



## **Pet Companion Services General Operations**

**General information:** The Sojourner Center Pet Companion Services program opened in 2015 as a collaborative project between Lost Our Home pet rescue and Sojourner center after recognizing the important role pets play in the safety of families experiencing domestic violence from both organizations.

### **Positions:**

**Pet companion services manager:** Responsible for responding to and coordinating intake requests with shelter coordinators, collaborating with all partnerships, overseeing PCS staff, developing rapport by trauma-informed principals to create a safe and supportive relationship with pet parents, find pet-related resources, manage apricot and Shelterluv, assist staff with veterinary coordination, care and payments, scheduling, on-call responsibility, assisting with ACT duties.

**Animal Care Technician:** provide daily care to animals, cleaning, enrichment, training, veterinary care assistance, completing various trainings, providing supplies and resources.

### **Intakes:**

Who is accepted into the PCS?

We accept pets of those seeking shelter at Sojourner Center. Pets such as cats, dogs and small animals are allowed. Certain animals such as exotics and snakes vary on a case-by-case basis. Small animals such as hamsters or fish can stay in the room with participants. We can purchase upgraded habitats, etc. for them.

Farm animal rescues:

Ironwood pig sanctuary  
520-579-8847

Healing hearts animal rescue  
480-279-5135

Aimee's farm animal sanctuary  
480-539-4245

Process

- Complete intake paperwork with participant.
  - Ask for vaccines records
  - Ask for spay/neuter certificate
  - They have the option to spay/neuter and microchip during time in program
  - Dietary or medical concerns
  - Scan microchip if they have one
- Give them a tour of PCS areas
- Give welcome bag if they have a dogs
- Provide crate (they must crate their dog in their room if they are not in the room with them)
- Tell them about doggy daycare (Monday-Fridays 7am-4pm) If they are not back before staff leaves, we will return the dog back to owner's room for them and lock in crate
- Tech will schedule vet appointment based on which vaccines the new pet needs
- Schedule Animal Behaviorist from Lost our home to come and assess (to deem safe for communal living)
- Cats must be FIV tested at vet prior to roaming with other cats
- Cat owners must sign in and out log in cat room each time they visit their cat
- Pet parents are the lead caregiver to their pets
- provide pet shelter gate code and let them know they cannot give out to anyone under the age of 18 or to other participants who do not have pets in program
- Cats are to reside in our pet shelter cat room
- Complete wellness exam (can also get more information from upcoming vet visits)
- Manager will add all records to Apricot, Shelterluv, master tracker, notebook.

#### Quarantine process:

For the first 10 days of a pet's stay, we consider this the "quarantine" period. Cats will quarantine in our Q-room in the cat room to monitor for any transmittable disease and until they receive vaccines and test negative for FIV.

Dogs can only use the small Q-yard for the first 10 days for the same reason- to monitor for any transmittable disease and until vaccinated. After this time, they can use all yards and pet park yards. Puppies should be closely monitored for parvo and distemper (throwing up, lethargy, loose stool)

### **ESA and Service Animals:**

Emotional support animals have similar rights, but not as specific as Service pets do. Esa pets are prescribed by a licensed mental health professional who write them a letter of recommendation. Service animals are trained to alert for a certain disability or medical need. Service animals do not count towards our tally count of dogs on campus as we cannot turn them away. Service animals do not need proof of documentation.

### **Exit:**

- PCS staff should keep in touch with shelter staff and emails regarding participants nearing exit dates or changes to their program (example: put on 30-days)
- Provide participant with exit supplies (food, bowls, bed, leash, collar, toys, blankets, etc.)
- Ask participant to complete one more PCS survey
- if they do not have housing set up yet, they can be referred to sign up for lost our home's temporary care program of up to 90 days.
- Exit animals from apricot, Shelterluv, master tracker, notebook
- Send out updated PCS roster to staff

-Participant should have copies of updated vaccine records and spay/neuter certificate and microchip number information

#### Exit Resources:

There are many community resources that pet parents may take advantage of during their exit process. Assistance for pet deposits is the most requested need. In most cases, housing providers will charge an extra deposit of a few hundred dollars per animal, which can be too much for pet parents to pay. We regularly work with Arizona Pet Project and the BaRC Fund, which is a program through the Arizona Coalition to End Sexual and Domestic Violence (ACESDV) to assist paying pet deposits.

These organizations typically will need the cost and location of where the deposit will be paid and the name of the individual who it will be paid on behalf of. With that information, they will pay the housing provider directly.

### **Veterinary Care:**

The PCS partners with Lost Our Home's veterinary hospital for the care of pcs pets. Vaccines and spaying/neutering are at no cost to the participant.

#### Our main vet:

Phoenix dog/ cat hospital  
602-274-0561  
3418 N 7<sup>th</sup> Ave

#### Emergency vet:

Blue Pearl Pet Hospital  
602-995-3757  
3110 E Indian School Rd

(We do not cover emergency vet bills, we can assist with finding funding at later time, but owner must pay at time of care provided)

-We can only administer meds prescribed at the time of appointment with animal

-Rabies record must be uploaded to Shelterluv, and both the pet and participant Apricot files under miscellaneous documents

-All vaccines, rabies, spay/neuter docs should be uploaded to Shelterluv and Apricot

#### Vaccines:

Bordetella- Kennel cough

Rabies

k-9 combo- parvo/distemper (viral disease that attacks respiratory system and gastro and nervous system. Parvo attacks virus system and immune system)

FVRCP- feline herpes virus, rhinotracheitis calicivirus panleukopenia (virus is deadly, attacks lymph nodes, bone marrow)

Pet parents should provide proof of vaccines within 7-10 days of intake. If they are not up to date, then we can work with the participant to schedule vaccines. Our care tech will work with them to schedule an appointment. The owner must attend appointments, and our care tech offers transportation and can join in for the visits for support.

Cats: Cats will need to be FIV tested. We bring our own test to the visit and the techs draw the blood. If they test negative, they can roam with other cats. If they test positive, they cannot. They will need their rabies vaccine, and FVRCP (feline combo). If they plan to spay/neuter, then we can combine this visit with a consultation visit to deem them healthy to go under. Most cats will need booster vaccines later.

Dogs: Dogs will need rabies, k9-combo, and Bordetella. Most dogs will need booster vaccines later.

Spay and neutering:

-If they are getting surgery, remind pet parents they cannot eat the evening beforehand. They will also need to have minimal exercise and jumping for at least 10 days after surgery to avoid ripping sutures.

-Cats should have a "I am having surgery" or "I just had surgery" sign on their condos.

-Cats should have zero roaming time for at least 20 days after surgery. They must rest in their condos.

Microchipping: If participants have their animal spayed/neutered or they already are, they can have their animal chipped (tracker in case they are ever lost and returned to a shelter or rescue). We bring our own chip to the doctor, and they implant for us. The chip # sticker should be put on vaccine document.

\*We will not microchip an animal that is not spayed or neutered\*

Other surgeries: Other surgeries or procedures such as dentals, x-rays, etc. are determined on a case-by-case basis and depend on funding.

- Vet invoices are accumulated for a month then sent to LOH's finance team
- They will invoice Sojourner center for a reimbursement
- PCS staff completes expense report, gets it signed, then send to our QA team
- QA will then forward on to our finance team
- We can order FIV tests or microchips through Lost Our Home and be invoiced as well

### Emergency Veterinary Visits

**\*For any emergency situations call the on-call coordinator who will staff with the on-call manager. Regular pet shelter staff and manager are not on-site after hours\* Pet shelter manager can assist if present on campus or the on-call manager that week as well. Update pet shelter manager via text/email if event occurs.**

**Any emergency care or other procedures will need to be covered by the pet parent or we will seek funding in the community.**

**\*Emergency vets require payment at the time of service so it is vital that pet parents know this and are prepared to cover the totals at that time.\***

**Please note:** Funds for veterinary care are limited. If an animal comes to Sojourner with significant medical needs, we may need to reevaluate the care we can provide here and advise the pet parent with options and resources.

Because of the population that we serve, we do get animals who have been abused and neglected, which can lead to emergency veterinary visits. Our emergency vet is VCA Animal Referral and Emergency Center of Arizona, which is located at 1648 North Country Club Drive, Mesa Arizona 85201. Their phone number is (480) 898-0001.

Additional emergency vet is Blue Pearl Animal Hospital on Indian school road.

3110 E Indian School Rd, Phoenix, AZ 85016

(602) 995-3757

Be mindful that the pet shelter does cover vaccines and spay/neuter/FIV testing.

**On-call coordinator will assess the situation** (emergency can include continual bleeding from a wound or nose, first time seizures and unconsciousness, crying, not able to stand or move, pain when touched). If deemed fit, they will page up if they do not know how to determine the situation's next steps. On-call managers and co-directors will have this Manuel as well with contacts to vets/resources to aid if needed.

Assess the situation and advise the pet parent if you believe it is best for them to take their animal to the vet ASAP. Pet parents also have to determine if they can cover long-term care for animals needing life-long meds and treatments.

\*If vet bills are covered with sojourner credit card, through Lost Our Home, or grant, etc. always ask for an invoice/receipt\*

Scenarios in the case of a participant asking for help after-hours:

**Emergency scenario:**

A dog is lethargic, not moving, cannot get up and barely breathing. The owner calls support. The on-call coordinator will assess the situation. Recommend our emergency vets to participant. Advise that you believe it is in best interest for them to go to emergency. Advise about payment options and payment due at time of service at emergency vets. If participant wants to go but has no transportation, order a lyft for them. **The participant is responsible for payment decisions and what care is approved at the visit.**

**Non-emergency scenario:** A participant calls support and says her cat is sneezing and becoming congested. On-call coordinator will assess the situation. If the animal is lethargic, seems like it cannot breathe, or unresponsive then advise emergency vet care. Page up to the on-call manager. The on-call manager will assess if advising the participant to take the animal to the vet right away is the best next step. If the animal is alert, responsive, walking, eating, using the litter box they are ok for now. Let the participant know that pet shelter staff will be in the next morning to check out the animal. Do let them know that they are welcome to take their animal to the vet as soon as they would like but they are responsible for payment. We can assist with reaching out for community funding to see if vet costs can get covered for them. There is no guarantee of cost coverage but if the animal is not severely ill, we have time to wait for approval.

If an animal's case does not seem life threatening, then assure the participant that we can reach out to partners in the community to possibly help cover a vet visit and care within the week. If the participant can cover the cost and wants to take their animal, give them our vet's info. If they want to wait for our partners to respond about coverage that is ok. Examples of non-emergency: hurt paw (not severe), congestion, itching ears.

Lyfts can be provided to those without transportation if emergency occurs after-hours.

**Surrendering/abandonment:** if a participant exits without their animal and does not call or show up for 10 days, this is considered animal abandonment. We would reach out to LOH first to see if they can accept the pet for adoption process.

Animal Behaviorist: All dogs that come into program must pass a behavioral assessment by LOH's behaviorist to deem them safe for communal living. Save this record on Apricot and copy in their file.

**Transitional Housing support:**

- All TH pets should also provide vaccines
- Must pass behavioral assessment
- PCS can assist with vet care and coverage for vaccines and spay/neuter and chipping
- They can also use PCS daycare
- TH staff adds pet to apricot, must add intake and exit dates!!!
- we add to Shelterluv to track vaccines during their stay
- can offer supplies as needed
- TH staff must complete own pet agreements with participant on their end

**Daily procedures of the Animal Care Technician (see daily checklist and job descr. For full task list):**

- Our ACT is here Monday-Friday 7am-4pm.
- There is no doggy daycare on the weekends as most participants are on campus during these days and do not need the care.
- Families can still use the grooming room, family room, and cat room during the weekend.
- The ACT cleans kennels, condos, mops, sweeps, sprays the yards, tends to the animals, works on enrichment, feeds, and administers medication.
- Kennel windows and walls should also be cleaned.
- Windows around all PCS rooms cleaned.
- The ACT also schedules vet appointments, offers the transportation and support during the appointments.
- Completes new intakes (paperwork, tour, vaccine records, scheduling vet)
- fills out daily task checklist
- Enrichment is important- make sure staff is completing several different activities daily
- documenting all notes in Apricot
  
- ACT should deep clean the following occasionally
  - Cat room
  - Dog kennels
  - Behind couch, washer, dryer

- Bathroom
- Their office
- Grooming room
- Closets
- Resource closet section patio
- Patios
- Pet park yards
- Spray off outside walls of dirt

### **Daily procedures of the Pet Companion Services Manager:**

- Manager attends to program manager meetings
- On-call duties
- Makes sure staff has copies of all papers (satisfaction surveys, cat care logs, potty logs, medicine administration logs, up to date on-call schedule and paging matrix, daily checklist)
- Assists with vet needs
- Logs all new intake info (apricot, Shelterluv, master tracker)
- Makes sure staff is up to date on Relias trainings, offer other trainings
- Send out updated PCS roster each week
- End of month- send out updated weekly roster to campus, update email to LOH with master tracker, intakes, exits and vet visits, and complete Program Manager report and send to program director.
- Monthly filters cleaned in all areas of PCS (work order)
- Submit work orders
- Approving ADP/time off
- Covering care tech duties if they are not in
- Responsible for meeting grant requirements
- Updating policies, procedures, on call issues
- Schedule monthly donation pickups with AAWL
- Keep master tracker and quarterly statistics updated
- Keeping up with inventory (supplies, FIV tests, microchips, etc.)

### **Training new PCS staff:**

- Give tour
- Show around (resource closet, all areas, cabinets, DRC)
- Explain our pet quarantine process
- Staff binder and this binder
- Enrichment
- Putting up surgery signs
- Cleaning/mopping
- Restocking items
- Spraying yards
- FIV/testing cats
- Importance of confidentiality
- Van training (must train with fleet manager to drive van for vet apps. Must submit car insurance to HR)
- Pet handling training

### **Working with other programs:**

- Work with QA for expenses, expense reports, keeping you updated on your grant needs/budgets/updates
- DRC updates and receives our Wishlist donations so check our aisle there periodically
- Volunteer manager schedules volunteers to do deep cleans or build things for us
- work with social media coordinator to make thank you posts for donors, etc.
- Send stats to our grants/philanthropy team to share as needed

### **General Inventory:**

- Bleach or cleaning sprays
- Towels/rags
- Toilet paper and paper towels
- Trash bags
- Poo bags for yards and pet park box
- Soap and detergent
- Toys
- Leashes and collars
- Treats
- Food
- Crates and carriers
- Exit supplies
- Bedding/beds
- Catnip
- Bowls/feeders
- Floor mats and treat containers
- Food bins

### **Apricot:**

#### New animal

- New PCS pet profile on right side options
- Add pet to participant profile (link them by searching participant, all documents, program enrollment, add to existing enrollment link, add pet)

#### Exit an animal

- PCS profile
- Click on animal
- Scroll down and add exit date
- Save record
- Complete exit survey

#### Adding notes

- Search records
- Participant intake
- Residential case notes
- Click add note on right side
- Pet agreements
- Add time/fact-based notes/sign and date

#### Uploading a file

- Search record



- Participant intake
- Click on their folder not their name
- Misc. documents click on right side link
- Date/name file/choose file/save

#### Run a report

- My tools
- My report
- Program and residential
- Actions/run
- Add date needed for report data

### **Shelterluv:**

#### Adding a new person and animal

- At the top of the page, select people next to search bar and search anything (hit random keys) and then search
- Click 'create a new person'
- Fill in pet parents first and last name and select 'refuse' for phone, email, address info
- Under attribute tabs for the participant, select 'domestic violence shelter'
- Select the animal tab in the pet parent tab
- Check the 'add animal'
- Dropdown and select 'service intake'
- A blue box will open, select 'here' to add new animal
- Fill out required boxes and click finish
- Repeat for additional animals
- Replace the photo with the sojourner center 'No photos' picture

#### Add an animal to existing person

- Search for the person or go onto one of their current animal's profiles and click their name under 'history' tab
- Click on the person's profile and click the 'animal' tab
- Click on 'add animal'

#### Add vaccines

- In the pet's profile, select the medical tab, then select 'vaccines'
- For a new vaccine, select 'complete vaccine'
- Always select sojourner center options for vaccine choices
- Lot # will be NA
- Expiration date may be unknown
- Always add attachment on main pet profile of rabies/vaccine record and spay/neuter records

#### Add a procedure or surgery

- On the pet's profile and under medical tab, select 'proc and surg'
- Select 'record procedure/surgery'
- Fill in the options as needed, add notes if needed such as "animal was microchipped at time of spay"
- FIV test results will be under the 'diagnostics' tab under medical tab

#### Add microchip

- On pet's profile, select 'add microchip'
- Can search previously chipped ID on [petmicrolookup.org](http://petmicrolookup.org)

#### Exits:

- Search for owner or pet and go to owner's profile
  - Under 'history' select on animal's tab and select 'service out' and choose option
- Give owners a copy of all vaccine and spay/neuter certs with chip # sticker on record sheet

### **Challenges for this position:**

There will be difficult situations for the Pet Companion Shelter that will arise during program. Because of the population we serve, the families who come here have experienced trauma and abuse. This means that most animals have either seen or been abused themselves. Staff is here to offer care to participants while participants work on their program, school, work, or finding new housing. This can reflect on the animal's care in regards to meals, breaks, and water. It's okay to have conversations with pet parents letting them know that staff is there to help out in those situations. Something that has really helped that conversation is letting pet parents know that the time they are spending on their program getting a job, receiving medical services, going to therapy, etc., count as them being a good pet parent because they are working on securing a safe life for their family. It is not just the time they spend at the PCS directly with their animal that counts. However, we encourage the pet parents to grow and heal with their animal and that includes care and time with them as much as possible.

Exits can lead to difficult situations as well. Pet parents are the legal owners of their animals, and it is ultimately up to them to make decisions for their animals. Sometimes pet parents will exit to imperfect or unsafe situations, but they have the volition to do so with their pet. Other times pet parents will take their animal from the pet shelter and leave without telling anyone. Unfortunately, these situations are going to be present for this position and it's important to remember that you did all you could for the pet and pet parent while they were here, and you will do the same if/when they come back again.

### **Miscellaneous:**

- Dog bites that break skin are reported to county. The dog must exit program. We can assist the participant with resources
- Staff cannot foster or adopt participant pets through sojourner center. If placed through LOH or another rescue, they can properly adopt
- Staff's personal phone numbers should not be given out to participants, the PCS cell number should be provided
- The kitchen can provide fruits/veggies to us for small animals
- There is a pcs binder at the support desk with Manuel, info, resources, gate code, phone number
- Pet parents can do chores in the PCS for vouchers. We must provide cleaning chemicals and detergents
- Extendable leashes are not permitted on campus
- Dogs must always be leashed on campus at all times
- Small animals such as hamsters and fish can stay in the participant rooms, or we can accommodate in the PCS
- The grass area on campus is for children, dogs should use the yards or pet park areas for bathroom breaks, or off campus

-Wet floor signs should always be put out of spraying the pavement or moping rooms