



Job Aid

Exotics and Other Species Lead

Name: _____ Date: _____ Event: _____

*** Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section. Completed Job Aid will be reviewed with new volunteer at Transfer of Duties. Copy will be placed in dedicated Exotics and Other Species Lead binder on site for future reference.**

Time Done	
	POSITION OVERVIEW
	<p>The Exotics and Other Species Lead (Area Lead) is responsible for managing the welfare of Exotics and Other Species and the safety of volunteers and the public at the emergency Small Animal Shelter for Animal Branch Operations (ABO).</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> ● Sheltering and Care of Exotics and Other Species ● Train and Supervise Exotics and Other Species Volunteers ● Identifying and requesting resources. ● Assist with Animal Medical as directed. ● Assist in Reunification as directed by Shelter Lead. ● Management of public in all aspects when in the Exotics and Other Species Shelter. ● Exotics and Other Species Shelter Staffing Needs: <i>Recommended 1 volunteer to 15 exotics, 2 volunteers 25 exotics, etc.</i> (AM & PM staffing is important) ● This is a volunteer position that oversees the well-being of Exotics and Other Species and the general organization of the Exotics and Other Species area of the Shelter. ● Follow the Job Aid and as directed by Shelter Lead. ● Attend Morning Briefing - Shelter Lead will post time on ICS Whiteboard.
	EXOTICS and OTHER SPECIES LEAD REPORTS TO
	<ul style="list-style-type: none"> ● Small Animal Shelter Lead (Shelter Lead)
	WHO REPORTS TO EXOTICS and OTHER SPECIES LEAD
	<ul style="list-style-type: none"> ● Assistants you have assigned. <ul style="list-style-type: none"> ○ Exotics and Other Species Room Managers ● Exotics and Other Species Volunteers until Room Managers are assigned.
	REPORTS TO MAINTAIN
	<ul style="list-style-type: none"> ● Animal Counts: by 1000 and 1700 (times may vary) ● Availability: Kennel / Cages / Other (per room) ● Animal Location Inventory ● Daily Medical Treatment Log, Veterinary binder (kept in comms room). ● Animal Shelter Nightly Routine
	FORMS AND GUIDES
	<ul style="list-style-type: none"> ● Exotics and Other Species Lead binder: Contains Job Aids and Exotics and Other Species Shelter Quick References, and Exotics and Other Species Shelter: 48-hr. Resource Guide. <ul style="list-style-type: none"> ○ Exotics and Other Species Lead Job Aid - use one per shift, document all details, (Tasks (Pending) & Notes). ○ Area Lead Storage Clipboard. ● ICS 214 Activity Logs / Electronic - update your ICS 214 through 'Check-IN' App. ● ICS 213 General Message handwritten to Shelter Lead. ● Animal Care Schedule (Shelterly-Animal Care Schedule) ● Isolation Time Checked sheet

	<ul style="list-style-type: none"> ● Animal Shelter Nightly Routine ● Kennel Cards (Caution, Clean, Dirty, Special Diet, etc.) ● Exotics and Other Species Lead Vest (Orange) and Room Managers Vest (if assigned) ● Family Radios for Exotic and Other Species Lead and Room Managers (if assigned)
TECHNOLOGY – you need to have	
	<ul style="list-style-type: none"> ● Personal Cell Phone with charger ● Family Radios: All NVADG family radios are on channel 8. ● Shelterly Access <ul style="list-style-type: none"> ○ Request access through your Shelter Lead. ● WhatsApp for Shelter
COORDINATE WITH	
	<ul style="list-style-type: none"> ● Shelter Lead ● Exotics and Other Species Volunteers, Assistants and Room Managers (if assigned) ● Intake Lead ● Veterinarian(s) as directed by Shelter Lead ● Animal Documentation Team as directed by Shelter Lead ● Animal Shelter Safety Assistant ● Reunification Team as directed by Shelter Lead
SET UP / START OF INCIDENT (Check Off as Completed)	
	<p>Delegate these duties as volunteers are assigned to Exotics and Other Species Shelter.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Family Radio: Complete a radio check with Intake and Shelter Lead. <input type="checkbox"/> <u>Palace room #4</u>: Is the designated room for Exotics and Other Species. <input type="checkbox"/> <u>Palace room #5</u>: Has additional cages and other supplies. <input type="checkbox"/> Consult with Shelter Lead before using any rooms other than the original assigned. <input type="checkbox"/> Assemble kennels / cages as necessary, use cardboard between kennels. <input type="checkbox"/> Room Whiteboard: Post Date and Time <ul style="list-style-type: none"> ○ Floor Plan: Design animal housing grid, location of animal by Animal #s. ○ Animal Counts: Post by Species, and post by Owner and O'unID (Owner Unidentified). ○ Availability: Kennel / Cages / Other Availability, (Post Counts). <input type="checkbox"/> Prepare for Animal Intake. <input type="checkbox"/> ISO Area: Exotics and Other Species room will be determined by the Exotics and Other Species Lead and the Shelter Lead. <ul style="list-style-type: none"> ○ Discuss with the Shelter Lead options to determine alternate ISO areas, as required for current situation. <input type="checkbox"/> Cleaning Station: 5-gallon buckets, paper towels, disposable gloves, etc. <ul style="list-style-type: none"> ○ White vinegar, diluted for kennel cleaning. <input type="checkbox"/> Feeding Station: can opener, paper food trays. <ul style="list-style-type: none"> ○ Label Special Diet food: document on the Animal Care Schedule. <ul style="list-style-type: none"> ● Write on blue tape (Date – Owner – Animal #) and tape to food. ● Attach a Special Diet kennel card to the Kennel / Cage / Other <input type="checkbox"/> Consult with Shelter Lead for extension cord and other environmental equipment. <input type="checkbox"/> Expanding to New Rooms: Post Exotics and Other Species Quick References.
	<p>Supplies: Animal Care Schedules, Kennel Cards, Clipboards, Room Whiteboard, Sheets, Paper, Water Bowls, Watering Cans, Paper Food Trays, Disposable Gloves, Paper Towels, 5-gallon Buckets, Spray Bottle, Mild Soap and White Vinegar.</p>
ASSIGNMENTS / DUTIES	
	<p>Use this Job Aid to track notes and tasks pending. Place it in the Exotics and Other Species Lead binder at the end of your shift. The Job Aid can be used for shift change transfer of duties. This information will assist you in 'Check-OUT' and completing your ICS 214.</p> <ul style="list-style-type: none"> ● Train Exotics and Other Species Volunteers on Exotics and Other Species Shelter Job Aid.

- Assign an Assistant and Room Managers if needed based on population and availability of volunteers. Room Managers get vests and family radio.
- Identify needs and request supplies and volunteers. See Requesting Resource section.
- Attend Area Lead Morning Briefings. Give input update as needed.
- Post Animal Counts by 1000 and 1700, or other established times on the Small Animal Shelter ICS whiteboard.

TRAIN AND SUPERVISE VOLUNTEERS

Remember to treat volunteers the way you want to be treated. Encourage volunteers and help them find the duties that they are good at doing.

Volunteer Protocol Reminders:

- All volunteers must have a NVADG badge, Butte County Employee Badge, or a BARC badge (Mutual Aid). **No badge**, send volunteer directly to Shelter Lead.
- Official Dress: Uniforms (Shirts) / Name Tags / Badges / Long Pants / Closed Toed Shoes.
- Train new volunteers in the Animal Documentation process.
- Remind them to have a plan to shower and wash clothes before interacting with their own animals (to reduce disease transmission).
- Remind volunteers to drink enough water and take breaks.
- No unauthorized Volunteers housed at Operational Sites.

Staffing: Remember how to schedule your future shifts via ‘Sign-UP’

- At Activation volunteers are notified of the locations that are requesting volunteers.
- All NVADG volunteer staffing is centralized in ABOC.
 - They need to know where volunteers are working and who is available to help fill staffing needs.
- "GO" to the location where they have training / experience.
- After day 2 or 3: Each location will have a link to a ‘Sign-UP’ form for Volunteers to use.
- The link to ‘Sign-UP’ to an active Shelter location is sent out by text and email.
- Or log into Volunteer Impact portal at myvolunteerpage.com, on the homepage

Remember WhatsApp, and Radio Etiquette

- Only respond when appropriate.
- Connect directly for one-on-one conversation.

Remind Volunteers how to Check-In and forms to complete: (Volunteer Sign In Area) Grab & Go - Tote

- 'Check IN using electronic Check-IN' and 'Check-OUT' App (Butte County may Not be using this format.)
 - Make sure the URL and/or QR code is accessible to all volunteers.
 - Request through ABO Chief.
 - Volunteers must **Sign IN** first and before leaving **Sign OUT** electronically.
 - Includes ICS 214, and Mileage Claim, volunteers must check the box to send it to their email.
 - Email is from: norcalziggy@gmail.com. (Check your spam.)
 - Volunteers can update up to 30 days, from the last day of activation.
- NVADG Sign In sheet (paper), Volunteers must **Sign In** first and before leaving **Sign Out**.
 - At the end of day, take a picture.
- NVADG Mileage Claim form / ICS 214's (paper), located and kept in the Grab & Go - tote.
 - Recommend they take a picture for their personal records.

NVADG Incident Injury / Accident Report form: (Located in ALL Grab & Go – tote)

- The form is to be filled out by the Area Lead and the injured volunteer. Coordinate with Shelter Lead.
 - Make a copy of the form for injured volunteer.
 - The Animal Shelter Safety Assistant can assist if this position is active.
 - Serious Injuries: **Call 911** and Contact Shelter Lead **immediately!**
- Ensure the area / incident is safe.

SHELTERING EXOTICS AND OTHER SPECIES	
	<p><u>Upon Intake:</u></p> <ul style="list-style-type: none"> ● If directed by Exotic and Other Species Lead, convert Shelterly-Animal Care Schedule to Small Animal Care Schedule. <ul style="list-style-type: none"> ○ Animal Care Schedule stays attached to Kennel / Cage / Other. ● Update Animal in Breed / Description: characteristics (blue eyes, spotted belly). ● Ensure Animal Documentation of every animal is done. <p><u>Upon Release:</u></p> <ul style="list-style-type: none"> ● Animal Care Schedules are to come to the Intake desk to be filed at Intake. <ul style="list-style-type: none"> ○ Review Animal Care Schedule, be prepared to answer questions from the owners. ○ Intake: Only if applicable will make a copy of Animal Care Schedule (Vaccinations, Veterinary care instructions, and other pertinent information) for the owner. ● Remove Animal # from the Room Whiteboard upon release.
	<p><u>Daily Routine:</u></p> <ul style="list-style-type: none"> ● Exotics and Other Species are <u>to be housed</u> together if they are brought in together. Consult with the owner, if necessary. ● Place cardboard between the kennel, cages, other, cover top with sheet if necessary ● Refill waters and clean kennel, cages, other, as needed, document if necessary. ● Keep traffic to a minimum. ● Ensure quiet time with lights turned off. ● Keep Air Scrubbers on in all rooms.
	<p><u>Room Whiteboard:</u> (one per room) Post, Date, and Time</p> <ul style="list-style-type: none"> ● <u>Floor Plan:</u> Design animal housing grid to locate animal by Animal #. ● <u>Animal Counts:</u> Post by Species, and post by Owner and O'unID (Owner Unidentified). <ul style="list-style-type: none"> ○ Post count at 1000 and 1700 (times may vary). ● <u>Availability:</u> <u>Kennel / Cage / Other Availability:</u> (Post Counts).
	<p><u>Exotics and Other Species Shelter Quick References:</u> Posted in Exotic and Other Species Shelter and Exotics and Other Species Iso</p> <ul style="list-style-type: none"> ● Cockatiels and Parakeets ● Guinea Pigs ● Iguanas ● Rabbits ● Isolation – Small Animal Shelter
	<p><u>Environment:</u> (Soft instrumental music can be helpful.)</p> <ul style="list-style-type: none"> ● Keep the room quiet and calm, do not rush when interacting with animals. ● Monitor the room temperature to keep between 80 to 85 degrees or what is appropriate. ● Check ALL electrical cords to ensure they are out of reach of the animals. ● Birds do not tolerate drafts or dampness well. <ul style="list-style-type: none"> ○ Be careful on heating, air conditioning and full sun exposure. ○ Feather picking and other forms of self-mutilation can be common. <ul style="list-style-type: none"> ■ Document on the Animal Care Schedule / Animal Shelter Nightly Routine sheet. ○ Toys to investigate and explore can greatly reduce stress, <u>no sharing</u>. ○ Cover kennel / cage with sheets if necessary. ● Reptiles: (Temperature, lighting, humidity, moisture, and water quality are important.) <ul style="list-style-type: none"> ○ The type of enclosure should be appropriate for the species. ○ Most owners will bring their enclosures. ○ Shallow water containers and regular spraying for humidity. ○ Place heaters a good distance from animal to prevent injury. ● Rabbits: Frozen water bottle provides immediate cool down, check freezer in Del Oro.
	<p><u>Wash Station:</u> (Designate a volunteer to help at Wash Station when possible.) <i>Attach <u>Small Animal Care Schedule</u> to new housing.</i></p>

- Kennels / Water Bowls / Other:
 - Pre-clean heavily soiled areas by removing excess organic debris, paper towels.
 - Use pre-mixed Rescue Solution prepared by BCAC – ACO.
 - Submerge or thoroughly wet with Rescue Solution for 8 minutes.
 - Spray surface, making sure to visibly wet surfaces thoroughly.
 - Use wash tubs with Rescue Solution for scrubbing,
 - Rinse well with clean water.
 - Air dry or dry with paper towel
 - Condo: Use 2 oz. of Rescue Disinfectant Concentrate / 1 gallon of water in a bucket.
 - Scrub all areas of the condo with a rag and let dry.

GENERAL PROCESSES

- Daily Opening and Closing Safety Inspection:**
- *Be careful when opening all doors each morning!
 - Visual inspection of all Exotics and Other Species and Exotics and Other Species facilities.
 - Consider all entrance and exit gates, post signage as necessary.
 - Check the water and make sure all Kennels / Cages / Other, are locked and secure.
 - Routinely check Exotics and Other Species walking fence line.
- Cleaning Kennels, Cages, Etc.:** (Volunteer and Animal Safety is Priority)
- Change gloves after each kennel / Cage!
 - Birds: Are extremely sensitive to toxic fumes! (No aerosols).
 - 50/50 mixture of white vinegar and water for general cleaning.
 - Line cage trays with paper to reduce the amount of cleaning needed.
 - Rabbits: Are extremely sensitive to toxic fumes! (No aerosols).
 - Mix 1-portion of white vinegar in 3-portions of water for general cleaning.
 - Remove unclean or wet bedding and throw away litter.
 - Reptile:
 - Follow all instructions listed on the Animal Care Schedule.
 - Wash each item in a solution of hot, soapy water, rinse very well. RINSE AGAIN!
 - use paper towels to dry completely.
 - Document on Animal Care Schedule: (use
- Animal Shelter Nightly Routine sheets:**
- Area Leads: Complete Animal Shelter Nightly Routine sheets each night before closing.
 - **Ensure** all medical concerns are documented and attended to.
 - The Completed sheet returned and remains on the Animal Shelter Nightly Routine clipboard.
- Loose Animal:**
- Three blasts of a whistle signify a loose animal. Close all doors and gates!
- Daily Medical Treatment Log:**
- Document any new medical assessment findings on:
- Medical Treatment Log in Veterinary binder (kept in Comms)
 - Animal Care Schedule
 - Kennel Card applied, (Veterinary Visit Needed)
 - Animal Shelter Nightly Routine
- Veterinary Exam Room:** Located in room 2 of Dog General Hallway, at Del Oro.
- Animal Medical Treatment Procedures:**
- Approved Volunteers only! (Shelter Lead)
 - Follow all animal medical treatment procedures that are documented on: Animal Care Schedule, by the Veterinarian.
- Isolation Areas:** ISO Area: is determined by Shelter Lead.
- Use Isolation Time Check sheet.
 - Use designated tubs, garbage cans and post Quick References, and other signage.
 - Follow Isolation – Small Animal Shelter (Quick Reference), consult with Shelter Lead, if necessary.
 - Shelter Lead will determine alternate ISO Areas, if necessary.
 - Area Leads will identify and designate alternate volunteers for ISO Areas, as necessary.

Zoonoses:

- Specific Procedures: Shelter Lead and Veterinarians will be decided on a case by case or room by room situation.
- If unsure of protocols, contact Shelter Lead.
- Psittacine (parakeets, parrotlets and parrots) should **NOT** be housed with poultry.
- Use different shelter staff because of potential zoonotic concerns.

Animal Location Inventory:

- Completing the Animal Location Inventory forms after PM feeding.
 - Completed forms are put in the Animal Location binder, kept at Intake.
- Any movement of animals must be updated by Area Leads on Animal Location Inventory form.
 - Return form to Animal Inventory binder, kept at Intake.

Animal Grooming:

- No animal services by volunteers and/or personal Veterinarians as in Nail Trimming, Grooming, Bathing, etc.
- Shelter Lead approval as directed by ABOC.

Contacting Owners: Use Owner Contact Protocol.

- Shelter Lead will approve the individuals that can contact owners.
- Document the Date, Time, your Name, AR#, and Outcome of the call.
 - Animal Intake form: Write on the back of the form with clear details.
 - *Notify Intake Lead to update Shelterly.

Owner Visiting Hours:

- Follow Owner Visiting Protocols: **NO Visiting the first 48 hours.**
 - Owner must use the **Owner Sign In / Out** sheet.
- **ONLY** one owner, 18 years or older, must be accompanied by a shelter volunteer.

Waste Disposal:

- Proper decontamination of equipment and facilities.
- Personal decontamination.
- Consider proper handling of general, contaminated waste and recycling.

Overheated Animals: Provide water and shade immediately.

- Owners and/or Evac Teams with multiple animals can and should assist Area Leads.
- Make note and alert Shelter Lead if appropriate.
 - Shelter Lead will escalate to Animal Medical Aid, if appropriate.

Animal Documentation: Cat Care Schedule and Shelterly

- Team of 2

Document on Cat Care Schedule:

- Neck Tags:
 - Date – Owner Name – Animal # (write on tag and attach to cat)
- Pictures (Animal Documentation team will take all pictures.)

REQUESTING RESOURCES

ICS 213 General Message (File 1-copy of submitted handwritten ICS 213 form, in your Area Lead binder.)

List incredibly detailed and specific information - Give to Shelter Lead

Check your binder for resource recommendations.

Check the facility for resources before ordering.

Use different ICS 213's form for:

- Volunteer Meals: Estimate the counts for breakfast, lunch, dinner, for 48 hours.
 - Vegans and Vegetarians may not always be accommodated.
- Consumable Exotics and Other Species Supplies: Species Specific food, etc.
- Other Supplies: Water Bowls, Water Pitchers, etc.
- Non-Consumable: Heat Lamps, Heating Pads, Aquariums, etc.
- Staffing: AM and PM Staffing is important! - 2 shifts per day (volunteers still need to sign up).
- Exotics Staffing Needs: *Recommended 1 volunteer to 15 exotics, 2 volunteers 25 exotics, etc.* (AM & PM staffing is important)

SHIFT CHANGE / TRANSFER OF DUTIES	
	<ul style="list-style-type: none"> ● Exotics and Other Species Lead Job Aid, use one per shift, at the end of day place it in your Lead binder (Tasks (Pending) & Notes). <ul style="list-style-type: none"> ○ Provide turnover briefing to position replacement. ○ Provide details regarding ongoing activities and planned activities to be accomplished during the upcoming operational period. ○ If possible, shadow position replacement for better transition. ● Exotics and Other Species Lead binder: <ul style="list-style-type: none"> ○ Completed Job Aids and copies of submitted ICS 213's for position replacement.
THINGS TO CONSIDER (Check Off as Completed)	
	<ul style="list-style-type: none"> ● ICS System: Chain of command, 'Report To' system is proven to be effective in saving lives. <ul style="list-style-type: none"> ○ Report To: Shelter Lead. ● Everything is dependent on the size of the incident and the number of volunteers you have available. Work with Shelter Lead to prioritize and adjust, as necessary. <ul style="list-style-type: none"> ○ You are the Area Lead, determine your needs for volunteer staffing numbers to allow you to handle lead responsibilities. ● Consider requesting a species expert for non-common exotics. ● ASK FOR HELP IF YOU NEED IT!
TRANSFERS	
	<p>Plan for transfer of animals to long term shelters as directed by Shelter Lead.</p> <ul style="list-style-type: none"> ● Work with Intake on the process.
DEMOBILIZATION (Check Off as Completed)	
	<p><u>Cleaning, Disinfecting, and Restaging Exotics and Other Species Shelter:</u> If possible before volunteers leave.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Remove all used Kennels / Cages/ Feed Dishes/ Water Bowls / Other and take items to the Wash Station. <ul style="list-style-type: none"> ○ Pre-clean heavily soiled areas by removing excess organic debris, paper towels. ○ Use pre-mixed Rescue Solution prepared by BCAC-ACO. ○ Submerge or thoroughly wet with Rescue Solution for 8 minutes. <ul style="list-style-type: none"> ▪ Spray surface, making sure to <u>visibly wet surfaces thoroughly.</u> ▪ Use wash tubs with Rescue Solution for scrubbing. ○ Rinse well with clean water. RINSES AGAIN! ○ Air dry or dry with a paper towel. ○ Verify Exotics and Other Species items are taken back to the Exotics and Other Species Shelter. <input type="checkbox"/> Floor: Mop with a similar Rescue Solution and let dry. <input type="checkbox"/> Carpet: Vacuum, then spray with pre-mixed Rescue Solution. <input type="checkbox"/> Water Bowls, stored in designated areas. <input type="checkbox"/> 5-gallon buckets <input type="checkbox"/> Watering Cans, empty and store. <input type="checkbox"/> Rescue Solution spray bottles, store remaining solution in designated area. <input type="checkbox"/> Exotic and Other Species Food: Donate to owners the left-over bagged Exotics and Other Species food when possible. <input type="checkbox"/> Remove Exotics and Other Species food and bring to Intake. <input type="checkbox"/> Take all Animal Nightly Route, Isolation Time Checks to Shelter Lead <input type="checkbox"/> Return Family Radio, Clipboard, Vest etc. <p><u>Restocking Supplies:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Animal Care Schedules, paper towels, disposable gloves, ink pen, highlighters, blue tape, etc.
	<p><u>Air Scrubbers:</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Clean all filters inside the air scrubber.

TASKS (PENDING)	
NOTES	

Name: (Print) _____ **AR#:** _____ **Phone #:** _____

Date: _____ **Time In:** _____ / **Time Out:** _____ **Species:** _____