findings with management as necessary.
5) Take general care measures as appropriate to alleviate discomfort and protect the animal (loose bandaging, bathing, clipping, external parasite removal, administration of commercially available product, etc.) as well as modifications to feed, bedding, and/or enclosure environment/climate.
6) Increase monitoring frequency to three times a day, and if the signs worsen at any time or do not subside after three days, regard the animal as having a potentially significant condition.
7) If the condition resolves, return the animal to general confinement and care.
8) Record all activities on the "Animal Monitoring Log."

6. FINDINGS OF SIGNIFICANT ILLNESS, INJURY, ABNORMALITY, OR COMPROMISE

If, during the intake evaluation or at any time thereafter, signs of significant illness/injury/abnormality/compromise are observed (see associated chart), the following steps will be taken:

EXAMPLE

1) Make a notation on the "Animal Intake Evaluation" form or "Animal Monitoring Sheet" (whichever form is appropriate based on the time the signs were noticed) and provide initials and the date/time of the observation.
2) Move animal to individual confinement if not already individually confined.
3) Consult the clinical sign chart and the Pet First Aid book to aid in verification of the nature and severity of the finding.
4) Make modifications to feed, bedding, and/or enclosure environment/climate as appropriate/directed.
5) Promptly notify the Designated Animal Health Coordinator.
6) Contact a veterinary establishment for advice and make an appointment according to the recommendation of the veterinary establishment. In the meantime, and as advised by the veterinary staff, take first aid measures as appropriate to protect the animal and alleviate pain and distress.
7) Transport the animal to the veterinarian for diagnosis and treatment.
8) The Designated Animal Health Coordinator will inform the veterinarian of the status of the animal's confinement in the shelter (reason for custody, holding period, etc.) and that a course of treatment is authorized that stabilizes the animal, prevents progression of the condition, alleviates pain and suffering, and is geared toward resolving the condition within a reasonable timeframe.

7. FINDINGS OF EMERGENCY ILLNESS, INJURY, ABNORMALITY, OR COMPROMISE

If, during the intake evaluation or at any time thereafter, signs of emergency illness/injury/abnormality/compromise are observed (see associated chart), the following steps will be taken:

1) Immediately contact a veterinary establishment for advice and transport the animal directly to the veterinarian for diagnosis and treatment. As advised by the veterinary staff, take first aid measures as appropriate to protect the animal and alleviate pain and distress in transit.
2) The Designated Animal Health Coordinator will inform the veterinarian of the status of the animal's confinement in the shelter (reason for custody, holding period, etc.) and that a course of treatment is authorized that stabilizes the animal, prevents progression of the condition, alleviates pain and suffering, and is geared toward resolving the condition within a reasonable timeframe.
3) Make a notation on the "Animal Intake Evaluation" form or "Animal Monitoring Sheet" (whichever form is appropriate based on the time the signs were noticed) and provide initials and the date/time of the observation.
4) Add a communication note to the "Other" section on the "Animal Monitoring Log" documenting when the veterinarian was contacted, their recommended next steps, and the actions the shelter took to resolve the emergency. The back of the log may be used for additional space if needed.

If at any point it is questionable if a shelter animal is experiencing an emergency, a veterinarian's office will be called immediately.

8. ***POTENTIALLY INFECTIOUS/CONTAGIOUS DISEASE***

At any time, if an animal is showing signs of a contagious or infectious disease, the "Protocol for the Control of Infectious or Contagious Disease" will be followed **in addition** to this protocol as stated above.

EXAMPLE

Licensed Veterinarian Initials:_____

MILD

Mild illnesses, injuries, abnormalities, or compromising conditions are those which:

1) Present with a single finding without any other signs;
2) Do not interfere with healthy eating, drinking, breathing, mobility, elimination, or resting;
3) Do not cause pain or distress; and
4) Are not contagious or zoonotic (transmissible to other animals or humans)

Signs of mild illness, injury, abnormality, or compromise include (but are not limited to):

- Pregnancy/Onset of giving birth
- Presence of fleas or ticks
- Intermittent scratching
- Slight limping
- Isolated/occasional vomiting of food without any other signs
- Isolated/occasional soft stool without any other signs
- Minor scrape or abrasion
- Sneezing with no other clinical signs
- Rare dry cough with no other clinical signs

SIGNIFICANT

Significant illnesses, injuries, abnormalities, or compromising conditions are those which:

1) Cannot be directly attributed to a specific cause of mild compromise;
2) Cause pain or distress;
3) Interfere with healthy eating, drinking, or elimination; or
4) Cause impaired mobility, breathing, or resting

Signs of mild illness, injury, abnormality, or compromise include (but are not limited to):

- Coughing regularly
- Diarrhea lasting more than 1 day
- Vomiting more than twice
- Urinating frequently
- Wounds
- Daily scratching
- Hair loss or red skin
- Not eating or drinking for more than a day
- Increased drinking
- Non-weight bearing on a leg
- Painful
- Red eyes or discharge from the eyes
- Exudate in the ears

EMERGENCY

Emergency illnesses, injuries, abnormalities, or compromising conditions are those which:

1) Place an animal in jeopardy;
2) Cause extreme pain or suffering;
3) Life-threatening; or
4) Without treatment could rapidly progress to become life-threatening

Signs of emergency illness, injury, abnormality, or compromise include (but are not limited to):

- Increased respiration rate or difficulty breathing
- Altered mental or neurologic status
- Straining to eliminate
- Bloated abdomen with drooling or non-productive retching
- Pale gums
- Generalized weakness or severe lethargy
- Active bleeding (including blood in feces, urine, or vomit) or extensive bruising
- An open wound or deep wound
- Difficulty giving birth

Any animal that has experienced trauma such as hit-by-car or fight with another animal is considered an emergency.

Licensed Veterinarian Initials:_____

ANIMAL INTAKE EVALUATION

Animal ID: _____
Animal Weight: _____

Date: _____ Time: _____ Initials: _____

General Attitude:	General Condition:	Eyes:	Ears:
Nose:	Mouth:	Skin:	Abdomen:
Urogenital/Reproductive:	Anus/GI:	Limbs:	Mobility:
Other			

"OK" = Appears Normal

ANIMAL INTAKE EVALUATION

Animal ID: _____
Animal Weight: _____

Date: _____ Time: _____ Initials: _____

General Attitude:	General Condition:	Eyes:	Ears:
Nose:	Mouth:	Skin:	Abdomen:
Urogenital/Reproductive:	Anus/GI:	Limbs:	Mobility:
Other:			

"OK" = Appears Normal

EXAMPLE

Licensed Veterinarian Initials:_____

ANIMAL MONITORING LOG

Animal ID: _____

Date:	Time:	Initials:	Appetite:	Stool:	Urine:
Other:					

Date:	Time:	Initials:	Appetite:	Stool:	Urine:
Other:					

Date:	Time:	Initials:	Appetite:	Stool:	Urine:
Other:					

Date:	Time:	Initials:	Appetite:	Stool:	Urine:
Other:					

Date:	Time:	Initials:	Appetite:	Stool:	Urine:
Other:					

Date:	Time:	Initials:	Appetite:	Stool:	Urine:
Other:					

Date:	Time:	Initials:	Appetite:	Stool:	Urine:
Other:					

"OK" = Appears Normal

EXAMPLE

XYZ ANIMAL SHELTER

EXAMPLE PROTOCOL B: CONTROL OF CONTAGIOUS AND INFECTIOUS DISEASE

Licensed Veterinarian Name (Printed): _____

Licensed Veterinarian Signature: _____Date: _____

OVERVIEW: This protocol is required by **2 VAC 5-111-30 Provision of veterinary treatment.**
"B. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for the control of contagious and infectious disease and shall adhere to such protocol. Each facility shall provide a marked isolation room for the confinement of animals suffering from a contagious or infectious disease."

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1. GENERAL FACILITY RULES REGARDING DISEASE CONTROL
   - Sweep and mop facility daily.
   - Keep a visitor log to monitor who comes into contact with the animals, and do not allow visitors contact with the animals unless they sign the visitor log.
   - Do not allow outside animals to come into contact with shelter animals unless it is for a meet-and-greet with a committed adopter. Adopter must bring proof of most recent veterinary visit showing a healthy exam of the animal within the past year.
   - Any food items intended for consumption by shelter animals must be in unopened packaging when they are received.
   - All dry food must be kept in dry, closed containers.
   - Any unused, open canned food will be covered, dated, and stored in the refrigerator for no more than 7 days. After 7 days the food will be discarded.
   - Any donated items must be properly disinfected or laundered before using in the shelter.
   - Always clean the shelter in the following order starting with #1 and working through #6.
     1. Neonatal enclosures
     2. Neonatal area
     3. General population enclosures
     4. General population area
     5. Isolation population enclosures
     6. Isolation room

     Reminder: After entering isolation, workers are not permitted to come into contact with neonates and the very young for the remainder of the day.

2. GENERAL ANIMAL HOUSING CLEANING AND DISINFECTION PROCEDURES
   - All materials inside animal's enclosure must be able to be appropriately disinfected through laundering or [ENTER NAME OF DISINFECTANT HERE, for example "Roccal"].
   - Clean animal enclosures twice daily while animal is outside of enclosure.
   - To disinfect area and enclosures:
     - Remove organic material and any debris.
     - Wash soiled area with detergent and scrub.
     - Rinse area and apply disinfectant (e.g. Roccal).
     - Allow disinfectant to sit for 10 minutes before rinsing.
     - Allow enclosures to dry before allowing animal back into enclosure.
   - Disinfect hallways, outdoor concrete areas, socialization rooms, and any other areas animals come into access with once daily and upon soiling as described above.

EXAMPLE

- Remove feed pans, water bowls, and toys from enclosure and wash separately with detergent daily and before use by another animal.

3. DESIGNATED ISOLATION ROOM

The first room on the right from the sally port entrance is the designated isolation room. This room will have controlled access.

- A footbath filled with diluted bleach (1/2 cup bleach in 1 gallon) placed at the entry of the door.
- The room is labeled "Isolation Room."
- Place waste and laundry receptacles immediately next to the door of this room on the inside of the room.
- Store a dedicated supply of cleaning agents, materials, and equipment inside the room for the sole purpose of room disinfection/cleaning and caring for the animals in isolation.
- Do not take any supplies out of the room for use or storage in another part of the facility.
- Do not use this room to store any items that are used outside of the isolation room.

4. ANIMAL INTAKE EXAM, INITIAL CONFINEMENT, MONITORING, AND PROVISION OF VETERINARY CARE

Animal intake exam, initial confinement, monitoring, and provision of veterinary care will be in accordance with "Protocol A: Determining Requirement of Veterinary Treatment".

- Examples of signs for the presence of a possibly infectious disease might include (**but are not limited to**): coughing, sneezing, lethargy, nasal or ocular discharge, open wounds, hair loss, excess itching, skin irritation/infection, diarrhea, or vomiting.

5. FINDINGS OF POTENTIALLY COMMUNICABLE DISEASE

If at any time during initial exam or general monitoring an animal displays signs consistent with infectious disease the following protocol will be implemented:

- Transfer animals immediately to the isolation room and house them individually.
  - Please note: Isolation Rules and Cleaning & Disinfection Procedures are listed below (#6-7)
- Place a sign on the suspect animal's enclosure in isolation labeled with a description of the clinical signs or the suspected illness so that other workers are able to take appropriate precautions.
  - Reminder: **ALL** animals in isolation are to be treated as infectious until they are cleared by a veterinarian to be removed from isolation.
- All areas the infectious animal came into contact with before entering isolation, including transport enclosure and transport vehicle, must be disinfected with [ENTER NAME OF DISINFECTANT HERE, for example "Roccal"]. Other animals will not be allowed to enter areas until disinfection has been completed.
- The animal's clinical signs will be noted on the "Animal Monitoring Log" (Protocol A) and communicated to a veterinary establishment as quickly as possible to schedule an appointment for evaluation of disease.
  - When scheduling the veterinary appointment, inform the veterinary establishment that the animal is potentially infectious in order to allow the clinic time to prepare preventative measures of disease control for the appointment.
  - During the appointment, anticipate that the veterinarian will examine the animal, make a diagnosis, and prescribe an individualized treatment plan.
- Monitoring of animal's progress as outlined by the veterinarian will be noted on the "Animal Monitoring Log" (Protocol A) and kept in isolation.

6. ISOLATION ROOM RULES

- Wear disposable shoe coverings upon entering the room.
- Wear disposable gloves and a smock when conducting any activities in this room.
- Hang smocks on the hook inside the door upon exiting the room and launder daily or upon soiling.
- Remove all personal protective gear upon exiting the room and step through the bleach foot bath before entering back into general areas.
- Wash hands thoroughly after removal of protective gear.

EXAMPLE

- Non-vital personnel will not be allowed into the isolation room.
- Care for immunocompromised animals or neonates must be done before entering isolation or by another person who has not entered isolation that day.

7. ISOLATION ROOM CLEANING AND DISINFECTION PROCEDURE

- Clean/disinfect the isolation room after general areas have already been cleaned.
- Do not allow animals to be within enclosures during cleaning/disinfecting the enclosures. Do not allow animals to roam around the isolation room during the process of cleaning/disinfection of the enclosures; they must be confined in one of the other enclosures to ensure the containment of disease.
- Wear gloves, gown, and shoe coverings during the cleaning process.
- Tie all laundry and waste receptacle bags when full. Launder isolation laundry separate from general laundry. Disinfect the outside of the laundry bag and then empty contents directly into the washer. Add bleach to the load along with detergent and wash on the highest water temperature setting. Dry load completely in drier before reuse. Remove the tied waste receptacle bags by disinfecting the outside of the bag and place directly into dumpster.
- Disinfect area/enclosure, remove organic debris, toys, and dishes. Rinse area and apply detergent. Scrub any areas that did not come clean from the original rinse. Rinse detergent from area/enclosure. Apply disinfectant (Roccal) and allow to sit for 10 minutes, and then rinse a final time.
- Allow area to dry before allowing animals back into area/enclosure.
- Wash any toys that are able to be laundered along with the laundry protocol above. Disinfect hard toys that cannot be laundered using the dish protocol below.
- To clean dishes: remove any residual food or organic debris into the isolation trash, and then submerge the dishes (& hard toys) into diluted bleach bucket. Use a 1/2 cup bleach in 1-gallon dilution. Soak items for 30 minutes before removing and transferring to dishwasher. Wash separately from other dishes using hot water and dish detergent.

EXAMPLE

XYZ ANIMAL SHELTER

EXAMPLE PROTOCOL C: MANAGEMENT OF NEONATAL AND MEDICALLY COMPROMISED ANIMALS

Licensed Veterinarian Name (Printed): _____

Licensed Veterinarian Signature: _____Date: _____

_____

OVERVIEW: This protocol is required by **2 VAC 5-111-30 Provision of veterinary treatment.** "C. Each facility shall engage a licensed veterinarian to develop or ratify a protocol for the management of neonatal and medically compromised animals and shall adhere to such protocol. Enclosures shall be maintained that can properly and safely house such animals."

_____

NEONATAL ANIMALS

1. Neonatal Animals with a Dam/Queen

- Neonates taken into custody with their dam/queen or born while in custody should be kept **with the dam/queen** until a minimum of 7 weeks of age.
  - If the dam/queen becomes ill, inadequately lactates, or jeopardizes the safety of the neonates and/or animal care attendants, remove neonates for surrogate care or hand rearing prior to 7 weeks.
- Keep the dam/queen and neonates segregated from other animals in a foster home for at least the first three weeks of life. If no foster home is available, house the dam/queen and neonates in a room of the shelter that is away from the general population and isolation room.
- Keep the dam/queen and neonates in a primary enclosure that meets the following criteria:
  - Able to be adequately cleaned and disinfected
  - Able to be heated as dictated by the species, age, and condition of the animals (A common heating pad is not safe and is not permitted for use).
  - Contains bedding easily accessible to both the dam/queen and neonates as well as non-slip footing.
  - In a quiet room away from main traffic and other animals.
  - Ensures the safety of the neonates by eliminating spaces where small neonates may become trapped, separated, or drowned.
    - Use tall enough bowls so that the dam/queen can access, but neonates are not at risk for drowning.
    - The addition of pig rails to a whelping box or other solid walled enclosure is an example of one way to prevent trapping or separation.
- Monitor dam/queen at minimum twice daily. Observe and note intake (eating & drinking) of the dam/queen, any vaginal discharge, adequate lactation, and appearance of mammary glands.
  - Obtain veterinary care if the dam/queen has a vaginal discharge with an odor, is not eating/drinking, not lactating well, has inflamed mammary glands, or any other abnormality.
- Monitor neonates at minimum once daily for growth appropriate to their age and species. As a general rule, appropriate growth is a gain of 10% of birth weight each day.

EXAMPLE

        - **Note:** A gram or ounce scale is required for monitoring growth. Inadequate growth or lactation is an indication for examination and treatment by a veterinarian.
- Monitor and provide special care as follows:
    - To minimize exposure of neonates to disease, provide care of dams/queens with neonates before taking care of the general population.
    - Provide dam/queen with free choice dry puppy/kitten food as well as a constant supply of clean water. Provide dam with free choice feeding until weaning and then return her to a normal diet appropriate to her size.
    - At 3 weeks of age, offer the neonates a gruel made of puppy/kitten food and water.
    - Provide a heat lamp to area for first two weeks for neonates to utilize as needed. Neonates and dam/queen must be able to move away from heat when necessary. Once neonates are over 2 weeks old, gradually reduce heat over the following week until area is normal room temperature.

2. Neonatal Animals <u>without</u> a Dam/Queen

Due to the fragility and intensive needs of a neonate, if under 4 weeks of age schedule a veterinarian exam within 3 hours of intake. During this appointment an initial exam will be conducted as well as the development of a care and feeding protocol that is appropriate for the neonate and care provider. If adequate care is not available, place the neonate into the veterinary clinic's care until mature enough to return to the shelter or transferred into foster care.

- Feedings
    - **Neonates less than 4 weeks of age** until veterinary care is provided:
        - Provide milk replacer upon intake. Prepare 5-10 mL of milk replacer, warm for a few seconds in the microwave, and place into clean bottle with a nipple. Check the temperature of the milk before feeding. Milk should be warm, not hot. Allow the neonate to suckle until they refuse the nipple. Provide a second bottle if the neonate empties the first. If the neonate is not suckling well or has not eaten more than two milliliters of formula, seek veterinary care within one hour. Milk replacer needs to be provided every two hours until veterinary examination.
            - **Note**: The nipple hole often needs to be widened or more holes added to allow better milk flow. Neonates should be fed while upright and not on their backs.
    - **Puppies/kittens 4-6 weeks old:** feed puppies/kittens milk replacer as described above every 6 hours. Note puppies/kittens at this age require more milk replacer than those under 4 weeks old (est. 30-50ml of replacer per feeding). In addition to the milk replacer, puppies/kittens will be introduced to solid food by offering a gruel of dry or canned species-specific puppy/kitten food. To make a gruel, add desired amount of water to the solid or canned diet and blend. At this stage, gruels should have a very high liquid content for easy consumption and slow introduction to the action of chewing food. Initially, the gruel should be the consistency of soup without any solid chunks. If the puppy/kitten is tolerating the gruel well, slowly and gradually decrease the water content over the following weeks.
    - **Puppies 6-7 weeks old and kittens 7-11 weeks old:** Feed puppies/kittens 3 times per day (every 8 hours) a canned diet of species-specific puppy/kitten food.
    - **Puppies 7-8 weeks of age and kittens 11-12 weeks:** Puppies/kittens may continue eating canned food or may be slowly transitioned to dry. To transition to dry food, gradually begin mixing small amounts of dry food in with the canned. Over time, begin decreasing the amount of canned food and increasing the dry. Continue offering 3-4 smaller meals throughout the day. Leaving food down at all times does not guarantee the puppies and kittens will eat.
    - Monitor puppies/kittens for adequate growth appropriate to their age and species a minimum of once daily. As a general rule, appropriate growth is a gain of 10% of birth weight each day. Their daily food intake will need to be adjusted based on their rate of growth.
        - **Note:** A gram or ounce scale is required to monitor growth. Inadequate growth is an indication for examination and treatment by a veterinarian.
- Elimination

EXAMPLE

- If the neonate is less than two weeks of age, stimulation is needed for urination/ defecation. Using a clean, warm, wet cotton ball or soft washcloth, gently massage under the neonate's tail. Stimulate the neonate after each meal.
- Monitor urination/defecation in neonates and young puppies/kittens. The presence of diarrhea is an indication for examination and treatment by a veterinarian.

- Environment
  - If neonate is less than two weeks old, utilize a heat lamp in order to keep neonate warm. Neonates must be able to move away from heat when needed.
    - **Note**: A common heating pad is not safe and is not permitted for use.
  - Keep neonates and puppies/kittens from non-littermates in the foster home or shelter for at least the first three weeks of life.
  - Keep neonates in a primary enclosure that meets the following criteria:
    - Nonslip footing and solid bottom
    - Able to be adequately cleaned and disinfected three times daily (every 8 hours).
    - Ensures the safety of the neonates by eliminating spaces where small neonates may become trapped or separated.
  - In order to minimize the neonate's exposure to disease, feed and care for neonates and disinfect environment before working with the rest of the shelter population.
- Veterinary Care
  - Based on monitoring protocols, ensure further veterinary care is provided during appointments with a veterinarian to ensure proper growth and development of neonates.
  - Neonates should be hospitalized at a veterinary establishment if foster care or round-the-clock care at specified intervals is not able to be provided.

MEDICALLY COMPROMISED ANIMALS

1. DISABLING CONDITIONS or NATURAL CONDITIONS OF COMPROMISE

A medically compromised animal is any animal who by definition is one which either has an illness or injury, or is compromised by a normal life phase condition (a compromising congenital defect, a disabling physical condition, or other condition which alters a normal physiological function of the animal).

- Examples of a compromised animals include (**but are not limited to**): blindness/ visual impairment, pregnancy, in-heat, amputee, physical deformity, geriatric, oral defect, or deafness.
- If the compromise is due to illness or injury, follow Protocols A and B in addition to this protocol if appropriate.

Create an individualized management plan in writing for any animal with a disabling condition on the "Special Instructions Sheet" upon arrival at the shelter. Specify on the plan accommodations and modifications to ensure animal safety, comfort, well-being, and adequate care. Place the "Special Instructions Sheet" in plain view on or near the animal's enclosure.

As standard practice, the following conditions will require these accommodations at a minimum:

a. Blind: housed individually (unless entering shelter with housemate to which animal is already acclimated) in quiet environment with floor-level bedding. The enclosure must provide adequate space without being oversized so that the animal can easily identify its safe perimeter and easily locate food and water receptacles.
b. Pregnant: housed individually in quiet enclosure without any wide gaps or confined spaces which pose a risk to newborn animals, away from view of other animals. Provide a cage or structure large enough for whelping without any large lips or steps to have to navigate over, and provided soft bedding material.
c. In-Heat: never to be housed next to an intact male.

EXAMPLE

d. Physically Impaired (e.g. amputee, deformity, paralysis): housed individually *(*unless entering shelter with housemate to which animal is already acclimated) with sturdy, nonslip footing and easily accessible bedding.
e. Oral defect (e.g. missing or broken teeth): feed soft, canned diet, or as directed by a veterinarian. Will not be given hard toys.
f. Geriatric: provide extra bedding to ensure an appropriate amount of padding/cushion on platform without a large step, and a quiet enclosure.

2. ILLNESS AND/OR INJURY

Provide any animal with an illness or injury an individualized management plan established in writing in accordance with the veterinarian's instructions. The veterinarian should specify in the plan dietary requirements, exercise and socialization restrictions, and proper cage/ kennel set-ups as needed. Have the veterinarian fill out a specialized plan on the following page. Place this page in plain view on or near the animal's enclosure.

3. MEDICATIONS AND/OR TREATMENTS

Administer medications and treatments in accordance with prescribed instructions at the prescribed frequency. Prescribed frequency will correlate to intervals based on a 24-hour "day" (i.e. two times per day = every 12 hours, three times per day = every 8 hours). After administering medications, the staff member should record the treatment on the animal's treatment log and include their initials or name next to the treatment. Prescription medications are to be used on the prescribed animal only and not on any other animal. Do not store any excess medications for future unprescribed use and discard all medications appropriately. Store medications in a cool, dry location away from any risk of accidental animal access.

EXAMPLE

Licensed Veterinarian Initials: _____

SPECIAL INSTRUCTIONS SHEET

Medically Compromised Animal

ANIMAL ID: _____ DATE: _____

*This condition is a permanent☐ temporary☐ condition

1. Special Enclosure/Housing Area Instructions:

_____
_____
_____

2. Special Bedding Instructions:

_____
_____
_____

3. Special Feeding Instructions:

_____
_____
_____

4. Special Exercise/Socialization Instructions:

_____
_____
_____

5. Special Climate/Temperature Instructions:

_____
_____
_____

6. Special Handling Instructions:

_____
_____
_____

7. Other Instructions:

_____
_____
_____

EXAMPLE