**Title:** On Campus Cat and Dog Monitoring Process

**SOP Number:** AC-001-01

**Associated Forms:** Dog Monitoring Sheet AC-F001, Cat Monitoring Sheet AC-F002

**Effective Date:** 5/4/22

**Department:** Animal Care

**Approved By:** Amanda Vandel

**Scope and Purpose**

This procedure describes how each dog and cat is monitored on campus at least twice daily for medical and behavioral health, and how the information is recorded on a monitoring sheet. The procedure identifies what observations trigger actions for documentation and/or communication to other staff. Performing this procedure helps to ensure early identification of abnormal physical conditions and behavioral issues. Early detection through observation helps expedite treatment plans and flow-through for the animals in our care.

**Associated Training Required**

· Animal Pathway Coordinators: Managing Canine Stress on Campus, SOP BEH-002, and Managing Feline Stress on Campus, SOP BEH-004

· Mirtaz Protocol

· Buffet standards

· Fecal Scoring

· Parvo/Panleuk Protocols

· Symptoms of respiratory infections (discharge, coughing and sneezing)

· Objective Descriptions of Animal Behavior

· Dog and Cat Enrichment

Equipment and Supplies Needed

Animal Monitoring Form- AC-F001 or AC-F002

Wet erase marker

Definitions and Abbreviations

* **Monitoring sheet –** A form on which to record observations that are hung up or placed near each animal. Each animal receives a monitoring sheet that stays with them while on campus.
* **ACA**- Animal Care Associate
* **APC**- Animal Pathway Coordinator

Roles and Responsibilities

* **All staff**
	+ Noting any pertinent medical or behavior information in the appropriate location on the Monitoring Form
	+ Notifying appropriate staff for medical or behavior emergencies or as directed
	+ Adding Petpoint Holds for observations
* **Animal Care Associates**
	+ Thorough and accurate monitoring twice daily for each animal
		- Trained volunteers may monitor in place of staff, but staff has responsibility of checking sheets for accuracy
	+ Recording any pertinent behavior information in PetPoint
	+ Alerting APC for any significant changes in medical or behavior status
	+ Alerting Veterinary Services for any medical emergencies or as directed
	+ Adding PetPoint holds as necessary
* **Animal Pathway Coordinators**
	+ Reviewing each monitoring sheet at least once per day
	+ Alerting Veterinary Services with any pertinent medical information
	+ Alerting Behavior Program with any pertinent behavior information
	+ Alerting Foster Program regarding any animals that need foster-based on monitoring information
	+ Using the information on the monitoring sheets during Daily Rounds to inform the attending team of each animal’s current status
	+ Following the Stress SOPs: Managing Canine Stress on Campus, SOP BEH-002, and Managing Feline Stress on Campus, SOP BEH-004.

Procedures

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# Use of Monitoring Sheets (AC-F001, AC-F002)

* Animal Care staff places a blank, laminated monitoring sheet and wet erase marker on every clean, empty kennel.
	+ Extra monitoring sheets are stored in the 2nd floor drop in work station for cats and critters, or the 1st floor APC office for dogs.
	+ The original electronic version is stored S:\All Staff\Forms.
* View and mark appropriate monitoring sheet between 6-9 am and 2-6 pm.
* Mark every box that is relevant for both medical and behavior observations with a wet erase marker.
* When the laminated observation sheet is completely filled, the animal care staff will add an additional laminated sheet to continue monitoring. Once two sheets have been completely filled, erase the oldest sheet and begin monitoring again. Pets should not exceed more than two monitoring sheets at one time.
* When animal is moved to a new location, bring the monitoring sheet(s) to new location.

# Noting Animal Health Conditions and Taking Action

## Appetite

* + 1. Enter a number on the observation sheet corresponding to the following information.

|  |  |
| --- | --- |
| **Score** | **Observations** |
| 1 | All food appears eaten |
| 2 | At least half of the wet, dry or both food portions is gone. **In the case of animals on a buffet, mark this box if at least half of any singular portion is gone.** |
| 3 | Nibbling – a couple bites are taken, but not enough was eaten to meet the animal’s health needs |
| 4 | Not eating – food was left untouched |

* + 1. Actions:

|  |  |  |
| --- | --- | --- |
| **Appetite Score** | **Adults** | **Kittens/Puppies (6 months or under)** |
| 1 or 2 | Continue feeding same type of food | 1. 1st missed meal: offer buffet with slurry option and alert APC
2. 2nd missed meal: add Petpoint Hold – DVM check
 |
| 3 or 4 | 1st meal: don’t change anything2nd meal: offer buffet and alert APC3rd meal – cats: follow mirtaz protocol and alert the APC.3rd meal – dogs: add high quality meats.4th meal – cats: Alert APC and add Petpoint hold – DVM check, with “4th missed meal, mirtaz 2nd dose” in comments4th meal – dogs: Alert APC and add hold for DVM check.  |

## Water Consumption

* + 1. Enter a number on the observation sheet corresponding to the following information.

|  |  |
| --- | --- |
| **Score** | **Observations** |
| 1 | Normal – some amount of water is missing from water bowl, that cannot be explained by wet blankets/kennel |
| 2 | Excessive – bowl is empty or nearly empty, and missing water cannot be explained by wet blankets/kennel |
| 3 | None – water level is at initial filled height |

* + 1. Actions

Actions taken for water consumption are dependent upon urine scores. Refer to tables in section [**d. Urine, below**](#urineactions).

## Stool

* + 1. Place an “X” on the observation sheet for these fecal observations
* **Score** (1-7) – use fecal scoring chart to determine score and enter a number
* **Bloody** - feces has any amount of blood
* **Straining** – animal appears painful when in the act of defecating, or animal postures to defecate without success
* **None** – no stool seen
	+ 1. Actions

|  |  |  |
| --- | --- | --- |
| **Fecal Observation** | **Adults** | **Kittens/Puppies (6 months or under)** |
| Score 1 | **Alert APC**. If blood is seen, be sure to note amount of blood in feces | Add Petpoint Hold – DVM check |
| Score 6-7 | **Immediately alert DVM** and follow parvo/panleuk protocols |
| Straining | **Immediately alert DVM** |
| Bloody | **Alert APC** |
| None | If no stool is noted for 3 days (6 marks in a row), add Petpoint Hold – DVM check | **Alert APC** |

## Urine

**Animals straining to urinate require immediate medical attention.** Notify APC and Vet Services.

* + 1. Place an “X” on the observation sheet for these urine observations.
* **Normal** – a normal amount of urine is noted
* **Excessive** - an excessive amount of urine is noted
* **Bloody** - urine has any amount of blood in it
* **Straining** – animal appears painful or vocalizes when in the act of urination, or animal postures to urinate without success or very few drops (outside of normal marking behavior), or cat repeatedly goes into the litterbox in a short time frame
* **None** – no urine is seen
	+ 1. Actions

**Adult Dog& Cat: Water Consumption vs Urine Output**

|  |  |  |  |
| --- | --- | --- | --- |
| **Urine Observation** | **Water Consumption- Normal** | **Water consumption-****Excessive** | **Water Consumption-****None** |
| Normal | No action required | Alert APC | No action required |
| Excessive | Alert APC |
| Bloody |
| Straining  | **Immediately alert DVM** |
| None | First check bedding with ungloved hand to ensure pet is not urinating on bedding. If no urine noted in a **24-hour period**, add Petpoint Hold – DVM check and alert APC. If the lack of urine is accompanied by vomiting, immediately alert DVM.  |

**Kitten & Puppy (6 months and under): Water Consumption vs. Urine Output**

|  |  |  |  |
| --- | --- | --- | --- |
| **Urine Observation** | **Water Consumption- Normal** | **Water consumption-****Excessive** | **Water Consumption-****None** |
| Normal | No action required | Alert APC | Alert APC |
| Excessive | Alert APC |
| Bloody |
| Straining  | **Immediately alert DVM** |
| None | First: touch bedding with ungloved hand to feel for urine or water soaked bedding. **If bedding is dry and animal is old enough to urinate on own, immediately alert DVM** |

## Vomiting

* + 1. Place an “X” on the observation sheet for these vomit observations
* **Food** – vomit has visible amount of food
* **Bile** – vomit is thin, appears like mucus, and may be clear, grey, green, or yellow in color
* **Other** – vomit has foreign objects, fur, blood, or feces, or some other appearance
	+ 1. Actions

|  |  |
| --- | --- |
| **Adults** | **Kittens/Puppies (6 months or under)** |
| For any vomit, alert the APC. If the animal vomits 3 or more times in a 24-hour period, immediately alert the APC and the DVMs. Be sure to describe the size of each vomit, the number of vomits, and the appearance. | If vomiting and quiet, lethargic, or inappetant immediately alert DVM and follow Parvo protocols. If vomiting with no other symptoms, place DVM check hold detailing vomit.  |

## Nose

* + 1. Place an “X” on the observation sheet for these observations of the nose and respiratory sounds
* **Clear discharge** – discharge is clear in color.
* **Colored discharge** – discharge is green or yellow in color. Discharge may be seen from nose, or stuck to kennel/cubby walls.
* **Bloody discharge** – discharge has blood. May be seen from nose, or stuck to kennel/cubby walls.
* **Sneezing** – animal is seen sneezing, or signs of sneezing are noted in kennel (spray of discharge on walls).
* **Coughing** – animal is seen coughing.
	+ 1. Actions

|  |  |
| --- | --- |
| **Animals NOT under treatment for URI** | **Animals already under treatment for URI** |
| For any discharge, sneezing, or coughing, alert the APC. | If condition appears to be significantly worsening or animal appears lethargic or painful alert the APC. |

## Eyes

* + 1. Place an “X” on the observation sheet for these observations of the eyes and tissue around eyes
* **Clear discharge** –discharge is clear in color
* **Colored discharge** – discharge is colored, usually yellow, green, or brown/black
* **Red/irritated/swollen** – eyes or tissue immediately surrounding the eyes appear red, irritated, or swollen, and/or the 3rd eyelid is very exposed. Generally, the animal will be holding their eyes shut and they may appear painful.
	+ 1. Actions

|  |  |
| --- | --- |
| **Animals NOT under treatment for eye disease** | **Animals already under treatment for eye disease** |
| Alert the APC | No action required. However, if there is a concern that the condition is worsening, alert the APC |

# Dog Behavior Observations and Actions

## Bedding/Kennel

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Bedding used but neat/clean** – bedding is moved around, but tidy. No feces or urine is noted. There may be fur on the bedding
* **Bedding ripped/destroyed** – bedding has clearly recently been chewed on and ripped up. Small rips at edges should be ignored, as this could be a result of washing.
* **Urine/feces on bedding** – bedding has urine or feces on it
* **Bedding pushed away/ignored** – animal is sleeping in area away from bedding, or bedding is bunched up or pushed out of sleeping area
* **Destructive chewing** – dog is chewing and destroying toys or objects that are not intended to be destroyed. The dog should be monitored to determine if the destructive chewing is enjoyable and helping to reduce stress, also to assure that the dog is not ingesting non-edible items.
	+ 1. Actions
* Ripped bedding should be thrown out.
* Soiled bedding should be replaced
* Bedding should be moved to animal’s preferred sleeping spot, if applicable
* Remove any objects that are destroyed. If dog has ingested any parts, add PetPoint Bedding and Toys Restriction. Increase environmental enrichment.

## Relaxed Signals

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Affiliative** – dog is at front of kennel or moves toward person with relaxed body posture and expression, may turn to the side to be parallel with person. Affiliative behavior may include loose relaxed tail wag, wiggly/loose body, open mouth, soft eyes, ears relaxed—may be forward, neutral, or back but not tense. May be playbowing or playing with toys while “engaging” with the observer.
* **Relaxed tail wag** – dog starts wagging with soft/loose/relaxed body. May be standing, sitting, or laying down.
* **Loose, relaxed body, face, and ears** – dog appears relaxed. May be standing, sitting, or laying down. May be laying on side or sprawled out, taking up space. Dog’s face is relaxed, eyes are almond shaped/soft, and ears are relaxed, mouth is likely open or held loosely closed.
* **Sleeping or laying and relaxed** – dog is in a deep, relaxed sleep or is laying with relaxed face/body
	+ 1. Actions- None needed

## Mild Stress Signals

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Lip licking/yawning** – dog is displaying these behaviors outside the context of waking from sleep or preparing to eat
* Eyes round and/or ears back
* **Quiet, un-engaged** – dog does not react to person monitoring and remains still.
* **Generally laying down**. See next section for a more extreme version of this behavior.
* **Body tense but not stiff** -- Body has some tension. Dog can be standing, sitting, or laying down. If laying down, will generally be on stomach or curled into ball.
	+ 1. Actions

Allow a 24 to 48- hour decompression window upon arrival at shelter. If mild stress signals continue, or if the dog has history of high stress related behaviors, notify the APC. The APC will consider taking actions such as: a change of location, moving to larger space, adding to the list for office foster, creating additional enrichment, and additional basic training sessions.

## Moderate Stress Signals

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Tail tucked/low body posture** – dog is close to ground, avoiding eye contract, body is held stiff. May be paw lifting. Tail may wag but is held low and tight against body. Dog may be standing, sitting, or laying. If laying, will often be tightly curled, against back of kennel, and on stomach.
* Body tense
* Ears pinned back
* **Whale eye/dilated pupils** – dog’s eyes are big, with whites of eyes showing and/or pupils are dilated.
* **Panting/spatulate tongue** – dog is panting, outside of vigorous exercise. Tongue will be broad at end, and curled up (like a large spoon)
* **Barking/whining** – dog is barking/whining occasionally and outside of asking for food or attention.
* **Excessive salivation** – saliva is dripping from dog’s mouth, outside of eating/preparing to eat. Drool may also be noted on kennel walls or floor.
* **Retreating/hiding/shut down** – Dog moves away when people approach, or hides behind or under objects, or remains sleeping or unengaged when food, treats, or toys are delivered.
* **Feigning sleep** – the dog gives the appearance of sleeping but the body is tense, legs are positioned so that they can stand quickly, dog is still on alert despite closed eyes.
* **Trembling** – dog is trembling outside of being cold.
* **Other** - any other signs of moderate stress specific to the dog should be written and monitored
	+ 1. Actions
* Any moderate stress signs, refer to Managing Canine Stress on Campus SOP
* Trembling - check that dog is not cold. – If the dog may be cold, give the dog a sweater.

## High Stress Signs

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Repetitive barking/whining** – dog is barking/whining for prolonged period and outside of asking for food or attention.
* **Biting/chewing kennel features** – dog is actively and repetitively biting door handle, frame, or wall of kennel. Note: do not use teeth marks on kennel features to assess, as they could have been left from a previous dog. Only mark this if you witness the behavior, or are certain the teeth marks were not there beforehand.
* **Tail chasing/biting** – dog is repetitively chasing tail, may be biting tail (or air near tail). Behavior is sustained (to rule out a dog who is trying to relieve an itch on their tail). Note in Behavior/Temperament Notes Memo if there is a trigger for this behavior (for example, people standing in front of kennel, or a dog passing the kennel).
* **Repetitive circling** – dog is walking in a circle, usually one direction. Behavior is difficult to interrupt, and dog usually resumes circling as soon as person stops interrupting or is put back into the environment. Dog usually ignores food, treats, or toys when displaying this behavior.
* **Repetitive licking** of glass/wall of kennel
* **“Fly” snapping** – dog is repeatedly snapping the air as if to catch an insect (but there is no insect present).
* **Body slamming door/wall** – dog is rebounding repetitively off the wall or slamming into the wall/or door with full body
* **Baring teeth/growling** – dog is showing teeth and/or growling. Note in Behavior/Temperament Notes memo the position in kennel, body posture, lips pursed or long, ear and tail position, eye shape.
* **Lunging/charging** – dog is rushing to the front of the kennel at people or dogs, usually vocalizing. In Behavior/Temperament Notes memo note position in kennel, body posture, lips pursed or long, ear and tail position, eye shape.
* **Snapping/biting** – dog is attempting to bite or bites person or animal. Note as many details as possible in the Behavior/Temperament Notes memo, or the incident report.
	+ 1. Actions
* If animal is actively aggressing or appears dangerous, remove yourself and call for backup. **Immediately** alert Behavior team, DVMs and Animal Care Leadership.
* Refer to “Managing Canine Stress on Campus” SOP
* If animal is “Available” change animal status to “Unavailable”.
* An experienced dog handler will remove the animal from public viewing area.
* If an injury of any kind occurred, fill out an Incident Report (SOP SAF-001, SAF-F001)

# Cat Behavior Observations and Actions

## Bedding

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Used but neat/clean** – bedding is moved around, but tidy. No feces or urine is noted. Bedding may have fur
* **Shredded or very messy** – bedding or paper liner has clearly been ripped up, or bedding is bunched up or pushed out of sleeping area. Small rips at edges of fabric should be ignored, as this could be a result of washing
* **Urine/feces on it** – bedding or area outside litterbox has urine or feces on it
* **Kennel trashed** – items are upended, cubby is very messy, paper liner is completely shredded or wet.
	+ 1. Actions
* Ripped bedding should be thrown out
* Soiled bedding and paper liner should be replaced
* If house-soiling is occurring (urine/feces located outside litter box), alert Animal Pathway Coordinator and provide a larger litter box or alternate litter substrate.
* If kennel is trashed, alert APC.
* Bedding should be moved to animal’s preferred sleeping spot, if applicable

## Relaxed Signals

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Friendly and solicitous, playful** – cat is at front of kennel, or moves toward person with relaxed and confident body posture. May be playing with toys or gently pawing at door, or rolling on back.
* **Slow blinks, purring** – cat is blinking eyes slowly (please blink back at the cat!), or purring. Cat may standing, sitting, or laying down
* **Laying on side, exposing belly** – cat is in a relaxed pose, with belly exposed
* **Soft face, relaxed ears** – cat’s face is soft, and ears are relaxed
* **Normal grooming behavior**
* **Sleeping**
	+ 1. Actions- None required

## Mild Stress Signals

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Face tense/ears back** – cat’s face is tense, and ears are held back. Body has some tension. Cat can be standing, sitting, or laying down. If laying down, will generally be on stomach or curled into ball.
* **Quiet, un-engaged** – cat does not react to person monitoring, and remains still. Generally laying down.
	+ 1. Next steps
* After 24 to 48- hour window of decompression upon arrival at shelter if there is no improvement or cat exhibits or has history of high stress related behaviors, refer to “Managing Feline Stress on Campus” SOP

## Moderate Stress Signals

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Low body posture** – cat is close to ground, avoiding eye contract, body is held stiff. Cat will generally be crouched or laying down. If laying down, will be on stomach, and generally against wall or in hiding box.
* **Whale eye/dilated pupils** – cat’s eyes are big, with whites of eyes showing.
* **Ears pinned back** – cat has ears folded back in a tense position.
* **Retreated/hiding/shut down** – cat moves away or hides when a person approaches. Generally won’t eat or play in front of people.
* **Marking – urine or feces** – cat deliberately sprays walls with urine, or defecates outside litterbox
* **Feigned sleep** – cat sits still with eyes closed and appears to be sleeping, even during times of activity (such as eating, or opening cubby door). Cat is not actually asleep.
* **Sitting in litterbox** – cat is using litterbox as bedding. Generally, cat will be crouched with wide eyes and attempting to hide behind the sides.
* **Facing wall** – cat is deliberately facing the wall (and is not blind), and may also be pressing their head against the wall.
* **Other** - any other signs of moderate stress specific to the cat should be written and monitored
	+ 1. Actions
* For any moderate stress signs, alert APC
* For sitting in litterbox, add alternative hiding places
* For facing wall or head pressing, add PetPoint Hold – DVM check
* Follow “Managing Feline Stress on Campus” SOP

## High Stress Signs

* + 1. Observations: Place an “X” on the observation sheet for the following observations:
* **Uninterruptible Repetitive Digging** – cat is actively and repetitively digging at door, or there is evidence of repetitive digging (bloody/torn nails, paper ripped/torn at door). Cat immediately resumes digging at door whenever people are in the room, and may continue if people leave the room.
* **Growling/Hissing** – cat is growling or hissing. Ears will usually be pinned back, and body may be arched with hackles raised, or tense and tightly backed against wall.
* **Lunging/charging** – cat is rushing or fake rushing to the front of the kennel or at people or cats, and may be vocalizing, hissing, or spitting.
* **Snapping/biting** – cat is attempting to bite or bites person or animal.
	+ 1. Actions
* For any severe stress signs, alert APC
* If animal is actively aggressing or appears dangerous, remove yourself and call for an experienced cat handler. **Immediately** alert Animal Care Leadership, DVMs and/or Behavior Team.
* Refer to “Managing Feline Stress on Campus” SOP
* If animal is marked as “Available”, change animal status to “Unavailable”.
* An experienced cat handler will remove the animal from public viewing area.
* If an injury of any kind occurred, fill out an Incident Report (SAF-001, SAF-F001)

Checklist

|  |
| --- |
| Daily Observations for each animal are documented on the monitoring sheet |
| Actions are taken in accordance with the observations |

Version History

|  |  |  |
| --- | --- | --- |
| Version | Effective Date | Description of Change |
| 00 | 7/27/20 | New SOP |
| 01 | 5/4/22 | Updated location of where extra monitoring sheets are stored, and when to erase completed monitoring sheets. |