

## ***Oakland Animal Services – Policy and Protocol Recommendations***

### **Medical Oversight and Quality of Life**

Hiring a full time lead veterinarian, a medical director, who will be responsible and accountable for the shelter medical and surgical program is required to set policy and procedures for this range of topics. This position is critical to direct policies and procedures and to implement protocols that have been specifically written for Oakland Animal Services under the guidance of the medical director. Having a medical director is crucial to maintain consistency and quality of care for all animals in the shelter. A full-time lead veterinarian, preferably with shelter experience, is necessary to run the multiple daily aspects of an animal shelter and they should be appropriately compensated for this position. The list below is a starting point.

- Develop and oversee medical and surgical programs including standard protocols and best practices – this is a huge task – write a medical and surgical standard operating procedure manual
- Manage medical staff and standardize training
- Be responsible and accountable for making medical and surgical decisions on individual cases and population management
- Procure a premise permit and DEA license for the Oakland Animal Shelter
- Manage medical supplies and equipment
- Accurately maintain controlled drug inventory and record controlled drug use according to current regulations
- Train ACOs and animal care attendants to evaluate incoming animals
- Document medical exams including physical findings, assessments, treatment plans and follow up care recommendations
- Communicate treatment/rescue/foster recommendations
- Facilitate communication between medical staff, shelter operations manager, animal care attendants, and volunteers
- Be supported and respected on final medical decisions that are made on cases in the shelter – both individual and population management
- Be allowed to make medical decisions based upon both individual and shelter population need

#### **Ward and kennel organization, population limits**

1. Work with shelter operations manager to develop protocols and set best practices
2. Ward and kennel organization and population limits based upon calculated shelter capacity

#### **Surgery Center**

1. Surgery center should have complete and thorough inspection prior to use
2. Routine maintenance should be performed on all equipment

#### **Exam room and rounds**

1. Exam room should be well lit and well stocked with necessary supplies

2. Rounds protocol should be developed and implemented with lead veterinarian and/or medical staff member, shelter operations manager and/or lead animal care attendant, behavior team member, and volunteer/rescue coordinator

### **Resources**

- UC Davis Koret Shelter Medicine Program – [sheltermedicine.com](http://sheltermedicine.com)
- University of Florida Maddie’s Shelter Medicine Program – [sheltermedicine.vetmed.ufl.edu](http://sheltermedicine.vetmed.ufl.edu)
- Association of Shelter Veterinarians – [sheltervet.org](http://sheltervet.org)
- American Society for the Prevention of Cruelty to Animals Professional content – [aspcapro.org](http://aspcapro.org)