

Officer health and safety is of utmost importance and if at any time officers do not feel safe, **they should make note of the situation and follow up at a later date.** Calls related to animal control will be prioritized with immediate threats to safety being the main concern. Calls regarding off leash, licensing, and park patrols will be designated low priority to be dealt with at a later time.

If it is determined that an in-person meeting is required for public safety the following personal health and safety protocols must be followed:

1. **Pre-screening questionnaires** must be completed prior to attending any calls. Forms should be completed by the public and returned via email if at all possible, if email is not possible the forms can be completed by dispatch or animal control via telephone.
2. **Social distancing:** Officers must maintain a distance of a least 6 feet between themselves and members of the public.
3. **Confirm Safe to Attend:** Before providing essential service call individuals to gain insight and assess the situation before attending residence, review safety precautions that will be in place and confirm the caller understands expectations. **If signs of illness are observed while attending (despite pre-screening) officers shall disengage and report to supervisor.**
4. **Minimize contact:** Even after the pre-screening form has been completed and reviewed officers should minimize contact with the public and maintain appropriate social distance
5. **Hand Washing:** officers must wash hands with soap and water for at least 20 seconds and dry with a clean paper towel before and after each call.
*See proper hand washing procedures <https://youtu.be/3PmVIQUCm4E>
6. **Gloves and PPE:** Ensure ALL protective equipment is worn or used in the appropriate manner. Ensure a clean uniform is worn every day and follow protocol established by shelter health and wellness for gloves/gown removal (see below).
7. **Equipment:** Ensure your phone is disinfected frequently and do not share equipment with other officers.
8. **Exchange of Items:** Do not exchange items with individuals you are dealing with including pens, paper etc. as this can lead to cross contamination
9. **Animal Contact:** Please review protocol (below) relating to animal contact and precautions.

COVID 19 AND ANIMAL SERVICE RESPONSE – ANIMAL CONTACT FACTS

It is important to share with Animal Service Officers the **KEY POINTS WITH COVID 19 AND ANIMALS**:

- there is no evidence that animals can become ill or transmit COVID 19
- handwashing after any animal contact (especially after removing PPE) is important and very effective
- continue to review and follow updated information from the Ontario SPCA

<https://ontariospca.ca/spca-professional/shelter-health-pro/infection-disease-control/zoonoses-public-health/zoonotic-diseases/covid-19/>

Between each animal call, there is a **VEHICLE CLEANING AND DISINFECTION PROTOCOL BETWEEN CALLS** to use for this situation. All animal control equipment must be sprayed with Prevail with a five minute wet contact time before replacing in the vehicle.

<https://ontariospca.ca/spca-professional/shelter-health-pro/infection-disease-control/transport/vehicle-cleaning-protocol-between-calls/>

There is also a **FULL VEHICLE CLEANING AND DISINFECTION PROTOCOL** to use weekly:

<https://ontariospca.ca/spca-professional/shelter-health-pro/infection-disease-control/transport/full-cleaning-protocol/>

This full protocol can be used anytime there is increased concern – it does not have to wait for a weekly time period.

GLOVES MUST BE WORN when handling any animals. They must be removed once the animal is secured in the vehicle. Hands must be washed after removing gloves. If handwashing is not immediately available, the use of an alcohol-based hand sanitizer is acceptable until hands can be washed. The use of gloves as PPE is covered here:

<https://ontariospca.ca/spca-professional/shelter-health-pro/infection-disease-control/personal-protective-equipment/gloves/>

The disinfectant currently in use – **PREVAIL - IS EFFECTIVE AGAINST COVID 19** (and other viruses and bacteria) with a five-minute wet contact time.

7 Handwashing Steps: Prevent Infections from Spreading



Use these handwashing steps to keep germs out of your department, cut down on sick days, and even lower your facility's annual healthcare costs.

1

Don't rush through it.

According to the World Health Organization, the entire handwashing process should take about 40-60 seconds.



2

Wet your hands first.

You can use either cold or warm water. If hands are extremely greasy or dirty, use warm-to-hot water to help trap dirt and grease within the soap itself, thus enabling a better cleaning.



3

Use soap.

Don't scrimp on it; apply enough of it to cover all surfaces of your hands.



4

Rub hands palm-to-palm.

Put your right palm over your left dorsum with interlaced fingers (and vice versa). Then rub them again palm-to-palm with fingers interlaced.



5

Rub your hands, palm-to-palm, vigorously for at least 20 seconds.

Scrub all surfaces, including the backs of your hands, wrists, between your fingers, and under your fingernails.



6

Rinse your hands with water.

Dry them thoroughly with a single-use towel or air dryer.



7

To avoid recontamination,

use a single-use towel to turn off the water faucet (if necessary).

