

# Community Cat Program Protocols

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## Contents

Community Cat Program – Overview & Program Boundaries.....	2
Purpose .....	2
CCP Enrollment .....	2
Minimum Criteria for Enrollment .....	2
Criteria that exclude a cat from enrollment into CCP.....	2
Cats Rejected from CCP .....	2
Avenues of enrollment: .....	3
Medical Treatment .....	3
Minor Medical Issues .....	3
Major Medical Issues .....	3
Traps.....	3
Returning Traps.....	4
Cleaning Traps.....	4
Other Supplies.....	4
Food/Bait .....	4
Trap Covers .....	4
Trapping .....	4
Prohibited TNRM/RTC Jurisdictions.....	5
RTC cats from prohibited areas .....	5
Kittens .....	5
Nursing Queens.....	5
Special Cases .....	5
Tracking.....	6
Tracking CCP Cats in Shelter Luv .....	6
New Inquiry.....	6
Create a people record in Shelter Luv.....	6
Create a “Case” in the field services module.....	7
Activities.....	7

Adding Animals .....	8
Returning Cats.....	8
Other Outcomes.....	9
Completing a Case.....	9
Scheduling Spay/Neuter Appointments .....	9
Clinic HQ.....	9
Filling Appointments.....	9
Public Appointments.....	9
TNR Partners .....	9
RTC Cats .....	10
Reporting .....	10

## Community Cat Program – Overview & Program Boundaries

### Purpose

Our primary purpose is to sterilize community cats with an aim to advocate for kittens, reduce the community cat population over time, and improve quality of life for cats in our community through outreach and education.

### CCP Enrollment

- All unidentified, free roaming cats are eligible to be enrolled into CCP unless they are excluded from the program by CCP Coordinator or Manager.

### Minimum Criteria for Enrollment

- Cat must appear healthy or have a treatable condition
- Cat must have lived outdoors previously, and place of origin confirmed
- Cat can continue to thrive in outdoor environment

### Criteria that exclude a cat from enrollment into CCP

- Cat with indicia of ownership
- Cat is seriously injured
- Cat has never lived outdoors or has not recently lived outdoors
- Cat is not able (or no longer able) to thrive in an outdoor environment because it requires long-term medical care or maintenance medication to prevent suffering
- Place of origin cannot be confirmed
- Any owner-surrendered felines
- Any kittens under 1.5 pounds

### Cats Rejected from CCP

- Cats who are not eligible for CCP, must be placed on a 120 hour hold before being made available for another outcome to give a potential owner the opportunity to reclaim.

Avenues of enrollment:

- ARC Appointments
  - **Cats ready for spay/neuter:** All unidentified, free roaming cats are processed by ARC staff using (see Feline Intake Policy & CCP Intake Protocol)
  - **Cats who appear to need treatment:** CCP staff to evaluate appropriate intake type for any cat that appears to need treatment (either RTC or STRAY) coming through ARC (see Feline Intake Policy & CCP Intake Protocol)
- CCP staff/volunteer or community member
  - **Cats ready for spay/neuter:** Cats must arrive in a humane trap (or be transferred to a humane trap) and be set up in SNIP TNR room to await surgery
    - If a SN appointment is not already confirmed, one should be created in Clinic HQ, with an animal and person record created in Shelter Luv as well.
    - Once a CCP cat has had surgery and is recovered for one night indoors, the cat is to be returned to the confirmed place of origin by CCP staff or volunteers with the status updated in Shelter Luv noting return date, time, and exact location.
  - **Cats ready for spay/neuter at a later date:** If declined for spay/neuter surgery, CCP to evaluate appropriate intake type for declined cats to be entered into Chameleon to receive treatment (either RTC or STRAY)

## Medical Treatment

The CCP may provide medical treatment for community cats with a treatable condition during a short stay in our care that does not interfere with the cat's ability to thrive outdoors, with the understanding that every cat is evaluated on a case-by-case basis.

### Minor Medical Issues

There are some common medical issues noted during initial intake that would not automatically exclude a cat from spay/neuter. The following is a list of common observations that we would more than likely move forward with scheduling spay/neuter surgery:

- Missing small patch of hair
- Small scratch or scratches on face or body
- Small amount of ocular or nasal discharge
- Abscess

### Major Medical Issues

The community cat program provides treatment for community cats deemed "treatable" by a DVM provided that their stay in our care is brief and does not interfere with the cat's ability to thrive outdoors. Since these cases can be complex, every cat is evaluated on a case-by-case basis.

## Traps

Traps can be rented with no deposit. SNIP customer Service or CCP staff will follow the Trap Rental Protocol when loaning traps to the public. A monthly inventory should be completed at the close of each month and any traps out without a future appointment should be contacted to get the traps back and checked back into our inventory.

## Returning Traps

Traps should be returned to either the Shelter Shop or directly to CCP staff and then placed in **Kennel 52** for cleaning and disinfecting.

## Cleaning Traps

1. First, remove all items from the trap using gloves.
2. Using hose, rinse all remaining organic matter (food, feces, newspaper, etc.) out of the trap with water.
3. Scrub trap thoroughly with deck brush and rinse.
4. Once all organic matter has been removed, spray trap thoroughly with Rescue (1:16 dilution).
5. Let sit for 10 minutes.
6. Rinse and let air dry in kennel.
7. Once dry, move to trap storage space within dog kitchen.

## Other Supplies

### Food/Bait

We have a small pantry of wet cat food and tuna collected from donations to use for bait when trapping in the CCP office located in SNiP. There is also food for TNR/RTC cats in the husbandry kitchen in snip. Both can be used for bait and feeding overnight CCP cat guests or TNR cats.

### Trap Covers

We are very lucky to have volunteers that make us amazing trap covers! These are stored in two places on campus currently: the TNR room and the trap storage area in the Dog Kitchen. Health staff knows to return clean covers that have gone through the wash to one of these two areas in the plastic bin marked "trap covers".

## Trapping

- **Trapping hours:** Trapping by Pasadena Humane employees shall be scheduled between the hours of 7 am and 7 pm.
- We follow TNR best practices set by industry leaders as outlined in this guide: <https://www.alleycat.org/resources/how-to-help-community-cats-a-step-by-step-guide-to-trap-neuter-return/>
- Trapping should ideally be performed the day before or day of surgery to minimize the amount of time a cat is confined to a trap. Some caretakers feed only in the morning, twice a day or only at night, so this is taken into consideration when planning for trapping.
- Traps should be set where you or the caretaker is able to monitor the trap to ensure the safety of the cat, taking into consideration weather (extreme heat or cold). If you are trapping in an unsecure area (not a backyard or other secured area) you should be able to see the trap from afar and monitor to ensure that any cat trapped is immediately covered and secured and to make sure no one hinders your trapping or steals the trap itself.
- Trapped cats should be immediately covered with a trap cover or towel (if a trap is left in a secure area and being checked at regular intervals, leave the cover on the trap to prevent the cat from injuring itself trying to get free).

- Check that the trap is secure when picking up or moving a trap at any time – a cat that escapes from a trap in an unfamiliar area is extremely difficult/impossible to recapture so double checking that the trap is secure is extremely important.
- If you accidentally trap wildlife, immediately release it to where it came from.

## Prohibited TNRM/RTC Jurisdictions

There are a few jurisdictions that CCP staff/volunteers are prohibited from trapping in or returning cats to. TNRM clients from these areas are allowed to book TNRM surgery appointments. If a resident from one of these areas requires assistance (large colony or caretaker is physically unable to trap themselves), it should be handed off to an outside TNR organization to pursue.

- Altadena
- La Crescenta-Montrose
- Unincorporated Pasadena addresses – Use this link to enter an address and determine if a Pasadena address is “city” or unincorporated: <https://lavote.gov/apps/precinctsmaps> (select “District Map Lookup by Address”)

## RTC cats from prohibited areas

- If finder is unwilling or unable to adopt the cat, CCP should impound the cat for placement (adoption or EAC) and place on a 120 hour hold before being made available.

## Kittens

Underage kittens are often encountered at trapping locations – we follow the Kitten Pathway Screening and Kitten Pathway Protocols to determine the best course of action and every situation is evaluated on a case by case basis. Kittens that meet the criteria for being impounded will be processed by CCP staff, entering the animal into Chameleon, performing initial intake exam and setting up in appropriate housing per the Housing Protocol.

## Nursing Queens

If an incoming nursing queen is a CCP candidate, the pathway should be determined upon intake by CCP staff (either STRAY or RTC) similar other cats who are not ready for spay/neuter surgery. If new information surfaces after intake that results in a pathway change, this should be documented in Chameleon and the following steps should be completed:

- Original intake type RTC – 120 hour hold and at the end of that hold, be made unavailable until kittens are ready to be separated from the queen.

## Special Cases

Our team occasionally intervenes in animal hoarding or other situations where a community member needs assistance in sterilizing or surrendering the animals in their care and thus, we are inside the home observing the living conditions of both people and animals. Some of these cases involve elderly residents or children living in the home. As [mandatory reporters](#), we are required by law to report neglect/abuse of children or the elderly (even if it is self-neglect) as soon as possible after an incident is observed.

Animal waste inside the home or rotting garbage are both conditions that meet the criteria for reporting as these are considered neglect by both Child Protective Services and Adult Protective Services.

- If abuse or neglect of **children** in the home is observed or suspected:
  - Submit a report to [Child Protective Services \(CPS\) via telephone](#)
- If abuse or neglect of an **elderly person (over 65 years of age)** in the home is observed or suspected:
  - Submit a report to [Adult Protective Services \(APS\) via their website](#) or by telephone if the situation is life threatening.
- Communication with Adult Protective Services or Child Protective services will be done by the Community Cat Manger unless otherwise directed by the Director of Placement and Admissions, or the Vice President of Programs and Services.

## Tracking

### Tracking CCP Cats in Shelter Luv

Shelter Luv is the database that we will be using to track cats that CCP team members are trapping and working directly with community members to sterilize that are in our care overnight. The field services module is how we will manage our current TNR projects and track reportable activities. Below are guidelines on how to use this software and make sure we are capturing all of the information needed to accurately report on program wide efforts.

### New Inquiry

A new inquiry can come via the Inquiry Form, call center, ARC, etc. When a new inquiry comes in, first review all information provided and determine if they are in our service area and have an issue we are able to provide support or guidance for. If we can't directly assist, we may be able to provide resources or direct them to another organization for help.

If the inquiry is something that we can provide support for, complete the following steps:

### Create a people record in Shelter Luv

If they submitted a inquiry form, review the form in settings → application manager → Pending review and click to accept and create record. If there is no form, select "people" in the search bar at the top of the ShelterLuv dashboard and search the name (this is to ensure a record doesn't already exist). Click on "create a new person" and fill out any contact information you have or select the person record and review their history.

1. Make contact with the person and let them know you wanted a little more information, so we know how to best assist. Details that we should have before we visit any property:
  - a. Approximately how many cats are observed regularly?
  - b. Are there any very young kittens (less than 8 weeks old)?
  - c. Who is the primary caretaker of the cats?
  - d. Are the cats already on a regular feeding schedule?
  - e. Are there any special circumstances we should know about?
2. Once we have an idea of what type of case we have, we should make a recommendation to them (either TNR, assistance with low or free spay/neuter, removing the kittens, etc.) and make

sure they understand we want to do what's best for the cats, but that it is completely up to them if they want to accept our help.

If this case sounds like a RTC or TNR situation, the next step is to create a "case" – this is the main file that has all of the information about a specific address.

#### Create a "Case" in the field services module

1. Open the field services tool by going to the cog → field and community services. In the main dashboard search bar, search the address just to make sure the location doesn't already have a previous case.
2. Click on the red plus sign in the upper right-hand corner and select "case".
3. Type = assist, Subtype = Assist Owner, Title = either street or last name of community member  
For example, there is a group of cats on Sacramento street, so the case could be called "Sacramento Cats".
4. Select a priority – P1 should be reserved for urgent issues like a pregnant cat or young kittens.
5. Enter the address and click on "Create and continue".
6. Assign someone (if you know who will be working on it) and the date the person reached out.
7. Metrics: select how many cats are on the property total (both fixed and unfixed).
8. Jurisdiction: select "in service area" or "out of service area" and click next.
9. Associate your person record with the case and select their role (most will be "colony caretaker") and save.
10. There shouldn't be any animals to associate, click next. Add a memo with any details you would like anyone else reviewing the file to know so they can get a complete and accurate picture of the situation.
11. Attachments – if you have photos of the location or the cats, you can attach them.
12. Violations – skip. Review and click Finish!

#### Activities

Activities can be any action you or a volunteer completes on a particular case and makes it easier to report on. Examples include trapping attempts, visits in person, trap drop off, trap pick up, impounding kittens for adoption, returning a cat, etc. All of these metrics are important to record so that how much work involved to assist with a case is captured and reportable. Any work we do for a case outside of email should be tracked in an activity. You can track several metrics in one activity (i.e. you can return a cat and lend a trap during the same visit.)

1. Open your Case and scroll to the bottom to add an activity (maybe this is the next step like a site visit to check out the property and observe the cats before trapping).
2. Select the most appropriate type and subtype that fits what you are doing. Be as specific as possible with the activity title so it's very clear what is being accomplished in that activity.
3. Set your priority based on how urgent the task is. Select Open if you plan to complete the task now or work on it soon.
4. Select the appropriate metrics (you can update this later on after you have completed the task to track what actually occurred during that activity).
5. Save and Exit.

## Adding Animals

Once you have started trapping, you will now have animals to create records for and associate with your cases.

1. First go back to the main Shelter Luv dashboard and search for the person associated with your case.
2. Click on “animals” tab, click “add animal”, select “Found wildlife/Feral”.
3. Intake subtype will likely either be Community Cat RTC or Community Cat TNR.
4. Select condition at Intake (should always be healthy or normal), specific location of the cat at the shelter (where in SNIP)
5. Animal Name: either caretaker Last name + TNR/RTC + # - for example, Owner name is Jane Smith and the 1<sup>st</sup> cat is named: “Smith TNR #01”
6. Altered in our care – either yes or TBD if unsure of status.
7. Select breed, color, pattern of the cat, weight if known, age group and the address captured.
8. Status – select the status of the cat right now (is it waiting for surgery or is it now waiting to be returned to its outdoor home?)
9. Save. After you have added all of the cats you trapped, you can go back to the field services module to associate those cats with your case.
10. Click on the case and “edit”. Open the “associations” tab – you should see your caretaker or other associated person already there. Now we can add the cats we trapped – click on edit.
11. It can usually guess the cats you want to add based on the animal information – add all appropriate cats or you can search for an animal record and then click save.

## Returning Cats

Once a cat has had surgery it is ready to return to its place of origin the next morning or day, but if this is not possible within 24-48 hours is acceptable. Our goal is to minimize the length of stay as much as possible. If there is extreme weather conditions (severe rain storm for example), plan to return the cat when conditions improve or during a window of time that will allow the cat time to find shelter from the elements.

1. Cats being returned outdoors can't have a collar or tab band on them – please ensure they do not have a collar or tab band on them before you leave to return them outside. Get assistance removing the tab band from health team if the cat is high FAS.
2. Review cat location information and check in google maps that the address is correct – double check this matches what was submitted by the finder or trapper. If you have **any doubts** about the address being correct or there is any discrepancy with the address, contact the finder to verify the exact address before proceeding.
3. Tape the confirmed address to the trap itself if returning more than one cat at a time. Returning a cat to a location it is not familiar with has to be avoided at all costs. Always check the cat, label and address.
4. If you have multiple animals from one colony, you can select all of them and then click on the plus sign at the top of the shelter luv main dashboard and select Out → Feral/Wildlife.
5. Check the green “release” button next to all of the cats that are from the same location and indicate “Return to Community” for all.



6. Click on “Complete” and fill out the form with where the cat was returned and what date and time and click Release. All cats should now show as returned and will no longer show up in your animal dashboard.

### Other Outcomes

There will be times that a cat will not be going back to it’s outdoor home or it has been humanely euthanized. There are 3 outcomes that cover situations that the cat will be transferred to Chameleon – medical, adoption or EAC. It’s important to note when a cat will be booked into Chameleon so we don’t double count RTC cats in our monthly reporting for Shelter Animal Count. The cats booked into Chameleon should be excluded from reporting for RTC from Shelter Luv.

### Completing a Case

Once all the cats have been sterilized and accounted for and all activities completed, we can mark the case as complete. Completed cases can be re-opened anytime if a new inquiry is submitted or a caretaker reaches out reporting new non ear tipped cats showing up.

## Scheduling Spay/Neuter Appointments

### Clinic HQ

Clinic HQ is the software we use on campus to manage appointments for non-shelter animals. There are typically a set number of appointments designated as “CCP” each month based on staffing and availability.

### Filling Appointments

Our goal is to hit the target or get very close (within 1-2 cats) for allotted CCP surgery appointments each day, but this is a difficult goal to the unpredictable nature of trapping itself. Trapping relies on cooperation from a caretaker, weather conditions, other environmental elements (i.e. fireworks, construction or a loud party nearby could all thwart a trapping effort) as well as the skill level of the trapper.

### Public Appointments

The public is currently asked to complete an online TNRM request form to request an appointment. Clients in our service area should be prioritized if we are faced with a limited number of appointments to book. Appointments should be made under the client’s name unless they are dropping off before snip express check in and we are recovering the cat for them in the TNR room (i.e. they do not need the confirmation instructions sent to them) – these appointments can be booked under the Community Cat Program volume client account to avoid confusing the client with mixed messaging. Recovery is typically only offered to clients within our service area, but special exceptions can be made on a case by case basis.

If we have a day with only public appointments that are largely inexperienced trappers, we may overbook by one cat that day as the likelihood of all trappers to get their cats is very low and we will more than likely be under for that day.

### TNR Partners

These clients have “volume client” accounts in Clinic HQ and we share availability from month to month via email and assign appointments as they commit to them.

## RTC Cats

Cats that come via ARC are also booked under Community Cat Program volume client and the details tab for RTC information needs to be completed noting intake date, which CCP staff approved return and that place of origin has been confirmed with a planned return date entered.

## Reporting

The following numbers should be compiled and shared out by the 5<sup>th</sup> day of the next month.

### Current Monthly Reporting for CCP

- TNR/RTC Spay/Neuter Volume (all cats altered through CCP with ear tip)
- **Clinic HQ Steps:**
  - Click on “Reports”
  - Click on “Custom Reports” at the very bottom of left hand menu
  - Select your date range
  - Select “**successful surgeries**” – very important
  - Select Ownership Status:
    - Community Cat Friendly
    - Community Cat Friendly
  - Click “Run Report” at bottom – the number generated is the volume of CCP cats altered in Clinic HQ
- **Chameleon Steps:**
  - Select Reports
  - Select “Outcome – no exclusions”
  - Select your date range
  - Click OK
  - RTC outcomes will be listed if the number is greater than zero (if none, they will not appear on the report).

### Reporting that could be considered for the future:

- CCP Volume (includes cats who may have already been altered)
- Cats in our service area
  - Public (community member trapped on their own)
  - CCP assisted (these are cats CCP staff or volunteers trapped, transported, recovered on camp, or returned for the community member)
  - RTC (via ARC – includes walk ins and stray impounds)
- Trap Rentals – how many community members we empowered to TNRM
- Returns, Field Visits or Outreach visits (anytime we drive to a location)
- Total cats helped overall (CCP + other cats impounded, i.e. kittens)