

# Nursery Step-by-Step

## Expectations

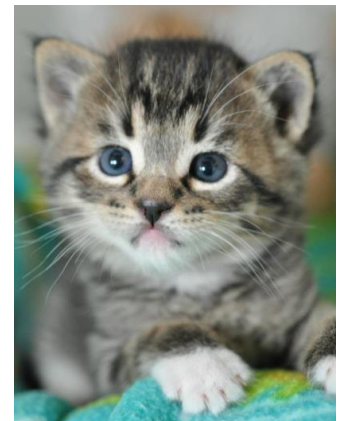
- Report to work on time.
- Communicate effectively and professionally with co-workers, volunteers, supervisors and management.
- Take all breaks in accordance with SDHS guidelines.
- Be present with no distractions.
  - Note: personal phone usage is not permitted while working routine.
- Each caregiver will sign and adhere to the Kitten Nursery Team Commitments.
- Care for the kittens using the following guidelines and protocols.

## Introduction

Nursery caregivers are to follow these procedures unless otherwise instructed differently by their direct supervisor(s). Please contact your supervisor before making any adjustments. If variation from these guidelines is required, the situation is urgent and your supervisor is unavailable please contact the Senior Director, or if they are not available contact the VP of Campus Operations before making any change. If changes are made to the procedures they will be forwarded to nursery staff within 48 hours of change.

If you are in need of guidance, please contact your supervisors. When determining who to call, please take into account your supervisors' regularly scheduled days off and any vacation days away before calling (days off will be posted on the weekly schedule). If someone is not available or is on a day off, please call the next person on the list. You are asked to call your supervisors in the following order:

1. Supervisor
2. Senior Director
3. VP Campus Operations



## History

The Nursery Program was started in February 2009. The goal of the program is to eliminate the need to euthanize kittens that are healthy/ treatable/manageable in San Diego County. Before the start of the San Diego Humane Society Nursery program, thousands of kittens within the county were euthanized every year due to lack of resources and the inability to provide care for kittens around the clock. The Nursery is an integral part of the San Diego Humane Society's "Getting to Zero" (G20) initiative. We are able to take in owner surrenders, strays, and to transfer in kittens and nursing queens with kittens from the following San Diego area shelters: The County of San Diego Department of Animal Services (both locations – Carlsbad and Bonita), El Cajon Animal Shelter and the Chula Vista Animal Care Facility. As space allows, we additionally transfer kittens and nursing queens with kittens from organizations outside of the San Diego Animal Welfare Coalition (SDAWC). With the support of the community, the commitment from the Society, and our dedicated staff, the Nursery has given over 10,000 kittens a chance since it started.

## Time Management

Caregivers are expected to follow all SDHS policies and procedures regarding timekeeping to include:

- Clocking in and out for your shifts consistently and on time.
- Clocking out for your 30 minute lunch break no later than 4.5 hours into your shift.
- Taking your paid 15 minute breaks.
- Avoidance of overtime except when pre-approved by your director.
- Working “off the clock” is not acceptable at any time.
- Each caregiver will sign a document outlining the Kitten Nursery Break Commitments.

## Shift Outline

The shift prior to yours will always be a vital source of information about the kittens currently in care. It is important that shifts communicate consistently via the communication board and daily update e-mails.

When arriving to work, you are to take the following steps:

- Review assignment schedule.
- Check e-mail.
- Read all communication forms/boards in assigned area.
- Start feeding routine.

At the end of your shift:

- Declutter, clean, and disinfect station and surrounding area.
- Sweep.
- Empty trash.
- Fold laundry.
- Re-stock supplies (report any items that are getting low to supervisor before they are completely gone).
- Check off daily checklist.
- Ensure all communication forms and boards are up to date.

Tasks may also be delegated as appropriate to approved volunteers throughout your shift.

## San Diego Nursery Overview

There are three sections in the Nursery: Quarantine A, Quarantine B and Queens & Kits. You will be assigned to **either** QA or QB – this will be your area for the duration of your shift. For disease control measures you **must not** enter the other Quarantine area, but you may be asked to wear appropriate personal protective equipment (PPE) in order to care for Queens & Kits.

	Quarantine A	Quarantine B	Queens & Kits
<b>Number of Caregivers</b>	2-3	2-3	0-1
<b>Kitten Age</b>	0-5 weeks	0-5 weeks	0-8 weeks
<b>Feeding Schedule</b>	• Feedings will be done in the same order each round of feedings: <b>top to bottom, left to right.</b>		
<b>Weighing</b>	<ul style="list-style-type: none"> <li>• Weigh daily and record in individual file folders.</li> <li>• <b>Weight to be updated every time an Animal Care Request is entered in Shelter Buddy.</b></li> <li>• Weights to be entered into Shelter buddy weekly by a volunteer.</li> <li>• If kitten loses significant weight (10g/day) over three days alert supervisor; weights to be entered daily until kitten has three days of weight gain.</li> </ul>		
<b>Requirements before entering foster</b> (unless approved by Nursery &	<ul style="list-style-type: none"> <li>• Not a suspect of panleukopenia or ringworm.</li> <li>• Eating canned or dry food reliably.</li> <li>• No more than three bottle feedings per day.</li> </ul>	<ul style="list-style-type: none"> <li>• Queen must be social.</li> <li>• Queen must be vaccinated and FeLV/FIV tested.</li> </ul>	

<p>Foster Supervisors)</p> <p><b>Housing Set-up</b> <a href="#">(Video)</a></p>	<ul style="list-style-type: none"> <li>• Fosters may be requested take kittens under four weeks of age.</li> </ul> <p><b>Neonate kittens:</b></p> <ul style="list-style-type: none"> <li>• Housed in cubby.</li> <li>• Heating pad (with cover set to medium pushed about three inches back from front of cubby (allows kittens to move off heat).</li> <li>• A bed will be placed on top of heating pad.</li> <li>• A receiving blanket placed on top of bed.</li> <li>• A singleton will be given a stuffed animal.</li> </ul> <p><b>Transitional kittens:</b></p> <ul style="list-style-type: none"> <li>• Condo with access to bedding units.</li> <li>• Bedding/heating pad in lower bedding unit.</li> <li>• Pee pad placed on condo floor.</li> <li>• One litter box (under shelf).</li> <li>• Sprinkle of dry food and water dish.</li> </ul> <p><b>Socialization-age kittens:</b></p> <ul style="list-style-type: none"> <li>• Condo with access to bedding units.</li> <li>• One litter box for one to two kittens, two litter boxes for two to four kittens.</li> <li>• One quarter cup of dry food and water.</li> <li>• Ramp to climb to top shelf.</li> <li>• Toys and scratching accessories.</li> <li>• Will only be held for limited time if kittens have special needs and cannot immediately be sent to foster.</li> </ul>	<ul style="list-style-type: none"> <li>• Kittens consistently gaining weight.</li> </ul> <p><b>Neonate kittens:</b></p> <ul style="list-style-type: none"> <li>• No heating pad required (to prevent overheating).</li> <li>• Top cubbies closed off to prevent Queen from trying to move kittens to shelf.</li> <li>• Flat blanket placed in cubbies.</li> <li>• Large bed placed in main condo near food.</li> <li>• Food (1/2 cup) and water kept on shelf until kittens are over three weeks old.</li> </ul> <p><b>Transitional kittens:</b></p> <ul style="list-style-type: none"> <li>• Provide small litter box that kittens can access.</li> <li>• Move food (1/2 cup) and water down at three weeks to be accessible for kittens.</li> <li>• Start to introduce wet food feedings four times a day, hand feeding required.</li> </ul> <p><b>Socialization-age kittens:</b></p> <ul style="list-style-type: none"> <li>• Open up top bedding units so queen can choose to start weaning the kittens.</li> <li>• Dry food (1/2 cup) and water</li> <li>• Toys and scratching accessories.</li> <li>• Kittens can be sent to foster once weaned or as a group if the queen is social.</li> </ul>
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## New Arrivals at the Nursery

The three age groups of kittens that may enter the Nursery are:

Neonates (0-2 weeks old)



Transitional (2-4 weeks old)



Socialization (4-8 weeks old)



Orphaned kittens enter the nursery as strays, owner surrenders or are transferred in from our coalition partners. The nursery also houses queens with kittens less than eight weeks of age, who route in through the same pathways. If

neonate or transitional kittens enter as strays at Oceanside or Escondido and fosters are not available, they must be transported to the San Diego Nursery for 24-hour care.

When kittens arrive at any nursery you should be aware that they may be shedding contagious disease. All kitten handling guidelines (pg. 8) must be followed during the intake process.

Orphaned kittens five weeks and up should not enter the San Diego Nursery without supervisor approval. These kittens should be housed in holding kennels until they are placed in foster homes.

Coalition transfers will need a new record created in Shelter Buddy, unless they have already gone through Admissions. Internal transfers will need to be transferred into the nursery using Shelter Buddy (pg. 17-18). Transfers from another SDHS campus will already have the following information:

- Animal Identification Number.
- Intake treatments that have been administered.
- Shelter Buddy record will be up to date.

This information will be double checked by the nursery supervisor and will be indicated in the litter log.

All new kittens will be split into groups no larger than four. Upon intake they will receive:

- Name.
- Litter Number.
  - Litter number can be found in the litter log on the supervisor’s desk.
  - Add this number to the SDHS Tag location in Shelter Buddy.
- Description.
  - If multiple kittens in the litter look alike they will be given identification shaves (e.g. shaved neck).
  - Use the following distinguishing shaved areas and their designated abbreviation when identifying kittens.

<b>Shave Mark</b>		<b>Abbreviation</b>
1	No Shave	NS
2	Shaved Neck	SN
3	Shaved Rear	SR
4	Shaved Right/Left Rear Leg	SRRL/SLRL
<i>Additional shave markings only to be used in Q&amp;K:</i>		
5	Shaved Right Side	SRS
6	Shaved Left Side	SLS

- All information will be clearly displayed on a tag on the front of each condo and on all record forms.

Each litter will have a:

- Communication form (used to communicate important details between caregivers, supervisors, and/or the medical team).
- Weight Chart.

- Weight is to be recorded here in grams.
  - Recording weights allow us to review each kitten daily for weight gain, loss or remaining static at one weight.
    - Orphaned neo/transitional kittens are weighed daily at the first feeding of dayshift.
    - Kittens with queens will be weighed once a day if gaining weight, twice a day if losing weight or static, to determine whether supplemental feedings and fluids are required.
  - Designated volunteers are responsible for entering the weights into Shelter Buddy weekly.
- Day sheet.
- Orphaned neonates/transitional kittens will have a 24-hour form completed.
  - Neonates/transitionals with queen do not need feeding records unless supplemental feedings are provided.
  - All socialized kittens will have a socialization form completed.
  - Day sheets are switched out as needed and submitted to the supervisor.



After all intake information is complete, place the kittens in their condo. They are to be fed at the next scheduled feeding time.

The routine in each section will vary, but the following “How To” guidelines apply to **all** areas of the nursery:

- Laundry
- Making Disinfectant
- Condo Deep Cleaning
- Cleaning Dirty Objects from Your Section
- Making Kitten Milk Replacer
- Cleaning Bottles
- Kitten Handling and Disease Prevention
- Kitten Baths
- Fortiflora
- Transitioning Kittens to Wet Food
- Suckers
- Treatments



## Laundry

Place the appropriate magnet on both washer and dryer to indicate which area the load came from.

- Laundry should be shaken (over trash can) to remove all debris before placing in washer.
- Only fill the washer and dryer 2/3 full to avoid damage to the machines.
- One scoop of detergent is to be used per load.
- One half cup bleach is to be used per load.
- The hot/hot cycle should always be used.
- Once washed/dried, laundry will be placed in the appropriately labeled clean basket.
- If finished laundry is from another department, fold and label it then leave it on the laundry table.
- The caregiver from each section is responsible for picking up their own laundry from the laundry room.
- DO NOT enter another section to drop off laundry.
- Laundry should be folded and put away on the shelves in your area before the end of your shift.
- The nursery makes their own laundry detergent using the following ingredients:

- Four bars Fels Naptha (grated)
- One box Borax
- One box Arm & Hammer washing soda

## Making Disinfectant

Masks and goggles are provided for all cleaning and disinfecting and are available for your use as needed. The masks and goggles are on the supply shelves and can also be found in the main campus dog and cat kitchen areas. Notify your supervisor immediately if you are unable to find the masks and/or goggles.

- Rescue:
  - Use to sanitize between feeding litters or weighing kittens.
    - Works in one minute.
  - Use to deep clean condos/x-pens (see Condo Cleaning guidelines).
    - Leave on surface for five minutes minimum.
  - To make Rescue:
    - 1:16 mix ratio (one part Rescue to 16 parts water).
    - A five-gallon batch (one cup Rescue per gallon) is located outside the laundry room.
- Bleach
  - Use to deep clean condo/x-pen if Panleukopenia or Ringworm was suspected:
    - 1:10 mix ratio (one part bleach to 10 parts water).
    - After surface has been cleaned and debris removed, spray bleach solution then allow to sit for 15 minutes, and then wiping down with a wet paper towel.
    - Repeat this process again in 24 hours before condo or items can be used.

## Condo Deep Cleaning

To prevent the spread of contagious disease, when a kitten moves to a new location the condo must be thoroughly cleaned and disinfected before the next litter moves in.

Begin by removing all items from the condo:

- Shake bedding over trash can then place in dirty laundry basket.
- Place toys in a dirty laundry bag.
- Bowls and items that cannot go in the washer should be placed in the dirty object basket.
- Throw dirty litter boxes in trash.

Condo:

- Remove all vents and sliders from condo.
  - Scrub with soap and water then disinfect.
- Wipe out all loose debris from condo.
- Spray with soap/water and scrub condo.
- The following areas may harbor particles that are difficult to see:
  - Back walls of cubby.
  - Under shelf.
  - The circular port between cubby/condo.
- Use flashlight to ensure you have cleaned all particles from condo.
- Spray with disinfectant (See disinfectant guidelines on pg. 6).
- Add a clean tag with your initials.
- Ask supervisor or mentor caregiver to double check your condo with flashlight.
- If **any** trace of fecal matter, urine or discharge is seen, the condo must be re-cleaned and disinfected.
- At the end of the season all condos will be taken apart, thoroughly cleaned, double bleached and put back together in preparation for the following year.

### Chinchilla Cage:

- Take to open warehouse space or outside area and scrub down thoroughly with soap and water.
  - Ensure that all food and fecal matter deposits are removed from each bar.
- Shelves can be removed and scrubbed with soap and water at the sink.
- Take to an open area of warehouse (away from kittens) and spray with disinfectant.
- Leave to air dry.
- Roll to appropriate storage area and cover with a cage cover to keep clean for next use.

## Cleaning Dirty Objects from Your Section

Cleaning dirty items is a responsibility assigned to every volunteer and every caregiver. To clean the various items:

- Food bowls should be cleaned with hot soapy water and then disinfected.
- Scratching posts should be scrubbed with a brush. Once all hair and organic matter is removed, spray with disinfectant.
- Other objects such as bins and nebulizer boxes should be cleaned with hot soapy water then disinfected.
- Once disinfected, place objects on metal racks to dry.
- Once dry, place back on shelf in appropriate section.

## Making Kitten Milk Replacer

Breeders' Edge powder will remain good until expiration date on container. Once mixed with water the milk must be refrigerated and is only good for **24 hours**. Milk replacer is made by mixing two parts water to one part powder (2:1 ratio). Take the following steps when making milk replacer:

- Ensure metal ball is in shaker bottle.
- Add one cup cold water from water dispenser into shaker bottle.
- Add one cup powder.
- Close lid and shake.
- Add one cup of warm water.
- Close lid and shake vigorously.
- Ensure mixture is smooth with no lumps.
- Label shaker bottle with date and time made.
- Place in refrigerator in designated section.



When dispensing milk into bottles before bottle feeding, take the following steps:

- Each litter has an assigned bottle clearly labeled with litter number.
- Nipple must stay with the correct bottle.
- Refer to feeding records before feeding each litter to determine how much milk to use.
- Shake milk shaker before dispensing the appropriate quantity of milk.
- Place bottle into warming crock-pot on feeding table until it reaches the desired temperature (should feel like a heating pad set to medium).
- Alternatively microwave the bottle for 9-12 seconds then invert bottle to mix.
- Test temperature by dropping small amount on back of hand.
- DO NOT feed milk that is too hot.
- Milk may be kept warm by using the bottle warmers located in the center of each feeding table.
- Once litter has been fed, discard any remaining milk.



## Bottle Nipple

- There are two approved types of nipples used in the Nursery.
  - Standard nipple.
  - Miracle nipple.
- Standard nipple tip must be cut with an “X” shape using small scissors and should not go past the tip line.
- An appropriately cut nipple will not have any liquid flow unless being nursed on.
- Incoming neonates may automatically receive a miracle nipple.
- Transitional aged kittens should be offered a standard nipple, and if not latching after multiple attempts a miracle nipple may be approved.
- The assigned nipple should stay with the litter for the entirety of their time in the Nursery, and may only be switched in cases where functionality has been compromised (e.g. enlarged holes and/or tears).



## Cleaning Bottles

Once a bottle has been used by a litter of kittens it is considered dirty until it is washed and sanitized. After feeding is completed:

- Take bottle to sink and wash with warm water and Dawn soap.
- Make sure to use the bottle brush labeled for the section in which the kittens are housed.
- Once washed, the bottle is still considered to be “dirty” until it is sanitized.
- Place the bottle with detached nipple on the sterilizer tray.
- Ensure that the nipple does not get mixed up with any others.
- Once sanitizing cycle is complete the entire unit, including the outside of the sanitizer and the bottles are considered clean.

## Kitten Handling and Disease Prevention

- Gentle handling should **always** be used:
  - Only scruff if necessary for medical or safety reasons.
  - Pay attention when opening condo doors to avoid kittens falling out.
  - Pay attention when closing condo door so tails/limbs do not get pinched or trapped in doors.
  - Report any rough handling that you observe to your supervisor immediately.
- Gloves must be worn at all times and gowns will be required when contagious disease is present. You will be alerted to disease through communications procedures and posted signage:
  - Fecal diseases (giardia, panleukopenia, etc.).
  - Skin issues (scabies, ringworm, etc.).
- Gloves and gowns are to be switched out between handling litters.
- When handling communal items (spray bottles, food scoops, milk shaker, etc.) gloves must be removed to prevent the spread of disease by touching these items.
  - If you note any breaks in protocol by other staff or volunteers, gently guide them to wash their hands and to disinfect any contaminated items. Please bring reoccurring issues/concerns to your supervisor’s attention.





## Kitten Baths

Kittens require bathing if:

- Fleas are present:
  - Fleas may be detrimental to a kitten's health and can cause anemia.
  - A flea comb can be used when drying the kitten.
- Kitten has feces or urine on its coat:
  - Not removing urine or feces from a kitten's coat can lead to scalding — this is very painful and can lead to infection.
  - If kitten only has a small amount of feces on its coat, this may be combed or wiped out with a moistened tissue or baby wipe.
  - Combs must be cleaned/disinfected after use.
- Kitten is covered in food debris:
  - Crusted-on food can cause hair loss and sores, which can be painful for the kitten.
  - Wipe kittens down with warm moistened tissues after feedings to prevent full baths from being required.

How to bathe:

- Bathe kittens in the sink in the laundry room.
- Always wear gloves during the bathing process.
- Dawn soap, baby shampoo or pure oxygen shampoo should be used.
- Hold the kitten upright and avoid wetting head (kitten should remain dry from ears to nose).
  - The face can be cleaned using a moistened tissue or baby wipe.
- Wet the kitten using warm water; add soap, lather and then rinse under warm water.
- Using a hand towel, towel the kitten dry while still at the sink.
- Burrito wrap the kitten in preparation to take the kitten back to the feeding station.
- Remove one glove and disinfect the sink area, including faucet handles, shampoo bottles, and sink basin.
- Put a new glove on your bare hand and carry the burrito wrapped kitten back to the section with both hands.
- Blow dry kittens:
  - Use the low, warm setting on the hair dryer. Never use the high setting as this is too much, especially for the younger kittens.
  - A comb or toothbrush works well to assist with the drying process
  - Ensure kitten is **completely dry** before placing it back in its condo.

Other bathing information:

- Volunteers may assist with bathing.
  - If you know a volunteer is scheduled during your shift, make a “bath list” on the whiteboard and delegate this task.
- When kitten/litter receives a bath, make note of this on the day sheet.
  - Frequent baths due to diarrhea is a sign that medical intervention may be required.
- Bathing restrictions:
  - Kittens should not be bathed if they have a low body temperature.
  - Kittens on ringworm quarantine should not be bathed without supervisor approval.

## Fortiflora

Fortiflora is a nutritional supplement that is provided to kittens once a day for 10 days at the following times:

- Upon intake in the Nursery, if the kitten is over two weeks of age.
- For neonates, please wait until two weeks of age and then give Fortiflora for 10 days. Start date will be indicated on the feeding folder sticker.
- Give Fortiflora at the first feeding of the day and record that this has been done on the feeding folder sticker.

FortiFlora      Start Date \_\_\_\_\_  
□□□□□□□□□□

Dosage instructions:

- Only offer prescribed dosage.
- Mix one packet of powder with four CCs water.
  - One packet serves four kittens.
- For kittens still on the bottle, one quarter packet can be mixed in with milk replacer.
- For kittens eating wet food, one quarter packet can be sprinkled on wet food.
- Fortiflora may also be used to entice kittens to transition onto wet food as they often find the flavor tempting.

## Transitioning Kittens to Wet Food



- Kittens may be offered wet food at four weeks of age (canine teeth will have erupted at this stage).
- Offer a “starter bite” or “taste” by putting a small amount of food on a tongue depressor and then gently placing it in the kitten’s mouth.
- Once orphan kittens are eating wet food it should be offered before the bottle to encourage the weaning process.
- Kittens housed with queens should also be encouraged to transition to wet food using the above steps. Refer to **Queens and Kits Routine**.
- The goal is to have kittens weaned by six weeks of age, however each individual kitten will wean at their own pace

## Suckers

You may see kittens sucking on each other. Kittens generally grow out of this behavior around the time of weaning, however sucking on the genital region can be dangerous and lead to permanent damage to the victim’s urinary tract. If you see this behavior:

- Make a note on the communication form and board.
  - Include: sucker AID, victim AID, area of body that was being sucked on.
- If behavior is seen frequently during this time, kittens should be separated and only given supervised playtime.
  - Sucker shelves can be covered with a pee pad and used to divide a kennel in half to save space.
  - If separated into a new condo, this movement must be updated in Shelter Buddy.
- Kittens housed with Queens will typically only show this behavior at the time of weaning if weaning takes place too rapidly.

## Treatments

Volunteers or caregivers are responsible for administering routine treatments per the SDHS vaccination and deworming protocol in Appendix III. The most current version of this protocol may also be found in Shelter Buddy in the Document Library. Treatments are a priority for all shelter animals to ensure they remain as healthy as possible. Without receiving treatments on schedule, kittens are at risk for internal and external parasites, upper respiratory infection (URI) (including calici) and panleukopenia, which can be fatal.

Routine treatments for kittens include:

- Serum/Plasma (SubQ injection) – give 3cc to orphaned kittens under two weeks, once only.
- Strongid (oral dewormer) – give at two weeks of age; repeat every two weeks until adoption.
- Ponazuril (oral dewormer) – give at two weeks of age; repeat every two weeks until adoption.
- FVRCP (SubQ vaccination) – give at five weeks of age; repeat every two weeks until adoption.
- Microchip – give at five weeks, one time only. Staple microchip info to kennel card and file alphabetically in adoptions area.
- FeLV test (intravenous blood draw) – between five weeks and time of surgery, one time only unless there is a positive result. If positive, alert medical team and place a pop-up in the GAN.
- Rabies – medical staff give at three months of age if kitten is still in SDHS inventory.
- Queens must also be FeLV/FIV combo tested at time of intake or if feral, during sedated exam.

## Routines

### *Quarantine Sections A & B:*

Unless there is suspicion of, or known contagious disease present, sections A and B are not true “quarantine” spaces. However by maintaining strict protocols regarding kitten handling, movement and use of PPE, we maintain the ability to turn either section into a quarantine space should disease become known. For this reason, and for the safety of our kittens, it is extremely important that you remain conscious of the risk of transferring disease between litters. If contagious disease is suspected, caregivers must wear a gown as well as gloves.



- Incoming kittens will remain in their designated quarantine section (A or B) for the duration of their stay at the nursery.
  - Kittens arriving on the same transport should be housed in the same section.
  - Kittens will be housed in condos during this time.
- If the kittens are **five weeks** or older, they will be considered for foster care. Exceptions include:
  - If kittens have contagious disease they may be housed in quarantine until medically cleared.
  - If kittens have health concerns that require 24-hour monitoring (e.g. respiratory issues that need nebulization) they will be housed in their designated quarantine section until medically cleared.
- Gloves will be worn when handling kittens – always change into a new pair of clean gloves between litters.
- Feeding tables are to be set up with one heating pad (no cover), with pad temperature set to medium.



- Lay a clean pillow case over the heating pad, using a fresh case for each litter.
- Only feed one litter at a time.
- Utilize scrap paper or the back of your glove and a “dirty pen” during feedings to record the amount fed and any bowel movements.
- Transfer information from scrap paper/glove to the appropriate litter’s folder after feeding. The record folder should not be handled until after feeding is complete for the litter and gloves have been removed.
- Kittens may be fed individually or placed in an allocated container to be fed as a group (young kittens may eat better when their siblings are nearby).
- Feed first kitten until they stop drinking, stimulate for urine/feces, and then offer the bottle a second time. Then move on to the next kitten until the entire litter has been fed and stimulated.
  - Kittens should urinate at each feeding.
  - There may be several days between bowel movements.
  - Take the time to stroke all over each kitten’s body at feeding sessions - this is important for overall health and appropriate socialization/behavioral development.
- Wet food may be offered starting at four weeks (follow the Transitioning Kittens to Wet Food guidelines of this document for step-by-step instructions).
- If eating wet/dry food reliably, older kittens can be fed in their condos, but time must be taken to ensure they are eating, gaining weight, and receiving caregiver or volunteer contact for socialization.
- Bathe if necessary (follow the bathing guidelines on pg. 9 for step by step instructions).
  - If on a 24-hour feeding schedule, offer the bottle again after a bath.
- Clean/spot clean the condo and/or bedding unit before returning kittens to their housing space.
- When clean, return kittens to condo/bedding unit, ensure door is latched.
- Place dirty pillow case in hamper.
- Spray table with Rescue (leave in place for at least one minute).
- Spray “dirty pen” with Rescue (leave in place for at least one minute).
- Wipe down the table and place a fresh pillow case on the heating pad in preparation for the next feeding.
- Mentor-level caregivers or the supervisor are responsible for moving kittens along to the next feeding schedule and for weaning kittens appropriately.

## Queens & Kittens:

The care provided to kittens housed with queens will be very similar to what is provided for orphan kittens of like-age groups.

- All queens must receive FVRCP before or upon arrival to the nursery, regardless of behavior issues.
  - If under socialized, the queen should be netted and vaccinated through the net for staff safety.
  - Queens should receive a booster FVRCP two weeks after the initial vaccine.
  - All queens should be viral tested at intake, however if she cannot be handled, sedation may be required for viral testing. If sedation is required, the medical team may opt to conduct a flank spay before the kittens are weaned.
- Queens and kittens will be quarantined in condo for their first 10 days in the nursery.
- The queen is to be offered wet food at 7 a.m. and 7 p.m.
- If the queen has only one kitten, an orphan kitten of similar age can be placed with the queen if she is healthy and willing to be a surrogate. If she is not healthy, or if she is unwilling to be a surrogate, the singleton kitten should be pulled and paired with an orphaned kitten of similar age (if available). Surrogate movements must be approved by the leadership team first.
- If the queen or kittens show URI symptoms and kittens have limited weight gain for three consecutive days, they may need supplemental feedings and in extreme cases may need to be pulled from the queen.

- If a cat gives birth in the shelter the queen and kittens will be moved to a quiet location in a timely manner.
    - o Ideally, all kittens are delivered before moving the litter.
  - If handleable, queens will be weighed upon intake and during all medical exams.
  - Kittens will be weighed daily by dayshift. If weight loss is noted, kittens should be weighed twice (once in the morning once in the evening) until three days of consecutive weight gain have been recorded.
  - At 4-5 weeks of age the kittens can be given an ex-pen or chinchilla cage.
  - The weaning process will begin at 5-6 weeks old:
    - o At 5-6 weeks, separate the queen from kittens during day/evening shift, and then reunite overnight.
    - o At 6-8 weeks, start pulling the kittens from their queen permanently, two kittens at a time. Instructions on which kittens to pull in which order will be provided by the supervisor.
      - The two heaviest kittens will be pulled first. They will sleep in the x-pen or chinchilla cage overnight or sent to foster.
      - Wait 48 hours.
      - The next two kittens will be pulled, and then after 48 hours the process will continue until all kittens are off of the queen.
- If kittens lose weight during weaning process, they can be placed back on initial weaning phase

<p style="text-align: center;"><b>Weaning Phase I</b></p> <p>Chin Cage:</p>	<p style="text-align: center;"><b>Weaning Phase II</b></p> <p>Chin Cage:</p>																																
<p style="text-align: center;"><b>Weaning Phase I</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">SDQ:</td> <td style="width: 50%; border: none;">Condo:</td> </tr> <tr> <td style="border: none;">Name + Start Date:</td> <td style="border: none;">Name + Start Date:</td> </tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> </table>	SDQ:	Condo:	Name + Start Date:	Name + Start Date:	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	<p style="text-align: center;"><b>Weaning Phase II</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">SDQ:</td> <td style="width: 50%; border: none;">Condo:</td> </tr> <tr> <td style="border: none;">Name + Start Date:</td> <td style="border: none;">Name + Start Date:</td> </tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> <tr><td style="border: none;">_____</td><td style="border: none;">_____</td></tr> </table>	SDQ:	Condo:	Name + Start Date:	Name + Start Date:	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
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- If an under socialized queen enters the shelter and caregivers cannot safely handle her kittens for health assessments, they may need to be pulled using the steps above, regardless of their age. Instructions on whether/when to do this and how will be provided by the supervisor.
- Under socialized queens will be considered for the “Wild at Heart” program if they are negative for viral disease and have previously lived outside.
- Once all kittens are pulled from the queen she may be medically/behaviorally examined and then scheduled for spay surgery.
- If a queen is healthy, producing milk, and is social, she may be used as a surrogate once her original litter has been weaned. Consideration for this must be approved by the supervisor, director, and/or medical team.

## Morning Routine

- Print out medication and treatment sheet.
- Review latest information for each Queen and litter.
  - o Communication Form.
  - o Weight Chart.

- Feeding Chart.
- Prepare food for all litters, write amount on each, and distribute.
  - Queens receive six teaspoons of wet food at least twice a day.
  - Kittens receive food in increments of three teaspoons at least four times a day.
    - When weaning only offer small amounts of food/starter bites (1-1.5 tsp) until able to finish entire serving on own.
  - All animals on wet food receive Fortiflora.
- Routine is completed in numerical condo order.
- Clean condos using sliders.
  - Try to keep kittens and queen on one side of condo while cleaning the other.
  - Right side:
    - Litter boxes are to be switched out daily.
      - Cardboard litter boxes must be checked from the bottom to ensure they are stable/not urine soaked.
    - Large litter box must be placed in open space, and smaller litter box under ledge.
    - Queens will receive enough litter to comfortably use the box.
    - Kitten boxes receive 1-1.5 scoops.
    - Sweep out any excess litter and clean with soap and water as needed.
  - Cubbies: Must be cleaned out for food residue, feces and litter.
    - Shake out blankets and replaced if soiled.
    - Clean out with soap and water as needed.
  - Left side:
    - Replace water daily.
    - Replace dry food as needed.
      - Queens receive ½ cup of Purina ProPlan.
      - Kittens receive ¼ cup of a 50/50 Purina ProPlan and Royal Canin Babycat mix.
    - Shake out all blankets, carpets, toys and sweep out debris. Spot clean as needed.
    - Replace any items as needed.
    - If kittens are old enough, open up the top cubby for Queen to have personal time.
- Clean chinchilla cages:
  - Block access to side that is being cleaned with litter box or by removing ladder.
  - Shake out all bedding and toys, empty debris over trashcan by removing entire platform as needed.
  - Refill water and food.
  - Change litter boxes.
  - Ensure ramp covers are fastened appropriately.
- Weigh kittens:
  - If kitten loses weight, give subcutaneous fluids as needed and make note to reweigh in evening.
  - If kitten loses weight for multiple days, continue subcutaneous fluid protocol and enter Animal Care Request in Shelter Buddy.
  - If kitten is on a weaning phase:
    - Weight loss is common in first couple of days after transitioning into weaning I or weaning II.
    - If kitten loses weight multiple days while on a Weaning Phase:
      - Can be placed back on Weaning Phase I.
      - Can be placed back with Queen for 1-on-1 time.
- Kittens beginning their weaning phases are offered wet food on cart.
  - Cart setup includes a pillowcase, dirty pen and scale.
- Place weaning kittens in designated Chinchilla cage.
- Record weights, feeding amounts and any outstanding behavioral or medical notes in binder.
- Check off medicine and treatments completed on printed sheets.

- Update treatments in computer.
- Make note of treatments given in Communication Form.
- Create an outstanding task list for evening shift, which includes:
  - Kittens requiring re-weighing.
  - Kittens requiring subcutaneous fluids.
  - Misc. instructions for feeding changes or deviation from routine.
- Restock section.
- Clean dirty condos, chin cages and items.
- Sweep.
- Take out trash.
- Socialize with Queens.
- Prepare notes to be entered into virtual notebook.

## Evening Routine

- Check latest information (Communication Form, weights and feeding charts) on each Queen and litter.
- Prepare food for all Queens and their kittens.
  - Queens will receive wet food at least once per shift.
  - Kittens will receive wet food at least twice per shift.
- Re-weigh kittens if weight loss occurred in morning, record weights.
- Weaning kittens will be offered food on cart, record amounts.
- Administer medications, treatments and subcutaneous fluids.
- Spot clean condos and chinchilla cages.
- Return weaning kittens to designated condo.
- Sweep.
- Mop.
- Laundry.
- Clean dirty condos, chinchilla cages and dirty items.
- Take out trash.
- Prepare notes to be entered into virtual notebook.

## Moving Kittens

Movements should only be carried out if approved by a mentor level caregiver, the supervisor, or director. All movements must be followed up by updating the kennel field in Shelter Buddy. In addition to maintaining a clean inventory and eliminating the need to “hunt” for kittens that have moved to a kennel different from what is listed in Shelter Buddy, this allows us to track any diseases that may occur.

When moving kittens the following steps will be taken:

- Change the kitten’s location in Shelter Buddy.
- Move folder, condo tag and vet treatment tags to the new condo or chinchilla cage.
- Write a note on the communication board to indicate new arrivals and any animals that have left the section.

Singleton kittens:

- Neonates may be housed individually until two weeks of age.
- All other kittens should be given a buddy within 24 hours of admittance (if a good match is available).
  - A suitable buddy will be similar in size and age.
- If sucking, kittens may be removed from the litter and given a “time out” condo. (For more information on suckers, please see the sucker guidelines on pg. 10).



## Types of Food

- Approved wet food – one teaspoon offered at four weeks. Once kitten is eating wet food, offer no more than three teaspoons (quarter can) at a time to prevent waste. Kittens may have as much as they will eat in three teaspoon increments.
- Approved dry food – 10-15 kibble or a “sprinkle” offered at two weeks, a quarter cup scoop may be offered at four weeks.
- All kibble will be switched out Monday, Wednesday and Friday.
- All kibble will be fed a quarter cup scoop at a time, and refilled as needed.
- Approved additional options of wet and dry food can be offered if advised by the supervisor or medical team.
  - Prescribed diets may be fed if chronic diarrhea or constipation is occurring.
- See table below and Feeding Flow Charts in Appendix I for more information.

### Approved Food Overview

	Wet Food	Dry Food
Primary	Chicken & Liver, ProPlan, Kitten	Purina ProPlan Kitten
Secondary	Fancy Feast, Tender Turkey Feast	Purina ProPlan Kitten/ Royal Canin, Babycat 34
Tertiary (unthrifty kittens)	Royal Canin, Babycat	Royal Canin, Babycat 34
Prescribed	Royal Canin, HE or Purina EN	Royal Canin, HE or Purina EN

## Medical Concerns

Kittens are a fragile population and you will see various types of diseases and infections when working at the nursery. The table below lists some of the common issues you will see:

Issue	Example	Typical Treatments
URI	<ul style="list-style-type: none"> <li>▪ Coughing</li> <li>▪ Sneezing</li> <li>▪ Congestion</li> <li>▪ Goopy/crusty eyes</li> <li>▪ Ulcers (calici)</li> <li>▪ Limping (calici)</li> <li>▪ Pneumonia</li> </ul>	<ul style="list-style-type: none"> <li>▪ Oral antibiotics (e.g. doxycycline)</li> <li>▪ Nebulization</li> <li>▪ Eye ointment</li> <li>▪ Pain medication if painful ulcers or limping present</li> </ul>
Diarrhea and Fecal Issues	<ul style="list-style-type: none"> <li>▪ Bloody stool</li> <li>▪ Liquid stool</li> <li>▪ Tapeworms</li> <li>▪ Roundworms</li> <li>▪ Constipation</li> <li>▪ Combined with weight loss</li> <li>▪ Combined with vomiting</li> </ul>	<ul style="list-style-type: none"> <li>▪ Subcutaneous fluid therapy</li> <li>▪ SNAP tests to identify viruses</li> <li>▪ Dewormers</li> <li>▪ Flagyl</li> <li>▪ Panacur</li> <li>▪ Fortiflora/Advita</li> <li>▪ Enema (if constipated)</li> <li>▪ Lactulose (if constipated)</li> <li>▪ Diet change</li> <li>▪ Isolation or euthanasia if panleukopenia virus is present</li> </ul>

Skin Issues	<ul style="list-style-type: none"> <li>▪ Ringworm</li> <li>▪ Scabies</li> <li>▪ Lice</li> <li>▪ Hair loss due to poor husbandry</li> <li>▪ Scalding due to urine/feces not being removed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Isolation if ringworm present</li> <li>▪ Ivermectin or Revolution if scabies present</li> <li>▪ Frontline spray for lice</li> <li>▪ Removing food debris from fur after feedings</li> <li>▪ Removing urine and feces by bathing</li> <li>▪ Topical treatment with ointment for scalding</li> </ul>
Blood Issues	<ul style="list-style-type: none"> <li>▪ Feline Leukemia (FeLV)</li> <li>▪ Anemia</li> </ul>	<ul style="list-style-type: none"> <li>▪ Bloods sent to lab for FeLV confirmation</li> <li>▪ Blood transfusion if highly anemic (rare)</li> </ul>

## Caregiver Medication and Treatment Approval

Approved	External stimulation for urine and bowel movement
	Eye Compress
	FeLV Testing
	Fortiflora
	FVRCP Vaccination
	Microchip
	Ointments (A&D, SSD, Aquaphor)
	Oral Dewormer (Strongid, Ponazuril)
	Oral Dextrose (12.5% Solution) <ul style="list-style-type: none"> <li>• Dextrose support is necessary if: <ul style="list-style-type: none"> <li>○ A kitten has not eaten over a 12 hour period.</li> <li>○ Loss of vigor/slowed activity is noted.</li> <li>○ Nursing/eating response appears weakened.</li> <li>○ If the kitten is under 48 hours old, dextrose should be given every 8 hours.</li> </ul> </li> </ul>
	Saline Nebulization
Subcutaneous Fluids <ul style="list-style-type: none"> <li>• Subcutaneous fluids (per protocol in Appendix II). <ul style="list-style-type: none"> <li>○ Fluid support is necessary if: <ul style="list-style-type: none"> <li>▪ They have been prescribed by a veterinarian.</li> <li>▪ Persistent liquid diarrhea is seen over a 24 hour period.</li> <li>▪ Persistent vomiting is seen over a 12 hour period.</li> <li>▪ Kitten not nursing/eating for two feeding cycles in a row.</li> <li>▪ Kitten is under 48 hours old –in this case fluids should be given every 8 hours.</li> </ul> </li> <li>○ Fluids should be given immediately while they are still warm unless high fever is present, then room temperature fluids should be given.</li> <li>○ Caregivers will alert the medical team using the Animal Care Request feature in Shelter Buddy (follow steps on pg. 19) if a kitten requires fluids for three days in a row.</li> <li>○ A veterinarian must prescribe additional fluids if they need to be extended beyond three days.</li> <li>○ Ensure the fluid bag is labelled <b>Lactated Ringers Solution (LRS)</b> and has an expiration date of seven days after first use.</li> </ul> </li> </ul>	
Temperature Check	
Topical Flea Medication	
Approved after	Administer oral medications (must be prescribed/dosed by a veterinarian and drawn

prescribed by Veterinarian	up/provided by a Vet Tech or Assistant)
	Chlorhexidine Solution
	Diet Change (Ex: CN, EN)
	Eye ointment (must be prescribed by a veterinarian)
	Medicated Nebulization
	Ointment containing steroid (Ex: Panalog, Entederm)
	Extended subcutaneous fluids (Extending past initial 72 hours)
Nursery Leadership Approval Required	Baby Food
	Mixing Kittens
	Nutrical
Not Approved	Administer controlled medications
	Plasma
	Subcutaneous fluids exceeding 18ml volume
	Syringe Feeding

### *Nebulization*

Kittens with upper respiratory infection symptoms (sneezing, congestion, ocular and/or nasal discharge, etc.) should get started on nebulization treatments.

- There are two solutions used in the Nursery to complete nebulization:
  - Saline (Sodium Chloride).
  - Medicated Solution (only administer if prescribed and indicated in the medical record).
- Nebulization should last 10 minutes and use saline solution unless otherwise instructed by medical staff.
- The nebulization set-up will be comprised of three sections:
  - Nebulizer compressor with hose and nebulizing cup.
  - Connector tube.
  - Nebulizing box.
- The entirety of the nebulizing box is considered dirty and should only be handled while wearing gloves.
- The compressor and attachments are considered clean and should only be handled with clean gloves.
- The connector tube of the nebulizing box should be kept clean by either being wiped or sprayed down with disinfectant after each use, as well as being handled with clean gloves to avoid spreading disease.
- Litters under nebulization treatment should be identified by a nebulization tag on the Communication Board.
- If symptoms persist or worsen, alert a supervisor and place an Animal Care Request.

If you are concerned about a kitten, please take the following steps:

- Ensure the kitten isn't being treated for the issue already.
  - Kittens on treatments will appear on the Medication Requirement Report.
- If kitten is not already on treatment, write the concern on the Day Sheet and Communication Form.
  - Be sure to include all details/symptoms noted (e.g. if eyes are goopy, include color of discharge, left or right eye, if eye was sealed shut, etc.)
  - Add an Animal Care Request in Shelter Buddy (follow steps on pg.19).
- If kitten has been prescribed treatments but they are not available, notify the Medical Supervisor.
- If the noted concern about a kitten is urgent, talk to your supervisor or mentor and the kitten can be taken to the Medical department for immediate examination.

### *After Hours Emergency Information*

The Leadership team assesses each kitten daily during Nursery rounds. Every effort is made to ensure kittens in the Nursery remain healthy and have an appropriate treatment plan in place. However, there are occasions where a kitten will decline. During business hours all emergencies should be taken directly to the Medical department for assessment

by a veterinarian. Outside of business hours, an approved emergency animal hospital must be utilized for urgent euthanasia to prevent suffering.

Approved Emergency Animal Hospital:

- VCA Animal Specialty Group: 5610 Kearny Mesa Road, Suite B, San Diego, CA 92111

### *Unassisted Deaths*

Young kittens are such a fragile population and sadly, a percentage of them will not survive. Euthanasia will be performed if the kitten is found to be suffering and not responding to treatment plans outlined in the Underage Kitten Protocol. Such kittens have a guarded, poor or grave prognosis and are considered Unhealthy/Untreatable. Some kittens may “crash” between feedings and pass away unassisted. In this situation:

- Communicate the death on the Communication Board, Communication Sheet and via e-mail to the KIG (Kitten Information Group) email distribution list.
- Change status in Shelter Buddy to “Unassisted Death.”
- Change Evaluation Category to Unhealthy/Untreatable.
- Add a General Animal Note outlining the circumstances.
- Wrap the kitten up in a small blanket or paper towel, and place in a bag.
- Seal the bag tightly with a tag and label the tag with kitten’s name and animal ID, then place in refrigerator.
- Seek help from mentor level caregivers or your supervisor if you need assistance.
- Nursery Leadership or Medical are responsible for transporting the remains to the appropriate cooler.

## **Feline Leukemia Virus (FeLV) Testing and Housing**

All social cats and kittens five weeks of age or older are tested for FeLV upon entry to the shelter or as soon as they come of five weeks of age. Community Cats may have different requirements for testing, please refer to the Community Cats protocol for guidance on viral testing. FeLV is considered an Unhealthy/Untreatable condition by SDAWC definitions. However, it is impossible to determine the eventual impact on a cat or kitten’s health and/or QOL based on testing at a single point in time. For kittens that test positive early in life, retesting at six months of age is recommended. For adults testing positive, retesting intervals are less clear.

### **SNAP ELISA FeLV Test (*may be done in combination with the FIV in kittens/cats over six months of age*).**

If the initial test is **negative**, no further testing is done and the cat is processed normally.

If the initial test is a **positive**, the following steps are taken:

- A request is placed for a DVM examination.
- Appropriate signage is placed on the cage indicating the cat or kitten’s viral status.
- A treatment is added to retest the cat/kitten either at six months of age, or in six months from the original test.
- A waiver is placed for FeLV positive status.

If the test is a weak positive or equivocal, a request is placed to have an RVT repeat the testing using serum only. This is done immediately, or as soon as staffing resources allow. Based on the results of that test, the cat or kitten will be processed as positive or negative as above.

### **Directly Exposed to FeLV Positive Cat or Kitten:**

If a cat or kitten has direct exposure to a cat or kitten that is positive for FeLV, but itself tests negative, that cat or kitten:

- Is separated from any positive animals.
  - If separation of the cat or kitten causes detriment to the behavioral health of the animal, such as in cases of bonded cats or socialization age kittens, alternative housing arrangements will be made by the Animal Care Manager or designee.
- A waiver/indemnity placed indicating exposure.

### **FeLV Positive Cat or Kitten:**

If a cat or kitten tests positive for FeLV:

- The positive cat or kitten is separated from any negative animals.
  - If separation of the cat or kitten causes detriment to the behavioral health of the animal, such as in cases of bonded cats or socialization age kittens, alternative housing arrangements will be made by the Animal Care Manager or designee.
- DVM performs a complete exam.
- Screening for occult disease (imaging, blood and urine testing, oral exam) are completed as indicated. These may not be required for young, otherwise healthy kittens.
- A Case Review is generated, including all medical and behavioral concerns and is submitted per protocol. Subsequently, a Case Summary will be generated and reviewed per protocol.

Cats and kittens that are behaviorally and medically sound may be considered for UU-select processing. Due to the contagious nature of FeLV, particular attention to housing needs will be considered. Cats and kittens not behaviorally and medically sound have a poor prognosis for good quality of life and survival and will be considered for humane euthanasia.

## Volunteers

Volunteers are important to ensure that nursery routines stay on track. There may be 0-4 volunteers present in each 2-hour timeframe. Volunteers can choose to do back to back shifts for a total four-hour shift. Caregivers are responsible for overseeing volunteers and ensuring they complete all tasks in accordance with the guidelines outlined in the Nursery Step-By-Step Section. Nursery volunteers exist at multiple levels:

- Foundation volunteers – assist with the more basic tasks such as folding litter boxes, doing laundry, washing bottles, making formula, bathing and blow drying kittens, weekly cleaning duties and special projects.
- Bottle-feeding volunteers – have been trained on foundation tasks and also how to feed kittens. These volunteers are not expected to give fluids and dextrose, but are expected to let you know if they are unable to get a kitten to eat. Bottle feeders will have a ribbon attached to their name tag to identify them.
- Treatment volunteers – have been trained to give treatments in accordance with SDHS protocols. Treatment volunteers do not have access to Shelter Buddy, so caregivers or the supervisor will print a treatment list and enter the treatments at the end of the volunteer shift. Treatment volunteers are expected to follow all disease protocols, but are not expected to carry out foundation or bottle feeding tasks.
- Queens and kittens volunteers – have been trained to work alongside caregivers in the queens and kittens area. Duties include handfeeding wet food, weighing kittens, cleaning kennels, laundry and restocking. The caregiver is responsible for keeping the volunteer safe from under-socialized cats by utilizing the kennel sliders. Ensure volunteers are not accessing the portion of the kennel the under-socialized adult cats are housed.

## Tour Groups

Nursery tours are provided to the general public normally only during special events. Tours may happen at other times for other groups to include donors, visitors from other facilities who have or are looking to start a nursery of their own, service groups, birthday parties, kids' camp or other as scheduled. Some tours come with advance notice, while others will be more spontaneous. It is important that the nursery be in "tour ready" condition at all times – clean and tidy, with welcoming demeanors for our visitors. During tours caregivers are expected to:

- Continue routine as normal.
- Be polite, friendly, professional and accommodating to all tour groups.
- If possible, share some background information about the kitten you are feeding and engage the tour group in conversation.
- Guests are briefed before their tours not to touch the kittens. If a friendly reminder is needed during the tour, please remember to be pleasant (e.g. "Our kittens are too young to be vaccinated, so to keep them safe please do not touch them").
  - If a guest has already touched a kitten, guide them to wash their hands.

- If a donor is requesting to touch a kitten you can choose one group of healthy kittens and provide them with gloves for their interaction.
- If at any point the tour guide enters unapproved areas or is touching items that may be a disease risk to the kittens please inform the supervisor or director promptly and include the name of the tour lead.

## Shelter Buddy

Shelter Buddy is the database used at SDHS to track every animal that comes into our care. As a nursery caregiver the main things you will use Shelter Buddy for are:

- Transferring existing animals into nursery care (required upon intake).
- Adding Animal Care Requests for medical needs/concerns.
- Pulling Vet Treatment Reports.
- Entering Vet Treatments.
- Viewing medical records.
- Viewing Medication Requirement Reports.
- Adding General Animal Notes.
- Entering weights.
- Uploading photos.

### *Transferring existing animals:*

- Log into Shelter Buddy under your current location.
- Click on the Bulk Updating Menu link under the Search Menu.
- On the Bulk Update Menu, click on the Bulk Internal Transfer Receive In link.
- Select all animals that have been transferred to the nursery (by referencing to their assigned Animal ID number).

If the Animal ID numbers are not showing up, that means someone forgot to transfer them out of their previous location. You will need to log out of Shelter Buddy, then log back in, selecting the location where the animal was previously housed as your location, and then transfer the animals out from that location to your current location. Then log out of Shelter Buddy, then log back in, selecting your current location as your location, and repeat the previous steps.

- Choose the appropriate Status and New Shelter Location for all animals transferred, click Set For All Animals, then scroll to the bottom of the page and hit Save.
- Now you will need to look over the Animal Detail page, Medical Notes page and View Vet Treatment History page for every animal received to make corrections or add any intake information.

### *Adding Animal Care Requests:*

- Log into Shelter Buddy under your location.
- Type in the Animal ID #, click View.
- Scroll down the Animal Menu on the right hand side of the page.
- To review previous concerns click Edit Animal Care Requests (this is a good idea to ensure you are not adding a duplicate of a request that another caregiver has already entered in Shelter Buddy).
- If your request has not already been added:
  - Find Animal Care Request.
  - Type in your medical concern followed by your initials.
  - Click Update Details.

### *Pulling Vet Treatment Reports:*

- Log into Shelter Buddy under your location.
- Click on Reports on the left hand side of the home page.

- Click on Vet under Report Types.
- From the drop down list, select Vet Treatments Due, click View Report.
- Date From: this date should be at least two weeks prior to the current date, Date To: should be the current date. Under Physical Location, select your current location. For Shelter Location: select the specific section you are working in (Quarantine A, Quarantine B, or Queens/Kits).
- Scroll to bottom of the page and select Generate Report.

#### *Entering Vet Treatments:*

- Log into Shelter Buddy under your location.
- Type in the Animal ID #, click View.
- Select View Vet Treatment History under the Animal Menu.
- Click Administer next to the treatment you gave.
- Enter the Treatment Date Given, enter Next Treatment Due In (refer to vaccination protocol to enter when the type of treatment given will be due next).
- Select Next Treatment Type, select Your Name and Nursery Staff under SDHS and SPCA Vet Name, click Update Treatments.
- Repeat this process for all treatments given.

#### *Viewing Medical Records:*

- Log into Shelter Buddy under your location.
- Type in the Animal ID #, click View.
- Select View Medical History under the Animal Menu to review updates on Medical Records.

#### *Viewing Medication Requirement Report:*

- Log into Shelter Buddy under your location.
- Click on Reports on the left hand side of the home page.
- Click on Vet under Report Types.
- Click on Medication Requirements.
- Date From: Today's Date. Date To: Today's Date.
- Click Nursery – San Diego and Location you are in.
- Click Generate Report.
- This report shows the medications/frequency that the medical team will provide for the kittens in the area.

#### *Adding General Animal Notes:*

General Animal Notes (GAN) are helpful ways to both communicate what you know about the animals in your care to other staff (fellow caregivers, medical team, supervisors, adoptions staff, etc.) and to share details about the animals with potential adopters. If you have interesting or personalized information about the kittens, you are strongly encouraged to share by entering GANs – even brief pieces of information can help make strong matches when our animals leave the nursery for adoption. To enter a GAN:

- Log into Shelter Buddy under your location.
- Type in the Animal ID #, click View.
- Scroll down the Animal Menu on the right hand side of the page.
- Find the General Animal Note section.
- Click Animal Care Observation Notes from drop down menu.
- Type your note in the white window (include date and your initials).
- Click submit.
- To review previous General Animal Notes click the white (H) button.

#### *Entering Weight:*

- Log into Shelter Buddy under your location.
- Type in the Animal ID #, click View.



- Scroll to Animal Details window.
- Click the box next to Weight.
- Type weight in kilograms (kgs).
- To find out the weight in kgs divide the gram weight by 100 (e.g. kitten weighs 350g = .350kg).
- Click Update details.
- To review weight histories click the orange (H) button.

#### *Uploading Photos:*

All animals residing at the nursery need an intake picture (if one was not taken before they were transferred to us) and an updated picture when they become available for adoption. To upload a picture from the camera to Shelter Buddy:

- Log into Shelter Buddy and input the Animal ID # for the animal you want to upload a picture for, click View.
- Choose Photo/Document Manager on the Edit Animal Details page; choose Upload new document/image on the Document Manager page.
- Choose Browse next to the File to Upload option, open up the folder where you saved your pictures, choose the picture you want to upload, click open, then click upload.
- Double click on the picture on the Document Manager page and tick Default Image.