

Shelter Management **Walk-Through Check List** (sample)



Date _____ Time: _____

Instructions: Walk through the shelter slowly and deliberately. During your walk-through be sure to:

- ✓ Take a moment, before you start, to put yourself in the mindset of a visitor seeing the facility for the very first time. Imagine that you are a hyper-critical person—someone looking to find something amiss.
- ✓ Focus on being observant and look at the details, as well as noting your overall impression. Notice dust, soil, odors, and damage. (Pay special attention to door jambs where dirt can accumulate and air vents that can trap dust and hair.) Does anything look shabby? Is there clutter? Is the temperature appropriate (too hot or cold)? Observe how staff members look and how they interact with people and animals. Note the condition of the animals. Be alert for any safety risks or hazards. Mark down observations on this form.
- ✓ Greet and engage visitors, volunteers, and staff members. Asking thoughtful questions can reveal important information. For example, a staff member may be missing something they need to do their job well or visitors may have trouble finding what they need.
- ✓ Take notes about anything you observe that cannot be fixed immediately and follow up as soon as the walk-through is completed. (Carrying a radio to reach staff as you walk through may help get some things resolved immediately. Another suggestion is to bring key staff along with you so that they can learn what you are pointing out in the facility. Taking photos with your phone and texting them to people who can address the issue works well for some.)

Outside

- Landscaping/rocks/lawn are free of feces and trash.
- Trash cans have been emptied.
- Doorways and parking lot are free of debris.
- Windows and doors are clean.

Foyer

- Room is odor free.
- Floor and walls are clean.
- Windows and doors are clean.
- All signs, posters, and literature are approved, professional, and current (remove outdated/unauthorized signs/literature).

Animal Admissions Room

- Room is odor free.
- Floor and walls are clean.
- Area is free of debris.
- Desktops/counters are clean and neat.
- All signs, posters, and literature are approved, professional, and current.
- Cages and cage doors are clean.
- Air vents are clean.
- Animals are being processed in a timely manner.

Small Animal Room

- Floor, windows and cabinets are clean.
- Room is odor free.
- Cages are clean.
- Animals have water, food, and clean bedding.
- Area is free of debris.
- All signs, posters, and literature are approved, professional, and current.
- Air vents are clean.
- Animals appear healthy.

Adoption Desk/Area

- Floors, tables, countertops, and chairs are clean.
- Area is odor free.
- Countertops and tables are free of clutter.
- Cages are clean; animals have water, food, clean bedding and litter boxes.
- Cages that are adjacent to another have a clean, white plastic divider between them.
- Hand sanitizer bottles are available (and full) near cages, along with an explanatory sign.
- Frames on any signs are clean and not broken.
- Area is free of debris, including donation bin area.
- All signs, posters, and literature are approved, professional, and current.
- Decorations are timely and appropriate.
- Visiting room floors and walls are clean and free of fur and debris.
- Air vents are clean.
- Donation box and organization brochures are available.
- People are receiving appropriate assistance on a timely basis.

Animal Admissions (behind the scenes intake room)

- Floor and cabinets are clean.
- Room is odor free.
- Cages are clean.
- All carriers or cat dens are clean.
- Countertops and exam table is clean.
- Area is free of debris and clutter.
- Air vents are clean.
- Animals are being processed in a timely manner.

Cat Colony Rooms

- Vestibule area—floor, glass, and doors are clean.
- Floor and walls are clean.
- Area is odor free.
- Windows and doors are clean.
- Chairs are clean including legs.

- Each cat has a cage card, in a plastic sleeve on the wall (check by counting cats and cards).
- Cage cards are free of handwritten notations and are not crumpled; photos are acceptable.
- All signs and cage cards are affixed to the wall, are not crooked, and are in clean plastic sleeves.
- Cats have water, food, clean bedding, and litter boxes.
- Bedding and scratching trees/surfaces are not tattered or worn
- Rooms are free of clutter and excessive bedding (it looks neat and appealing).
- Cat trees, climbing ladders/shelves, and cubby holes are clean and free of fur and debris (in and out).
- Hand sanitizers are full.
- All signs, posters, and literature are approved, professional, and current.
- Kitchen trash is empty.
- Kitchen counter tops and floors are clean.
- Posters and signage are approved, professional, and current.

Main Adoption Hallway

- Floor and walls are clean.
- Area is odor free.
- Glass doors and windows are clean.
- Cages are clean.
- Each cage has a cage card in a plastic sleeve that is free of hand-written notations and not crumpled.
- Cages that is adjacent to another have a clean, white plastic divider between them.
- Cats have water, food, clean bedding, and litter boxes.
- Filled hand sanitizer bottles are available near cat cages along with explanatory sign.
- Plastic picture frames are clean and not broken.
- Area is free of debris.
- All signs, posters, and literature are approved, professional, and current.
- Air vents are clean.
- Animals appear healthy.

Cat Rooms (with cages)

- Glass is clean and free of dust and debris inside and out.
- Room is odor free.
- Cats have water, food, clean bedding, and litter boxes.
- Cage cards are on each cage inside and out, in plastic sleeves; they are straight (not crooked).
- Counter tops and floors are clean and free of clutter.
- Hand sanitizer dispensers on walls are full.
- Cage bars are clean and free of debris.
- Every cat den is clean and free of hair and debris.
- New, shy, or frightened cats have a den or Hide-Perch-&-Go Box. (It is acceptable for the cat to customize their own cardboard Hide-Perch-&-Go Box, but if very shabby looking, these should be replaced.)
- Trash has been taken out.
- Fans are off at closing.

- Cat trees clean and free of cat fur.
- All signs, posters, and literature are approved, professional, and current.
- Air vents are clean.
- Animals appear healthy.

Volunteer Office

- Desk is clean and clutter free except for the sign-in book.
- Floor is clean.
- Room is neat and not excessively cluttered.
- All signs, posters, and literature are approved, professional, and current.
- Sign-in book is on the desk.
- Only appropriate toys, treats and leashes are available.

Clinic Hallway

- Floor and walls are clean.
- Area is odor free.
- Area is free of debris, equipment, and supplies.

Clinic and/or Surgical Holding

- Floor and walls are clean in each room.
- Area is odor free.
- Windows and glass doors are clean.
- Cages are clean; bars are clean and free of debris.
- Each cage/kennel has a cage card free of folds and hand written notations, not crumpled, and in a plastic sleeve.
- Cats have water, food, clean bedding, and litter boxes. (Note: Animal awaiting or recovering from surgery should not have food or water.)
- Dogs have food, clean water, bedding, and toys; kennels are clean and free of feces and urine. (Note: Animals awaiting or recovering from surgery should not have food or water.)
- Hand sanitizer bottles are available OR wall dispensers are full.
- Rooms are free of debris and clutter.
- Counter tops are clean.
- Every cat carrier/den is clean and free of hair and debris.
- Trash has been taken out.
- All signs, posters, and literature are approved, professional, and current.
- All signs and cage cards are straight (not crooked); cage card plastic sleeves are clean (inside and outside).
- Air vents are clean.

Dog Yard

- Yard is free of feces, trash, and debris.
- Unused equipment is properly stowed.

Clinic Reception and Waiting Areas, Exam Rooms

- Floors, tables, countertops, and chairs are clean and clutter free.
- Area is odor free.
- Hand sanitizer bottles are available (and full).
- Frames on any signs are clean and not broken.
- Area is free of debris.
- Donation box and organization brochures are available.
- All signs, posters, and literature are approved, professional, and current.
- Decorations are timely and appropriate.
- Exam room floors and walls surfaces are clean and free of fur and debris.
- Air vents are clean.
- People are receiving appropriate assistance on a timely basis.

Dog Adoption Hallways and Courtyards

- Floor and walls are clean.
- Area is odor free.
- Area is free of debris, equipment, and supplies.
- Windows and glass doors are clean and free of streaks or water stains.
- Kennels are clean; bars are clean and free of debris.
- Courtyards are clean and free of fur, feces and any trash or debris.
- Trash cans are empty.
- Each cage has a cage card in a plastic sleeve that is free of hand-written notations and not crumpled.
- Each dog has water, food, and clean bedding.
- Hand sanitizer dispensers are full.
- Areas are free of debris and clutter.
- All signs, posters, and literature are approved, professional, and current.
- Air vents are clean.
- Animals appear healthy.

Dog Kennels

- Area is odor free.
- Each cage has a cage card in a plastic sleeve and are free of folds and hand-written notations.
- Each dog has water, food, and clean bedding; kennel is free of feces or urine.
- Hand sanitizer dispensers are full.
- Areas are free of debris and clutter.
- All signs, posters, and literature are approved, professional, and current.
- Air vents are clean.
- Animals appear healthy.

Director or Manager Signature _____

Comments/Follow-up Notes: