

**ANIMAL CARE PROTOCOL SUMMARY**  
**Greyhound Friends, Inc., Hopkinton, MA**  
**August, 2018**

Greyhound Friends has thoroughly reworked our existing staff and volunteer protocols, not only to ensure compliance with state regulations but to go above and beyond the recommended best practices in ensuring proper treatment of the dogs in our care. Greyhound Friends has established a customized, comprehensive system to track the dogs throughout their stay in the shelter and make sure that any behavioral or medical issues are promptly and properly addressed. A Compliance Officer has been engaged to develop these protocols and to monitor compliance when the shelter resumes operation.

Greyhound Friends' detailed animal care protocols include the provision of proper food and water, shelter and protection from the weather, veterinary attention needed to reduce or end suffering from disease or injury, a sanitary environment, and humane, caring treatment. Our kennels are large and so designed as to allow large dogs to stand, sit, lie down, turn around, and make other normal postural adjustments without obstruction, interference, or impediment, and are kept at an appropriate ambient temperature. Comprehensive new record-keeping protocols allow the recording of kennel conditions, care, treatment, and medical attention provided to each individual dog, as well as monitoring by the internal Compliance Officer and external oversight authorities. Following is an overview of those protocols.

**General operations and recordkeeping**

- Greyhound Friends predominantly acquires retired registered racing greyhounds from the remaining operating greyhound racetracks. The dogs are vet checked and issued an interstate health certificate prior to transport to our shelter. Upon arrival, paperwork is inspected to assure all vaccinations are done (rabies, bordetella, and DHLPP) and certificates are accounted for.
- Racing greyhounds have their ears tattooed for identification and do not require a microchip. The ear tattoos are used on all documentation for unique identification of all animals handled by Greyhound Friends. If a dog is not tattooed for whatever reason, then the dog will be microchipped for identification.
- All dogs brought into Greyhound Friends from outside Massachusetts have an Official Health Certificate of Veterinary Inspection containing pertinent vaccination, treatment and testing history, as required by the USDA APHIS CVI. The original OCVI shall be maintained in the dog's individual folder and scanned into our database. A copy is kept in a separate binder for inspection by MDAR.
- Upon arrival at Greyhound Friends, dogs are placed in the isolation unit for 48 hours. During this time the dogs are started on a 5-day course of dewormer as well as treatment with a flea and tick preventative. After 48 hours, the dogs see a veterinarian to undergo a heartworm test and spay and neuter if necessary, and are examined for a clean health certificate and release from isolation.

- If the heartworm test is negative, dogs are started on a heartworm preventative.
- If the heartworm test is positive, dogs start the appropriate treatment.
- Upon receiving a clean health certificate the dogs are moved to the main kennel, where they enter our SmartKennel System (see Appendix A). In this system, dogs are color coded “red,” “yellow” or “green” to correspond with a specific turnout pen and routine of care. These color codes convey at a glance the dog’s medical and behavioral evaluation status.

### **Dog Isolation Control and Status**

- **A “red” dog** is a dog who has completed the 48 hours in the isolation unit, but has still not completed the course of dewormer or recovered from the spay/neuter procedure done upon leaving isolation, and is turned out to the red status quarantine turnout pen.
  - After 72 hours the dog has acclimated to the shelter environment and is ready for a behavioral evaluation.
  - Following the behavioral evaluation, and completion of the Panacur 5 day course, the dog is ready to move from “red” to “yellow” status, and becomes available for adoption.
- **A “yellow” dog** has completed the Panacur dewormer treatment, and has recovered from the spay/neuter procedure as well as undergone a behavioral evaluation. However, 2 week fecal results have not yet returned, and the dog remains in a “yellow” secondary quarantine state turnout pen.
  - Fecal samples will be submitted through the veterinary office 2 weeks following treatment with dewormer to ensure that each dog is free of intestinal parasites. If any dog is still positive for any parasite, dog will be treated again with another course of dewormer as prescribed by the veterinarian.
- **A “green dog”** has received a negative (clean) fecal sample and can be allowed into the “green” (non-quarantine) turnout space.
- In addition to their SmartKennel system checklist and status, which notes the dog’s color code and milestones achieved in the system, the following paperwork is associated with each dog:
  - Out of State/Interstate Health Certificate (if applicable)
  - National Greyhound Association racing registration (if applicable)
  - Vaccine Certificate including Rabies certificate and distemper and bordetella vaccinations
  - Proof of spay or neuter
  - Any veterinary invoices
  - Intake form including all of the above information (see Appendix B)
  - Cage Card (see Appendix C)

*This paperwork contains all information required according to MDAR Emergency Order 1-AHO-05.*

## **Behavior Evaluation for Dogs**

All dogs will be evaluated according to the following schedule:

- A. In order to allow each new dog to acclimate to shelter routine, a behavior evaluation happens 72 hours after a dog has been moved from the Isolation unit to Quarantine Phase I (“Red Status”) and is performed by Kennel Manager Theresa Shepard, Certified Dog Trainer (CDT), who will fill out the Dog Temperament and Evaluation form (see Appendix D). This evaluation happens at the end of the dog’s “Red Status” term prior to moving the dog to “Yellow Status.”
- B. After this assessment, the dog will be moved from “Red Status” to “Yellow Status.” Tying the behavioral evaluation in with the deworming course and follow-up ensures that both the behavioral evaluation status and the parasite control status are instantly known from the dog’s “color” by all volunteers and staff. The move from red to yellow status corresponds with both dewormer treatment completion and behavioral evaluation completion but does not require specific outcome on the behavioral testing. All results of testing and any concerns are noted on the evaluation form and shared with staff, volunteers and potential adopters.
- C. After a time frame of 2 weeks from this assessment, if the dog has not been adopted, a plan will be developed for the individual dog. This would include a follow-up evaluation by the kennel manager and plans for enrichment during the remainder of the dog’s stay. This time frame corresponds with the results of a fecal test for the dog, and moving the dog from “Yellow” to “Green” status. Thus, each dog with “Green” status is immediately noted to have been in the kennel for over 2 weeks, and receives an individualized adoption plan to avoid excessively long-term stays.
- D. An activity log (see Appendix E) for each dog is included with the dog’s cage card clipboard, and staff log how much time the dog receives out of the kennel in addition to their regular turnout. In addition to the behavior evaluations, dog walkers and handlers, including staff, note on this activity log any behavior assessments or observations. Any results will be kept in the animal’s file and made available to potential adopters. Any special behavioral needs will be addressed by a consultation with Dr. Nicholas Dodman, BVMS, DVA, DACVA, Professor of Clinical Sciences at Tufts Cummings School of Veterinary Medicine and Leadership Council member of HSVMA, or by a consultation with Bob Witmer, Applied Animal Behaviorist and a greyhound specialist.

## **Medical Records for Dogs**

Beginning with entry into the shelter, a medical record is maintained for all dogs, including information on vaccinations, de-worming and flea treatment. This information tracks the dates an animal is scheduled for vaccination, de-worming and flea treatments and also provides adopters with a complete medical history of the animal while housed at the shelter. The medical record is kept in the animal’s file and is made available to potential adopters. A veterinarian must sign off on the medical record for all entries.

- A. **Medication Card.** An orange-colored note on the Cage Card identifies dogs receiving medical treatment. Such treatment could include medications for an ear infection or skin disorder. A veterinarian determines the medications and dosages for any necessary treatment. This information is recorded by staff for each dog receiving medication on the Medical Record and the form is initialed each time the animal is treated (see Appendix F).
  
- B. **Medication Labels.** Medication labels contain the animal's name, (Greyhound Friends for client name), the date, medication name, amount dispensed, instructions, expiration date, and veterinarian name, address and phone number, any appropriate warning labels and the number of refills if any (as required by 256 CMR 5.06(2)(c)9, which states: "When dispensing medication, a licensee shall accurately type or print the following information on a label permanently affixed to the container: client's name, animal's or group name; date; usage directions including route of administration; name of the drug; quantity dispensed; facility's name, address and telephone number; the name of the licensee dispensing the drug; expiration date if appropriate; appropriate warning labels; and the number of refills if any").
  
- C. **Cage Cards** are checked at least weekly to ensure vaccines, heartworm preventatives and flea/tick preventatives are up to date. The veterinarian is notified of any dogs requiring vaccination updates. All dogs receiving a rabies vaccine receive a rabies certificate and tag to be attached to their Medical Record. Staff administers heartworm prevention once monthly and at that point weighs the dog and notes if there are any changes in weight or body condition that could be indicative of a medical problem.
  
- D. **Timing of Medical Record Keeping.** Greyhound Friends maintains dog records for at least three years from the date created.

### **Kennel Daily Life**

Dogs are fed at least once a day, and treats are given 2-3 times a day. Exceptions are made for any dogs with medical issues that require a different feeding schedule. While dogs are fed once daily at the kennel, adopters can determine the feeding schedule they prefer. All dogs are given fresh water at every 12 hour shift and water bowls are refreshed on average 2-3 times a day as necessary. Food bowls and water buckets are washed daily at morning turnout.

**A veterinarian is immediately notified if any dogs are experiencing a medical condition (change in appetite, diarrhea, change in activity or limping, wounds or other concerns).** Any dog exhibiting any signs of illness at any point while at Greyhound Friends is immediately referred to a veterinarian. Any dog who stays for a year or more, although ideally this situation will be avoided, will undergo annual checkups with a veterinarian. This includes any dogs in foster care.

Fecal sample testing is done on all dogs with diarrhea, and on all dogs that have been treated for a parasite (2 weeks following treatment with a dewormer). This ensures that all dogs who enter the facility are tested if they remain in the kennel for 2 weeks. Regular fecal testing is done every 4 months if any dogs stay at the shelter for that length of time.

### **Behavioral Enrichment for Long Stay Dogs**

All dogs have various enrichment activities available as needed based on the individual dog's temperament and needs. During their stay in the shelter, the dogs are kept in large cages with access to both sides of the guillotine door in all cases where this is physically possible. These cages are provided with enrichment in terms of stuffed toys as well as Kongs with peanut butter. In addition to the regular turnout times, all dogs will be leash walked on the trails in the back fields for 15-30 minutes, once or twice a day, by staff or volunteers, depending on dog energy and stamina. Basic commands are taught during this one-on-one time. If needed, dogs will practice walking up and down stairs in a stair set-up in the back field during this time as well.

Some examples of special additional enrichment activities, determined by the shelter manager based on evaluation of the dog, are spending 15-30 minutes with volunteers in a room in the shelter set up to mimic a home environment, with tables, chairs and a couch; training getting into and out of cars, and going on short car rides. Trained volunteers or staff will take the dogs for 30 minute walks in a town/neighborhood environment such as Hopkinton's downtown to both practice leash-walking and to acclimate them to things they may not have encountered previously: pedestrians, store fronts, busy streets, non-greyhound dogs, etc. This type of enrichment is essential for the "shy" dogs which are harder to place. All enrichment activities are noted in the Activity Log.

### **Staff and Volunteer Protocols and Procedures**

Greyhound Friends has extensive protocols and procedures for staff members, dealing with all kennel processes from intake of animals, cleaning and disinfection procedures that are tailored to each stage in the SmartKennel system, adoption, and volunteer work. Volunteers and staff undergo extensive training with the kennel manager and compliance officer, as well as ongoing supervision, in order to ensure that all staff and volunteers are familiar with the protocols, and records of dog care and kennel maintenance are maintained and provided as necessary to any inspecting agencies.