

Shenandoah Valley Animal Services Center
Standard Operating Procedure

Subject: Veterinary Care		Number: S.O.P. 2.3
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Executive Director: Jon Hilbert	Date: November 28, 2023	

I. PURPOSE

The purpose of this procedure is to establish guidelines for the veterinary care of animals for the Shenandoah Valley Animal Services Center (SVASC).

II. POLICY

It is the policy of the Shenandoah Valley Animal Services Center (SVASC) to seek veterinary care for all animals as necessary following the guidelines below.

§ 3.2-6500 Virginia State Code. Definitions. "Emergency Veterinary Care" is defined as "Veterinary treatment to stabilize a life-threatening condition, alleviate suffering, prevent further disease transmission, or prevent further disease progression."

"Veterinary Treatment" is defined as treatment "by or on the order of a duly licensed veterinarian."

III. PROCEDURE

A. Intake Evaluation

1. The Lead Kennel Attendant will perform an Intake Evaluation (see policy 2.1) when any new animal arrives at the shelter. The staff member will examine all animals for signs of illness or injury upon first contact.
2. When illness or injury is noted, the animal's condition should be evaluated to determine the level of veterinary care that is required using the following guidelines:

Immediate Veterinary Care

The following list contains clinical signs that requires immediate veterinarian care:

- Uncontrollable or bloody diarrhea
- Severe lethargy or unconscious

- Excessive/Continual vomiting
- Labored or difficult breathing
- Seizures
- Pale mucus membranes
- Broken limbs
- Suspected history of trauma (i.e. impact with vehicle)
- Large lacerations or extreme loss of blood
- Prolapse

Non Emergencies

Non-emergency veterinarian care should be reported to Lead Kennel Attendants who will schedule treatment with a visiting veterinarian or a local clinic. Animals should not be taken to a clinic for non-emergencies unless directed by the Operations Manager.

The following list contains common issues or illnesses that are classified as non-emergencies:

- Worms
- Fleas and ticks
- Hair loss or Mange
- Slight limps
- Mild abrasions or wounds
- Old age
- Emaciated animals
- Upper respiratory conditions
- Ear infections

3. When costs exceed \$300.00 for either **Immediate Veterinary Care** or **Non Emergencies** the Operations Manager or Director must be consulted for approval.

B. Visiting Veterinarian

1. The role of the visiting veterinarian is to provide common veterinary services for animals in our care.

2. Lead Kennel Attendants will regularly schedule appointments when the number of cats or dogs meets the minimum requirement from the veterinarian.

Common services provided by the visiting veterinarian include:

- General health assessments/body scoring
- Heartworm and Lyme testing
- Deworming
- Canine: Distemper, Rabies, Bordetella vaccinations
- Feline: Herpesvirus, Calicivirus, Panleukopenia, Leukemia, and Rabies vaccinations
- Prescribing medications/treatments

C. Spay & Neuter Clinic

1. The role of the Spay & Neuter Clinic is to facilitate timely spay and neuter surgeries for shelter animals.
2. The Operations Manager will schedule and maintain a list of animals eligible for surgery through the contracted clinic. The Lead Kennel Attendants will communicate any needs to the Operations Manager.
3. Staff will finalize the adoption as soon as the animal is altered.

Selection for spay and neuter eligibility is listed below:

- Animals placed in a foster-to-adopt contract are considered a priority
- Adoptable dogs and cats housed in the shelter. Disposition, medical and animal history should be reviewed before sending an animal to the spay and neuter clinic
- Animals with a fractious disposition or bite history are not considered priority and must be evaluated before being considered for surgery
- Only animals in the foster-to-adopt program are permitted to leave the shelter unaltered

D. Animals Returning from Vet/Clinic

1. Staff should make sure to provide copies of the treatment records or diagnosis from the veterinarian. Computer records and health chart are updated by the Lead Kennel Attendants.
2. Any prescribed medications are documented in the medical book and stored in the medical cabinet or individual kennel card pouch. Lead Kennel Attendants instruct Kennel Staff of any new treatments.

E. Animal Control

1. If an Animal Control Officer picks up a sick or injured animal in the field then the Officer will coordinate and transport the animal to a clinic for treatment before bringing the animal to the shelter. Animal Control will only take an animal if the condition is life-threatening or injured.
2. Animal Control will provide the Operations Manager any necessary veterinarian records and prescribed medications and treatment directions.
3. The Operations Manager will convey any necessary medical or treatment information to the Lead Kennel Attendants.