



**Rowan County Animal Services
1465 Julian Road – Salisbury NC 28146**

September 2, 2016

**Regarding: NCDA&CS Inspection on August 23, 2016 and subsequent report
on August 28, 2016**

From: Bob Pendergrass, Animal Services Director

To: Christie Shore, Animal Health Technician I

Thank you for the opportunity to address concerns as provided to us regarding your inspection of our facilities completed on August 23, 2016 and to provide this plan of action. I will present the plan in order of the details expressed in your narrative as best I can.

Cleaning Practices to be Implemented in Cat Wing

Staff will be advised through documented training on cleaning best practices with an initial training for all cleaning staff, front desk staff, and ACOs and a specific training for each new hire as that occurs. This will include detailed discussion that will address cleaning and disinfecting each enclosure top to bottom whether that enclosure is occupied or not. It will include discussion on cleaning the entire rack, top to bottom inside and out including hinges and wheels. It will include cleaning instructions and handling instructions for the feral cat dens.

Intense cleaning will be done in the morning before open hours. Cleaning will begin as cleaning staff arrives at the front lobby Cat Adoption Room 1, then 2, then 3, then Strayhold, then Quarantine, then Isolation, then Intake. The enclosures will be cleaned first, then the floor. After the cleaning of animals housing is performed, the responsible cleaner will report to the lead staff member present that the work is

done and a walk through will be done by lead staff. Lead staff will document and direct any additional or follow up work to be done. A second cleaning will be done by afternoon staff beginning at 1pm to spot clean litter pans, any enclosures in need of attention and clean floors. This will also be done again at 4pm to be completed before end of day.

Staff will do an intensive cleaning of each room, moving racks out from the walls and cleaning behind, and underneath walls once a week, scheduled to be on Wednesdays.

The above referenced cleanings will follow cleaning protocols that will be posted in each room. Further, the cleanings will be documented with a checklist that indicates, the time, cleaning measures performed and staff member that performed them. This checklist will be initialed by the staff member that performed the duty. Once the lead staff member is satisfied with the cleanliness of the room, they will also sign off on the checklist. The check list is attached to this document. This documentation will be maintained on file. The animal services director will sign off on each check list weekly, scan and email to the County Manager. . Random follow-up spot checks will be done daily by supervising staff, and at least weekly by the Director, or in his absence, the next lower level of staff supervision. All random follow-up spot checks will be documented. If unsatisfactory results are found during the checks, one on one documented training sessions with staff will occur . Surprise mock complete inspections using NCDA guidelines will be done at least once a month and will address cleaning and all aspects of housekeeping including cats, dogs, and other issues.

Space for Each Feline

Elevated cat beds will be used in each enclosure that houses more than one feline. Based on the verbiage of NCAC 52J .0204 (f), it shall be standard practice that we do not house more than two cats in any one enclosure unless it is a mother with nursing kittens. It will be a goal to find a foster for nursing mothers with young within 72 hours.

Isolation Cat Room

Supplies for Isolation will be kept in sealed containers on a cart that will be brought in and out of the room. We will leave no supplies at all in the Isolation room, including enclosure furniture, litter, food and water. Only an exam table and weight scale will be left in the room. Any other loose objects will come and go on the cart dedicated to Isolation.

Windows in Cat Area

All east facing windows will be tinted. Tinting has been installed.

Records in Cat Rooms

A binder will be kept in each room of the cat wing with information on each cat in the room. The information on the cat will include a picture and description of the animal, its location, and the intake date. This information will be generated directly from our computerized inventory system.

Dog Runs

The contractor that is currently working on the building expansion is looking into the cost of sandblasting and epoxy painting the dog runs. Once we get a cost, we will evaluate funding avenues. I will notify Administration and NCDA to determine a timeline and method for completion. All water and food pans with any rust on them have been disposed of. Staff has been notified not to use any more pans with any sign of rust and to make leadership aware of any needs. Currently we have some new galvanized pans in stock. We will be replacing the pans with stainless steel.

Dog Food

All open containers of dog food and treats/snacks will be placed in sealed containers. Leadership will follow up with daily inspections and weekly staff reminders. Posters will be placed in all food areas reminding staff that food must be sealed and safe from vermin. We will reduce our overall food supply on hand to no more than roughly a week and a half supply in order to keep a closer eye on each individual item.

Records

Staff has been in contact with our software company and has been given a template for the reports requested. We are currently implementing that report into the software process. Handwritten records that are done daily during the treatment process will also be kept on file as a backup with information to include treatments, immunization type, date, time, description of medication, and initials of persons administering product or procedure.

Cleaning Practices in Dogs Area

We will post cleaning protocols in dog areas visible to staff and public. Dog areas will be cleaned every day twice a day. The same checklist sign-off system described in the “Cat Wing” section above will be implemented in the dogs’ area. Daily follow-up walk through inspections will be performed by leadership with a signoff for them on the sheet. Weekly discussions will be held with cleaning staff concerning procedures and any noted concerns will be addressed. These discussions will be documented and kept on file.

Cat Wing Cleaning Checklist

Items to be worn while cleaning: Latex gloves and Isolation Gowns.

Always work from left to right, beginning with the cat in the uppermost cage. Be sure to only work with one cat at a time, making sure to have each cat in a clean cage before moving on to the next. Gloves are always to be changed between cats.

Daily Tasks
Remove the cat from the cage and place in an empty, clean cage on the top row. Remove newspaper, litterbox and food/water bowls. (Never spot clean w/ an animal in the cage)
Disinfect cage using a scrub brush with ProVet solution. (make sure the brush is labeled for that area you are cleaning). Scrub all surfaces within the cage including the floor, sides, top and doors.
Allow the solution to stand for 10 minutes.
Rinse out the cage with water, then wipe dry with a rag. You must use a new rag for each cage.
Dry cage as thoroughly as possible using a squeegee or towel. Cages left too wet can be a breeding ground for viruses. Note: Failure to dry areas completely could result in an animal licking chemicals and being poisoned, receiving severe burns to the mouth or burns on other sensitive areas of their bodies. This could also result in the death of the animal.
Place clean paper, clean litter box and fresh food/water in each cage. Each bowl and stand is to be sanitized in the dishwasher daily. Plastic cat toys must be soaked in ProVet Animal Facility or bleach for 10 minutes and then rinsed. Food and water should be placed away from the front of the cage.
Move cat/kitten from the upper row back to the newly cleaned cage. Disinfect the holding areas or carriers that were used while cleaning the main cages with ProVet Animal Facility. Allow ProVet Animal Facility to stand for 10 minutes. Rinse & thoroughly dry the holding areas or carriers .
Sweep floor. Soak brooms in bleach twice a week. Mop floor using ProVet Kennel Care. Rinse out and clean mop buckets after use. Do not leave mops soaking in dirty water. CLEAN MOP WITH BLEACH AFTER EACH USE.
Spot cleaning is to be continued throughout the day with a minimum of additional rounds to be done after lunch and at 4pm daily.- (never spot clean with a cat/kitten in the cage)

Wednesday Tasks
Move all banks of cages away from the walls. Sweep and mop behind the cages thoroughly.
Clean the top of the bank of cages, back and all sides.
Pull out all additional objects in the room, trash cans, step stools and other equipment and clean thoroughly.
Clean all windows and doors in the room

Feline Cleaning Checklist

Wednesday Additional Tasks		Initials	Time
1	Sweep & mop behind cages		
2	Wipe down sides, back & top of cages		
3	Thoroughly scrub wheels on cages		
4	Clean all additional items in room		
5	Clean all windows		
6	Clean all doors thoroughly		
Supervisor's Initials Upon Completion			

Random Spot Checks				
Date	Time	Name	Initials	Pass/Fail

The initials in the above check box confirms that the task was complete at the time documented on the sheet. By signing this check sheet, both the employee and supervisor declare that the information is correct and accurate. **IMPORTANT:** Any employee or supervisor who knowingly falsifies this record is subject to disciplinary action up to and including termination.

EMPLOYEE'S SIGNATURE: _____ DATE: _____

SUPERVISORS SIGNATURE: _____ DATE: _____

DIRECTORS SIGNATURE: _____ DATE: _____

Canine Cleaning Checklist

Random Spot Checks				
Date	Time	Name	Initials	Pass/Fail

The initials in the above check box confirms that the task was complete at the time documented on the sheet. By signing this check sheet, both the employee and supervisor declare that the information is correct and accurate. **IMPORTANT:** Any employee or supervisor who knowingly falsifies this record is subject to disciplinary action up to and including termination.

EMPLOYEE'S SIGNATURE: _____ DATE: _____

SUPERVISORS SIGNATURE: _____ DATE: _____

DIRECTORS SIGNATURE: _____ DATE: _____

Puppy and Small Dog Cleaning Checklist

After Lunch Tasks		Initials													
		M	Time	T	Time	W	Time	Th	Time	F	Time	S	Time	Sun	Time
1	Spot clean all dirty cages														
2	Refill empty/spilled food/water bowls														
3	Sweep & Mop all floors														
4	All food containers are sealed/closed														
Supervisor's initials upon completion															

Random Spot Checks				
Date	Time	Name	Initials	Pass/Fail

The initials in the above check box confirms that the task was complete at the time documented on the sheet. By signing this check sheet, both the employee and supervisor declare that the information is correct and accurate. **IMPORTANT:** Any employee or supervisor who knowingly falsifies this record is subject to disciplinary action up to and including termination.

EMPLOYEE'S SIGNATURE: _____ DATE: _____

SUPERVISORS SIGNATURE: _____ DATE: _____

DIRECTORS SIGNATURE: _____ DATE: _____

Puppy and Small Dog Cleaning Checklist