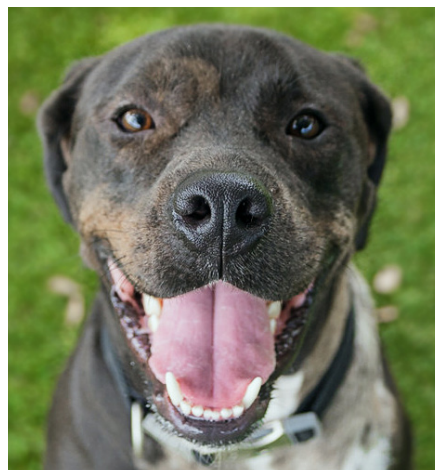


# ORANGE COUNTY ANIMAL SERVICES **RESCUE PROGRAM**





# TABLE OF CONTENTS

1. Welcome Letter by Division Manager Diane Summers
2. Animal Services at a Glance
3. Animal Services Overview (Map)
4. Animal Services Overview (About the Division, Places to Know)
5. Rescue Partner Perks (Easy Communication, Financial Benefit)
6. Rescue Partner Perks (Candidate for Breed Rescue E-mails, Temperament Testing)
7. Rescue Process (Requests, Health Temperament Concerns, Courtesy Pulls)
8. Rescue Process (E-mail Formatting)
9. Rescue Process (Holding Period, Pick Up)
10. Share a Concern
11. Feline Body Language
13. Feline Medical Issues
14. Canine Body Language
17. Canine Medical Issues
19. Glossary Page

# Letter from the **DIVISION**MANAGER



Hi Rescue Partner,

Thank you so much for joining the rescue team at Orange County Animal Services! We are so truly thankful for each and every rescue group aligned with our shelter. Whether you're able to pull one pet or dozens during your partnership with us, we appreciate and value your hard work and dedication to homeless pets.

Orange County Animal Services is this county's only open admission pet shelter. This means that regardless of health or temperament concerns, we will always accept homeless and abandoned pets in need of shelter.

The number of homeless pets in our area is staggering. In fiscal year 2018 – 2019, our shelter received 7,272 dogs and 9,921 cats – a total of 17,193 pets. We were able to achieve a 94% live release rate for our dogs and 74% for our cats – in large part thanks to our rescue partners. The groups in our rescue network took in 569 dogs and 1,146 cats in that fiscal year – a total of 1,715 pets.

The vast majority of those 1,715 pets had moderate to severe medical and/or temperament issues – meaning that they would be overlooked for adoption or unable to thrive in the shelter environment. Those pets are alive today thanks to our rescue partners.

We feel so fortunate each and every time we're able to release a pet with special needs to a rescue group, knowing that pet is in safe hands and will receive the proper care and attention, set up to thrive for the first time in their life. We hope to set up our program in a way as to foster positive relationships with our rescue partners and facilitate as many appropriate rescue pulls as possible.

Our program is set apart by its structure and by its caretakers. The program is likely more structured than most, so if you're new to the team please be sure to read this document in its entirety to understand the proper protocols put in place. What I think you'll find most enjoyable as a rescue partner is the opportunity to work alongside Melissa, the Rescue Coordinator, and Kristin, the Program Manager who formerly held the role of Rescue Coordinator. Both of these individuals put their hearts into their work and take the time to build relationships with the rescuers, for the benefit of the shelter pets.

We hope to see you join forces us with us for years to come. Together we can reach unprecedented milestones for the pets in our community and provide them with a brighter future.

Welcome to the team!

Diane Summers  
Division Manager  
Orange County Animal Services

# ANIMAL SERVICES AT A GLANCE

## HOURS



**Monday - Saturday:**  
10 a.m. – 6 p.m.  
**Sunday:**  
1 p.m. – 5 p.m.

## ADDRESS



2769 Conroy Road  
Orlando, FL 32839

## MISSION



To protect the  
citizens and animals  
of Orange County.

## ADOPTION FEES



**Dogs - \$55**  
**Cats - \$40**

## INCLUDED IN EACH ADOPTION



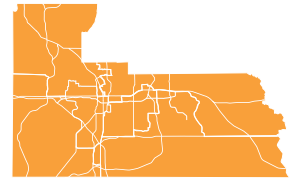
- Spay/neuter
- Initial vaccinations
- Microchip identification
- First deworming
- Heartworm check (dogs over 6 months old)
- Feline leukemia and FIV test (cats)
- Rabies vaccination and tag
- Adoption Welcome Kit

## AVERAGE INTAKE



18,000  
each year

## AREA HANDLED



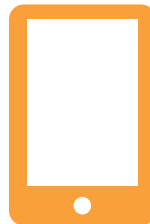
**Orange County,**  
Florida which is  
approximately  
1,000 square miles.

## ADVISORY BOARD



Animal Services is given recommendations by an Advisory Board which meets the third Tuesday of every month. More information and meeting details can be found at [www.ocfl.net](http://www.ocfl.net).

## CONTACT

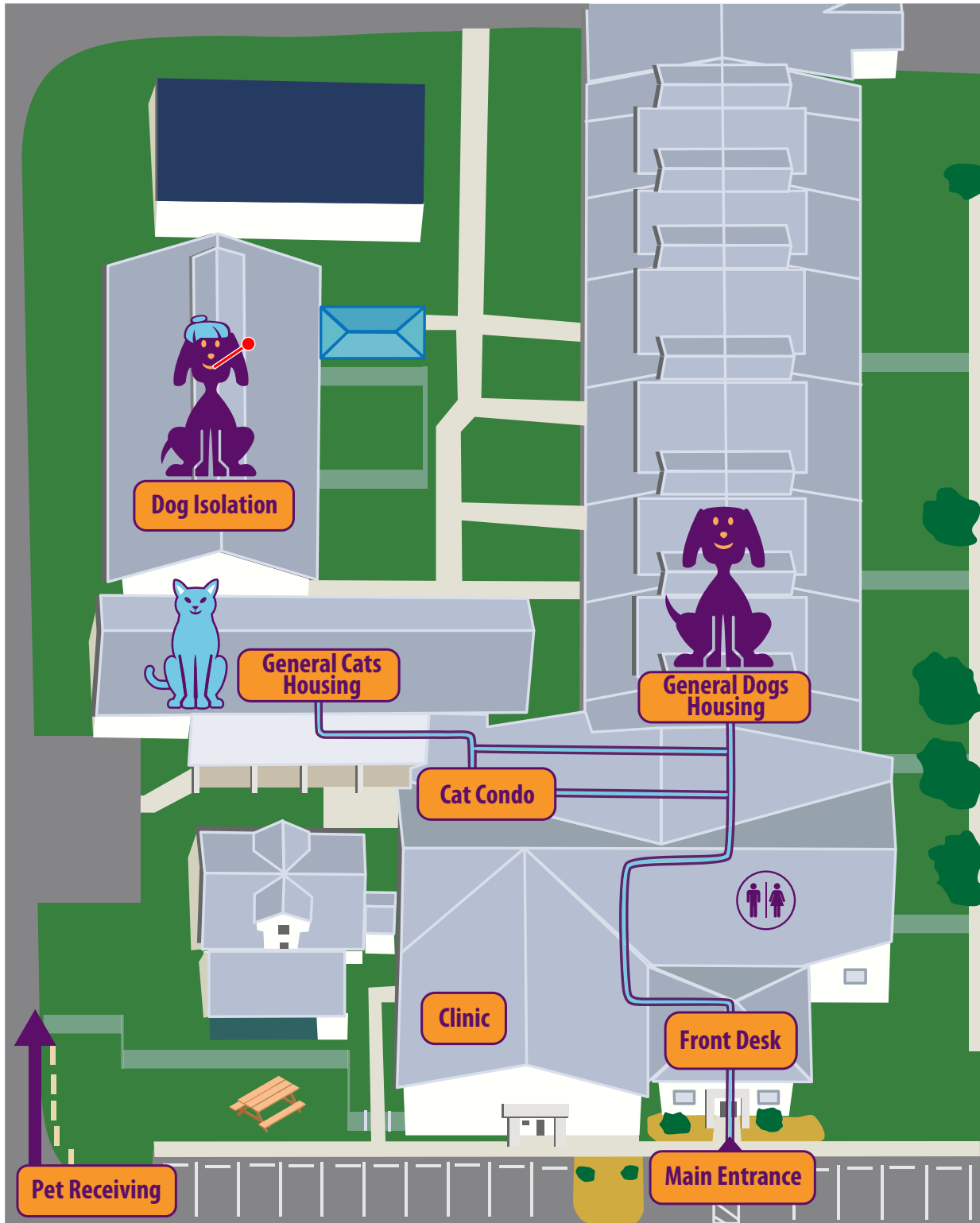


**407-836-3111**  
[AnimalServices@ocfl.net](mailto:AnimalServices@ocfl.net)



# ANIMAL SERVICES OVERVIEW

Below is a diagram of our shelter with main locations highlighted as well as pathways.

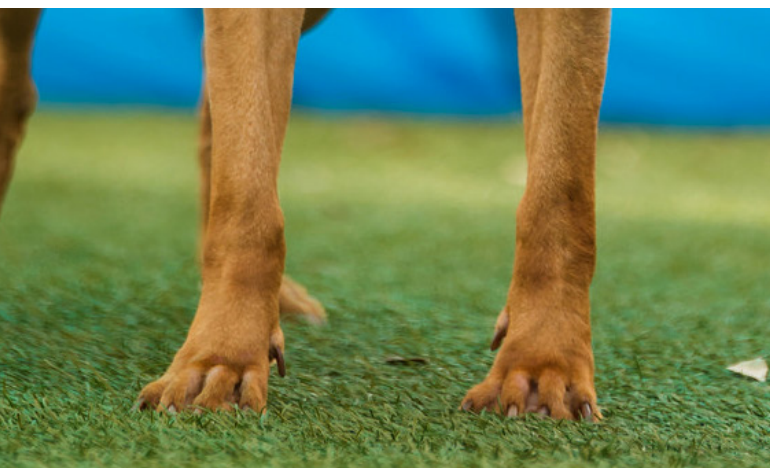


# ANIMAL SERVICES OVERVIEW



## About the Division

- Orange County Animal Services was founded in 1969 to help control the spread of the rabies virus.
- The shelter has grown to include the following programs:
  - **Adoptions** • **Enforcement Team** • **Foster Care**
  - **Lost and Found Services** • **Pet microchipping**
  - **Rescue**



- The Enforcement Team is on the road 24 hours a day, 7 days a week, and 365 days a year. They are responsible for Orange County in its entirety, both un-incorporate and incorporated, and respond to citizen calls based on priority. Top priority calls include police assists and bite situations. Officers also pick up injured and stray pets.
- Animal Services receives approximately 50 dogs and cats each day which equates to around 18,000 each year.
- The agency is operated by approximately 90 staff members.
- Animal Services and the Pet Alliance of Greater Orlando (formerly the SPCA) are two separate organizations. Animal Services is an open admission shelter, the only in Orange County, which means no animal is turned away. The Pet Alliance focuses on pets surrendered by their families. Animal Services is tax payer funded while the Pet Alliance is donation funded. The two agencies share a parking lot.

## Places to Know

- **General Dogs** – Select kennels are known as **PODS**, which stands for Pet of the Day Kennels. These house dogs that are spayed/neutered, vaccinated and microchipped and ready for immediate adoption/rescue. Kennels 1 – 50 house adult dogs typically 30 pounds and heavier. Kennels 51 – 65 house small dogs and puppies.
- **Extended General** – Houses dogs that have minor medical and/or temperament issues. These are kennels 66 – 80.
- **Cat Condo** – The Cat Condo houses kitties ready for immediate adoption. These have been spayed/neutered, vaccinated and microchipped. The Cat Condo includes cages and a free roaming room.
- **General Cats** – This area houses cats that have just arrived and are being held for their stray period. This includes kittens, adult, sick/injured and feral cats.
- **Dog Isolation** – This area predominantly houses owned animals which are being held for investigation and/or law enforcement request. There may also be dogs that are sick, injured, demonstrating aggression, or under quarantine. Due to the County's responsibility for care during housing of owned animals and segregation of quarantine dogs, ISO remains locked. An employee escort is required to tour the building.

# RESCUE PARTNER PERKS

## Easy Communication

We're just a phone call, e-mail or visit away!  
Below are phone numbers and e-mail addresses for the team:

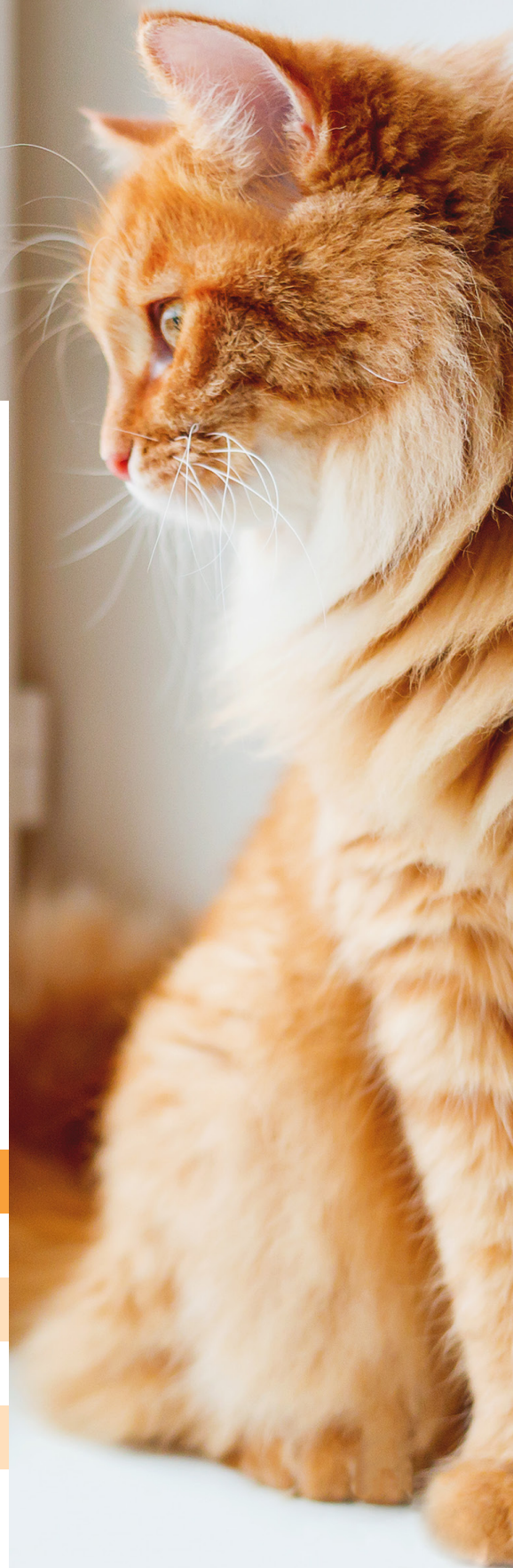
| Name                | Desk Phone   | E-mail Address              |
|---------------------|--------------|-----------------------------|
| Melissa Nicholson   | 407-254-9141 | Rescue.Coordinator@ocfl.net |
| Amy Sullivan        | 407-254-9157 | Amy.Sullivan@ocfl.net       |
| Kristin Tsukamoto   | 407-254-9143 | Kristin.Tsukamoto@ocfl.net  |
| Communications Team | 407-836-PAWS |                             |

## Financial Benefit

All pets from Animal Services are spayed/neutered, vaccinated and microchipped prior to departure with their their adopters or rescue groups, unless otherwise determined by the staff veterinarian or requested by the rescue group. In an effort to help our shelter pets and assist rescues with their life saving goals, we have waived the rescue pull fee. Below is a cost analysis comparing Animal Services fees to those of local veterinarians:

| Service                  | Average Cost at Local Vet | OCAS Adoption Fee                      | OCAS Rescue Pull Fee |
|--------------------------|---------------------------|--|----------------------|
| Rabies Vaccination       | \$17                      | Included                               | Included             |
| Standard Vet Exam        | \$65                      | Included                               | Included             |
| Microchip Identification | \$84                      | Included                               | Included             |
| Spay/Neuter*             | \$334                     | Included                               | Included             |
| <b>TOTAL</b>             | <b>\$500</b>              | <b>\$55 for dogs<br/>\$40 for cats</b> | <b>\$0</b>           |

\*Quote for an 80 lb. female dog.



# RESCUE PARTNER PERKS

## Rescue Postings

Individuals on the rescue roster with each group will receive e-mails advertising select pets available for rescue. The Rescue Coordinator typically sends these out multiple times per day to notify rescue groups of pets with temperament issues, health issues or those short on time. Due to the high volume of animals in the shelter's care, not every pet will be included in a rescue posting. The postings serve to supplement the information on available shelter pets viewable at [www.ocnetpets.com](http://www.ocnetpets.com). Below is a sample posting sent via email.

## ORANGE COUNTY ANIMAL SERVICES Animals That Need Rescue

[www.ocnetpets.com](http://www.ocnetpets.com)

If you can rescue an animal on this list, please  
reply to [Rescue.Coordinator@ocfl.net](mailto:Rescue.Coordinator@ocfl.net)

\***APOLLO**



Example

**A333293** - This dog is a neutered male. This dog came as a stray, and is currently located in WD24. This dog weighs approximately 63.0 lbs., is 6Y and has tested negative for heartworm disease. This dog has been noted to be friendly. This dog is being posted to rescue due to temperament.

Meet Appollo!! Here are his evaluation notes:

**CAGE APPROACH:** The dog greeted the ASO at the front of the cage with her tail wagging. He appeared friendly and excited to go out.

**BASIC TRAINING:** He appears housebroken. He knows the basic command sit.

**ATTENTIVENESS:** He is

alert to the ASO and his surroundings.

**INTERACTION/PLAY:** He is playful. He jumps on the ASO to seek attention.

**PHYSICAL EXAM/ RESTRAINT:** The ASO tried to muzzle once and he thrashed to get out of it. Attempted to muzzle again and he tried to bite. UNABLE TO MUZZLE.

**FOOD TESTING:** He showed no interest in food.

**ANIMAL INTERACTION:** (include animal IDs) A326278. He sniffed the other dog while wagging his tail and then walked away.

**Additional NOTES:** Fear aggressive." Please let us know if anyone can take him!

## Last Chance Animals

As of July 26, 2016, Animal Services will begin notifying rescue partners, similar to the efforts of other shelters, of "Last-Chance Animals." This notification will let you know when a dog is nearing the time in which he or she is a candidate for humane euthanasia. These e-mails will be sent out by end of day Friday with a deadline of 6 a.m. the following Wednesday morning to request any dogs you are interested in pulling. This is an opt-in service so if you are interested in receiving this e-mail please notify Melissa Nicholson.

## Now YOU Can Do Temperament Testing

Animal Services trusts you to handle our shelter pets and we welcome you to interact with them before requesting for your rescue group. We offer training sessions upon request in which you will be instructed how to check out a kennel key from the front desk, take pets into play areas and more.

Once you've completed the training session you are ready to begin temperament testing the pets to ensure that each is a good fit for your group. While this is not required to request a pet, it is a procedure we highly recommend.

For information on training sessions, please reach out to Melissa Nicholson.

**This animal needs to receive a rescue request by 11/03/2015.**

Please notice the date listed in the line "...needs to receive a rescue request by..." as this indicates the end of the hold time for the animal at the shelter. If your rescue group wishes to request, we recommend doing so immediately. If your rescue group is trying to locate a foster, working with an adopter or just needs more time to work out the rescue placement, please keep us in the loop.



# RESCUE PROCESS

## Rescue Requests

Rescue partners can request any pet in our care once s/he has been available to the general public for 72 hours. Exceptions are made for animals that have health issues and animals that are surrendered by their owners. The Rescue Coordinator will identify pets that can be requested early in the e-mails to rescue partners.



The below chart identifies when an animal may be requested:

| Day Pet Arrived | Day Pet Can Be Requested |
|-----------------|--------------------------|
| Sunday          | Wednesday                |
| Monday          | Thursday                 |
| Tuesday         | Friday                   |
| Wednesday       | Saturday                 |
| Thursday        | Sunday                   |
| Friday          | Monday                   |
| Saturday        | Tuesday                  |



**Rescue requests** can be submitted beginning at 12 a.m. Requests are handled on a first come, first serve basis reliant on when the request is received by staff. Requests can be submitted in person or by e-mail. We recommend requesting by e-mail because it will be time stamped.

## Medical and Temperament Concerns



The Rescue Coordinator, or delegate, will share medical and temperament issues, if applicable, in the rescue e-mailings and with groups as they request. It is our goal to equip each rescue with the necessary information so they are aware of any issues and can prepare accordingly.

If you have questions about an animal's background, health and/or temperament, please don't hesitate to ask. We feel the more information provided the more likely that animal is to be matched to a forever home.

For animals with extreme health or temperament issues, we may ask rescue groups to sign a waiver acknowledging such issues. Rescue groups taking intact animals, whether due to health or preference, will be asked to sign a waiver agreeing to have the animal brought back to our clinic at a later time or show proof the animal was sterilized at an outside veterinary office.

If you would like to request an animal intact, please make the Rescue Coordinator aware and provisions will be made as necessary.

## Rescue Only Animals



Animals who have present questionable temperament or severe medical issues often are designated as candidate for rescue placement only, meaning only a registered rescue partner of ours can take this animal. Necessary medical and/or behavior waivers will be required before the animal is released into the rescue organization's care. These "rescue only" animals are not viewable on the "adoptable animals" portion of our website, they are featured on the "rescue" page - this was implemented to act as a tool for rescues to see which of our "harder to place" animals are in the most need.

## Courtesy Pulls

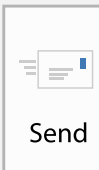


We strive to make our rescue program as accessible is possible. **We welcome groups from all over the Sunshine State and ask that rescue partners do not conduct courtesy pulls (definition can be found in glossary) for another rescue group within our state.** Our goal is to build relationships with rescue groups in Florida and we prefer these groups register with us. We will allow courtesy pulls for out of state rescues and ask that you make staff aware of this when requesting.

# RESCUE PROCESS

## Requesting Via E-mail

To request an animal via e-mail, please follow the below example:

|   |         |  |
|---|---------|--|
| <br>Send | To...   | Rescue.Coordinator@ocfl.net; Kristin.Tsukamoto@ocfl.net; Amy.Sullivan@ocfl.net |
|   | Cc...   |  |
|   | Bcc...  |  |
|   | Subject | Rescue Request A123456   |

Requestor: Your Name  
Requesting Group: Rescue Name  
Animal ID Number: ex A123456  
Animal Name: ex: Fluffy  
Kennel Number: ex: WD46  
Comments: Jane Doe will be the transporter picking up Fluffy when he or she is ready

Amy Sullivan and Kristin Tsukamoto are back up for the Rescue Coordinator, Melissa Nicholson, in the event she is unavailable.

**Please address all e-mails to:**

Rescue.Coordinator@ocfl.net, Amy.Sullivan@ocfl.net  
Kristin.Tsukamoto@ocfl.net

The subject line should read "RESCUE REQUEST A123456" with the applicable animal ID number.

The Rescue Coordinator, or delegate, will respond as soon as possible notifying the rescue partner when the animal will be ready for pick up or if other groups have already requested.

## Holding Period

One of the primary goals of our agency is to help reunite lost pets with their families. All animals are scanned for a microchip at time of impound. The majority of animals we receive are strays.

All stray animals are held for a mandatory stray period to allow a possible owner an opportunity to reclaim. Animals displaying no signs of ownership (collar, tags, microchip) can be processed out three working days after their day of impoundment. Animals displaying signs of ownership can be processed out five working days after their day of impoundment if attempts to contact the owner have been unsuccessful.

We sometimes have an address for a possible owner. This could be from a microchip or potentially from neighbors identifying a particular house. In these cases we send a certified letter to make the home owner aware the pet is in our custody. We allow ten business days for this to process through the mail before processing the pet out for adoption or rescue.



**Please note business days are Monday through Saturday.**



## Rescue Pick Up

The Rescue Coordinator, or delegate, will respond to each request and notify groups as to when animals will be processed through the clinic and available for pickup. Most animals will be ready for pickup from the Animal Services clinic with paperwork already prepared.

Transporters must come prepared knowing the animal identification numbers and rescue names for which they are picking up. Rescue groups who consistently utilize individual transporters are welcome to add them to the "Pre-Approved Transporter" list for quicker pick ups.

Animals processed through Animal Services' clinic must be picked up by the rescue within 48 hours.

Rescue pets can be picked up during regular shelter hours (see page 2). The shelter is closed the following holidays:

- **New Year's Day**
- **Martin Luther King, Jr. Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving (Includes Holiday and Friday Following)**
- **Christmas (Includes Christmas Eve and Day)**



# SHARE A CONCERN

While we strive to offer the best program possible, we realize differences may occur. If during your partnership with our shelter you feel a policy is in need of correction we want to know. In the event this occurs, we ask that you follow the proper chain of command for filing your concern so we can work to rectify the situation as soon as possible.

We ask that concerns be made to one individual at a time and that you begin with the first person on the list and work your way down for a quick and satisfactory resolution.

Per the Rescue Agreement Section 4, rescue personnel are to avoid engaging in malicious activities that damage the reputation of Orange County Animal Services, its rescue partners, employees or volunteers. While we want to work together to develop the best rescue program possible, we will not tolerate personal and/or gratuitous negativity. When our shelter is criticized publicly we see a downturn in adoptions which affects our shelter guests.

---

## Below you will find a list of supervisors beginning with the Rescue Coordinator and ending with the Assistant Division Manager.



### **Melissa Nicholson**

**Title:** Rescue Coordinator

**Contact Information:**

407-254-9141

Rescue.Coordinator@ocfl.net



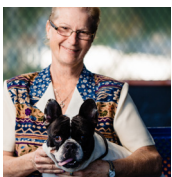
### **Kristin Tsukamoto**

**Title:** Program Manager of Communications

**Contact Information:**

407-254-9143

Kristin.Tsukamoto@ocfl.net



### **Peggy Meeks**

**Title:** Assistant Division Manager of Animal Services – Supervisor to Program Manager

**Contact Information:**

407-254-9153

Peggy.Meeks@ocfl.net





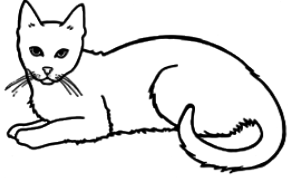





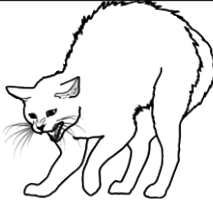



# Feline

## BODY LANGUAGE

Cats use different body postures to communicate their emotions. Below are some typical postures you may observe in your cat. When observing your cat, try to get an idea of its usual attitude when alone and in contact with other animals, including people. As cats become more anxious about their surroundings, they will try to avoid contact with threats. Their score may change very quickly depending on the seriousness of the threat. The highest scores usually are seen only when escape is not possible.



| Score                  | Body Postures  |   | Head Postures   |   |
|------------------------|--|---|---|---|
| <b>1<br/>Relaxed</b>   | <p><b>Activity</b> - sleeping or resting, alert or active, may be playing</p> <p><b>Body</b> - lying on side, on belly or sitting; if standing or moving, back horizontal</p> <p><b>Breathing</b> - slow to normal</p> <p><b>Legs</b> - bent, hind legs may be laid out; when standing extended</p> <p><b>Tail</b> - extended or loosely wrapped; up or loosely down when standing</p>   |    | <p><b>Head</b> - laid on surface or over body, some movement</p> <p><b>Eyes</b> - closed to open, pupils slit to normal size</p> <p><b>Ears</b> - normal to forward</p> <p><b>Whiskers</b> - normal to forward</p> <p><b>Sounds</b> - none, purr</p>  |    |
| <b>2<br/>Alert</b>     | <p><b>Activity</b> - resting, awake or actively exploring</p> <p><b>Body</b> - lying on belly or sitting; if standing or moving the back is horizontal</p> <p><b>Breathing</b> normal</p> <p><b>Legs</b> - bent; when standing extended</p> <p><b>Tail</b> - on body or curved back; up or tense downwards when standing; may be twitching</p>   |    | <p><b>Head</b> - over the body, some movement</p> <p><b>Eyes</b> - open normally, pupils normal</p> <p><b>Ears</b> - normal or erected to front or back</p> <p><b>Whiskers</b> - normal to forward</p> <p><b>Sounds</b> - none or meow</p>  |    |
| <b>3<br/>Tense</b>     | <p><b>Activity</b> - resting or alert, may be actively exploring, trying to escape</p> <p><b>Body</b> - lying on belly or sitting; if standing or moving the back of the body is lower than the front ("slinking")</p> <p><b>Breathing</b> normal</p> <p><b>Legs</b> - bent, hind legs bent and front legs extended when standing</p> <p><b>Tail</b> - close to body; tense downwards or curled forward, may be twitching when standing.</p> |   | <p><b>Head</b> - over the body or pressed to body, little or no movement</p> <p><b>Eyes</b> - wide open or pressed together, pupils normal to partially dilated</p> <p><b>Ears</b> - erected to front or back</p> <p><b>Whiskers</b> - normal to forward</p> <p><b>Sounds</b> - none, meow, or plaintive meow</p> |   |
| <b>4<br/>Anxious</b>   | <p><b>Activity</b> - alert, may be actively trying to escape</p> <p><b>Body</b> - lying on belly or sitting; if standing or moving the back of the body is lower than the front</p> <p><b>Breathing</b> normal or fast</p> <p><b>Legs</b> - under body, bent when standing</p> <p><b>Tail</b> - close to the body; may be curled forward close to body when standing. The tip may move up and down or side to side.</p>                      |  | <p><b>Head</b> - on the plane of the body, little or no movement</p> <p><b>Eyes</b> - wide open, pupils dilated</p> <p><b>Ears</b> - partially flattened</p> <p><b>Whiskers</b> - normal to forward or back</p> <p><b>Sounds</b> - none, plaintive meow, growling, yowling</p>                                    |  |
| <b>5<br/>Fearful</b>   | <p><b>Activity</b> - motionless, alert or crawling</p> <p><b>Body</b> - lying on belly or crouched directly on top of all paws, may be shaking; if standing the whole body is near to the ground, may be shaking</p> <p><b>Breathing</b> fast</p> <p><b>Legs</b> - bent; when standing bent near to surface</p> <p><b>Tail</b> - close to the body; curled forward close to the body when standing.</p>                                      |  | <p><b>Head</b> - near to surface motionless</p> <p><b>Eyes</b> - fully open, pupils fully dilated</p> <p><b>Ears</b> - fully flattened</p> <p><b>Whiskers</b> - back</p> <p><b>Sounds</b> - none, plaintive meow, growling, yowling</p>   |  |
| <b>6<br/>Terrified</b> | <p><b>Activity</b> - motionless alert</p> <p><b>Body</b> - crouched directly on top of all paws, shaking. Hair on back and tail bushy.</p> <p><b>Breathing</b> fast</p> <p><b>Legs</b> - stiff or bent to increase apparent size</p> <p><b>Tail</b> - close to body</p>  |  | <p><b>Head</b> - lower than the body</p> <p><b>Eyes</b> - fully opened, pupils fully dilated</p> <p><b>Ears</b> - fully flattened, back on head</p> <p><b>Whiskers</b> - back</p> <p><b>Sounds</b> - none, plaintive meow, growling, yowling, hissing</p>   |  |

# CAT MEDICAL ISSUES

**DISEASE: Feline Leukemia Virus, also known as FeLV**

**DESCRIPTION:**

This virus causes immunosuppression, which means the immune system struggles to fight off disease and cancer. Lifespan will be shortened.

**DIAGNOSIS:**

Diagnosed by blood test.

**TREATMENT:**

There is no treatment for this virus, but the symptoms can be managed through veterinary care.

**CONTAGIOUS TO:**

Contagious only to other cats through casual contact, including grooming each other and sharing bowls.

**HOUSING:**

Should be the only cat in the household or only share a home with other cats with this virus. Cannot be allowed outside.



**DISEASE: Feline Immunodeficiency Virus, also known as FIV**

**DESCRIPTION:**

This virus causes immunosuppression, which means the immune system struggles to fight off other disease. Lifespan will be shortened.

**DIAGNOSIS:**

Diagnosed by blood test.

**TREATMENT:**

There is no treatment for this virus, but the symptoms can be managed through veterinary care.

**CONTAGIOUS TO:**

Contagious only to other cats through bite wounds.

**HOUSING:**

Should be the only cat in the household or only share a home with other cats with this virus. Cannot be allowed outside.



**DISEASE: Sarcoptic Mange/Notoedric Mange, also known as Scabies**

**DESCRIPTION:**

Sarcoptes mites cause hair loss, crusting and itching in cats, especially on the face and ears.

**DIAGNOSIS:**

Diagnosed by skin scrape test.

**TREATMENT:**

Treatable through injectable medication, topical medication and/or dips to remove the mites. Treatment lasts at least four weeks.

**CONTAGIOUS TO:**

Highly contagious to other cats and can be temporarily spread to humans.

**HOUSING:**

Cats with sarcoptic mange need to be isolated while undergoing treatment. Contaminated bedding and supplies will need to be washed or disposed of.



**DISEASE: Ringworm**

**DESCRIPTION:**

Ringworm is a fungus that can cause hair loss in cats, especially on the face and feet.

**DIAGNOSIS:**

Diagnosed by Wood's lamp fluorescence or fungal culture.

**TREATMENT:**

Treatment may include oral medication, topical medication and/or dips to kill the fungus.

**CONTAGIOUS TO:**

Ringworm is contagious to other cats, dogs and people through any contact with the infected cat.

**HOUSING:**

Cats with ring worm need to be isolated while undergoing treatment. Contaminated bedding and supplies will need to be washed or disposed of.



**DISEASE: Feline Lice**

**DESCRIPTION:** Very similar to lice in people, but is specie specific. Common in cats from hoarding situations or colonies.

**DIAGNOSIS:** Diagnosed based on observation of lice by trained medical staff.

**TREATMENT:** Treatment can include topical flea

preventative or lime dips every two weeks for up to six weeks.

**CONTAGIOUS TO:** Contagious only to other cats. Housing: Cats with feline lice need to be isolated from other cats while undergoing treatment. Contaminated bedding and supplies will need to be washed or disposed of.





# Canine

Body Language



**W**hen you think about how dogs communicate, what first comes to mind? Maybe you watch for a wagging tail? Dogs communicate with one another and with us using their own elegant, nonverbal language. They use so much more than just their tails (though tails are important!) Dogs also use facial expressions, ear positions and overall body posture to signal their intentions. Breaking body language down one body part at a time can be helpful in building your observation and interpretation skills. It is vitally important to consider the whole body and the context though, in order to truly “hear” what a dog is saying. Then you can watch the dogs in your life and start to learn what they’re telling you.

## EYES

When looking at dogs’ eyes, pay attention to the white part of the eye (the sclera), and consider the focus and intensity of the dog’s gaze. When a dog is feeling tense, his eyes may appear rounder than normal, or they may show a lot of white around the outside (sometimes known as a “whale eye,” as shown by the spotted dog to the right.) Dilated pupils can also be a sign of fear or arousal – these can make the eyes look “glassy.” These signs indicate that a dog is feeling threatened, stressed or frightened.

A relaxed dog will often squint, so that his eyes become almond shaped with no white showing at all.

## MOUTH

A relaxed dog like this Labrador will likely have his mouth open and may be panting, with no facial or mouth tension. The corners of his mouth may be turned upward slightly. A fearful or tense dog will generally keep his mouth closed, and may pull his lips back at the corners (also known as a “long lip.”) He may also be panting rapidly. A panting dog who suddenly closes his mouth in response to something in the environment may also be indicating increased stress. Drooling when no food is present can also be a sign of extreme fear or stress.

A dog displaying a physical warning may start to wrinkle the top of his muzzle, often next pulling his lips up vertically to display his front teeth. This



Doberman is displaying this behavior, called an “offensive pucker,” while standing over a bone. Her muzzle is wrinkled and the corner of her mouth is short and forms a Cshape. This warning often comes with a tense forehead and hard eyes.

Note her round eyes with a lot of white showing, and the fully dilated pupil. This dog was also growling when the photo was taken – all very clear warnings to anyone approaching that bone.

Some dogs display a “submissive grin” or “smile.” This is also a gesture where a dog shows his front teeth, but a smiling dog is doing just that. He usually shows a lowered head, wagging tail, flattened ears, a soft body posture and soft, squinty eyes along with those teeth.

Here is the same Doberman smiling as she dances around greeting her favorite person – note the softness of her almond shaped eyes, with no glassiness and no white showing at all. Teeth don’t always mean aggression – it is important to consider the whole body and the context to understand what a dog is saying.

Yawning and lip licking may be an early sign of stress, particularly when accompanied by a tight mouth and often a whining sound, as this dog is doing. (She is being approached by a new, strange dog.)

## EARS

Dogs have a wide variety of ear types. Although it may be easier for us to see ear position in dogs with erect ears, even floppy-eared dogs like Basset hounds can move the base of their ears forward and back to show different emotions – just look at the direction of the base of the ear. When a dog is relaxed, his ears may be slightly back or out to the sides. As a dog becomes more aroused, the ears will move forward, pointing toward a subject of interest. When their ears are most forward their foreheads often wrinkle.

## TAIL

When observing a dog’s tail, there are two things to consider: the position of the base of the tail, and how the tail is moving. A relaxed dog holds his tail in a neutral position, extending out from the spine (the middle photo below), or may be below spine





level. The movement may be a loose wag from side to side or a sweeping circular motion. As the dog becomes more excited or aroused, his tail usually rises above spine level, as the picture to the right shows. As he becomes more aroused, the dog may hold his tail high with little movement, or he may move his tail side to side in short, rapid movements.



A fearful dog will tuck his tail between his rear legs, as the photo shows. The tail may also be held rigid against the belly, or wag stiffly.

## HAIR



Much like your own "goose bumps," the hair can raise along a dog's back when he is upset or aroused. This is also known as piloerection or "raised hackles" and can occur across the shoulders, down the spine, and above the tail. Hackles don't always mean aggression is imminent, but they are an indicator that the dog is

excited or upset about something. A frightened or stressed dog may also shed more than usual.

## SWEAT

Dogs pant to cool themselves, but panting can also be a sign of stress, particularly rapid panting accompanied by a tight mouth with stress wrinkles around it. Dogs also have the ability to sweat through their paws. You may notice a dog leaving wet footprints on the floor if he is particularly upset.

## OVERALL BODY POSTURE AND BODY MOVEMENT

When initiating play, dogs often start with a play bow, as shown to the right, and generally follow up with exaggerated facial and body movements. A playful dog's body movement will be loose and wiggly, with lots of movement and brief pauses during play. A dog who seems stiff, moves slowly, or who keeps moving away may not be interested in social interaction with this playful dog. Looking away, sniffing, scratching, lying down, or other avoidance behaviors may also indicate that the play session is over.

A fearful dog may lean away, lean back, tremble, crouch, lower his body or head, or roll onto his side or back. Often, his eyes will often be fully open with large pupils, his forehead will be wrinkled, and his tail will be lowered or tucked. An extremely fearful dog may freeze completely or frantically try to escape, and he may urinate or defecate when approached.

A dog displaying aggressive body language will look large, standing with his head raised above his shoulders. His body will be tense, with weight either centered or over all four feet or leaning slightly forward onto the front legs. He may also have a wrinkled muzzle, a short lip and a hard eye.



# DOG MEDICAL ISSUES

**DISEASE:****Heartworm Disease****DESCRIPTION:**

Received through mosquito bite, this disease primarily impacts dogs in the southeast and results in parasites living in and damaging the heart. Fatal if untreated.

**DIAGNOSIS:**

Diagnosed by blood test. Radiographs and blood work can further assess the severity of the disease.

**TREATMENT:**

Treatable through series of injectable medication. Full heartworm treatment lasts 90 days with a recheck blood test six months after treatment.

**CONTAGIOUS TO:**

Only contagious to dogs through bite of infected mosquito.

**HOUSING:**

While undergoing treatment, dogs must have very limited exercise. Can be housed with other dogs, but they must be receiving the monthly preventative.

**DISEASE:****Demodex Mange****DESCRIPTION:**

Demodex mites cause hair loss in puppies and immunosuppressed dogs. Demodex mites are spread from the mother dog to puppy when born.

**DIAGNOSIS:**

Diagnosed by skin scrape test.

**TREATMENT:**

Treatment involves either an oral medication, ivermectin or Bravecto to kill the mites OR mite-killing dips, takes approximately three months.

**CONTAGIOUS TO:**

Not contagious to others.

**HOUSING:**

No housing restrictions for dogs with demodex mange.

**DISEASE:****Sarcoptic Mange/ Notoedric Mange, also known as Scabies****DESCRIPTION:**

Sarcoptes mites cause hair loss, crusting and itching in dogs.

**DIAGNOSIS:**

Diagnosed by skin scrape test.

**TREATMENT:**

Treatable through injectable medication, topical medication and/or dips to remove the mites. Treatment lasts at least four weeks.

**CONTAGIOUS TO:**

Highly contagious to other dogs and can be temporarily spread to cats and humans.

**HOUSING:**

Dogs with sarcoptic mange need to be isolated while undergoing treatment. Contaminated bedding and supplies will need to be washed or disposed of.

**DISEASE:****Ringworm****DESCRIPTION:**

Ringworm is a fungus that can cause hair loss in dogs.

**DIAGNOSIS:**

Diagnosed by Wood's lamp fluorescence or fungal culture.

**TREATMENT:**

Treatment may include oral medication, topical medication and/or dips to kill the fungus.

**CONTAGIOUS TO:**

Ringworm is contagious to other dogs, cats and people through any contact with the infected dog.

**HOUSING:**

Dogs with ringworm need to be isolated while undergoing treatment. Contaminated bedding and supplies will need to be washed or disposed of.

**DISEASE: Parvovirus**

**DESCRIPTION:** Virus that causes diarrhea, vomiting and severe dehydration. It is life threatening. Most common in puppies without a history of vaccines.

**DIAGNOSIS:** Diagnosed by fecal test, only accurate once the animal is already shedding the virus and showing symptoms.

**TREATMENT:** There is no treatment for this virus, but the symptoms can be managed through veterinary care and/or hospitalization.

**CONTAGIOUS TO:** Highly contagious to other dogs without a history of vaccines.

**HOUSING:** While undergoing treatment, the dog must completely isolated from others and not share any supplies with uninfected dogs.



# GLOSSARY

## Adopter

The person who intends to provide a forever home for a pet.

## Animals That Need Rescue

This is the name of the e-mailings that go out to all rescue partners. These e-mails include available pets as well as all information on health and temperament.



## Clinic

The Animal Services clinic provides the spay/neuter surgery, microchip and vaccinations to all adopted and rescued pets prior to departure.

## Courtesy Pull

A courtesy pull is when one rescue group pulls a pet from a shelter for another rescue group.

## Crossposting

Crossposters are individuals who network the shelter pets in the hopes of matching them with adopting families or rescue groups. The shelter encourages crossposters to connect with a rescue partner to most effectively help the shelter pets.

## Final Disposition

Per the Rescue Agreement, partners must provide the final dispositions of animals pulled from the shelter when asked. Final dispositions can be adopted, in foster care, died, etc.

## Foster

A foster parent is the individual providing care for an animal on a temporary basis until that animal is adopted.

## Foster to Rescue

The foster to rescue program is available for animals with severe injuries needing the care of a full service veterinarian's office prior to completion of their stray hold time. These animals can be taken in by rescue groups as fosters until the hold time is satisfied at which point they are the property of the rescue group. If an owner comes forward during the designated hold time the expectation is the owner will be able to reclaim the animal from the rescue group. A waiver is necessary for these situations to make rescue groups aware of their responsibilities.



## Heartworm Disease

All dogs are tested for heartworm disease prior to departure with an adopter or rescue. We will notify the recipient if the test is positive.

## Microchip

A microchip implant is an identifying integrated circuit placed under the skin of a pet. The chip, about the size of a grain of rice, displays a number when scanned and helps reunite lost pets with their families.

## NetPets

The shelter's website is [www.ocnetpets.com](http://www.ocnetpets.com) and displays all available animals.



## Offsite Adoptions

Shelter cats are housed at offsite adoption locations in Petsmart locations throughout the county. These same stores offer a venue for dog offsite adoptions each weekend. A calendar of offsite

adoptions can be viewed at [www.ocnetpets.com](http://www.ocnetpets.com).

## Pull

To pull an animal means to rescue it from the shelter.

## Pull Fee

The standard pull fee is \$15 which includes the spay/neuter, vaccinations and microchip.

## Spay/Neuter

Female pets are spayed and male pets are neutered. This surgery sterilizes the animal so they can no longer reproduce.

## Transporter

The individual picking up the pet and transporting them to their next destination. We ask that rescues notify the Communications Team as to who will be transporting which animal so the front desk can be prepared.



## Quarantine

Any animal that has broken the skin of a human must be quarantined for a ten day period to be observed for possible signs of rabies. Animal Services has a quarantine area for both dogs and cats. Animals undergoing quarantine are not available for interaction.



# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

