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# ANIMAL CARE GUIDELINES FOR EMERGENCY CO-SHELTERING

## *The pocket guide*

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**PETSMART**  
**Charities**  
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# THE “POCKET” ANIMAL CARE GUIDELINES FOR EMERGENCY CO-SHELTERING



The “Pocket” Animal Care Guidelines for Emergency Co-sheltering is an abridged version of the full Animal Care Guidelines for Emergency Co-sheltering. It is based on feedback from almost 50 stakeholders on what they thought were the most important aspects of animal care when co-sheltering.

Developing guidelines for animal care in emergency sheltering is challenging. We did our best to meet the realities and needs of emergency shelters and their teams, while also promoting animal health and welfare and public health. Co-sheltering is an emerging practice. We will continue to revise and update these guidelines.

The Pocket Animal Care Guidelines are presented as infographics with core information for each section of the guidelines as well as select client resource materials and appendices. The Pocket version is meant to be used with the full Animal Care Guidelines for Emergency Co-sheltering, and references to relevant sections are included.



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# Factors in Co-sheltering



## Population of people and pets

- Clients may have varying capacity to care for their pets in shelter. Some may need support, others may not.
- Pets may have varying experiences with being indoors or confined to a room or housing unit (e.g. some dogs may not be housebroken)



## Number of animals

- Risk of disease spread or animal-related issues increases with the number of animals within a given space.
- Increased shelter resources are also typically required with an increase number of animals sheltered.



## Density of animals and people

- More space available for people and pets reduces disease spread and animal-related issues (e.g. risk of bites/scratches).
- Adequate ventilation is important to maintain air quality.



## Type of animal housing (In-room vs. DAH)

- In Designated Animal Housing (DAH), pets are housed apart from their owners. This may increase the risk of disease spread between pets in a shared space, so it is important to have good cleanliness, ventilation, hand and personal hygiene.
- In DAH, animals may be more stressed, have less space or less interaction with their owners. Ensuring socializing, several times to urinate/defecate, exercise and enrichment activities are important for their health. Observing for illness is also important.

# Veterinary Care in Co-sheltering

## Why is it important?



### 1 Animal health and welfare

- There is a societal expectation to look after both humans and animals in our care to the best of our ability.
  - "How a society treats its most vulnerable is always the measure of its humanity."
    - UN Ambassador Matthew Rycroft

### 2 Human-animal bond

- Because of the strong human-animal bond between people and their pets, the health of a pet directly impacts their owner's health: pets can be therapeutic, but clients may experience significant distress if pets are unwell.
  - "I don't know how I would have lived through and left an abusive husband, even now if I cry or feel like I can't go on... what is the point of existing?... she will walk up and make me smile she gives me a reason to get up... to come home... to breathe." - CVO client

### 3 Public health and reduce disease spread

- A healthy environment is important to protect both animals and people.
  - There is an increased health risk among: children (<5 y.o.), older adults, pregnant, immunocompromised, or who have concurrent illnesses.



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# WHY A VETERINARY PARTNERSHIP?

A veterinarian can help with the following:



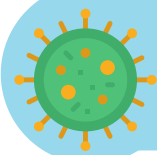
General animal health advice, concerns, or questions.

Wellness exams, vaccinations, parasite (e.g. flea) control.



Spay and neuter to prevent unwanted pregnancies.

Urgent care and medical emergencies.



Outbreak and disease control.

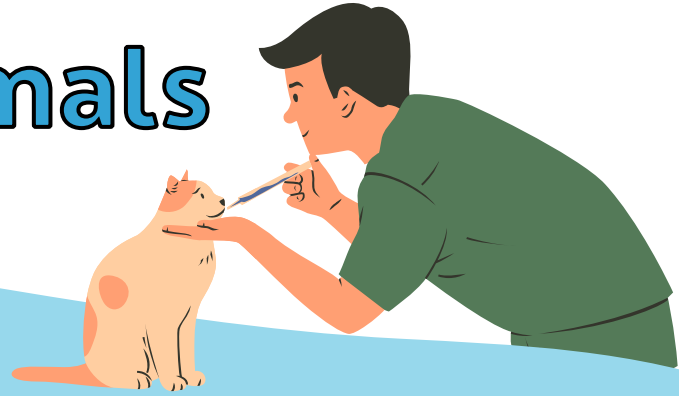
Compassionate euthanasia and aftercare.



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# Early Signs of Illness in Animals



Any changes in normal patterns of animals can be an early sign of illness, including changes in:

- Appetite/Drinking
- Urination/Defecation
- Behaviors (grooming, play, interaction)
- Movement
- Demeanor
- Weight

**\*Note:** These signs may also indicate stress (e.g. when animals first enter the shelter).

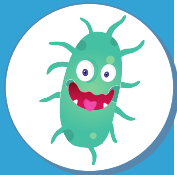


If any of the above are noted,  
seek veterinary advice and use the  
**Daily Observation Checklist.**

(Page 15, 21, and 35 of the pocket guidelines.  
Sections 3.12, 4.11, 5.8 of full guidelines)

# HEALTH AND SAFETY WITH ANIMALS

1



Some diseases can be spread from pets to people (**zoonoses**), and/or pets to other pets.

**Diseases** can spread through direct or indirect contact:

- **Direct:** a lick on the face or a bite.
- **Indirect:** through a surface like a table.

Good hygiene including **hand washing** will help prevent the spread of these diseases.



Call your local Public Health Unit. It is important to ensure there is no risk for a serious illness like rabies.

2

**Bites and Scratches:**

- **Prevention:** Train owners/staff on bite prevention; use basket muzzles for fearful dogs.
- **Treatment:** If bitten, wash area for 15 minutes with soap and water.

3



**Allergens:** pet hair, dander, saliva, etc.

Reducing allergens will support a healthy and inclusive shelter environment:

- Proper cleaning and hand hygiene.
- Separate HVAC system for Designated Animal Housing or HEPA filter for in-room housing.
- See **cleaning infographics** for more info.



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# HYGIENE and CLEANLINESS



Maintaining good hygiene is important to protect both people and animals from diseases

## WAYS TO MAINTAIN GOOD HYGIENE WITH ANIMALS:

1

### HAND HYGIENE:

- Wash hands for at least 20 seconds with soap and water.
- Use of hand sanitizer is also helpful.

2

### WASTE REMOVAL:

- Animal waste: (feces, urine, vomit, cat litter, etc.) remove from building as soon as possible.
- Use a leak-proof plastic bag for safe disposal.

3

### CLEANING:

- **1. Spot cleaning:** should be daily, especially on shared surfaces.
- **2. Full cleaning:** should be done between pets or if the room is heavily soiled.

4

### LAUNDRY:

- Wash clothes and pet supplies with bleach in different machines or loads.
- Wash towels with bleach between loads and empty lint basket to help reduce allergens.



**NOTE:** Those who are pregnant or immunocompromised should not handle dirty cat litter due to risk of Toxoplasmosis (parasite).



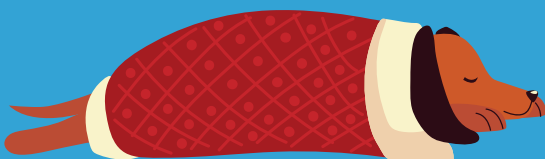
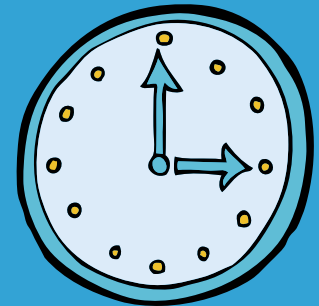
# Co-Sheltering with Dogs

## Key Points

### MAINTAIN A DOG'S ROUTINE



- Try to keep the dog's routine in shelter as close to what the dog is used to, including:
  - Amount of time spent with owner
  - Sleep, wake, rest schedule
  - Times for urination/defecation
  - Food that the dog is used to
  - Amount and type of exercise & play
  - Keep familiar scents with the dog
    - e.g. use the same toys, beds/blankets, clothes

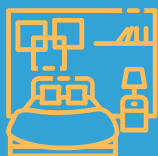


# RECOMMENDATIONS FOR HOUSING DOGS



## Set Up and Space

- It's important to consider a dog's size, height, temperament and health conditions when choosing housing size and space.
  - Keep nervous dogs and dogs needing to be monitored in places with less noise and foot traffic.
- Include places to:
  - eat/drink
  - hide (dog crate)
  - rest off the floor (dog bed).
- A pheromone diffuser (**Adaptil**) can help to reduce stress.



## In Room Housing

- Allow dogs time outside their room with their owners.
- Multiple dogs need more space.
  - Be careful of dogs competing over resources like food and toys.



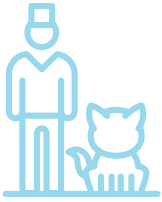
## Designated Animal Housing

- Housing units should have enough space for a dog to stretch out, jump, and turn around. A person must be able to enter and clean.
- Offer lots of times to go outside to urinate/defecate and exercise
- Provide lots of time with owner or family.



Dogs benefit from being in different environments (e.g. a different activity area) through the day and ideally aren't kept in the room or housing unit for long periods of time, except during nighttime.

# Co-Sheltering with DOGS



## Exercise, Enrichment, and Socialization:

- Maximize time that dogs spend with their owners.
- For young, healthy dogs:
  - 20 minutes of exercise 2-3 times daily.
- Dogs in Designated Animal Housing need more time in different environments, exercising, and socializing with owners, such as:
  - obedience training, tricks, grooming, supervised and interactive play, lots of walks.



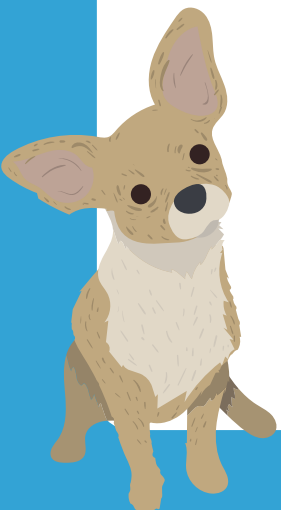
## Healthcare:

- Daily exercise and socialization are needed to ensure health.
- A veterinary exam and any needed care on intake is ideal.
- Keep a copy of all veterinary records, if possible.
- Observe for any changes, and monitor for signs of illness.



## Illness:

- If you think a dog is sick, keep the dog away from other dogs, and avoid places where other dogs go.
- In DAH, separate other dogs by at least one housing unit.
- Contact a vet as soon as possible. Follow cleaning protocols.
- Diseases like parvovirus and kennel cough are contagious to other dogs. Parvovirus can be fatal.



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# Cleaning Tips

## DOGS:

- **Spot Cleaning vs Full Cleaning:**
  - **Spot cleaning:** only cleaning the area that is dirty.
    - For example, wiping up a muddy footprint or cleaning up urine off the floor.
  - **Full cleaning:** cleaning the entire area or room, including areas that aren't visibly dirty.
- When spot cleaning **and** full cleaning, make sure to use **accelerated hydrogen peroxide** (or similar products).
  - The spray should sit for at least 5 minutes before wiping off or rinsing.
  - General dirt or hair can be swept or vacuumed, but areas with urine, feces or vomit should be sanitized.
- Always use gloves when cleaning up after dogs.
- When cleaning food and water bowls, washable toys, or grooming tools, let soak in a sink of warm soapy water for 5 minutes before rinsing.
- Washing and drying dog bedding/materials separately from human laundry is best if possible.
  - Wash with bleach and dry on hot setting.
- Throw dog waste in designated garbage bin outside.
- Make sure it's in a leak-proof plastic bag.



# Full Cleaning Checklist

## DOGS:

- Put on gloves
- Remove food/water bowls, toys, and grooming tools
  - Wash and rinse thoroughly
- Wash all blankets, towels, beds, and fabric toys in the washing machine - remember to wash with bleach, and dry on hot
- Remove any feces and urine with paper towels and put into a leak-proof bag
- Sweep/vacuum floor of any fur, dirt or debris
- Clean floors, walls and door with warm soapy water and scrub brush. Rinse soap off and let dry
- Spray or wipe floors, walls, doors/handles with accelerated hydrogen peroxide
- Wash plastic dog bed base with soapy water (use scrub brush if required). Rinse with warm water and let dry
  - Spray with **accelerated** hydrogen peroxide
- Throw used gloves into garbage
  - Wash hands thoroughly



**Avoid overloading the washing machine or dryer.**



# Dogs - client resource A: Body language chart for dogs (1)

## DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE!"  
look away/head turn



STRESSED  
yawn



STRESSED  
nose lick



"PEACE!"  
sniff ground



"RESPECT!"  
turn & walk away



"NEED SPACE"  
whale eye



STALKING



STRESSED  
scratching



STRESS RELEASE  
shake off



RELAXED  
soft ears, blinky eyes



"RESPECT!"  
offer his back



FRIENDLY & POLITE  
curved body



FRIENDLY



"PRETTY PLEASE"  
round puppy face



"I'M YOUR LOVEBUG"  
belly-rub pose



"HELLO I LOVE YOU!"  
greeting stretch



"I'M FRIENDLY!"  
play bow



"READY!"  
prey bow



"YOU WILL FEED ME"



CURIOUS  
head tilt



HAPPY  
(or hot)



OVERJOYED  
wiggly



"MMM...."



"I LOVE YOU,  
DON'T STOP"



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# Dogs - client resource A: Body language chart for dogs (2)

## CALM and RELAXED? or SHUT DOWN?

**Calm, attentive, responsive**



Ready for incoming signals!

**Lying down, TAKING A BREAK**



All cool, slow down, ok?

Ok

Soft faces and bodies, wiggly



Belly rubs!

Lying down, OFFERING belly, soft and wiggly body



This is a positive memory!

Responding to handler and environment, free and easy body movement

**Frozen, unresponsive**



Tucked in, staying very still



Help. Need space

Lying down, OVERWHELMED ("Flooded")

"whale eye" Ears pinned

Tense face and body



Tense

Lying down, FORCEFULLY RESTRAINED to have belly exposed - stiff scared



Staying very STILL, guarded posture

It's useless.

Overwhelmed, unresponsive and avoidant

### Body Language References

[eileenanddogs.com/2013/11/21/shut-down-dogs-part-2/](http://eileenanddogs.com/2013/11/21/shut-down-dogs-part-2/)  
<https://paws4udogs.wordpress.com/2013/08/12/belly-rub-redux/>  
 Illustrations ©2016 Lili Chin



# Dogs - client resource B:

## Daily task checklist for dogs

Date: \_\_\_\_\_

Task	Check when done ✓				Recommendations
	Morning	Afternoon	Evening	Bedtime	
Outside to eliminate					3 times daily/as needed
Play/Walk/Exercise					2 times daily
Clean/Tidy room/ unit					Daily/as needed
Wash bowls					Daily
Feed/water					Twice daily
Enrichment toys					Twice daily
Spend time with pet					
Grooming					Weekly/as needed
Wash bedding					As needed
Room Temp check		°C			Once daily (if applicable)
Pheromone Diffuser Check					Once daily - Replace when empty (every 30 days)
Medications					As prescribed

**Notes:**



# Dogs - client resource C: Daily observation checklist for dogs

## DAILY OBSERVATION CHECKLIST - DOGS (2 Days)

Pet Name:		DAY 1		DAY 2	
		Time		Time	
		AM	PM	AM	PM
<b>APPETITE: DRY FOOD</b>	Normal				
	Nibbling				
	Not eating				
<b>APPETITE: WET FOOD</b>	Normal				
	Nibbling				
	Not eating				
<b>STOOLS</b>	Formed				
	Diarrhea				
	Bloody				
	None				
<b>URINE</b>	Normal				
	Excessive				
	Bloody				
	Straining				
	None				
<b>VOMITING</b>	None				
	Food				
	Bile				
	Foam				
	Other:				
<b>COUGHING</b>	No				
	Yes				
<b>SNEEZING</b>	No				
	Yes				
<b>NASAL DISCHARGE</b>	None				
	Clear				
	Cloudy/Green/Yellow				
	Blood				
<b>EYES</b>	Clear				
	Pus/mucus				
	Red/irritated				
	Swollen				
<b>BEHAVIOR</b>	Friendly				
	Scared/shy				
	Listless/depressed				
	Aggressive/Fearful				
	Painful				
	Urination indoors				
	Bowel movement indoors				
<b>NOTES:</b>					



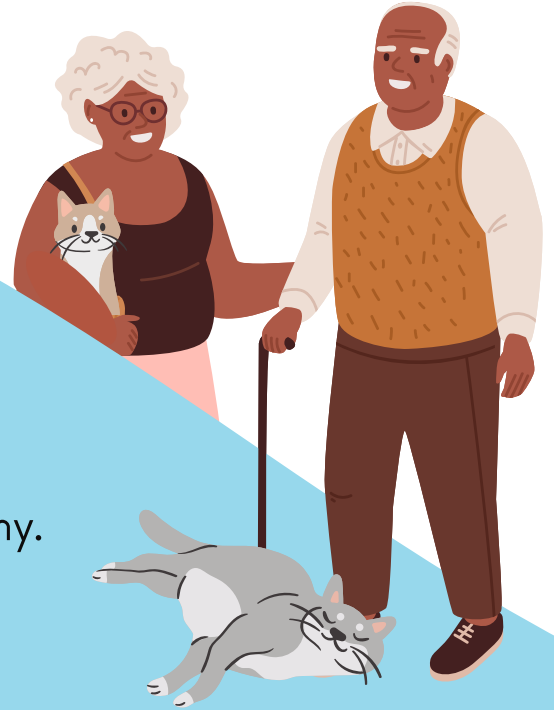


# Co-Sheltering with Cats

## Key Points

### LESS STRESS = LESS DISEASE

- Reducing stress in cats keeps them healthy.
- We can reduce stress by:
  - Keeping scents/smells the same.
    - Spot cleaning the area only, unless very soiled.
  - Avoiding moving cats to different rooms or spaces.
    - Even if ill, keeping cats in same space.
  - Providing as much space as possible in room or housing unit.
  - Maintaining a calm, quiet environment.
    - e.g. using a pheromone diffuser (e.g. Feliway).
  - Providing places for cat to hide and perch.
  - Providing daily exercise, play, & enrichment.
  - Providing daily social interaction.
    - e.g. grooming.



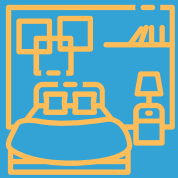
# RECOMMENDATIONS FOR HOUSING CATS



## Set Up and Space



- Include places to hide and perch.
- Keep the environment as calm, quiet, and consistent as possible.
- A pheromone diffuser (e.g. Feliway) can help to reduce stress.
- Scoop litter frequently to prevent odor and urination/defecation outside litter box.



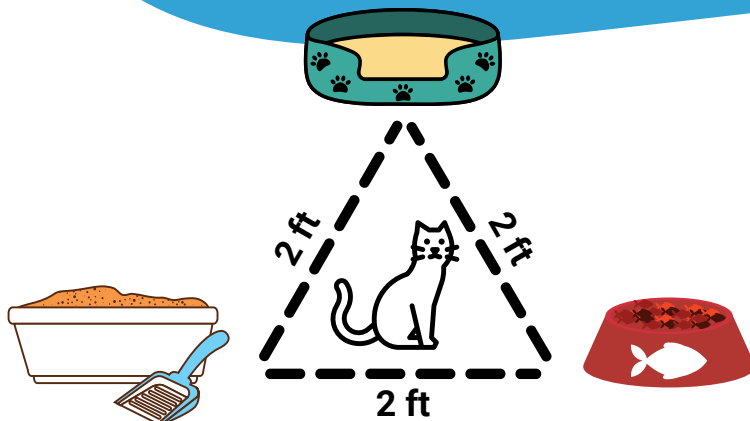
## In Room Housing

- Ensure the room is safe and cats can't escape (e.g. screens on windows).
- Multiple cats need multiple places for food/water, resting, and litter boxes in separate areas to avoid competition over resources.



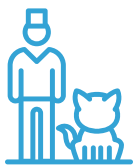
## Designated Animal Housing

- Keep minimum 2 feet between sleeping area (bed), food/water, and litter box (see diagram below).
- Provide as much room as possible.
  - Use multiple connected units, if available.
- Place cats in middle and higher units first.
- Provide daily time outside of the housing unit for exercise & socialization.



To reduce stress, cats should be housed in spaces that are quiet with low foot traffic. It's important for pet owners to spend time socializing and playing with their cat(s) as it reduces a cat's stress significantly.

# Co-Sheltering with CATS



## Exercise, Enrichment, and Socialization:

- Maximize time spent with owners.
- Daily play (e.g. wand cat toy) with cat for exercise.
- Grooming is part of socialization.
- Change up/rotate toys so that they stay new and interesting.
- Include enrichment toys (scratching posts, boxes, paper bags).
- Cats in Designated Animal Housing need more opportunities to exercise and be out of their housing units in a safe space.



## Healthcare:

- Reducing stress reduces disease.
- Keep space consistent; avoid moving cats if possible.
- Spot clean only unless very soiled to keep a familiar smell.
- Keep unvaccinated separate from other cats.
- A veterinary exam and any needed care on intake is ideal.
- Keep a copy of all veterinary records, if possible.
- Observe for any changes, and monitor for signs of illness.



## Illness:

- If you think a cat is sick, keep them in the same room/unit.
- In Designated Animal Housing, separate other cats by at least one housing unit.
- Contact a vet as soon as possible. Follow cleaning protocols.
- Some illnesses like upper respiratory infections are contagious to other cats.



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# Cleaning Tips

## CATS:



- **Spot Cleaning vs Full Cleaning:**
  - **Spot cleaning:** only cleaning the area that is dirty (eg. sweeping up loose litter).
  - **Full cleaning:** cleaning the entire area or room, including areas that aren't visibly dirty.
- Cleaning litter box: (always maintain litter depth of ~2 inches)
  - For **spot** cleaning, scoop dirty litter and feces out.
  - For **full** cleaning, empty litter box out completely and wash.
- When spot cleaning **and** full cleaning, make sure to use **accelerated hydrogen peroxide**.
  - Let spray sit for at least 5 minutes before wiping off/rinsing.
  - Dirt or hair can be swept or vacuumed, but areas with urine, feces or vomit should be sanitized.
- Always use gloves when cleaning up after cats.
- Clean food/water bowls, washable toys, or grooming tools by **soaking** in warm soapy water for 5 minutes before rinsing.
- Washing and drying cat bedding/materials separately from human laundry is best, if possible.
  - Wash with bleach and dry on hot setting.
- Throw cat waste in designated garbage bin outside. Make sure it's in a leak-proof plastic bag.

Or other similar sanitizing product.



**IMPORTANT:** Those who are pregnant or immunocompromised should **not** clean litter boxes due to risk of Toxoplasmosis

# Full Cleaning Checklist

## CATS:



- Put on gloves
- Remove food/water bowls, toys, and grooming tools
  - Wash and rinse thoroughly
- Wash all blankets/towels/beds and fabric toys in the washing machine - remember to wash with bleach and wash/dry on hot
- Remove litter box, empty into outdoor garbage bin
- Wash, rinse, and sanitize bin before filling with clean litter at least 2 inches deep
- Sweep/vacuum floor of any fur, dirt or debris
- Clean floors, walls and door with warm soapy water and scrub brush. Rinse soap off and let dry
- Spray or wipe floors, walls, hard-surfaced shelves (perches), doors, and handles with accelerated hydrogen peroxide.
- Throw used gloves into garbage.
  - Wash hands thoroughly.

**Avoid  
overloading the  
washing machine  
or dryer.**



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# Cats client resource A: Body language chart for cats (1)

## CAT LANGUAGE





# Client resource A:

## Body language chart for cats (2)



### Understanding cat behaviour

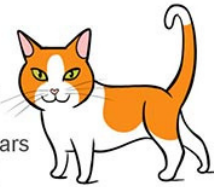
YOUR CAT'S BODY LANGUAGE CAN HELP YOU TO UNDERSTAND HOW THEY ARE FEELING

#### A happy cat

These cats are relaxed and happy.

1

Cat is standing, has a relaxed body posture, ears are in a natural position, tail is held upright with the tip of the tail curved, eyes are a normal shape, mouth is closed.



2

Cat is lying down, belly is exposed, body posture is relaxed, body is stretched out, ears are in natural position, eyes may be partly closed, mouth is closed.



3

Cat is sitting, body posture is relaxed, tail is held out loosely from body, ears are in natural position, eyes are a normal shape, mouth is closed.

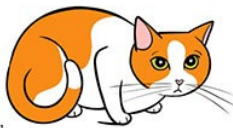


#### A worried cat

These cats are telling you that they are uncomfortable and don't want you near them.

1

Cat is in a crouched position, muscles are tense, body is held tightly, tail is tucked tightly into body, ears are slightly swivelled sideways, head is slightly lowered and tucked into body, pupils are dilated, mild tension shows in face.



2

Cats who are worried or anxious may hide.



#### An angry or very unhappy cat

These cats are not happy and want you to stay away or go away.

1

Cat is lying down, body is flattened, ears are flattened to the head, pupils are dilated, tail is held tightly into body, body is tense, limbs are held tight and close to body.



2

Cat is lying down, body is flattened, ears are flattened to the head and drawn back, body is slightly rolled over to one side, pupils are dilated, mouth is open and tense, teeth are showing.



3

Cat is standing, back is arched, body is held sideways, hair is raised, posture is tense, front paw is slightly lifted off the ground (ready to swipe if needed), ears are lowered and pointing out to the side, mouth is open and tense, teeth are showing, tail is tense.



Royal Society for the Prevention of Cruelty to Animals  
Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS

[www.rspca.org.uk](http://www.rspca.org.uk) [facebook.com/RSPCA](https://www.facebook.com/RSPCA) [twitter.com/RSPCA\\_official](https://twitter.com/RSPCA_official)

The RSPCA helps animals in England and Wales. Registered charity no: 219099 The RSPCA only exists with the support of public donations.

Illustrations: Liji Chin, © 2011. All rights reserved. With thanks to Julie Bedford, certified clinical animal behaviourist.

# Client resource A: Body language chart for cats (3)

## FELINE GRIMACE SCALE<sup>®</sup> FACT SHEET

Evangelista et al. Facial expressions of pain in cats: the development and validation of a Feline Grimace Scale. *Sci Rep* 9, 19128 (2019)



### WHY?

- Pain-induced behavioral changes are unique in cats and can be subtle

### WHO?

- The FGS can be used by:
  - Veterinarians
  - Veterinary nurses
  - Veterinary students
  - Cat owners

### WHAT?

- The Feline Grimace Scale (FGS) is a valid and reliable tool used for acute pain assessment based on changes in facial expressions
- Quick and easy-to-use
- Differentiates painful and non-painful cats and response to analgesics

### WHEN?

- The FGS is used for acute pain assessment in cats with medical, surgical or oral pain, etc.
- Pain assessment should be performed in all cats as often as needed on a case-by-case basis

### HOW?

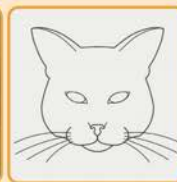
- There are 5 action units (AU):
  - Ear position
  - Orbital tightening
  - Muzzle tension
  - Whiskers position
  - Head position
- Each AU is scored:
  - 0 (absent)
  - 1 (moderately present)
  - 2 (present)
- The final score is the sum of all scores (maximum of 10)
- Analgesic treatment is suggested when the final score is  $\geq 4/10$  or  $0.4/1.0$

### 0 = AU is absent



- Ears facing forward
- Eyes opened
- Muzzle relaxed (round shape)
- Whiskers loose and curved
- Head above the shoulder line

### 1 = AU is moderately present\*



- Ears slightly pulled apart
- Eyes partially opened
- Muzzle mildly tense
- Whiskers slightly curved or straight
- Head aligned with the shoulder line

\*The score of 1 can be also given when there is uncertainty over the presence or absence of the AU

### 2 = AU is markedly present



- Ears flattened and rotated outwards
- Squinted eyes
- Muzzle tense (elliptical shape)
- Whiskers straight and moving forward
- Head below the shoulder line or tilted down (chin towards the chest)

Stegall laboratory  
felinegrimacescale@umontreal.ca

Feline Grimace Scale<sup>®</sup>  
Université de Montréal 2019  
Faculté de médecine vétérinaire

Université  
de Montréal

Access the training manual  
[bit.ly/FGSmanual](http://bit.ly/FGSmanual)



Access the video  
[bit.ly/FGSvideo](http://bit.ly/FGSvideo)



Acknowledgement

zoetis

# Cat client resource B:

## Daily task checklist for cats

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Task	Check when done ✓				Recommendations
	Morning	Afternoon	Evening	Bedtime	
Spot Clean/Tidy room/unit					Once daily/as needed
Scoop litter, replace litter as needed					2 times daily min./as needed
Wash bowls					Daily/as needed
Refill food/water					Twice daily
Spend time/play with cat (45 min. each)					Twice daily
If cat is in a housing unit, allow to be free in housing area or other safe space.					Twice daily/as available
Grooming					Daily/as needed
Wash bedding					As needed
Check Room Temperature		°C			Once daily (if applicable)
Check Pheromone Diffuser					Once daily - Replace when empty (every 30 days)
Notes:					

# Cat client resource C: Daily observation checklist for cats








DAILY OBSERVATION CHECKLIST - CATS (2 Days)					
Pet Name:		DAY 1		DAY 2	
		Time		Time	
		AM	PM	AM	PM
<b>APPETITE: DRY FOOD</b>	Normal				
	Nibbling				
	Not eating				
<b>APPETITE: WET FOOD</b>	Normal				
	Nibbling				
	Not eating				
<b>STOOLS</b>	Formed				
	Diarrhea				
	Bloody				
	None				
<b>URINE</b>	Normal				
	Excessive				
	Bloody				
	Straining				
	None				
<b>VOMITING</b>	None				
	Food				
	Bile				
	Hairball				
	Other:				
<b>COUGHING</b>	No				
	Yes				
<b>SNEEZING</b>	No				
	Yes				
<b>NASAL DISCHARGE</b>	None				
	Clear				
	Cloudy/Green/Yellow				
	Blood				
<b>EYES</b>	Clear				
	Pus/mucus				
	Red/irritated				
	Swollen				
<b>BEHAVIOR</b>	Friendly				
	Scared/shy				
	Listless/depressed				
	Fearful/Feral				
	Painful				
	Urine outside litterbox				
	Stool outside litterbox				
<b>NOTES:</b>					



# Client resource: Fecal scoring chart - Cats & Dogs

## Fecal Scoring Chart

**PURINA**  
**PRO PLAN**  
**VETERINARY**  
**DIETS**

SCORE	SPECIMEN EXAMPLE	CHARACTERISTICS
1		<ul style="list-style-type: none"> <li>• Very hard and dry</li> <li>• Often expelled as individual pellets</li> <li>• Requires much effort to expel from body</li> <li>• Leaves no residue on ground when picked up</li> </ul>
2	<b>IDEAL</b> 	<ul style="list-style-type: none"> <li>• Firm, but not hard, pliable</li> <li>• Segmented in appearance</li> <li>• Little or no residue on ground when picked up</li> </ul>
3		<ul style="list-style-type: none"> <li>• Log shaped, moist surface</li> <li>• Little or no visible segmentation</li> <li>• Leaves residue on ground, but holds form when picked up</li> </ul>
4		<ul style="list-style-type: none"> <li>• Very moist and soggy</li> <li>• Log shaped</li> <li>• Leaves residue on ground and loses form when picked up</li> </ul>
5		<ul style="list-style-type: none"> <li>• Very moist but has a distinct shape</li> <li>• Present in piles rather than logs</li> <li>• Leaves residue on ground and loses form when picked up</li> </ul>
6		<ul style="list-style-type: none"> <li>• Has texture, but no defined shape</li> <li>• Present as piles or spots</li> <li>• Leaves residue on ground when picked up</li> </ul>
7		<ul style="list-style-type: none"> <li>• Watery</li> <li>• No texture</li> <li>• Present in flat puddles</li> </ul>



# Co-Sheltering with Small Mammals

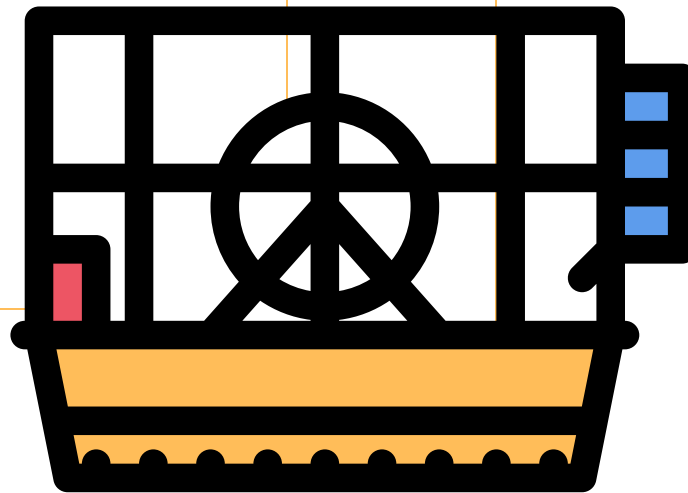


Small mammals include rabbits, guinea pigs, hamsters, gerbils, mice, and rats. Small mammals should be socialized and handled regularly by their owners.

## Toys



Toys can prevent boredom and provide exercise. Separate play pens for rabbits and guinea pigs with toys to promote exploration, exercise and chewing.



## Bedding



Bedding for insulation, nesting, and urine absorption, appropriate for species



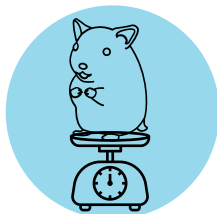
## Environment

Keep habitats away from drafts and direct sunlight. Ideal temperature is 20 degrees Celsius. Small mammals need 10 hours of darkness per 24 hours.

## Cleaning



**Daily:** Remove wet bedding and spoiled food. Refill water bottle to line, ensuring it's working. Refill food and replace bedding. Full clean when odor, dampness and feces build up.



Weigh small mammals frequently to detect health issues.



# Co-Sheltering with Small Mammals

In Designated Animal Housing, small mammal habitats can be in a secure room. Placement of habitats is important to ensure animal health and welfare.

## Hamsters

should be housed individually in their own habitat.

## Larger small mammals

Rabbits and guinea pigs should be kept on the lower levels.

## Rabbits & Guinea pigs

Larger small mammals need time to move around outside of their habitats (e.g. in a play pen).

## Prey Species

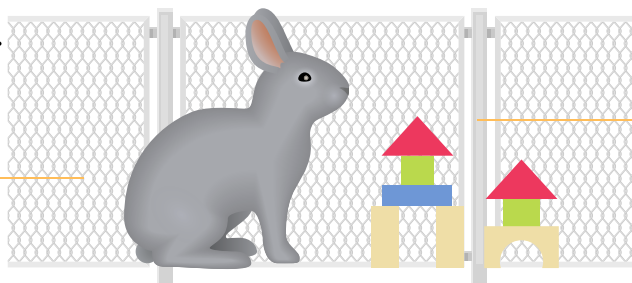
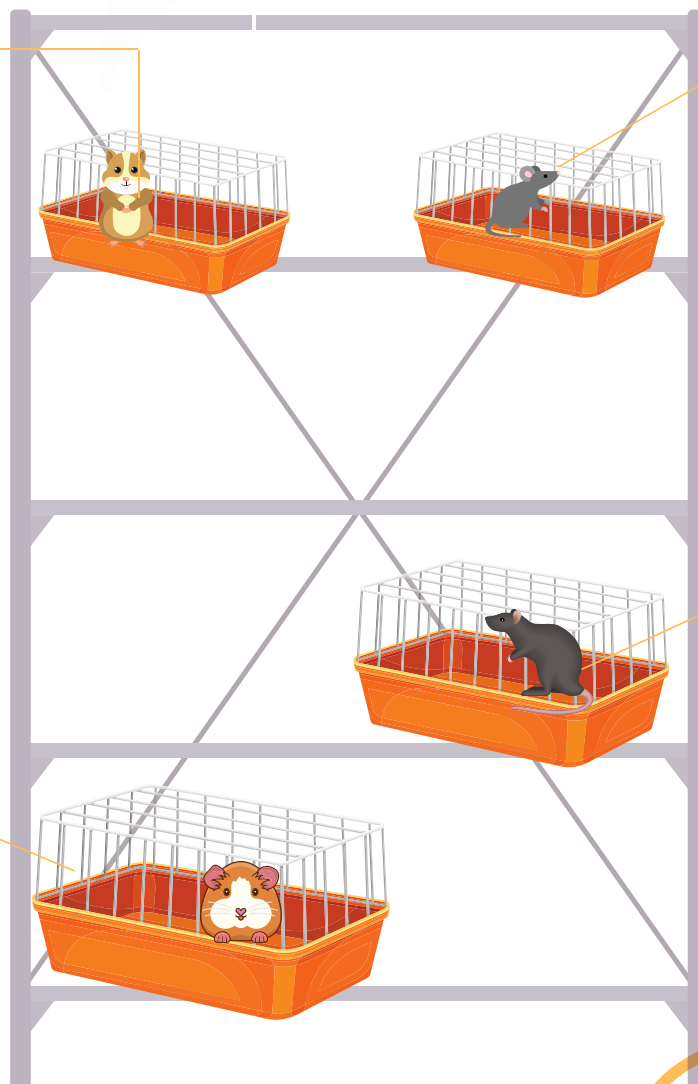
Prey species (ie. mice, hamsters, gerbils) should be kept on the top shelves. At least one shelf separates prey species.

## Predator Species

Predator species (ie. rats) should be placed away from and below prey species.

## Chew Toys

Some small mammals' teeth never stop growing, so it's important to have chew toys available and to monitor their teeth so they don't overgrow.



# Cleaning Tips

## Small Mammals:



### ○ Spot Cleaning vs Full Cleaning:

- **Spot cleaning:** only cleaning the area that is dirty (eg. removing small area of soiled or wet bedding).
- **Full cleaning:** cleaning the entire habitat, including areas that aren't visibly dirty.

### ○ Spot cleaning includes refilling the water bottle, removing wet or soiled bedding, and uneaten vegetables from the day before, or cleaning bedding that has spilled out of the habitat.

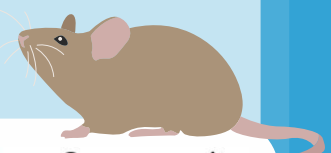
- If there is strong urine odor or damp/wet bedding throughout, a **FULL clean** should be done.

### ○ When full cleaning the habitat, make sure to use **accelerated hydrogen peroxide** or similar product.

- Spray should sit for at least 5 minutes before wiping off and rinsing.

### ○ Always use gloves when cleaning up after small mammals.

### ○ When cleaning food and water bowls, habitat, washable toys, or grooming tools, let soak in a sink of warm soapy water for 5 minutes before scrubbing and rinsing.





# Full Cleaning Checklist

## Small Mammals:



- Put on gloves
- Remove food dish, water bottle, toys, wheel, and cage lid
  - Wash and rinse thoroughly
  - Wipe down with accelerated hydrogen peroxide
- Rinse cage with warm water to remove hydrogen peroxide/sanitizing product residue
- Wipe down shelf, table, or base under cage/habitat
  - Use accelerated hydrogen peroxide or similar product
  - Let air dry
- Sweep/vacuum floor of any dirt or debris
- Mop floor thoroughly using accelerated hydrogen peroxide disinfectant
  - Let air dry
- Throw used gloves into garbage and wash hands thoroughly

Or other similar sanitizing product.



See section 5.9 of the full guidelines



Community  
Veterinary  
Outreach

# Client resource: Body language chart for rats



National Centre  
for the Replacement  
Refinement & Reduction  
of Animals in Research

## The Rat Grimace Scale

Research has demonstrated that changes in facial expression provide a means of assessing pain in rats.

The specific facial action units shown below have been used to generate the Rat Grimace Scale. These action units increase in intensity in response to post-procedural pain and can be used as part of a clinical assessment.

The action units should only be used in awake animals. Each animal should be observed for a short period of time to avoid scoring brief changes in facial expression that are unrelated to the animal's welfare.

	Not present "0"	Moderately present "1"	Obviously present "2"
<b>Orbital tightening</b> <ul style="list-style-type: none"> <li>Closing of the eyelid (narrowing of orbital area)</li> <li>A wrinkle may be visible around the eye</li> </ul>			
<b>Nose/cheek flattening</b> <ul style="list-style-type: none"> <li>Flattening and elongation of the bridge of the nose</li> <li>Flattening of the cheeks (potentially sunken look)</li> </ul>			
<b>Ear changes</b> <ul style="list-style-type: none"> <li>Ears curl inwards and are angled forward to form a 'pointed' shape</li> <li>Space between the ears increases</li> </ul>			
<b>Whisker change</b> <ul style="list-style-type: none"> <li>Whiskers stiffen and angle along the face</li> <li>Whiskers may 'clump' together</li> <li>Whiskers lose their natural 'downward' curve</li> </ul>			

Read the original paper:  
Sotocinal SG, Sorge RE, Zaloum A, Tuttle AH, Martin LJ, Wieskopf JS, Mapplebeck JCS, Wei P, Zhan S, Zhang S, McDougall JJ, King OD, Mogil JS. 2011. The Rat Grimace Scale: a partially automated method for quantifying pain in the laboratory rat via facial expressions. *Molecular Pain* 7: 55. doi:10.1186/1744-8069-7-55

For guidance on using the Rat Grimace Scale, research papers that underpin this technique, and for grimace scales in other species, visit: [www.nc3rs.org.uk/grimacescales](http://www.nc3rs.org.uk/grimacescales)  
To request copies of this poster, please email: [enquiries@nc3rs.org.uk](mailto:enquiries@nc3rs.org.uk)  
The NC3Rs provides a range of 3Rs resources at: [www.nc3rs.org.uk/resources](http://www.nc3rs.org.uk/resources)  
Images kindly provided by Dr Jeffrey Mogil, McGill University

# Client resource:

# Body language chart for mice



National Centre  
for the Replacement  
Refinement & Reduction  
of Animals in Research

## The Mouse Grimace Scale

Research has demonstrated that changes in facial expression provide a means of assessing pain in mice.

The specific facial action units shown below have been used to generate the Mouse Grimace Scale. These action units increase in intensity in response to post-procedural pain and can be used as part of a clinical assessment.

The action units should only be used in awake animals. Each animal should be observed for a short period of time to avoid scoring brief changes in facial expression that are unrelated to the animal's welfare.

	Not present "0"	Moderately present "1"	Obviously present "2"
<b>Orbital tightening</b> <ul style="list-style-type: none"> <li>Closing of the eyelid (narrowing of orbital area)</li> <li>A wrinkle may be visible around the eye</li> </ul>			
<b>Nose bulge</b> <ul style="list-style-type: none"> <li>Bulging on the bridge of the nose</li> <li>Vertical wrinkles on the side of the nose</li> </ul>			
<b>Cheek bulge</b> <ul style="list-style-type: none"> <li>Bulging of the cheeks</li> </ul>			
<b>Ear position</b> <ul style="list-style-type: none"> <li>Ears rotate outwards and/or backwards, away from the face</li> <li>Ears may fold to form a 'pointed' shape</li> <li>Space between the ears increases</li> </ul>			
<b>Whisker change</b> <ul style="list-style-type: none"> <li>Whiskers are either pulled back against the cheek, or pulled forward to 'stand on end'</li> <li>Whiskers may clump together</li> <li>Whiskers lose their natural 'downward' curve</li> </ul>			

Read the original paper:  
Langford DJ, Bailey AL, Chanda ML, Clarke SE, Drummond TE, Echols S, Glick S, Ingram J, Klassen-Ross T, LaCroix-Fralish ML, Matsumiya L, Sorge RE, Sotocinal SG, Tabaka JM, Wong D, van den Maagdenberg AMJM, Ferrari MD, Craig KD, Mogil JS. 2010. Coding of facial expressions of pain in the laboratory mouse. *Nature Methods* 7(6): 447-449. doi:10.1038/nmeth.1455

For guidance on using the Mouse Grimace Scale, research papers that underpin this technique, and for grimace scales in other species, visit: [www.nc3rs.org.uk/grimacescales](http://www.nc3rs.org.uk/grimacescales)  
To request copies of this poster, please email: [enquiries@nc3rs.org.uk](mailto:enquiries@nc3rs.org.uk)  
The NC3Rs provides a range of 3Rs resources at: [www.nc3rs.org.uk/resources](http://www.nc3rs.org.uk/resources)  
Images kindly provided by Dr Jeffrey Mogil, McGill University



# Client resource:

# Body language chart for rabbits



National Centre for the Replacement Refinement & Reduction of Animals in Research



Newcastle University

## The Rabbit Grimace Scale

Research has demonstrated that changes in facial expression provide a means of assessing pain in rabbits.

The specific facial action units shown below comprise the Rabbit Grimace Scale. These action units increase in intensity in response to post-procedural pain and can form part of a clinical assessment alongside other validated indices of pain.

The action units should only be used in awake animals. Each animal should be observed for a short period of time to avoid scoring brief changes in facial expression that are unrelated to the animal's welfare.

	Action units		
	Not present "0"	Moderately present "1"	Obviously present "2"
<b>Orbital tightening</b> <ul style="list-style-type: none"> <li>Closing of the eyelid (narrowing of orbital area)</li> <li>A wrinkle may be visible around the eye</li> </ul>			
<b>Cheek flattening</b> <ul style="list-style-type: none"> <li>Flattening of the cheeks. When 'obviously present', cheeks have a sunken look.</li> <li>The face becomes more angular and less rounded</li> </ul>			
<b>Nostril shape</b> <ul style="list-style-type: none"> <li>Nostrils (nares) are drawn vertically forming a 'V' rather than 'U' shape</li> <li>Nose tip is moved down towards the chin</li> </ul>			
<b>Whisker shape and position</b> <ul style="list-style-type: none"> <li>Whiskers are pushed away from the face to 'stand on end'</li> <li>Whiskers stiffen and lose their natural, downward curve</li> <li>Whiskers increasingly point in the same direction. When 'obviously present', whiskers move downwards</li> </ul>			
<b>Ear shape and position</b> <ul style="list-style-type: none"> <li>Ears become more tightly folded / curled (more cylindrical) in shape</li> <li>Ears rotate from facing towards the source of sound to facing towards the hindquarters</li> <li>Ears may be held closer to the back or sides of the body</li> </ul>			

Read the original paper: Keating SC, Thomas AA, Flecknell PA, Leach MC (2012) Evaluation of EMLA cream for preventing pain during tattooing of rabbits: Changes in physiological, behavioural and facial expression responses. PLOS ONE 7(9): e44437. doi:10.1371/journal.pone.0044437

For guidance on using the Rabbit Grimace Scale, additional images of each action unit, research papers that underpin this technique, and for grimace scales in other species, visit: [www.nc3rs.org.uk/grimacescales](http://www.nc3rs.org.uk/grimacescales)

To request copies of this poster, please email: [enquiries@nc3rs.org.uk](mailto:enquiries@nc3rs.org.uk)

The NC3Rs provides a range of 3Rs resources at [www.nc3rs.org.uk/resources](http://www.nc3rs.org.uk/resources)

Images kindly provided by Dr Matthew Leach, Newcastle University

The Rabbit Grimace Scale would not have been developed without the continuing work of the Pain and Animal Welfare Sciences Group (PAWS) at Newcastle University

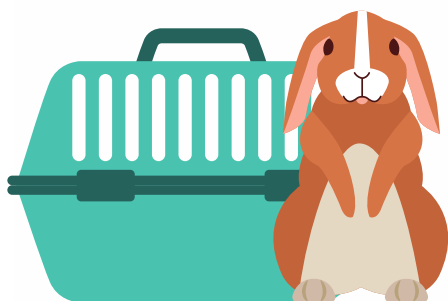


# Client resource: Daily task checklist for small mammals

Date: \_\_\_\_\_

Intake weight: \_\_\_\_\_

Tasks		Check when done ✓		Recommendations
1. Food	Remove spoiled food			Daily
	Replace food			Daily
2. Water	Replace water			Daily
	Check sipper			Daily
3. Hygiene	Spot clean cage			Weekly or as needed
	Replace wet/soiled bedding			Daily or as needed
	Temperature & Humidity	°C/F	%	Daily



# Client resource: Daily observation checklist for small mammals

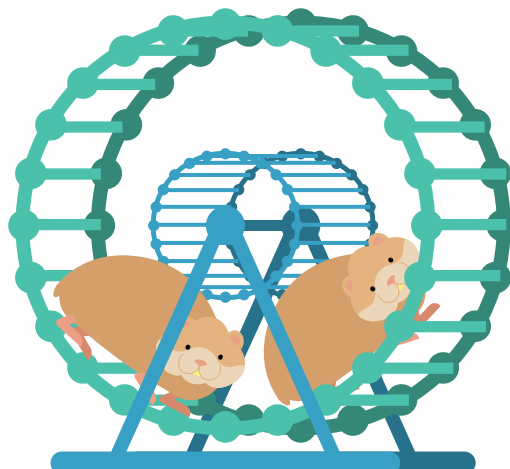


## DAILY OBSERVATION

← = Normal, ↑ = Increased, ↓ = Decreased, ? = Uncertain



Tasks	←	↑	↓	?	Comments	
1. Eating						Food / Pouches / Teeth
						Treats / Vegetables
2. Drinking						Weight
						Water intake
3. Elimination						Urine
						Feces
4. Grooming						Fur: clean or scruffy
						Bald patches / whiskers
						Bright eyes
						Paws / Nails / Tail
5. Activity						Exploring
						Interactive
						Walking / Gait
						Running / Gait
						Climbing / Exercising
						Manipulating toys
						Breathing
						Body posture
6. Facial Grimace						See posters



# Shelter resource: Pet intake template

Intake date: \_\_\_\_\_ Room: \_\_\_\_\_ Intake completed by: \_\_\_\_\_

Owner(s) name(s): \_\_\_\_\_ Phone: \_\_\_\_\_

Name of other on-site pet caretaker(s)/guardian(s): \_\_\_\_\_ Phone: \_\_\_\_\_

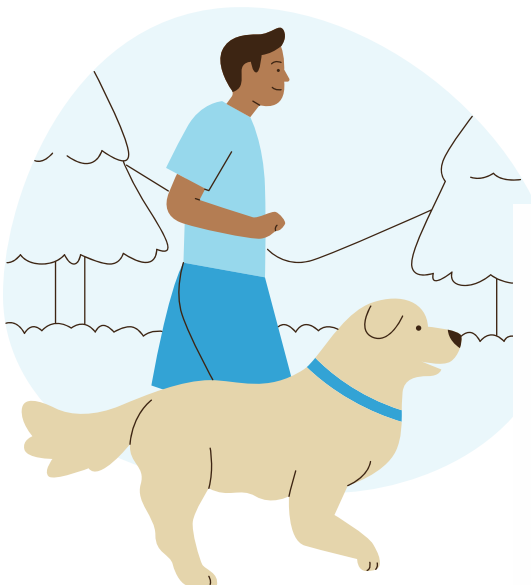
Name of veterinarian/veterinary clinic (if applicable): \_\_\_\_\_

I consent to the release of my pet's medical records to the veterinarian/veterinary clinic serving the shelter:  Yes \_\_\_\_\_(initials)  No

Pet name	Species	Breed	Age	Sex (M/F)	Spayed/ Neutered (Y/N)	Vaccinated (Y/N)	Medical Records (Y/N)	Medical Issues	Medications
Notes:									

I assert that the information provided is true to the best of my knowledge. I understand that any omission, inaccuracies or failure to make full disclosures may result in [e.g. the loss of my pet sheltering/housing privileges].

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Agency resource: Pet contract agreement considerations

- The contract is not meant to replace existing guidelines, policies, or procedures, but to ensure communication of expectations/consequences around important issues that may arise in the co-sheltering environment.
- A pet owner contract should clearly and explicitly state the agency's expectations as well as the results of non-compliance (e.g. finding temporary home for pet while client transitions back into housing).
- Items in the pet owner contract should include priority issues for the agency such as minimizing risk and liability, as well as ensuring animal welfare, public health, safety and hygiene.
- Resources to support agency's development of a pet owner contract include local humane authorities, bylaw or animal control and public health agencies, as well as legal counsel.

Issues to consider include but are not limited to the following:

- **Animal health and welfare**
  - Care and health of animals
    - Provision of food, supplies, daily needs, (e.g. exercise, socialization)
    - Access to veterinary care
    - Health requirements (e.g. spay/neuter, vaccinations, parasite control)
    - Preventing breeding of animals
    - Acquisition of new pets while in shelter
  - Protocol for animal abandonment (What constitutes abandonment e.g. 24hrs)
  - Protocol for alternative care for pet (e.g. client requiring hospitalization, creating a pet care plan)
  - Protocol for animal cruelty or neglect (e.g. what constitutes animal cruelty or neglect)



- **Animal-related logistics**
  - Number of pets allowed per person or room
  - Species of pets allowed and/or prohibited
  - Minimum age of pets allowed
  - Who provides care/make decisions on pet topics (e.g. other residents, family, children over XX years)
  - Access or restrictions to common areas and/or shared space (e.g. outdoor yard, living room)
  - Protocol for problem behaviors (e.g. excessive barking, house soiling)
  - Room/Units
    - Cleanliness and hygiene are maintained
    - Room inspections (e.g. Clients with pets are present for inspections)
    - Limits on obligation to provide accommodations for animal companions
  
- **Public health and hygiene**
  - Behavior and control of animals (e.g. use of leashes, carriers) in shared space in building (e.g. elevators, entrances) and respectful of others' personal space (e.g. cultural sensitivity)
  - Indoor and outdoor property hygiene (e.g. waste pick up and disposal)
  - Risk mitigation for animals with aggression or bite history (e.g. must wear basket muzzle in public, identification such as bandana color to identify as fearful, animal behavior/training support)
  - Protocol for animal bites (e.g. seek medical care for person/animal, notify authorities like public health)
  
- **Legislation**
  - Provisions for service animals, emotional support animals (state/provincial-based legislation)
  - Required documentation, health care provider contact
  - Compliance with local government orders (e.g. infectious disease) that may include mandatory vaccination, quarantine or restricted movement (animal or human).
  - Compliance with state/provincial/local breed specific legislation or dangerous dog orders.

# Client resource: Safety Planning (1)

Are you a pet owner in an abusive relationship?  
Are you thinking of leaving?

Here are some things to think about.

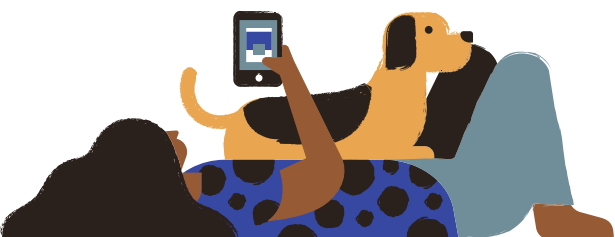
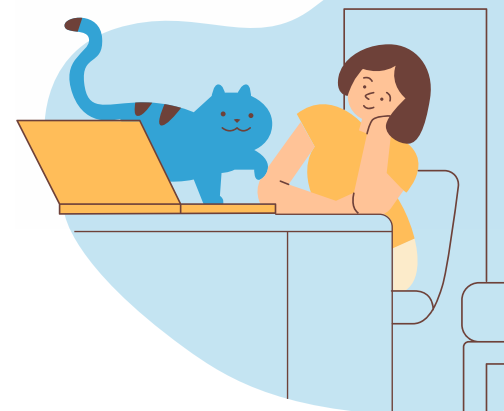
#### KNOWN AND INCREASED RISKS TO ANIMALS

- Any prior history (including childhood) of animal abuse, torture or neglect by the abuser.
- A history of severe physical violence, even if the pet has not (yet) been harmed.
- Pets used as forms of victim intimidation, coercion or control of survivors of violence.
- Significant emotional abuse of children.
- Child protection services deems that children are at risk and only supervised parental visits are permitted.
- Substance abuse and weapon possession/use by the abuser.
- Abuser having knowledge that partner is planning to leave.
- Timing of planned exit from relationship/co-habitation.

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Community Veterinary Outreach

Erin Wasson BSW, MSW, RSW  
Western College of Veterinary Medicine

Bridget Curran MSW, RSW



See Appendix J of the full guidelines

# Client resource:

## Safety Planning (2)

Collect	Prepare
Proof of pet ownership Licensing documents, pet medical records/ vaccination certificate, microchip registration	Call municipality, veterinary office and/or microchip registry to add or change ownership/contact information, if necessary
Pet identification	Microchip (recommended), and/or ID tag with name and safe/trusted phone number (a friend or veterinary clinic)
Proof of pet's vaccination status Vaccination certificate and copy of pet's medical records	Call your veterinarian to request a copy of your pet's vaccination certificates and medical records (emailed and/or hard copy versions)
Your pet's information that will be helpful for foster or temporary caregiver	Prepare an information document for each pet with a pet photo and the following details: <ul style="list-style-type: none"> <li>• Brand/type of pet food, feeding schedule/amount fed/treats</li> <li>• Medical conditions</li> <li>• List of medications and instructions for giving medication(s)</li> <li>• Likes/dislikes</li> <li>• Pet's normal daily routine/structure/activity (rest, walks, play)</li> <li>• Behaviour/training issues (such as pulling on leash, house soiling, aggression, food/toy/space guarding, separation anxiety)</li> <li>• Is your pet good with children? What ages? Describe</li> <li>• Is your pet good with dogs? Describe</li> <li>• Is your pet good with cats? Describe</li> <li>• Is your pet good with other animals? Examples: rodents, rabbits, etc.</li> <li>• Is your dog comfortable being crated/confined when unsupervised?</li> </ul>
Carrier/kennel for cats/small dogs Leash/flat collar for large dogs	Obtain a safe and secure carrier/kennel with blanket/towel Know your pet's favourite hiding/sleeping spots and how to contain the room (example: close doors) Keep areas clear of clutter so that you can quickly and easily retrieve your pet Practise putting your pet in the carrier regularly using treats or by feeding your pet in the carrier with the door left open
Pet supplies	Prepare a bag or bin with a week's worth of pet food (tightly sealed, label with expiration date), extra bowls, bedding, toys, litter/litterbox and grooming supplies. Obtain extra items; do not remove ones that are currently being used in the home.
List of community pet supports	Prepare a list of contacts including phone numbers/email addresses of: <ul style="list-style-type: none"> <li>• Friends and/or family who could provide temporary pet care</li> <li>• Pet-friendly shelters in the community (such as Interval House Ottawa)</li> <li>• Pet fostering programs in the community (such as SafePet)</li> <li>• Case workers/counsellors who will advocate for your pet's care on your behalf</li> <li>• Compassionate boarding options (local dog kennels and/or catteries, humane societies, veterinary clinics)</li> <li>• Community veterinary support organizations (such as Community Veterinary Outreach)</li> </ul>
Local crisis support	Name/Number: _____ Name/Number: _____

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See Appendix J of the full guidelines