



City of San Antonio
Animal Care Services Department
Advisory Board Inspection Checklist
– Brackenridge Facility–






General Board Instructions: 1) Inspections should be conducted while facility is open to the public to monitor results of cleaning process. 2) If an item cannot be verified at the time of your inspection, quiz a staff member as to how and when the item is to be performed.









Advisory Board Member 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 <input type="button" value="v"/>	
Clean floors, windows, and doors	Pass <input type="button" value="v"/>	
Proper signage in place	Pass <input type="button" value="v"/>	
Reception area neat & orderly	Pass <input type="button" value="v"/>	
Men's restroom clean and stocked	Pass <input type="button" value="v"/>	



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 	
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>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.</p>		








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.









Break Room	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	Pass 	
Food storage area neatly stocked	Pass 	
Men's restroom clean & stocked	Not Verified	Didn't have a chance to look inside
Women's restroom clean & stocked	Pass 	
Sinks are clean	Pass 	
Description of Concerns, Actions Needed, or Praise I love the way they put siblings together--all the cats had lots of room and toys and they seemed really happy and well-adjusted. There were several open spaces waiting for some lucky cats. Mostly kittens.		









Back Deck/Heritage Tree Garden	Pass/Fail/ Not Verified	Comments
Deck is clean & free of debris and safety hazards	Pass <input data-bbox="719 279 755 325" type="button" value="v"/>	
Garden area free of feces and debris	Pass <input data-bbox="719 476 755 522" type="button" value="v"/>	
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>This is a great space--no one was out there but it was very hot that day too.</p>		

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 	
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>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.</p>		





Work Room cont.	Pass/Fail/ Not Verified	Comments
Clean floors & countertops	Pass 	
Washer & Dryer in working condition	Pass 	
Dishwasher in working condition	Pass 	
Sinks, tubs and tables clean and free of debris	Pass 	
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 	
Appropriate signage on each occupied kennel and cage	Pass 	These were exceptionally well done.
There is variety in the dogs available for adoption	Pass 	Kind of--seemed 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 lot--the adoption event cleared out a lot.
There are no offensive odors	Pass 	




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 <input data-bbox="719 289 751 331" type="button" value="v"/>	
Aisles are free of debris and safety hazards	Pass <input data-bbox="719 472 751 514" type="button" value="v"/>	
Kennel building and equipment are in good repair	Pass <input data-bbox="719 655 751 697" type="button" value="v"/>	
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>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.</p>		





Outdoor Dog Runs	Pass/Fail/ Not Verified	Comments
Outdoor Dog Runs	Pass <input type="button" value="v"/>	
Clean floors, windows, and doors	Pass <input type="button" value="v"/>	
Kennel guillotine doors are clean	Pass <input type="button" value="v"/>	
Kennels are free of feces and urine	Pass <input type="button" value="v"/>	
Drains free of debris	Pass <input type="button" value="v"/>	
Aisles are free of debris and safety hazards	Pass <input type="button" value="v"/>	
Description of Concerns, 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 	
Description of Concerns, Actions Needed, or Praise		

Exterior Grooming/Driveway/Mechanical Yard	Pass/ Fail/ Not Verified	Comments
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 	
Description of Concerns, Actions Needed, or Praise All neat and clean.		







Exterior Grooming/Driveway/Mechanical Yard	Pass/ Fail/ 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 	
Description of Concerns, 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.
Description of Concerns, 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 	
Description of Concerns, Actions Needed, or Praise Appealing and attractive facility, being well-maintained.		


SPAY NEUTER CLINIC

Main Lobby/Reception Area/Exam Rooms	Pass/Fail/Not Verified	COMMENTS
Staff are friendly, informative, and courteous to all	Pass <input type="checkbox"/>	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 <input type="checkbox"/>	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 <input type="checkbox"/>	
Reception area neat & orderly	Pass <input type="checkbox"/>	See above
Men's restroom clean and stocked	Pass <input type="checkbox"/>	Unisex bathroom
Women's restroom clean and stocked	Pass <input type="checkbox"/>	Unisex bathroom--not 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 waitng for 7 hours.		

Cat Holding Area	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Pass 	
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.
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>Again, probably less crowded than normal because it was a non-surgery day. Same comments apply as for the cat kennels.</p>		

Surgical Prep Area	Pass/Fail/ Not Verified	COMMENTS
Prep sinks are in working order, clean, and free of debris	Pass <input data-bbox="727 289 760 331" type="checkbox"/>	
Medical equipment are in working order and clean	Pass <input data-bbox="727 472 760 514" type="checkbox"/>	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 <input data-bbox="727 655 760 697" type="checkbox"/>	Locked in office.
Clean floors and tables	Pass <input data-bbox="727 837 760 879" type="checkbox"/>	
There are no offensive odors	Pass <input data-bbox="727 1020 760 1062" type="checkbox"/>	
Comments/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 	
Comments/Actions Needed Again, this was a non-surgery day, but the surgery suite appeared to be prepped and ready for the next day.		

Dog Holding Area (Left)	Pass/Fail/ Not Verified	COMMENTS
Cages & cage doors are clean	Pass <input type="button" value="v"/>	
All cages are cleaned & sanitized between occupants	Pass <input type="button" value="v"/>	Per escort, yes.
Fresh newspaper in each cage	Fail <input type="button" value="v"/>	See comments on other dog holding area.
There are no offensive odors	Pass <input type="button" value="v"/>	
Each cage with dog has correct kennel card	Fail <input type="button" value="v"/>	See comments on other dog holding area.
Sink area is clean and free of debris	Not Verified	
<p align="center">Description of Concerns, Actions Needed, or Praise</p> <p>So many supplies stored haphazardly above the kennels, did not detract from the use of the space but certainly added to the sense of chaos, as noted above.</p>		

SUBMIT