Table 1

lo Poston	he-t	le		Tab				
Indicator	Value	Formula		Value	Indicator			
Dogs in Shelter per day		18 minutes per animal for basic clean and feed and medicate (A9- A13)	18		Number of minutes needed			
Minutes Needed per day	1260	divide by 60		21	Number of Hours needed per day			
Hours needed per day	21	divide by 8 hours per day per employee		2.6	Employees per day			
Employees per day	2.625	7 days per week		18.4	Total employee days needed			
Employee days needed	18.375	Days worked per week =5		3.7	# FTE Needed for basic dog care			
Additional duties per week	2235.521918	minutes per week A16-22	Divided by 60	37	Hours per week for additional duties			
Average work week	40				# FTE for Extra care			
TOTAL # FTE for Dogs Needed				4.6		This only reflects		
Current budgeted FTE for Dogs (this does not include extra help)						This only reflects budgeted, not actual number in Job		
Shortage				2.606467466	FTE Shortage			
Volunteers per day needed to be scheduled daily to cover time off and shortage				3		Assume 8 hour shifts per volunteer		
Volunteer hours per day needed to be scheduled to cover time off and shortage				24				
ASSUMPTIONS								
Basic AWS Duties	Minutes needed per animal	Average Animals per day		minutes per day	Total Minutes per week	Assmptions		
Moving dogs for cleaning	3	70						
Cleaning cage	5							
Feeding dogs	3	70						
Enrichment	5	70						
Dishes/Laundry	2	70						
Medicate	5	10.5		52.5	367.5	15% population on meds		
Redemption Assistance	15	1.4		21.5				
Intake processing	20	2.4		47.8				
Adoption Assistance	30	0.6		18.2				
General facility cleaning				60				
Euthanasia	25	0.3		8.0				
Vet Assistance	7	7.4		51.7		Average daily intake + est. daily med exams (5)		
Behavior Evaluation Dogs	25	2.4		59.7	418.1			
Cats = ASPA								
Rabbits = BUNS								

Table 1

lu diantes	Value	Farmula		Tab					
Indicator  Dogs in Shelter per	Value 88	Formula 18 minutes	18	Value 1584	Indicator Number of				
Dogs in Shelter per day	88	18 minutes per animal for basic clean and feed and medicate (A9- A13)	18	1584	Number of minutes needed				
Minutes Needed per day - Dogs	1584	divide by 60		26	Number of Hours needed per day				
Hours needed per day - Dogs	26.4	divide by 8 hours per day per employee		3.3	Employees per day				
Employees per day - Dogs	3.3	7 days per week		23.1	Total employee days needed				
Employee days needed - Dogs	23.1	Days worked per week =5		4.62	# FTE Needed for basic dog care				
Cats in shelter per day	65	10 minutes per animal	10		# minutes needed for cat care per day				
Minutes Needed per day - cats		divide by 60			Number of Hours needed per day - cats				
Hours needed per day - cats	10.83333333	hours per day per employee			Employees per day - cats				
Employees per day - cats	1.354166667	7 days per week		9.5	Total employee days needed - cats				
Employee days needed - cats	9.479166667	Days worked per week =5		1.895833333	# FTE Needed for basic cat care				
Additional duties per week include rabbit care	8024.569863	minutes per week A28-36	Divided by 60		Hours per week for additional duties				
Average work week	40			3.343570776	# FTE for Extra care Dogs, cats, rabbits				
TOTAL # FTE Needed for Dogs, Cats,				9.9					
Current FTE budgeted, not including extra help				5					
Shortage				4.85940411	SHORTFALL				
Volunteers per day needed to be scheduled daily to cover time off and shortage				2		Assume 8 hour shifts per volunteer			
Volunteer hours per day needed to be scheduled to cover time off and shortage				16					
ASSUMPTIONS									
Basic AWS Duties	Minutes needed per animal	Average Animals per day		minutes per day	Total Minutes per week	Assmptions			
Moving dogs for cleaning Cleaning cage	5	88							
Feeding dogs	3	88							
Enrichment Dogs	5	88							
Dishes/Laundry Dogs	2	88							
Medicate Dogs	5	13.2		66	462	mede			
Redemption Assistance	15	1.4		21.7		Average RTO per day			
Intake processing	20	8.8		175.5	1228.2	All Animals	· · · ·		
Adoption Assistance General facility	30	2.3		68.5	479.3 420				
cleaning		4.0							
Euthanasia Vet Assistance	25 7	1.9		48.4 117.4	339.0 821.9	Average daily intake + est. daily med exams (8)			
Behavior Evaluations Dogs	25	5.1		127.3		On intake			
Behavior evaluation Cats	5	2.3		11.6		On Intake			
Rabbit Care	10	45		450		Ave daily census est. 45			
Cat Care	10	65		650	4550	Ave daily census cat _65			
		l			l			l	l

1

				Tab				
Indicator	Value	Formula		Value	Indicator			
Dogs in Shelter per day	37	18 minutes per animal for basic clean and feed and medicate (A9- A13)	18	666	Number of minutes needed			
Minutes Needed per day - Dogs	666	divide by 60		11	Number of Hours needed per day			
Hours needed per day - Dogs	11.1	divide by 8 hours per day per employee		1.4	Employees per day			
Employees per day - Dogs	1.3875	7 days per week		9.7	Total employee days needed			
Employee days needed - Dogs	9.7125	Days worked per week =5		1.9425	# FTE Needed for basic dog care			
Cats in shelter per day	20	10 minutes per animal	10	200	# minutes needed for cat care per day			
Minutes Needed per day - cats	200	divide by 60		3	Number of Hours needed per day - cats			
Hours needed per day cats	3.333333333	hours per day per employee			Employees per day - cats			
Employees per day - cats	0.416666667	7 days per week		2.9	Total employee days needed - cats			
Employee days needed - cats	2.916666667	Days worked per week =5		0.583333333	# FTE Needed for basic cat care			
Additional duties per week include rabbit care	3174.485616	minutes per week A28-36	Divided by 60	53	Hours per week for additional duties			
Average work week	40			1.32270234	# FTE for Extra care Dogs, cats, rabbits			
TOTAL # FTE Needed for Dogs, Cats,				3.8				
Current FTE budgeted, does not include extra help				2				
Shortage				1.848535674	SHORTFALL			
Volunteers per day needed to be scheduled daily to cover time off and shortage				3		Assume 8 hour shifts per volunteer		
Volunteer hours per day needed to be scheduled to cover time off and shortage				24				
ASSUMPTIONS  Basic AWS Duties	N. C.				Total Montan			
	Minutes needed per animal	Average Animals per day		minutes per day	Total Minutes per week	Assmptions		
Moving dogs for cleaning								
Cleaning cage	5	37 37						
Feeding dogs Enrichment Dogs	5	37						
Dishes/Laundry Dogs	2	37						
Medicate Dogs	5	5.55		27.75	194.25	made		
Redemption Assistance	15	1.0		15.0	104.7			
Intake processing	20	3.6		71.2	498.2			
Adoption Assistance General facility	30	1.0		30.0	210.0 420	All Animals		
cleaning		, .						
Euthanasia Vet Assistance	25 7	0.7 8.6		18.7 59.9	130.9 419.4	Average daily intake +		
Behavior Evaluations Dogs	25	2.3		58.3	408.0	est. daily med exams (5)		
Behavior evaluation Cats	5	0.5		2.7	19.0	On Intake		
Rabbit Care	10	11		110	770	Ave daily census est. 11		
Cat Care	10	20		200	1400	Ave daily census cat		

# **Maximizing Your Veterinary Medical Program**

We all know that providing adequate veterinary care is an essential life-saving tool for shelters, but is there a magic number of veterinary personnel for every facility? Learn a system created as part of the UC Davis Fellowship Group to help shelters evaluate their medical staffing needs and maximize their ability to save lives.

**Presenters:** Erica Smedberg, DVM, Dane County Humane Society; Sandra Newbury, DVM, National Shelter Medicine Extension Veterinarian, UC Davis School of Veterinary Medicine

The Association of Shelter Veterinarian's Guidelines for Standards of Care in Animal Shelters provides recommendations the sheltering community can utilize when working to improve current practices. Using these Guidelines at Dane County Humane Society in Madison, Wisconsin, we created a tool to assess capacity for care in our shelter's veterinary medical program.

When discussing Capacity for Care, the Guidelines state that "Adequate staffing must be available to ensure that each critical point of service (e.g., vaccination or medical evaluation, spay/neuter surgery, or a physical move to adoption) is delivered promptly. Delays resulting in even one to two additional days of care may result in crowding and poor animal welfare in facilities that operate near maximum capacity. Expected demand for these critical points of service should be estimated based on the expected numbers of animals who will need each service and the length of time it takes to complete each procedure (e.g., number of animals needing evaluation or spay neuter surgery prior to adoption). Operating beyond capacity for care will result in unwanted outcomes including: delays or failure to provide necessary care; use of substandard housing; increases in staff and animal stress; haphazard mixing of animals; increased risk of infectious disease exposure; and increases in negative interactions between animals." (Newbury, et al, 2010; p 13)

Determining what "adequate staffing" is isn't always simple, especially in larger shelters that offer complex care for many animals. Assessing the capacity for care using our Excel tool will take time initially but will quickly prove to be invaluable. This tool will be available for download free of charge from the UC Davis Koret Shelter Medicine Program website at <a href="https://www.sheltermedicine.com">www.sheltermedicine.com</a>. We created this system with the idea that other shelters would be able to edit and adapt it to suit their particular situation. We used the following guidelines when creating our tool:

- 1. Identify all tasks at a level of detail so that task can be assigned
- 2. Identify all current or possible responsible individuals (staff, volunteer, other)
- Identify current responsibilities specific to each position (including current volunteers or unfilled volunteer positions) at a level of detail so that tasks can be scheduled
- 4. Assign time allocations to each task (may fluctuate seasonally)
- 5. Prioritize tasks
- 6. Assign tasks to positions
- 7. Identify current problems with completing tasks
  - a. Insufficient training
  - b. Insufficient time
  - c. Resistance to change
- 8. Problem solve if capacity is not adequate
  - a. Improve efficiency with current staff
  - b. Add staff or volunteers
  - c. Reduce number of tasks

The system uses an Excel spreadsheet that lists individual tasks and categorizes them in a sortable format (i.e. if you want to see all the tasks performed by technicians, you can sort the column by "T;" if you want to see the tasks that take the most time, you can sort that column too). Formulas are embedded in the spreadsheet to calculate the number of minutes spent on each task in several different ways. At a glance, you will be able to see how much time (on average) your technician spends each time s/he performs a task, as well as how many minutes per day and per week they spend performing that task. At Dane County Humane Society, we learned that our technicians spend, on average, 42 minutes per week checking voicemail. Three minutes each time really adds up!

# How do YOU use this tool?

The majority of the tasks that are performed in a shelter's medical clinic are included but you may delete or add tasks as needed. You may need to adjust the "responsible party" for each task and then should have your staff time themselves to come up with an average number of minutes to complete each task. Insert the numbers into the spreadsheet and have fun choosing different columns to sort!

#### Unexpected benefits:

- Identified many tasks currently being performed by paid technicians that could be performed by well-trained, reliable volunteers. *Ask your staff to highlight tasks that they are currently doing that could be completed by volunteers.* 

- Uncovered inefficiencies in current practices and identified solutions. For example, technicians were walking through the cat kennels to identify cats that needed a rabies vaccine (a red dot was placed on the card once the vaccine was given). They were unaware that a time-saving computerized report could be obtained. You have to identify inefficiencies before you can fix them!
- Tool easily can be converted to a training checklist for new employees. There will be a second sheet on the Excel spreadsheet that will contain an easy-to-modify training checklist with columns to identify progress through training.

We hope you enjoy discovering the ways the Guidelines for Standards of Care in Animal Shelters can be used along with this system to maximize your efficiency and be the best that you can be!

# **REFERENCES:**

Newbury, et al. Association of Shelter Veterinarian's Guidelines for Standards of Care in Animal Shelters, 2010

UC Davis Koret Shelter Medicine Program website www.sheltermedicine.com

NOTES:		

See below for an excerpt from the Excel tool. Here we are viewing the Morning Tasks, sorted by those performed by a technician. There are duplicate tasks listed when they can be performed by more than one individual. If a volunteer is available to do Morning ICU Care (clean/feed), then the technician would not be performing that task on that day. By duplicating tasks, it allows us to sort the "Responsible Person" column to come up with all tasks performed by that person. Additional columns can be added to include Priority Level and Level of Difficulty, to further aid you in assessing your medical capacity for care.

Responsible Person		TASK TYPE	TASK	TIME (minutes)	FREQUENCY (times per day)	Total Time per day	Frequency (per week)	TOTAL TIME PER WEEK
			Morning Tasks					
D		MT	ICU Rounds	15	1	15	5	75
М		MT	ICU Rounds	15	1	15	5	75
Т		MT	Check phone messages	3	2	6	7	42
Т		MT	Check AMS email	5	2	10	7	70
Т		MT	Morning ICU treatments	10	1	10	7	70
Т		MT	Print S/N holds	5	1	5	5	25
Т		MT	ICU Rounds	15	1	15	5	75
Т		MT	Print med boards	5	1	5	5	25
Т		MT	Turn on x-ray processor	1	1	1	5	5
Т		MT	Morning ICU care (feed/clean)	30	1	30	7	210
Т		MT	Fill trifectant basin	1	1	1	7	7
Т		MT	Check vaccine refrigerator temp	2	1	2	7	14
	Total Tech Minutes			77		85		543
V		MT	Morning ICU care (feed/clean)	30	1	30	7	210
V		MT	Fill Trifectant basin	1	1	1	7	7
V		MT	Print med boards	5	1	5	5	25
V		MT	Turn on x-ray processor	1	1	1	5	5

D= doctor, M= manager, T= technician, V= volunteer

MT= Morning Task

Task Type	Primary Responsible Party	Task	Time (minutes)	Frequency (times per day)	Total Time per Day (minutes)
AM	A	[None assigned]	0		0
AM	A	[None assigned]	0		0
AM	D	Daily Planning	5	1	5
AM	D	Clinic Rounds	15	1	15
AM	D	Check email for urgent messages	15	1	15
AM	М	Daily Planning	5	1	5
AM	М	Clinic Rounds	15	1	15
AM	М	Check email for urgent messages	15	1	15
AM	S	Check email for urgent messages	15	1	15
AM	S	Check/record voice messages	20	2	40
AM	S	Respond to voice messages	30	2	60
AM	Т	Turn on x-ray processor	1	1	1
AM	Т	Check vx refrigerator temp	2	1	2
AM	Т	Mix new Trifectant	2	1	2
AM	Т	Check phone messages	3	2	6
AM	Т	Call emergency clinic for transfers	3	1	3
AM	Т	Check clinic email	5	2	10
AM	Т	Print S/N holds	5	1	5
AM	Т	Daily Planning	5	1	5
AM	Т	Daily Planning	5	1	5
AM	Т	Daily Planning	5	1	5
AM	Т	Print med boards	5	1	5
AM	Т	Morning clinic treatments	10	1	10
AM	Т	Clinic Rounds	15	1	15
AM	Т	Clinic Rounds	15	1	15
AM	Т	Clinic Rounds	15	1	15
AM	V	Fill Trifectant basin	1	1	1
AM	V	Morning clinic care	30	1	30
SP	А	[None assigned]	0		0

SP	А	[None assigned]	0		0
SP	D	Informed consent - owned animals	10	1	10
SP	D	Pre-surgical/CVI exams on dogs	4	3	12
SP	D	Pre-surgical exams on owned animals	4	3	12
SP	M	[None assigned]	0		0
SP	M	[None assigned]	0		0
SP	S	[None assigned]	0		0
SP	S	[None assigned]	0		0
SP	T	Turn on oxygen	0.5	1	0.5
SP	T	Turn on scavenger	0.5	1	0.5
SP	T	Turn on surgery tables	0.5	1	0.5
SP	T	Place liners in kick buckets	2	1	2
SP	T	Set up all anesthesia machines	5	1	5
SP	T	Leak check all anesthesia machines	5	1	5
SP	Т	Heat rice socks/snuggle safes	3	1	3
SP	Т	Choose and test ET tubes for sx patient	1	15	15
SP	Т	Check isoflurane levels/refill if needed	2	1	2
SP	T	Collect cats & weigh	4	10	40
SP	Т	Collect dogs & weigh	4	5	20
SP	Т	Fill out surgery cards	4	15	60
SP	T	Remove controlled drugs from safe	2	1	2
		Fill in surgical log with patient ID, procedure and			
SP	Т	weight	1	15	15
SP	Т	Calculate drugs for each patient and fill in surgical log	2	15	30
SP	Т	Draw up and label premedications	2	5	10
SP	Т	Draw up and label induction drugs	1	15	15
		Draw up and label additional meds (i.e. carprofen,			
SP	Т	buprenorphine)	1	15	15
SP	Т	Draw up vaccines for surgical patients	5	1	5
SP	Т	Label FeLV/HW tests	2	5	10

SP	Т	Label microchips	1	15	15
SP	Т	Assist DVM with canine presurgical/CVI exams	2	5	10
SP	Т	Shelter feline presurgical exams PRN	3	5	15
SP	V	[None assigned]	0		
SP	V	[None assigned]	0		
ST	A	[None assigned]	0		0
ST	А	[None assigned]	0		0
ST	D	Pre-surgical/CVI exams on dogs	4	3	12
ST	D	Pre-surgical exams on owned animals	4	3	12
ST	D	Spay/Neuter Surgery (avg. per morning)	180	1	180
ST	D	Spay Day- consent, exams, surgery	480	1	480
ST	D	Dental extractions	45	1	45
		Special procedures: dental extractions, lump			
ST	D	removals, cytology, radiographs,			0
ST	D	Spay/Neuter Surgery (avg. per morning)	180	1	180
ST	D	Dental extractions	45	1	45
ST	D	Special procedures			0
ST	М	[None assigned]	0		0
ST	М	[None assigned]	0		0
ST	S	[None assigned]	0		0
ST	S	[None assigned]	0		0
ST	Т	Administer premeds	2	5	10
ST	Т	Tech 1 Prep animal (induction & prep)	5	15	75
ST	Т	Tech 2 Prep animal (induction & prep)	5	15	75
ST	Т	Place microchip	1	15	15
ST	Т	Draw blood for HW +/- FeLV/FIV	1	15	15
ST	Т	Nail trim, check/clean ears	2	15	30
		Move animals into surgery, hook up to iso and			
ST	Т	monitors	3	15	45
ST	Т	Open packs, blade, drape, suture	2	15	30
ST	Т	Monitor anesthesia	3	15	45
ST	Т	Dental cleanings	25	1	25

		Tidy up surgery (turn off tables, lights, empty kick			
ST	Т	buckets)	3	1	3
ST	Т	Tidy up prep area	5	1	5
ST	T	Feed pediatric patients post-op	5	1	5
		Data entry (surgery, drugs, microchip, rabies, CVI)-			
ST	Т	per animal	5	15	75
ST	Т	Copy SNAP surgical paperwork	10	1	10
		Add up controlled drug totals from surgery log and			
ST	Т	enter in main drug log	10	1	10
ST	Т	Put away controlled drugs	2	1	2
ST	Т	Post-op pain control: med sheet	5	5	25
ST	Т	Post-op pain control: enter in computer	3	5	15
ST	Т	Print S/N hold list for next day	3	1	3
ST	Т	Update kennel cards with S/N and rabies vx info	10	1	10
ST	Т	Return surgical animals to cages	5	1	15
ST	Т	Turn off oxygen, bleed line, turn off scavenger	3	1	3
ST	Т	Clean anesthesia tubes/bags	10	1	10
ST	Т	Prepare post-op pain meds TGH	10	1	10
ST	V	Surgical laundry- wash/dry	4	2	8
ST	V	Fold surgical laundry	4	2	8
ST	V	Wrap drapes and surgical towels	5	1	5
ST	V	Surgical recovery	4	15	60
ST	V	Clean surgical pack	5	10	50
ST	V	Wrap surgical pack	4	10	40
ST	V	Autoclave surgical packs	5	2	10
		Make post-op signs for kennels and place on recovery			
ST	V	kennels	1	5	5
ST	V	Surgical laundry- wash/dry	4	2	8
ST	V	Fold surgical laundry	4	2	8
ST	V	Wrap drapes and surgical towels	5	1	5
MED	А	[None assigned]	0		0

MED	А	[None assigned]	0		0
MED	D	Cat medical rounds	90	1	90
MED	D	Data entry from cat rounds	60	1	60
		Clear fungal/mite check dogs as indicated and enter			
MED	D	notes	10	1	10
MED	D	Build procedure list	5	1	5
MED	D	Dog medical rounds	15	1	15
MED	D	CVI exams	3	4	12
MED	D	Ringworm exams	5	3	15
MED	D	Post-adoption exams	20	1	20
MED	D	Diagnostics on special cases	15	1	15
MED	D	Labwork interpretation	5	1	5
MED	D	Special case planning	20	1	20
MED	D	Urgent care of animals	60	1	60
MED	D	Review records for ER &/or surrenders	5	1	5
MED	D	Discuss euthanasia decisions	10	1	10
MED	D	Rabies quarantine exams	7	1	7
MED	D	Euthanasia sign-off	5	1	5
MED	М	[None assigned]	0		0
MED	М	[None assigned]	0		0
MED	S	[None assigned]	0		0
MED	S	[None assigned]	0		0
MED	Т	Cat medical rounds	90	1	90
MED	Т	Data entry/Follow-up from cat rounds	60	1	60
MED	Т	Assist with CVI exams	6	4	24
MED	Т	Heartworm test (collection/packing)	2	4	8
MED	Т	Implant microchip (non-surg pts)	2	4	8
MED	Т	Data entry for CVI, HW, Rabies, chip	5	4	20
MED	Т	Fill out CVI forms	5	5	25
MED	T	Give rabies vaccines to shelter animals	10	4	40
MED	T	Enter rabies vaccine info in computer	3	4	12
MED	Т	Print & stamp rabies certificates + tags	4	4	16

MED	T	Medical board-tech exams	60	1	60
MED	Т	Medical check- healthy cats	5	7	35
MED	Т	Take radiographs	12	1	12
MED	Т	Develop and label radiographs	5	1	5
MED	T	File radiographs	5	1	5
MED	Т	Assist with misc. procedures	20	1	20
MED	T	Assist with RW exams	7	3	21
MED	T	Data entry from RW exam	5	3	15
MED	V	[None assigned]	0		0
MED	V	[None assigned]	0		0
LAB	А	[None assigned]	0		0
LAB	А	[None assigned]	0		0
LAB	D	Ringworm exams	5	4	20
LAB	D	Urinalysis- sediment	5	1	5
LAB	D	Cytology	5	1	5
LAB	M	[None assigned]	0		0
LAB	M	[None assigned]	0		0
LAB	S	[None assigned]	0		0
LAB	S	[None assigned]	0		0
LAB	Т	Heartworm tests (paperwork and packing)	7	5	35
LAB	Т	Call lab for pick up	2	5	10
LAB	Т	Data entry lab results	5	1	5
LAB	Т	Fecal exams	4	4	16
LAB	Т	Urinalysis	10	1	10
LAB	Т	Take & set up fungal recultures	5	1	5
LAB	Т	Read skin scrapes	3	1	3
LAB	V	[None assigned]	0		0
LAB	V	[None assigned]	0		0
RW	А	[None assigned]	0		0
RW	А	[None assigned]	0		0

RW	С	Stock FIT supplies	20	1	20
RW	С	FIT rounds	20	1	20
RW	С	AM injectable txs when necessary	5	1	5
RW	С	Nebulize FIT cats if no vol available	5	1	5
RW	С	Dip in-shelter "dip & go" cats	7	2	14
RW	С	Set up cages in appropriate area	5	1	5
RW	С	Make med sheet	3	1	3
RW	С	Update folders/whiteboards	5	1	5
RW	С	Update computer records	5	1	5
RW	С	Dip & warm kittens if needed	7	1	7
RW	С	Vaccinate & deworm FIT kittens	5	10	50
RW	С	Weigh & adjust meds for FIT kittens	3	10	30
RW	С	Update Petpoint with vx/med info	5	10	50
RW	С	Train volunteers	120	1	120
RW	С	Cover empty shifts when needed	60	1	60
RW	С	Stock derm lab	5	1	5
RW	С	Package and send tx cultures to UW Lab	5	1	5
RW	D	Correspond with owners of FIT pts; culture updates	10	1	10
RW	D	FIT Center rounds	20	1	20
RW	М	[None assigned]	0		
RW	М	[None assigned]	0		
RW	S	Contact new volunteers	10	1	10
RW	S	Email volunteer update	10	1	10
RW	S	Address vol concerns/suggestions	15	1	15
RW	S	Update volunteer contact list	10	1	10
RW	S	Yearly updates of derm spreadsheets	60	1	60
RW	Т	Check RW Action Plan 2-3 x week	3	1	3
RW	T	List RW action items for DVM	3	1	3
RW	V	Culture and dip FIT cats	6	1	6

RW	V	Medicate for RW	3	15	45
RW	V	Medicate for RW & URI	6	8	
RW	V	Clean common areas, tasks as assigned	15	1	15
RW	V	Feed and clean cats	10		0
PM	Α	[None assigned]	0		0
PM	Α	[None assigned]	0		0
PM	D	[None assigned]	0		0
PM	D	[None assigned]	0		0
PM	M	[None assigned]	0		0
PM	M	[None assigned]	0		0
PM	S	[None assigned]	0		0
PM	S	[None assigned]	0		0
PM	T	Evening clinic care and treatments	15	1	15
PM	T	Shut off x-ray processor	1	1	1
PM	V	[None assigned]	0		0
PM	V	Empty garbage and recycling	10	1	10
СТ	A	Clean dog scale	3	1	3
СТ	A	Sweep office floors (3)	20	1	20
СТ	A	Mop office floors (3)	20	1	20
СТ	A	Clear floors of mats, carts, etc	10	1	10
СТ	A	Sweep floors	25	1	25
СТ	A	Scrub and squeegee floors	45	1	45
СТ	Α	Clean and scrub prep sink/table	10	1	10
СТ	Α	Clean dog recovery kennels*	30	1	30
СТ	А	Clean cat recovery kennels*	30	1	30
СТ	А	Take garbage/recycling to dumpster	10	1	10
СТ	A	Empty offices garbage/recycling	5	1	5
СТ	A	Empty Shop Vac	3	1	3
СТ	A	Clean surgical supply cart	20	1	20
СТ	A	Deep clean surgical tables	10	1	10
СТ	A	Clean AMS rugs/mats	7	1	7

СТ	D	[None assigned]	0		0
СТ	D	[None assigned]	0		0
СТ	М	[None assigned]	0		0
СТ	М	[None assigned]	0		0
СТ	S	[None assigned]	0		0
СТ	S	[None assigned]	0		0
СТ	Т	Take garbage/recycling to dumpster	10	1	10
СТ	Т	Deep clean surgical tables	10	1	10
СТ	Т	Clean dog recovery kennels	30	1	30
СТ	Т	Clean cat recovery kennels	30	1	30
СТ	Т	Restock surgical supplies	5	1	5
СТ	Т	Empty & clean vacuum filter	15	1	15
СТ	Т	Take surgical waste to freezer	3	1	3
СТ	V	Take towels/blankets to laundry room	5	2	10
СТ	V	Take dishes to Kitchen	5	1	5
СТ	V	Restock dishes and toys for ICU	5	1	5
СТ	V	Restock towels/blankets in AMS	5	1	5
СТ	V	Clean tops of ICU cages	30	1	30
FOST	Α	[None assigned]	0		0
FOST	Α	[None assigned]	0		0
FOST	D	Sick foster exams	15	1	15
FOST	D	Answer foster department questions	5	4	20
FOST	М	[None assigned] *	0		0
FOST	M	[None assigned]	0		0
FOST	S	[None assigned] **	0		0
FOST	S	[None assigned]	0		0
		Assist with foster exams (take history, weigh, vx,			
FOST	Т	deworm)	15	4	60
FOST	Т	Assist with sick foster exams	15	1	15
FOST	Т	Enter foster exams/compile meds as needed	10	4	40
FOST	Т	Check record for needed vx/tests prior to appt.	3	4	12

		Give vx/ dewormers to fosters before release as			
FOST	Т	needed; enter in record	5	1	5
FOST	T	Instruct families on treatments/meds	3	2	6
FOST	Т	Answer foster dept. questions	10	4	40
FOST	V	[None assigned] ***	0		0
FOST	V	[None assigned]	0		0
WL	D	Trauma/ Urgent care	20	1	20
WL	D	Anesthesia and exam +/- rads	30	1	30
WL	D	Recheck exams	10	1	10
WL	D	Special surgeries	90	1	90
WL	D	Euthanasia (dangerous/difficult species)	15	1	15
WL	D	Medical consult	5	3	15
WL	D	Protocol development	90	1	90
ОТ	А	[None assigned]	0		0
ОТ	А	[None assigned]	0		0
ОТ	D	Answer foster dept. questions	5	4	20
ОТ	D	Answer adoption dept. questions	3	3	9
ОТ	D	Read/Respond to email	30	2	60
ОТ	D	Read/Respond to email	30	2	60
ОТ	D	Research unusual cases	10	1	10
ОТ	D	Investigate new protocols/ideas	60	1	60
		Correspond with potential 4th year veterinary			
ОТ	D	student externs	10	1	10
ОТ	D	Consult with adopters' DVM	10	1	10
ОТ	D	Contact other clinics for vet assistance	10	1	10
ОТ	D	Veterinary Technician training	60	1	60
OT	M	Read/Respond to email	60	3	180
ОТ	M	Arrange pt transport to other clinics	20	1	20
ОТ	M	Invoice staff/volunteers as needed	2	1	2
ОТ	M	RW post-adoption calls, schedule appointments	15	1	15
OT	M	Contact/schedule post-adoption procedures	10	1	10

OT	M	Alert development to special cases/stories	5	1	5
ОТ	M	Monthly report of shelter tx stats	20	1	20
		Monthly report of treatments/ procedures/tests			
ОТ	M	done by AMS	40	1	40
		Monthly report of service stats for Maddie's Fund			
ОТ	M	reporting	5	1	5
ОТ	М	Monthly report of surgical numbers/breakdown	60	1	60
ОТ	S	Correspond with potential AMS interns	5	1	5
ОТ	S	Train new volunteers as needed	30	1	30
ОТ	Т	Answer adoption dept. questions	2	3	6
ОТ	T	Enter ExCA reports as needed	5	1	5
ОТ	T	Read/Respond to email	10	1	10
ОТ	T	Clinic Inventory	30	1	30
ОТ	T	Place order for Clinic/Wildlife center	60	1	60
ОТ	T	Fill out purchase orders	15	1	15
ОТ	T	Distribute order to other departments	5	1	5
ОТ	T	Update HG/FL list (incl foster)	15	1	15
ОТ	Т	Unpack weekly order	60	1	60
ОТ	Т	Sort medical donations (small)	20	1	20
ОТ	T	Contact volunteers as needed	10	1	10
ОТ	T	Mix new Trifectant for spray bottles	5	1	5
ОТ	V	Enter POs into tracking spreadsheet	25	1	25
ОТ	V	Divide Revolution (selamectin)	60	1	60
ОТ	V	Put microchips into envelopes	30	1	30
ОТ	V	Divide itraconazole into 25 mg doses	70	1	70
ОТ	V	Put together SNAP tests	20	1	20
MTG	А	[None assigned]	0		0
MTG	А	[None assigned]	0		0
MTG	С	[None assigned]	0		0
MTG	С	Ringworm Program Meeting	90	1	90
MTG	D	Ringworm Program Meeting	90	1	90

MTG	D	Weekly Meeting with Clinic Mgr	60	1	60
MTG	D	Weekly Meeting with Clinic Mgr	60	1	60
MTG	D	Weekly Clinic Meeting	60	1	60
MTG	D	All-Staff meeting	90	1	90
MTG	D	S/N Committee Meeting	60	1	60
MTG	D	Disaster Planning Meeting	90	1	90
MTG	D	Other meetings as needed	60	1	60
MTG	М	Weekly Meeting with Clinic Mgr	60	1	60
MTG	М	Weekly Clinic Meeting	60	1	60
MTG	М	Weekly Leadership Team Meeting	90	1	90
MTG	М	Weekly Mtg with Animal Ops Mgr	60	1	60
MTG	М	Leadership Team + Supervisors Meeting	90	1	90
MTG	М	S/N Committee Meeting	60	1	60
MTG	М	Disaster Planning Meeting	90	1	90
MTG	М	Strategic Planning Meeting	6	1	6
MTG	M	Other meetings as needed	60	1	60
MTG	S	Weekly Clinic Meeting	60	1	60
MTG	S	Leadership Team + Supervisors Meeting	90	1	90
MTG	S	S/N Committee Meeting	60	1	60
MTG	S	Other meetings as needed	60	1	60
MTG	Т	Weekly Clinic Meeting	60	1	60
MTG	Т	Weekly Clinic Meeting	60	1	60
MTG	Т	Weekly Clinic Meeting	60	1	60
MTG	T	Weekly Clinic Meeting	60	1	60
MTG	Т	All-Staff meeting	90	1	90
MTG	T	All-Staff meeting	90	1	90
MTG	T	All-Staff meeting	90	1	90
MTG	Т	All-Staff meeting	90	1	90
MTG	Т	Volunteer Trainers Meeting	60	1	60
MTG	Т	Volunteer Trainers Meeting	60	1	60
MTG	V	[None assigned]	0		0
MTG	V	[None assigned]	0		0

PRN	Α	[None assigned]	0	
PRN	А	[None assigned]	0	
PRN	D	Necropsy	45	
PRN	D	Cruelty cases- diagnostics, documentation	120	
PRN	D	Shelter staff training	30	
PRN	M	Change out dosimeter badges	10	
PRN	M	Update licenses with distributors	20	
PRN	M	Anesthesia machine service	60	
PRN	M	Radiograph developer service	10	
PRN	M	Radiograph machine service	40	
PRN	M	Yearly Staff Reviews	90	
PRN	S	Staff Reviews	90	
PRN	S	Assist with development videos	20	
PRN	Т	Check medical stock for expiration	60	
PRN	Т	Sort donations of medical supplies	120	
PRN	Т	Check foster email as needed	30	
PRN	V	[None assigned]	0	
PRN	V	[None assigned]	0	

Frequency (per week)	Total Time per Week (minutes)	Alternate Responsible Party	Comments
	0		
	0		
5			
5			All medical staff attends rounds
5			
5			
5			
5			
5	200		
5			
5		V	
7	14		
1		V	
7	42		
7	21		
7	70		
5	25	V	
5			
5			
5			
5		V	
7	70		
5			
5			
5		_	
7	7		
7	210		
	0		

Willaw req. DVM speak with O prior to any procedure   3				
2 20 procedure  3 36 2 24 techs do pre-op exams on shelter cats  0 0 0 0 0 0 5 2.5 V 5 2.5 V 5 2.5 V 5 10 V 5 25 5 5 25 5 5 5 25 5 5 15 V 5 10 V 5 10 V 5 5 75 V 5 10 V 5 10 V 5 5 75 V 5 10 V 5 10 V 5 5 75 V 5 10 D 5 75 V		0		
3 36				
3 36	2	20		procedure
2 24 techs do pre-op exams on shelter cats  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3	36		
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				techs do pre-on exams on shelter cats
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	_			
O   O   O   O   O   O   O   O   O   O				
5 2.5 V 5 2.5 V 5 2.5 V 5 2.5 V 5 10 V 5 25 5 5 25 5 5 25 5 5 25 5 5 15 V 5 10 C 5 75 C 5 10 C 6 10 C 6 10 C 7 10				
5				
5 2.5 V 5 2.5 V 5 10 V 5 25 5 5 25 5 5 25 5 5 15 V 5 15 V 5 15 V 5 10 V 5 10 V 5 100 V 5 100 V 5 100 D 5 75 V 5 150 S 5 75 V				
5 2.5 V 5 10 V 5 25 5 5 25 5 5 15 V 5 15 V 5 15 V 5 75 5 70 V 70 75 V 71 75 V				
5 10 V 5 25 5 5 25 5 5 15 V 5 15 V 5 75 5 10 0 5 5 200 V 5 100 V 5 300 5 5 10 D 5 75 V 5 150 5 5 75 V				
5 25 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5				
5 25 5 15 V 5 75 5 5 10 5 10 0 7 5 100 V 7 5 100 D 7 5 150 D 7 5 V 7 5 150 D 7 5 V 7 5 150 D 7 5 V 7 5 V 7 5 T 5 T 5 V 7 5 T 5 T 5 V 7 5 T 5 T 5 V 7 5 T 5 T 5 V 7 5 T 5 T 5 T 5 T 5 T 5 T 5 T 5 T 5 T 5				
5 15 V 5 75 5 10 5 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				
5 75 10 5 10 5 200 V 5 100 V 5 300 5 10 D 5 75 V 5 5 50 V 5 5 75 V 5 75 V	5	25		
5 10 V 5 200 V 5 100 V 5 300 S 5 300 S 5 10 D S 5 150 S 5 50 V 5 5 75 V 5 75 V 5 75 V	5	15	V	
5 200 V 5 100 V 5 300 5 10 D 5 75 V 5 150 5 5 75 V 5 75 V	5	75		
5 100 V 5 300   5 10 D 5 75 V 5 150   5 5 75 V 5 75 V	5	10		
5 300 5 10 D 5 75 V 5 150 5 75 V 5 75 V 5 75 V 75 V 75 V 75 V 7	5	200	V	
5 10 D  5 75 V  5 150	5	100	V	
5 75 V  5 150 5 50 V 5 75 V	5	300		
5 150 50 V 5 75 V	5	10	D	
5 150 50 V 5 75 V				
5 150 50 V 5 75 V	5	75	V	
5 50 V 5 75 V 5 75 V				
5 50 V 5 75 V 5 75 V	5	150		
5 75 V 5 75 V				
5 75 V				
	5	75	V	
5 25 V	5			
5 50 V	5	50	V	

5	75	M	
5	50		
5	75	D	
	0		
	0		
	0		
	0		
3	36		
2	24		techs do pre-op exams on shelter cats
3	540	V	
0.5	240		Every other Saturday
3	135		Can be much higher in summer
	0		
3	540	VV	
3	135	VV	Can be much higher in summer
	0	VV	
	0		
	0		
	0		
	0		
5	50	D	
5	375		
5	375	V	
5	75	V	
5	75	V	
5	150	V	
5	225	V	
5	150	V	
5	225	V	
5	125		Time listed for high season

5	15	V	
5	25	V	
5	25	V	
5	375	V	
5	50	V	
5	50		
5	10		
5	125		
5	75	V	
5	15	V	
5	50	V	
5	75	V	
5	15	V	
5	50	V	
2	20		TGH= to go home
5	40	Т	
5	40	Т	
5	25	Т	
5	300	Т	
5	250	Т	Active time
5	200	Т	
5	50	Т	Est. 5 min total work full cycle
5	25	Т	
5	40	Т	
5	40	Т	
5	25	Т	
	0		

	0		
	0		
2	180		Highly variable with season
2	120	Т	
			Dogs with FC signs are kenneled until
3	30	T	cleared
5	25		
5	75	Т	Highly variable with season
5	60		
2	30		
0.12	2.4		As needed
1	15		
4	20		
1	20		Highly variable with season
1	60		Highly variable with season
4	20		
2	20		
4	28		
3	15		Highly variable with season
	0		
	0		
	0		
	0		
1	90	D	Highly variable with season
1	60	D	
5	120		
5	40		
5	40		
5	100		
5	125	V	Highly variable with season
5	200	D	
5	60		
5	80		

5	300	D	
			Highly variable. 0 min/wk in winter to 8
5	175	D	hrs/wk in summer!
2	24		•
2	10		
1	5		
4	80	Т	
2	42		
		D	
	0		
	0		
0	0		
0	0		
2	40		
1	5		
3	15		
0	0		
0	0		
0	0		
0	0		
5	175	V	
5	50	V	
5	25	Т	
5	80	Т	
3	30	D	
3	15	Т	
0.5	1.5	D	est. scrape done q other wk
0	0		
0	0		
	0		
	0		

			FIT. Foliose in Treatment /DCHC Dingues
			FIT= Felines in Treatment (DCHS Ringworm
1	20		treatment facility)
5	100	S	Variable with season
1	5		
1	5		
1	14		
3	15		
3	9		
2	10		
2	10		
			Some vols aren't comfortable with the tiny
2	14		kittens
0.5	25		
1	30		
1	50		
1	120	V	
1	60	V	
1	5		
1	5	S	
0.5	5	Т	
1	20	Т	
	0		
	0		
1	10		
1	10		
1	15		
0.25	2.5		
0.08	4.8	T	
2	6	V	
2	6	V	
2	12	T	

_	245		
7	315		per cage, est. 15 cages; daily tx
			twice daily tx
7	105		
	0	Т	
	0		
	0		
	0		
	0		
	0		
	0		
	0		
	0		
			time depends on # of dogs in clinic- need
7	105	Α	walking
5	5	V	
	0		
7	70	T	
5	15	Т	
2	40		
1	20		
2	20	Т	
7	175	Т	
2	90	Т	
3	30	Т	
2	60	Т	
2	60	Т	
2	20	Т	
2	10	Т	
3	9	Т	
1	20	Т	
2	20	Т	
2	14	Т	

	0		
	0		
	0		
	0		
	0		
	0		
5	50	V	
1	10		
3	90		
3	90		
5	25	V	
1	15		
5	15	V	
7	70	Т	
7	35	Т	
7	35	Т	
7	35	Т	
0.25	7.5	Т	
	0		
	0		
5	75		Highly variable with season
5	100		
	0		
	0		
	0		
	0		
			Highly variable. 0 min/wk in winter to 8
5	300	V	hrs/wk in summer
5	75		
			Highly variable. 0 min/wk in winter to 8
5	200	V	hrs/wk in summer
5	60		

_	25		
5	25		
5	30		
5	200		
0	0		
0	0		
1	20		Times listed for high season.
2	60		Times listed for high season.
3	30		Times listed for high season.
0.25	22.5		Times listed for high season.
0.1	1.5		Times listed for high season.
5	75		Times listed for high season.
0.1	9		Year-round
	0		
	0		
5	100		
5	45		
5	300		based on 2 FT DVMs
5	300		based on 2 FT DVMs
3	30		Variable with season
0.5	30		
0.5	5		Mostly April/May
0.25	2.5		As needed
0.25	2.5	M	
0.25	15		Monthly
5	900		15 hrs
1	20	D	
1	2		Avg- variable with season
			Highly variable with season; 0-30 minutes
1	15	Т	per week.
0.25	2.5	Т	

1	5	D	
0.25	5		
0.25	10		
0.25	1.25		
0.25	15		
1	5	D	
1	30		Approx. extra time to train
7	42		
3	15		ExCA= Emergency Clinic
7	70		
1	30		
1	60		60-90 min
1	15	M	
1	5		
3	45		All dogs get HG/FL monthly
1	60		
0.5	10	V	Large donations in PRN tab
1	10		
1		V	
1	25		
0.25	15		
1	30		
0.08	5.6	Т	
1	20	Т	
	0		
	0		
	0		
0.04			Twice yearly
0.04	3.6		Twice yearly

4	co	
1	60	
1	60	
1	60	
0.25	22.5	Monthly mtg
0.25	15	Monthly mtg
0.08	7.2	Quarterly mtg
0.25	15	
1	60	
1	60	
1	90	
1	60	
0.25	22.5	Monthly mtg
0.25	15	Monthly mtg
0.08	7.2	Quarterly mtg
0.08	0.48	Quarterly mtg
0.25	15	
1	60	
0.25	22.5	Monthly mtg
0.25	15	Monthly mtg
0.25	15	
1	60	
1	60	
1	60	
1	60	
0.25	22.5	Monthly mtg
0.25	15	Monthly mtg
0.25	15	Monthly mtg
	0	
	0	

# Table 1

2015	Мау	June	July	August	September	October	November	December
Animal Intake Data								
Kittens < 8 weeks								
Kittens 8-16 weeks								
Kittens 16 weeks - 12 mo								
Cats 13 months - 5 year								
Cats 6-10 years								
Cats 10+ years								
Puppies < 8 weeks								
Puppies 8-16 weeks								
Puppies 16 weeks to 12 mo								
Dogs 13 months to 5 years								
Dogs 6-10 Years								
Dogs > 10 years								
# spayed/neuter cats > 6 mo								
# spayed/neutered dogs > 6 mo								
# O/S Cats								
# O/S Dogs								
All Rabbits								
Other - small animal								
Other Large Animal								
Intake by zip code								
Intake by subtype								
Return Rate								