

**Germ Busters Guidelines for Volunteers   
Updated 2023**

**Overview:**Volunteer Germ Busters play a vital part in keeping the building clean and free from disease which is essential to keeping the animals comfortable and healthy in the shelter environment.

**Cleaning Basics:**CHS uses a disinfectant called “Rescue” to disinfect and kill germs. The active ingredient in Rescue is accelerated hydrogen peroxide (AHP). Diluted Recue is non-toxic but can be drying on the skin or irritating if it gets in your eyes. Gloves and safety glasses are available for volunteers upon request but are not required when cleaning with diluted Rescue. Volunteer and staff *are* required to wear gloves and eye protection while dispensing undiluted Rescue.

**Proper Dilution & Disinfecting**Rescue must be diluted prior to use. When utilizing a foam gun, choose the proper foamer attachment for the dilution needed then attach it to the hose. Use cold water when spraying.  
***2 ounces*** per gallon is used for daily cleaning.  
***8 ounces*** per gallon is used for deep cleaning as-needed due to illness.  
The surface that is being cleaned must be free of any physical contaminants (ex. fecal matter) prior to disinfecting.  
Rescue must sit for ***5 minutes*** before being rinsed off to fully disinfect.

**Disinfecting Empty Kennels:**Proper disinfection of all empty animal enclosures is important for minimizing the spread of disease. All cages and runs must be thoroughly disinfected between animals. When an animal is removed from his/her cage and is not expected to return to the cage on that same day, that cage must be disinfected and prepared for a new animal. Do not remove soiled items from an empty cage until you are ready to disinfect it so that it is not confused for being clean.  
 **Protocols for Disinfecting Empty Dog Kennels** Empty the entire kennel and take dishes, bedding and toys to the washing area  
 Discard damaged items  
 Rinse the kennel with plain water and spray urine and fecal matter down the drain.  
 Foam all surfaces of the kennel with the proper dilution of Rescue  
 Use a scrub brush to thoroughly cover all surfaces with disinfectant  
 Allow the disinfectant to sit for 5 minutes  
 Rinse the kennel thoroughly with clean water from the hose  
 Thoroughly dry the kennel with a squeegee   
 Leave clean dog kennels empty   
 Ensure kennel door is closed and properly latched.

**Disinfecting Occupied Dog Kennels:**All occupied and dirty dog kennels are thoroughly disinfected most mornings. On occasion, at the discretion of the manager, a full morning clean may be replaced by spot-cleaning. Spot cleaning protocols are the same as below except only visibly soiled surfaces are rinsed and scrubbed rather than the entire kennel.

*For safety, volunteers must not enter a kennel with a dog in it.* Dogs in double-sided runs can be contained on one side using the divider (guillotine door) so the empty side can be cleaned.

**Occupied Kennel Cleaning Procedures**

Work 1 bay of kennels at a time cleaning each dirty kennel in its entirety before moving on to the next bay.

First, check to see if the dog urinated or defecated then mark their daily observation chart accordingly.  
Use the posted fecal scoring chart to assign them a number that corresponds to the consistency of their stool.   
Report anything concerning (vomit, blood, loose or watery stool) to a staff member before cleaning it.

Check with the staff to see if any of the dogs are being moved out. Those kennels must be disinfected for the next animal and items in those kennels will not be returned to the kennel.

Kennels that are completely empty are clean and can be skipped.

Begin with cleaning the back side of the kennel. Call all the dogs to the front side of the run and close the divider gently behind them so it does not startle the dog.

Remove all items from the kennel (bedding, toys, dishes).

If bedding is still clean and dry shake it out and put it aside to be placed back into that same   
animal’s run.

Shake out dirty bedding before placing it into the dirty laundry pile.

If there is fresh food left in the bowl and/or toys, these can be set aside to be returned to the same animal’s run.

Food from the previous day should be discarded and dirty bowls taken to the laundry room along with old kongs or other food-filled toys.

Discard any chewed toy parts, bedding or other debris that could clog the drains.

Use the hose to rinse the run and spray any organic matter (urine or stool) into the drains.

Do not forget to rinse the doors.

Use a foam gun for the proper dilution to spray each cage completely starting from the last run.

Foaming should be done in reverse order from hosing. (If the initial hosing was done right to left, foaming should be done left to right to allow adequate contact time for disinfecting.)

Use a scrub brush to scrub any bars and remove all organic material.

Scrubbing kennels should be done in the same order as foaming.

Floor, walls and bars between runs, under the bench (lift the bench with your hand not foot and let it down gently) and the underside of the bench, the door, the door handle, the guillotine lever, etc. should all be scrubbed during this process.

The bars between the front and back of the run is only scrubbed if it appears soiled and it may not be scrubbed while a dog is on the opposite side.

Be sure to scrub the walkways and surrounding floor as well.

Turn on the river to flush the drain. Use your hose to assist the movement of heavy or bulky organic material if the river is not strong enough to move it along.

Rinse each run in the same order they were scrubbed.

Lift the bench with your hand (not foot) and hose underneath the bench, then let the bench down gently.

While rinsing, place clean water bowls or buckets into each run and fill with clean, cool water from the hose.

Make sure to rinse the walkways at the same time.

Squeegee each run.

Start by pushing water from the walkways into the drain.

Squeegee all walls and lift the benches to squeegee all water into the drain.

Make sure the floors are thoroughly dry before returning items to the kennel.

Place clean bedding on the floor.

If the bedding from the previous night was clean, re-fold it and give it back to the same dog.

Dogs that are known to be destructive with their bedding may not receive towels, blankets or sheets for their own safety. Use a Kuranda bed in this case.

Dogs with any kind of injury should be given an extra blanket to avoid further injury.

Volunteers may return clean toys that have not been damaged to the kennel but should not select new toys for the dogs. Staff will select appropriate toys. Some dogs are not allowed soft toys because they will chew and swallow them, and some dogs cannot have hard toys because they recently had dental work.

Close and tug on the door to ensure it is properly closed and secure.

Open the guillotine door and call all dogs to the clean side of their runs.

All dogs must be walked or taken out for a short bathroom break before moving to the clean side of their run. Staff or trained dog walker volunteers will be responsible for taking the dogs outside. As dogs return from walks they should be placed on the clean side of the run.

Repeat above process on the front side of the bay.

When finished, open the guillotine doors and let the dogs have access to both sides.

Make sure not to open a guillotine door if another dog is being housed on the other side.

In cases when dogs are being housed on opposite sides of the same run, each dog will need to be walked or placed into an empty room during cleaning.

Take any soiled bedding to the laundry room and place in the dirty laundry bin.

**Spot-Cleaning:**Throughout the day, volunteers can help keep the kennels clean by spot-cleaning any messes or accidents. Small accidents may be cleaned with paper towels. Larger accidents may require the use of the hose, scrub brush and squeegee.

**Additional Tasks:**In addition to cleaning dog kennels, germ busters may be asked to assist with:  
 Washing Floors  
 Taking out the garbage  
 Restocking supplies  
 Disinfecting commonly touched surface

**Washing Floors:**Disinfecting the floors with Rescue is a daily task at CHS.

**Protocols for Washing Floors**Sweep floor (if needed)  
Move items that are in the way  
Put out a “wet floor” sign  
Use the foam gun attached to a hose to spray the area using the proper dilution of Rescue  
Use a scrub brush to spread the disinfectant over the entire area  
Allow disinfectant to sit for 5 minutes  
Squeegee the floor  
Rinse floor with plain water  
Squeegee the floor again, ensuring it is thoroughly dry

**Summary:**Thank you for making a commitment to helping us maintain a clean and disease-free environment for the pets in our care. It is essential to the health of the resident animals that volunteers follow the above guidelines. If you would ever like further training, just ask!