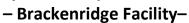
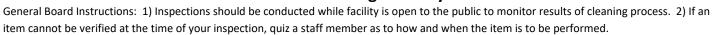


City of San Antonio

Animal Care Services Department

Advisory Board Inspection Checklist





Advisory Board Mem	ber Name(s):	Cindy Cox		
Date of Inspection:	08/01/2002		Time of Inspection:	14:00

PAUL JOLLY CENTER FOR PET ADOPTIONS & PETCO PAVILION

Main Lobby/Reception Area	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Select one from drop-down list for each field Pass	
Clean floors, windows, and doors	Pass ▼	
Proper signage in place	Pass 🔻	
Reception area neat & orderly	Pass 🔻	
Men's restroom clean and stocked	Pass ▼	

Main Lobby/Reception Area cont.	Pass/Fail/ Not Verified	Comments
Reception area neat & orderly	Pass ▼	
Men's restroom clean and stocked	Pass 🔻	
Women's restroom clean and stocked	Pass	

Description of Concerns, Actions Needed, or Praise

They had just concluded a successful adoption promotion event, and they were still busy--there was a family adopting, and another one making last selections. Seemed like A LOT of signage, but it was a combination of informative for visitors as well as motivational for staff (they had targets and incentives for adopting dogs/cats, and posters showing progress were in several places). Nice selection of items for sale to help new pet owners properly outfit and care for their pets. While my guide (the new assistant manager, but she was very knowledgeable) was helping a client with a problem, I enjoyed watching another staff member finish up an adoption of a kitten for a Mom and daughter.

Cattery	Pass/Fail/ Not Verified	Comments
Staff and volunteers are friendly, informative, and courteous to all	Pass	A family was playing with and getting ready to adopt a new canine family member. The staff member helping them was very patient and provided notable customer service.
Hand sanitizing stations are visible and stocked	Pass 🔻	
Clean floors, windows, and doors	Pass	
Cages & cage doors are clean	Pass 🔻	
All cages are cleaned & sanitized between occupants	Pass 🔻	
Litter boxes are clean with no offensive odor	Not Verified	Was unable to smell litter boxes, they were inside the kennels/rooms. Most were clean.
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass 🔻	
All occupied cages have fresh water	Pass 🔻	
Appropriate signage on each occupied cage	Pass	They have lots of informative signs up about the occupants, some fun facts, etc. Nicely done.

Pass/Fail/ Not Verified	Comments
Pass	
Pass 🔻	
Not Verified	Didn't have a chance to look inside
Pass	
Pass	
getherall the	ns, Actions Needed, or Praise e cats had lots of room and toys and they seemed veral open spaces waiting for some lucky cats.
	Pass Pass Pass Pass Pass Pass Pass Pass

Back Deck/Heritage Tree Garden	Pass/Fail/ Not Verified	Comments
Deck is clean & free of debris and safety hazards	Pass	
Garden area free of feces and debris	Pass	
Descript This is a great spaceno one was		ns, Actions Needed, or Praise t it was very hot that day too.

Puppy Room	Pass/Fail/ Not Verified	Comments
Hand sanitizing stations are visible and stocked	Pass	
Clean floors, windows, and doors	Pass ▼	
Cages and cage doors are clean	Pass ▼	Some crates had feces that needed to be cleaned up, but we are talking about puppies.
Clean newspaper in cages	Pass	
Fresh water in each occupied cage	Pass ▼	So important, especially when it is so very hot outside. Every water bucket (in all areas) were kept full of clean water.
All cages are cleaned and sanitized between occupants	Pass	
There are no offensive odors	Pass	
Appropriate signage on each occupied cage	Pass	This inspection I was impressed again and again by how well the staff helped potential adopters get to know their new pet really well.

Puppy Room cont.	Pass/Fail/ Not Verified	Comments			
Bedding available	Pass				
Sink area is clean and free of debris	Pass				
Description of Concerns, Actions Needed, or Praise Lots of puppies adopted, some empty kennels, some with signs for a future adoption. Assuming that they were still filling kennels that were cleared during the big adoption event, but would like to see completely full kennels in all the facilities.					

Work Room cont.	Pass/Fa Not Verifie		Comments	
Clean floors & countertops	Pass	•		
Washer & Dryer in working condition	Pass	V		
Dishwasher in working condition	Pass	~		
Sinks, tubs and tables clean and free of debris	Pass	V		
Storage area neat and orderly	Pass	\		
Cleaning equipment and chemicals are properly stored	Pass	•		
Area is free of debris and safety hazards	Pass	•		
Description of Concerns, Actions Needed, or Praise Meds were locked up appropriately, lots of motivational signage and some light competitions between staff.				

Indoor Dog Kennels	Pass/ Fail Not Verified		Comments	
Hand sanitizing stations are visible and stocked	Pass	•		
Clean floors, windows, and doors	Pass [•		
Kennel guillotine doors are clean	Pass	•		
Kennel and cages are free of feces and urine	Pass	•		
Scrub brushes, cleaning carts, and all other cleaning equipment are disinfected at the end of the day	Pass	V		
Appropriate signage on each occupied kennel and cage	Pass	-	These were exceptionally well done.	
There is variety in the dogs available for adoption	Pass	V	Kind ofseemed to be a lot of Medium to Large-sized high energy dogs, including a number of staffie blends. Which is what we have an abundance of in San Antonio. There were 9 open runs, which seemed like a lotthe adoption event cleared out a lot.	
There are no offensive odors	Pass	V		

Indoor Dog Kennels cont.	Pass/Fail/ Not Verified	Comments
Appropriate signage on each occupied kennel and cage	Pass	Answered above
There is variety in the dogs available for adoption	Pass 🔻	Answered above
There are no offensive odors	Pass	Answered above
Fresh water in each occupied kennel and cage	Pass	So important, I saw none that weren't full.
Drains free of debris and functioning properly	Pass	
Runs have proper bedding & toys available	Pass ▼	
Pooper Scoopers are kept in a clean disinfectant solution between scooping	Pass	
Food storage area clean and neatly stocked	Pass ▼	

Indoor Dog Kennels cont.	Pass/Fail/ Not Verified	Comments		
Kennels and cages are thoroughly cleaned and sanitized between occupants	Pass 🔻			
Aisles are free of debris and safety hazards	Pass			
Kennel building and equipment are in good repair	Pass			
Description of Concerns, Actions Needed, or Praise				

The things that the PJAC staff are doing to try to get more dogs adopted were impressive. Between "Don't Judge a Dog by their bark" and "I'm barking because...", and even "Staff Favorite" signage to really increase potential adopters' insight to a dog and their behavior. My escort mentioned that they are about to start closing the doors that gives access to the dogs, rather than leaving them open, as that one action will result in much calmer dogs.

Outdoor Dog Runs	Pass/Fail/ Not Verified	Comments
Outdoor Dog Runs	Pass	
Clean floors, windows, and doors	Pass ▼	
Kennel guillotine doors are clean	Pass 🔻	
Kennels are free of feces and urine	Pass	
Drains free of debris	Pass	
Aisles are free of debris and safety hazards	Pass	
Descrip	tion of Concer	ns, Actions Needed, or Praise

Outdoor Play Yards	Pass/Fail/ Not Verified	Comments
Clean and free of fecal matter	Pass	
Doors to the play yards operate properly	Pass ▼	
Turf is in good repair	Pass	
Play yard structure is in good repair	Pass	
Descrip	tion of Conce	rns, Actions Needed, or Praise

Exterior	Pass/ Fail/	Comments
Grooming/Driveway/Mechanical	Not	
Yard	Verified	
Cages and cage doors are clean	Pass	
Clean newspaper in cages	Not Verified	No imminent transports coming up, so crates were clean, ready to have newspaper added.
Fresh water in each occupied cage	Pass	See above.
Appropriate signage on each occupied kennel and cage	Pass	See above
Bathing sink is clean and free of debris	Pass	
Trash dumpster not overflowing	Pass	
Area is clean and free of debris and safety hazards	Pass 🔻	
Descrip All neat and clean.	tion of Concer	ns, Actions Needed, or Praise

Exterior	Pass/ Fail/	Commonto
Grooming/Driveway/Mechanical Yard	Not Verified	Comments
Bathing sink is clean and free of debris	Pass	
Trash dumpster not overflowing	Pass	
Area is clean and free of debris and safety hazards	Pass 🔻	
Descrip	tion of Conce	rns, Actions Needed, or Praise

Pavilion	Pass/Fail/ Not Verified	Comments
Clean floors that are free of debris and safety hazards	Pass	
Fencing and doors around pavilion in working order and in good repair	Pass ▼	
Fans and outside lights in working order	Pass ▼	
Pavilion event calendar utilized and current	Pass	They're not really using the pavilion for other than meet and greets. Seems like a waste of the facility, but maybe there is limited need. My escort was unsure, had not been in her role for long.
Descrip	tion of Conce	rns, Actions Needed, or Praise

Exterior Premises	Pass/Fail/ Not Verified	Comments
Landscaped area free of feces, debris, and safety hazards	Pass	
Dog waste stations stocked	Pass ▼	
Trash receptacles not overflowing	Pass 🔻	
Landscape (to include grass and plants) well maintained	Pass	
Descrip Appealing and attractive facility, be	tion of Conce eing well-mai	rns, Actions Needed, or Praise ntained.

SPAY NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Pass/Fail/ Not Verified	COMMENTS
Staff are friendly, informative, and courteous to all	Pass ▼	Have personally witnessed the gamut of customer service while dropping off and picking up animals. The staff was polite to all.
Clean floors, windows, and doors	Pass	Marginally clean, lots of dogs and people come in the lobby and stay there for hours sometimes. The ceiling tiles had water damage (leaks?) and there were buckets to catch the water.
Proper signage in place	Pass 🔻	
Reception area neat & orderly	Pass ▼	See above
Men's restroom clean and stocked	Pass	Unisex bathroom
Women's restroom clean and stocked	Pass	Unisex bathroomnot sparkling but acceptable.

Description of Concerns, Actions Needed, or Praise

The past several inspections have highlighted issues in this area, and while the more experienced office manager was there and so customer service was better, it was still not ideal by any stretch of the imagination. Mondays are non-surgery days (I was not aware of that), so the flow of people were different, but it was still so crowded. The parking lot was full when i got there at 2 pm, people circling, looking for parking. Standing room only. Some of the folks I spoke with have been there since 8 am (I spoke to her at 2:45), and another mentioned that the previous week they arrived at 11 am and left at 6:30. I have personally had the same experience, one time staying until 10 pm to pick up a dog that was supposed to be ready at 3 pm. I believe that this is because they are understaffed, undertrained, and their procedures are completely inadequate for the volume they provide. People were amazingly good humored about waiting for 7 hours.

Cat Holding Area	Pass/Fail/ Not Verified		COMMENTS
Cages & cage doors are clean	Pass	V	
All cages are cleaned & sanitized between occupants	Pass	~	
Fresh newspaper in each cage	Fail		Some had newspaper, most, even those with cats in them, didn't.
There are no offensive odors	Pass	\	
Each cage with cat has correct kennel card	Fail		I don't know how they identified which cat was which, I saw no kennel cards on any kennels.
Stainless steel shelving is cleaned	Pass	-	
Description of Concerns, Actions Needed, or Praise As mentioned, this was a non-surgery day, and there were only a few cats that had been dropped off for surgery in the morning, which is a nice service. Kennels were clean, but have no idea how they knew which cat was which, there was no signage. So many supplies, etc., every where above the kennels, not particularly neatly organized but added to a little bit of a sense of chaos.			

Dog Holding Area (Right)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Pass 🔻	
All cages are cleaned & sanitized between occupants	Pass 🔻	Yes, per escort.
Fresh newspaper in each cage	Fail 🔻	Not consistent, even occupied kennels didn't have newspaper.
There are no offensive odors	Pass ▼	
Each cage with dog has correct kennel card	Fail 🔻	Again, no kennel cards for anyone. Thought that maybe they used a grease pencil in lieu of signs, but that was not really the case either.
		rns, Actions Needed, or Praise aue it was a non-surgery day. Same comments apply

Surgical Prep Area	Pass/Fail/ Not Verified	COMMENTS
Prep sinks are in working order, clean, and free of debris	Pass •	
Medical equipment are in working order and clean	Pass •	Appeared to be so, Dr. Rogers was doing a dental and his equipment seemed to be working fine. No other equipment was in use.
Controlled Medical Drugs are properly secured	Pass •	Locked in office.
Clean floors and tables	Pass •	
There are no offensive odors	Pass _	
	Commen	ts/Actions Needed

Surgery Suite	Pass/Fail/ Not Verified	COMMENTS
Medical equipment is in working order and clean	Not Verified	
Fresh surgery packs are used for each pet	Not Verified	
Pets are properly sedated, and secured to surgery table	Not Verified	
Clean floors and tables	Pass 🔻	
Again, this was a non-surgery day, next day.		s/Actions Needed lery suite appeared to be prepped and ready for the

Pass/Fail/ Not Verified	COMMENTS
Pass 🔻	
Pass 🔻	Per escort, yes.
Fail 🔻	See comments on other dog holding area.
Pass 🔻	
Fail 🔻	See comments on other dog holding area.
Not Verified	
dly above th	rns, Actions Needed, or Praise le kennels, did not detract from the use of the space oted above.
	Pass Pass Fail Verified Pass Fail Verified

SUBMIT