

## SHELTER QUALITY

## Welfare Assessment Protocol for Shelter Dogs

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## 1 Introduction



The Shelter Quality protocol is a deliverable of the project 'Tools for the assessment, classification and management of urban stray dog and cat populations' (IZS AM 05/10 RC), coordinated by the Istituto Zooprofilattico Sperimentale dell'Abruzzo e del Molise 'G. Caporale' and financed by the Italian Ministry of Health.
The project aim was to develop innovative and efficient tools for the management of stray dog and cat populations in urban areas. A crucial topic, strictly related to stray dog population management, concerns shelter facilities. No-kill policies, now widely adopted by many legislators, lead to the proliferation of long-term sheltering for stray dogs in many countries. Gaps in the management systems and an imbalance between high numbers of dogs entering the shelter and low adoption rates, result in high percentages of animals that are likely to spend most part or all their life in a confined condition. In this scenario, animal welfare becomes a critical issue. On the other hand, where dogs are humanely destroyed if not adopted, a major effort has to be made to maximise successful adoptions. There is evidence that new owners prefer dogs that positively interact with
people and that do not exhibit abnormal or undesirable behaviour. Dogs positively coping with their environment are also more likely to be rehomed. Therefore, improving the welfare of kennelled dogs helps not only to increase their wellbeing but also to increase their chances of adoption.
Previous works reported that the shelter environment can be detrimental for dogs, especially when housed for lengthy periods of time. Environment enrichment (both physical and social), as well as appropriate management procedures, can improve the animals' coping abilities and adaptation. Due to individual variability, dogs may perceive the same stressors differently, suggesting that animals could exhibit different behavioural responses when housed in similar conditions. It is therefore important to have a tool that allows a direct evaluation of the real welfare state of dogs housed in shelters, by observing their individual reaction to the environment they are kept in.
The Shelter Quality protocol was developed with the aim of providing a valid, reliable and practical tool for assessing dog welfare in long term shelters. This protocol was built around the four welfare principles (good feeding, good housing, good health and appropriate behaviour) described by the Welfare Quality ${ }^{\circledR}$ project for onfarm assessments of livestock species (Welfare Quality®, 2009). The emphasis is on animal-based measures (also called outcome or performance measures) in an attempt to estimate the actual welfare state of the animals in terms of, for instance, their behaviour, health or physical condition. Such measures have
inherent advantages over management and resource-based measures (also referred to as input or design measures). Since welfare is a condition of the animal, animal-based measures are likely to be the most direct reflection of their welfare state. By applying this approach, the assessment system will be partially independent of the shelter facilities and management parameters.
The concepts of inputs and outcomes can also draw the basis for a risk assessment approach, as outlined by a recent EFSA scientific opinion on the use of animal-based measures to assess animal welfare (EFSA 2012). This analysis helps identifying the so called hazards, meaning those factors that could potentially impair the welfare of an animal. When measuring the animal responses to their environment, we are actually measuring the consequences of one or multiple factors that are acting upon that animal.
The link between hazards and consequences provides objective and scientific evidence of the predictive capacity of specific welfare measures.
Risk assessment also offers the basis to perform a risk management process, in order to define recommendations aimed at maximising dogs' quality of life in a shelter environment.

The Shelter Quality is an innovative protocol that proposes a completely new approach to companion animal welfare assessment. It has the potential of representing a precious tool for Competent Authorities, shelter managers and NGOs personnel wanting to investigate the welfare status of long-term sheltered dogs. The areas of application of the Shelter Quality protocol
are broad; it could help to identify critical areas needing intervention and might be used, in the future, as a reliable and scientific tool to rank rescue and commercial shelters according to the level of welfare they are providing to the housed dogs.

Scientific research is still on-going to identify areas of improvement of the protocol, to create the first database system for systematic recording of standard indicators and to generate new knowledge on the welfare of confined dogs.

## 2. Shelter Quality Protocol



### 2.1 Contents

Measures and procedures to assess the welfare of the domestic dog, were identified and selected following expert opinions and a thoughtful study of the available scientific literature on dog biology, health, welfare and behaviour. The protocol was validated through field testing, that evidenced its feasibility and reliability. The measures were selected to assess specific welfare criteria, reflecting management procedures (management-based measures), housing environment (resource-based measures) and direct welfare outcomes (animal-based measures). Choice relied on the feasibility of assessment considering both time and easiness of the measurement. A summary of all measures described in the protocol are included in Figure 1, with reference to the welfare criteria and principle they refer to.
Since welfare is the outcome of multi-factorial effects, multiple variables need to be

## Figure 1. Welfare measures

Summary of the animal (red), management (yellow) and resource (green) based measures described in the protocol according to the welfare principles and criteria.

considered when applying the protocol. The shelter evaluation will include three different levels of assessment:

Measures taken at shelter level (Chapter 3) refer to the overall dog population in the shelter. They include management-based indicators (e.g. feeding regimen, exercise routine).
Measures taken at pen level (Chapter 4) are assessed observing each housing environment and all the animals confined in it (irrespective of the number). Since assessing all pens in a shelter would be very time consuming, before starting the evaluation a sample of pens will be randomly chosen by the assessor. Parameters measured at pen level are both resource-based (e.g. space allowance, bedding) and animal-based (e.g. behaviour, diarrhoea, emotional state).
Measures taken at individual level (Chapter 5) are assessed observing each individual animal. All measures are animal-based and include health parameters and the human-animal relationship score. Assessments at individual level will be applied to a sub-sample of the dogs housed in the pre-selected pens.
This protocol contains methodological information on how to carry out the assessments, a description of all selected measures including the welfare criteria they apply to, the type (animal, resource, management), what the assessor needs to record during the visit to the shelter, scoring indication useful for future analysis, and finally some examples. A list of references relevant to the study is also included at the end of the document.

### 2.2 Methodology

## Start of assessment

The assessment starts when the assessor positions in front of the first pen and starts recording.

## End of assessment

The assessment ends when the assessor finishes recording the last pen.

## Scoring levels

Measures will be taken according to three scoring levels:

- Shelter: the measure is recorded evaluating the shelter as a unit.
- Pen: the measure is recorded evaluating each pen as a unit and observing all the animals confined in it (irrespective of the number of animals)
Individual: the measure is recorded evaluating each animal as a unit.


## Shelter routine

Since dogs have to be assessed while housed in their home pen, before planning your visit to the shelter check the daily routines with the manager, also try to avoid interfering with staff work.

## Sample size indications

Include in the sample only dogs over 6 months of age and that have been in the shelter for 2 months or more.
According to the total number of dogs housed, the sample of animals to be assessed will vary according to Table 1. Hospitalized dogs will not be included in the assessment and therefore they

Table 1. Sample size

| Total number of <br> housed dogs | Number of animals <br> to assess |
| :---: | :---: |
| up to 29 | all dogs |
| $30-59$ | 30 |
| $60-89$ | 40 |
| $90-139$ | 50 |
| 140 over | 60 |

will not be considered when calculating the sample size.

- Remember that the sampling should be in a random form: only assess a maximum of three dogs per pen. In case of shelters with a few number of pens in which there are many dogs, the sub-sample can be of four dogs. The pens you select should cover the different facilities in the shelter and the different range of ages. Twenty is the maximum number of pens suggested for a feasible assessment in terms of time. The assessment of the shelter should be carried out on a single day.
- Box 1 shows a practical example of how an assessor can chose the pens on a random form starting from the map of the facility.


## Behaviour of the observer during assessment

The assessor should stand in front of the pen, 2 meters from the fence, still, passive, making no loud noise and not interacting with the animals unless required by the protocol. When interacting with the animal, the assessor should keep a neutral, relaxed posture, if the animal is showing excessive fear or distress the assessor should interrupt the assessment. Get everything ready for scoring before positioning in front of the pen. When the number of animals housed together exceeds 5 , or when the pen is large and animals are hardly visible, the assessor may enter the pen and carry out the assessment from inside.

Procedures have to be followed as described, however people and dogs' SAFETY has to be a priority.

## Assessment kit

Scoring sheets, clipboard, stop-watch, pen, tape meter. Do not wear dark hats or sunglasses.

## Annexes

At the end of this protocol, a questionnaire for the shelter manager and practical record forms to print for data collection, are included.

## Shelter Quality Protocol

## Box 1. Example of a random selection of pens to carry out before starting the assessment of a shelter

If this shelter hosts 300 dogs housed in four different modules of pens, according to Table 160 dogs should be assessed. Twenty is the maximum suggested number of pens to assess (3 dogs per pen). A random selection of pens should include all modules, in a balanced order: 20 pens/4modules $=5$ pens to assess per module. The map shows a possible correct sampling to be carried out before starting the evaluation. If a copy of the map of the facility is no available, the assessor can do a sketch on paper.


Courtesy of Save the Dogs and Other Animals Onlus

## 3 Measures scored at SHELTER level



This chapter includes the description of all measures to be recorded considering the shelter as a unit. Most measures are management-based, and should therefore be recorded with the help of the shelter manager (or other competent person) by compiling the Management Questionnaire in Annex 1.

### 3.1 General information

Description Before starting the assessment, general information about the shelter must be recorded. A copy of the shelter map or a sketch of the facility layout will help the assessor identifying the pens to be assessed.

## What to record

- Name of the assessor carrying out the evaluation
- Day of assessment
- Shelter identification or name
- Number of dogs in the shelter the day of the visit (excluding hospitalised animals)
- Number of hospitalised animals the day of the visit
- Number of entered dogs in the previous solar year
- Number of dogs returned to the owners in the previous solar year
- Number of adopted dogs in the previous solar year
- Number of dogs returned after adoption in the previous solar year
- Temperature $\left({ }^{\circ} \mathrm{C}\right)$ and humidity (\%) the day of the visit


### 3.2 Social housing

Type of measure Management based
Welfare criteria Expression of social behaviour

Description Dogs are social animals and there is evidence that isolation is detrimental for their welfare. Therefore, single housing should be avoided especially when dealing with long-term confinement. Isolation is acceptable when needed for clinical or safety reasons, but should be reduced at a minimum. The assessor will record the overall number of pens in the shelter housing dogs individually, in pair or in group (less than or equal to 5 or over 5 dogs) the day of the visit.

## What to record

- Number of single housing pen
- Number of pair housing pen
- Number of group ( $\leq 5$ ) housing pen
- Number of group (>5) housing pen
- Total number of pens

Scoring indications Percentages of each type of housing at the shelter (\%).

### 3.3 Exercise

Type of measure Management based
Welfare criteria Expression of other behaviours

Description Small enclosures not only discourage exercise because there is no possibility of travelling to another location, but they also restrict the type of locomotion and the ability of dogs to control their social interactions and express natural specie-specific behaviour. The assessor will ask the manager of the shelter about dogs outdoor access and exercising.

## What to record

Are dogs left in an outdoor fenced area:

- Daily (> 3 hours)
- Daily (< 3 hours)
- Weekly
- No or there is not a regular routine, it depends on personnel availability
Are dogs walked on leash by shelter personnel or by volunteers:
- Daily
- Weekly
- No or walks are not on a regular base but depend on personnel availability


### 3.4 Training and rehabilitation <br> Type of measure Management based

Welfare criteria Good human-animal relationship
Description Is proved how in shelters basic dogs training and learning can help the development of mental activities and constitute the basis for an adequate human-animal bond, important for adoptions. In the same way, behavioural rehabilitation for dogs with different types and levels of behavioural disorders facilitates the human-animal relationship, improve dogs welfare and improves the possibility of adoptions. The assessor will record the presence of trained personnel for activities of training with shelter dogs (e.g. walk at leash, basic education, learning activities) and the presence of specialised personnel in the behavioural rehabilitation of problematic or potentially problematic dogs.

## What to record

- Presence of trained personnel for activities of training with dogs ( $\mathrm{Y} / \mathrm{N}$ )
- Presence of specialised personnel in the behavioural rehabilitation of problematic dogs (Y/N)


### 3.5 Surgeries and control of pain

Type of measure Management based
Welfare criteria Absence of pain induced by management procedures
Description Surgeries include sterilisation, castration and other clinical manipulations. After clinical intervention, dogs may suffer from pain associated with actual or potential tissue damage. To reduce pain, analgesic intervention might be needed. The shelter manager is asked about post-surgical monitoring.

## What to record

- Presence of operating procedures for post-surgical monitoring (Y/N)
- Presence of hospital pens (Y/N)
- Presence of protocols of analgesia (Y/N)


### 3.6 Mortality

## Type of measure Management based

## Welfare criteria Absence of disease

Description Mortality is defined as the number of animal deaths in a defined period of time over the total shelter population. Death can occur with or without euthanasia procedure. If available, the assessor should analyse data from shelter records.

## What to record

- Number of euthanasia because of health problems during the previous solar year
- Number of euthanasia because of behaviour problems during the previous solar year
- Number of deaths (other than euthanasia) during the previous solar year
- Dog shelter population (mean number of animals in the previous solar year)
Scoring indications Mortality per each category (Number of dogs that died during the last 12 months/dog shelter population)* 100


### 3.7 Feeding

Type of measure Management based
Welfare criteria Absence of prolonged hunger

Description Food with sufficient nutritional value will allow an animal to be healthy and maintain a normal body weight. Diet-specific factors include the safety and appropriateness of the diet fed to the animals. Feeding regimen include the frequency, timing and method of feeding. Information about animal nutrition will be recorded.

What to record

- Type of diet (i.e. dry pellets, cooked food, wet/canned food)
- Special diets for puppies/old animals/ hospitalised animals ( $\mathrm{Y} / \mathrm{N}$ )
- Feeding regime (once per day/twice per day/ad libitum).


All pens, housing one or more of the dogs included in the sample, must be scored for the following animal and resource based measures. When arriving in front of the pen, the Checklist at pen and individual level (Annex 2) will be filled-in while giving the dogs the time to accustom to your presence, starting from the "resources-based measures at pen level" column. Subsequently, all dogs inside the pen will be observed for one minute and animal based measures will be scored ("animal-based measures at pen level" column). "Animal-based measures at pen level" column includes both behavioural measures (i.e. active/repetitive and other compulsive behaviour) and health measures that have to be scored at pen level (i.e. diarrhoea, coughing and evidence of pain). Furthermore, at the end of each pen assessment, the assessor will record the emotional state of dogs in the pen through by filling in the Emotional State Profile sheet (Annex 3).

### 4.1 Space allowance

## Type of measure Resource based

Welfare criteria Ease of movement
Description Space allowance expressed in $\mathrm{m}^{2}$ per kg dog. The number and weight of animals in each pen and the dimensions of the pen are recorded and adequacy is calculated using the recommendations of Directive 2010/63/UE (Table 2). An excessive spatial restriction could be associated to the impossibility to express normal behaviour, increasing probability of showing active repetitive behaviour (i.e. stereotypies).

Dogs are reluctant in urinate and defecate in the same space where they rest; should be guaranteed the necessary space to maintain three different areas: feeding space, resting space and litter space. This may contribute to a cleanliness of the animals.

When measuring the pen, all available space will be considered (indoor and outdoor), whenever the dog has constant and free access to both areas.

## What to record

- Enclosure length and width (m)
- Number of animal in the pen up to 20 kg
- Number of animal in the pen over 20 kg

Scoring indications Enclosure area in $\mathrm{m}^{2}$ (= length x width)
Pen is adequate/inadequate for the number and weight of dogs according to Table 2.

Proportion of pens with inadequate space allowance on the total of assessed in shelters (\%).

## Table 2. Minimum enclosure size requirements

These dimensions are acceptable only if animals have access to outside runs and/or daily exercise.

| Weight (Kg) | Minimum enclosure size for <br> one or two animals $\left(\mathrm{m}^{2}\right)$ | For each additional animal <br> add a minimum of $\left(\mathrm{m}^{2}\right)$ | Minimum <br> height $(\mathrm{m})$ |
| :---: | :---: | :---: | :---: |
| Up to 20 | 4 | 2 | 2 |
| Over 20 | 8 | 4 | 2 |

## Box 2. Examples of space allowance recording system

PEN ID: Example 1


PEN ID: Example 2


PEN ID: Example 3


## What to record

| Pen ID | EX 1 | EX 2 | EX 3 |
| :---: | :---: | :---: | :---: |
| Dimension | Length 2 m | Length 3 m | Length 4 m |
|  | Width 8 m | Width 3 m | Width $3,5 \mathrm{~m}$ |


| $N^{\circ}$ animals $<20 \mathrm{~kg}$ | 0 | 1 | 8 |
| :---: | :---: | :---: | :---: |
| $N^{\circ}$ animals $>20 \mathrm{~kg}$ | 4 | 1 | 2 |

## Scoring indications

| Example 1 | Example 2 | Example 3 |
| :---: | :---: | :---: |
| Enclosure area $=16 \mathrm{~m}^{2}$ | Enclosure area $=9 \mathrm{~m}^{2}$ | Enclosure area $=14 \mathrm{~m}^{2}$ |
| Minimum enclosure size <br> requirement $=16 \mathrm{~m}^{2}$ | Minimum enclosure size <br> requirement $=12 \mathrm{~m}^{2}$ | Minimum enclosure size <br> requirement $=24 \mathrm{~m}^{2}$ |
| Pen is adequate | Pen is inadequate | Pen is inadequate |

## 4．2 Sharp edges

Type of measure Resource based
Welfare criteria Comfort around resting
Description The assessor looks for the presence of sharp edges or protrusions inside the pen（i．e．in walls，partitions， floor）or along the fence，that could be harmful for the animals．

## What to record

－Presence of sharp edges（ $\mathrm{Y} / \mathrm{N}$ ）
Scoring indications Proportion of pens with sharp edges on the total of the assessed in shelter（\％）．

## 4．3 Bedding

Type of measure Resource based

## Box 3．Examples of sharp edges recording system

PEN ID：Example 1


PEN ID：Example 2


PEN ID：Example 3


What to record

| Pen ID | EX 1 | EX 2 | EX 3 |
| :---: | :---: | :---: | :---: |
| Sharp edges | 迫y／$\square$ no | 近 y $/ \square$ no | $\square$ yes／迫no |

Welfare criteria Comfort around resting Description All dogs should be provided with a warm, dry, draught-free area to ensure sufficient comfort during resting and sleeping. Ideally, bedding should be off the ground, permit to readily clean and disinfect the enclosure, and be safe (i.e. no harmful edges, no ingestible parts or filling). Assess the presence and type of bedding material available in each enclosure.

Bedding type can be extremely various, please refer to the following categories: kennel (close movable shelter, often of plastic or wood, it repairs from mild adverse weather condition, it allows the animal to hide), basket (isolate from the ground, open on the top, usually of plastic), other (includes fabric, matrass, carpet, any solution not listed). If no bedding is present, tick the box absent when scoring the bedding type and leave blank following requisites.
The assessor will also record if the bedding is present in sufficient number for all dogs present ion the pen, that is one bed per dog. It will recorded if the bedding is safe (i.e. without sharp edges or parts or padding to be ingested). Finally the assessor will record if bedding is dry/clean, including materials that ensure isolation from wet floor (i.e. absence of splits on the base of the bedding or blanket used directly on the floor). Bedding will be considered adequate only if there is at least one bedding per dog, if it is safe and if it is dry/clean.

## What to record

- Type of bedding (kennel/basket/other/ absent)
- At least one bedding per dog (Y/N)
- Bedding is safe (Y/N)
- Bedding is dry/clean (Y/N)

Scoring indications Bedding is adequate/ inadequate.
Proportion of pens with inadequate bedding on the total of the assessed in shelter (\%).

### 4.4 Water supply

Type of measure Resource based
Welfare criteria Absence of prolonged thirst

Description Water supply will be considered hygienic when the drinker places are without faeces and without mould. The drinkers should be safe (e.g. no sharp edges, no rusty areas) and functioning: if the containers (e.g. bowl, bucket) are filled manually by shelter staff, the assessor will consider them functioning if they are full, and not functioning if they are empty at the moment of the assessment.
The assessor will record the type of drinker, if they are functioning or not and the cleanliness of the water. In addition, the risk of injuries due to drinkers will be checked. Water facilities will be considered adequate if drinkers are functioning, clean and safe, if one of these is negative, the score will be inadequate. If there are no water facilities, the type of drinkers will be recorded as absent and other requisites will be leaved blank.

## What to record

- Type of drinkers (i.e. bowl, trough, bucket, nipple, automatic fountain, other, absent)
- Drinkers are functioning ( $\mathrm{Y} / \mathrm{N}$ )


## Measures scored at PEN level

## Box 4．Examples of bedding recording system

PEN ID：Example 1


PEN ID：Example 3


PEN ID：Example 2


PEN ID：Example 4


What to record

| Pen ID | EX 1 | EX 2 | EX 3 | EX 4 |
| :---: | :---: | :---: | :---: | :---: |
| Bedding type | shelter basket other absent | shelter basket other absent | shelter basket other absent | shelter basket other absent |
| One bedding per dog | 【 yes／$\square$ no | $\square$ yes／目 no | $\square \mathrm{l}$ yes／$\square$ no | 园yes／口no |
| Bedding is safe | 國 yes／$\square$ no | Wyes／$\square$ no | $\square$ yes／［1 no | 國yes／$\square$ no |
| Bedding is dry／ clean | 国 yes／$\square$ no | $\underline{\underline{1}}$ yes／$\square$ no | $\square$ yes／Iİ no | 12 yes／$\square$ no |

Scoring indications

| EX1 | EX2 | EX 3 | EX 4 |
| :---: | :---: | :---: | :---: |
| Adequate | Inadequate | Inadequate | Adequate |

- Water is clean (Y/N)
- Drinkers are safe (Y/N)

Scoring indications Water facilities are adequate/inadequate.
Poportion of pens with inadequate water supply on the total of assessed in shelter(\%).

### 4.5 Shelter from adverse weather condition

Type of measure Resource based Welfare criteria Thermal comfort
Description It is fundamental that each pen could provide an adequate thermal comfort, allowing the animal to maintain the body temperature. Housing in shelters can be very different and the assessor will observe the presence of elements that could ensure an adequate shelter from adverse weather condition (extreme temperature, excessive exposure to sun, wind and rain). Indoor areas (area with closed vertical walls and a roof) should be insulated, screen from adverse weather condition and ensure air circulation (natural or artificial) i.e. by windows. Outdoors areas, i.e. fenced pens that shelters from adverse weather conditions should be ensured by the presence of roof and its slope, extension and direction, gutters, lateral barriers, hedges or similar. Shelter from adverse atmospheric conditions will be considered adequate if there are structural requisites that allow the repair from an excessive exposure to sun, wind and rain.

## What to record

- Shelter from excessive exposure to sun (Y/N)
- Shelter from strong wind (Y/N)
- Shelter from rain (Y/N)
- Air circulation (Y/N)

Scoring indications Shelter from adverse weather condition is adequate/inadequate. Proportion of pens with inadequate shelter from adverse weather condition on the total of assessed in shelter (\%).

### 4.6 Thermoregulation

Type of measure Animal based Welfare criteria Thermal comfort
Description Thermal comfort can vary from dog to dog as strictly linked to different conditions such as hair length, muzzle shape, age or physical conditions etc. Consequently it is important to assess each dog in the pen to check behaviour that could reveal thermal distress. Measures are:
Panting: dog pants for physical exertion when ambient temperature is warm.
Shivering: it is a physical response to cold, especially if associated to huddling.

## What to record

- Number of animals panting per pen
- Number of animals shivering/huddling per pen
Scoring indications Proportion of animals panting, shivering or huddling on the total assessments in the shelter (\%).


### 4.7 Abnormal behaviour

Type of measure Animal based
Welfare criteria Expression of other behaviours

Description Confinement in a rescue shelter can result in a situation of unpredictability for the dog, often causing fear and stress in the short term. Abnormal behaviour in the dog may take the form of a reduced behavioural repertoire and/or the development of stereotypies defined as repetitive, unvarying and apparently functionless behaviour patterns. Such expression may indicate poor welfare and increase the likelihood of injury or susceptibility to disease. While completing the assessment of each pen unit, the assessor will record if any abnormal behaviour was observed. Abnormal behavioural patterns can be defined as follows:

## ACTIVE REPETITIVE

Circle: repetitive, unvaried circling around pen, or walking in small circles.
Pace: repetitive pacing, in a fixed route, usually along a fence

Whirling: repetitive turning around and chasing tail
Wall bounce: repetitive jumping at wall, rebounding off it
OTHER COMPULSIVE BEHAVIOUR
Self-mutilation: caused by repetitive grooming or self-biting, can cause visible skin lesions

Environment related: compulsive licking ground or licking/chewing fence, bedding or other object in a compulsive way, or uninterrupted digging/scratching

## What to record

- Presence/absence of dogs showing active repetitive or other compulsive behaviour.

Scoring indications Proportion of
pens where abnormal behaviours were recorded over the total number of assessed pens (\%).

### 4.8 Signs of diarrhoea

Type of measure Animal based

## Welfare criteria Absence of disease

Description Diarrhoea can be an indicator of enteric disorders. It is defined as the passage of faeces that contain excessive amounts of water, the stool liquid to various degrees. When group housed, the presence of diarrhoea cannot be associated to an individual dog. Thus, the assessor will record the presence of diarrhoea (liquid manure) in the pen.

## What to record

- Presence of visible liquid manure in the pen (Y/N)
Scoring indications Proportion of pens with evidences of diarrhoea on the total assessed in shelter (\%).


### 4.9 Coughing

Type of measure Animal based
Welfare criteria Absence of disease
Description Cough is a sudden and often repetitively occurring reflex which helps to clear the large breathing passages from secretions, irritants, foreign particles and microbes. The assessor will record the presence of dogs coughing in the pen.

## What to record

- Evidences of coughing (Y/N)

Scoring indications Proportion of pens where coughing was recorded over the total number of assessed pens (\%).

### 4.10 Evidence of pain

Type of measure Animal based
Welfare criteria Absence of disease
Description Pain has been defined as an unpleasant sensory and emotional experience. Animals that suffer and are in pain may appear depressed and nonresponsive to surrounding, remaining quiet on a recumbent position, avoiding contact, or growling as an unfamiliar person approaches. The assessor should check for animals showing signs of discomfort or pain inside the pen.

## What to record

- Presence of dogs showing sign of discomfort or pain.

Scoring indications Proportion of pens where evidence of pain was recorded over the total number of assessed pens (\%).

### 4.11 Emotional state

Type of measure Animal based
Welfare criteria Positive emotional state Description Emotional state focus not so much on what an animal does, but on how it does it, that is, its dynamic style of

Box 5. Examples of evidence of pain recording system

PEN ID: Example 1


What to record

| Pen ID | EX1 |
| :---: | :---: |

interaction with the environment.
After assessing every sampled pen, the assessor will take a few seconds to describe the group of dogs/single dog of each pen, using Visual Analogue Scales (VAS) (Annex 3), quantifying how much an adjective represents the animals housed in that shelter. The adjectives are the following:

| Adjective | Definition |
| :--- | :--- |
| Relaxed | calm, tranquil, easy going, mostly quiet, doesn't show fear |
| Comfortable | without worries, settled in its environment, peaceful with other dogs and people |
| Curious | attentive, actively interested in people or things, explorative |
| Excited | positively agitated in reaction to an external stimuli, euphoric, exuberant |
| Sociable | friendly toward humans and other dogs, appreciates human attentions, seeks for <br> contact/interaction, shows greeting behaviour |
| clayful | cheerful, high spirits, fun, showing play-related behaviour, inviting others to play <br> Depressedunresponsive, unwilling to interact with its environment, quiet, apathetic, little or <br> not at all reactive to stimuli |


| Adjective | Definition |
| :--- | :--- |
| Alert | vigilant, inquisitive, attentive/reactive to outside stimuli |
| Nervous | uneasy, agitated, apprehensive, highly excitable, shows fast arousal, unsettled |
| Anxious | worried, unable to settle or cope with its environment, shows signs of distress |
| Fearful | timid, scared, timorous, doesn't approach people or moves away, shows posture <br> typical of fear |
| Hesitant | unsure, doubtful, shows conflicting behaviour, uncertain if approach or not, if <br> trust or not |
| Aggressive | impetuous, shows signs and posture of defensive or offensive aggression |

## What to record

Using a Visual Analogue Scale (VAS), record how much each adjective describes the animals hosted in the pen that the assessor just evaluated.
Each VAS is defined by its left 'minimum' (Min) and right 'maximum' (Max) point.

- Min means that the expressive quality indicated by the term is entirely absent in any of the animals you have seen.
- Max means that this expressive quality is dominant across all observed animals.

Note that it is possible to give more than one term a max score; animal could for example be both entirely playful and entirely friendly.
To score each term, draw a line across the 125 mm scale at the appropriate point. Do not skip any term.
Scoring indications The measure for each adjective is the distance in millimetres from the min point to the point where the line crosses the scale.
e.g. Playful


### 4.12 Barking level

## Type of measure Animal based

Welfare criteria Expression of other behaviours

Description Noise levels in dog shelters may cause hearing damage and public disturbance. Bark can be defined as
a staccato, short vocalisation. After
assessing the pen, and together with QBA, the assessor will records barking level using a visual analogue scale (VAS, see section 4.11 for scoring procedure).

## What to record

- Perceived noise level in the pen (VAS) when scoring emotional state (Annex 3).
Scoring indications Barking level in the shelter using the VAS scoring.


## .5. Measures scored at INDIVIDUAL level



A sample of dogs will be selected to assess human-animal relationship and general physical conditions.
The assessment is carried out observing one animal at the time by standing outside the pen, next to the fence. When the number of animals housed together exceeds 5 , or when the pen is large and animals are hardly visible, the assessor may enter the pen and carry out the assessment from inside. Shelter staff should allow the entrance to a pen, according to the dogs' level of sociability, safety of animals and people has to be a priority. If an animal is showing excessive signs of fear, to avoid unnecessary stress, do not force contact.
Animals assessed within one pen should be sampled in a random order.
Suggestion: when in front of the pen, chose one animal at the front, one in the middle and one in the rear. If all animals come next to the fence assess one from your right one of the middle and one on your left. Select all subjects before starting the assessment.

Age category of the assessed animal will be estimated considering: young ( 6 months-2 years old), adult (3 years-6 years old) and geriatric (over 7 years old) dogs.
Measures assessed at individual level are included in Annex 2, in the column "animalbased measures at individual level".

### 5.1 Reaction toward human

Type of measure Animal based

Welfare criteria Good human-animal relationship
Description Fear and aggression are among the most common behavioural problem that impair interaction between dogs and human beings, thereby representing a failure in communication between the two species, also decreasing chances of adoption. In presence of an unfamiliar person the dog can show:
0_No signs of fear or aggression (decreasing

Table 3. Description of a dog typical behaviour and posture according to the test responce

| Score | No signs of fear or aggression, posture <br> is neutral, relaxed looking at or ignoring <br> the assessor, or friendly/sociable, <br> decreasing distances and/or greeting <br> the assessor. |
| :--- | :--- |
| 1-fear signs |  |
| very low postures, often increasing |  |
| distances or hiding from assessor, ears |  |
| back, eye contact brief and indirect, tail |  |
| hangs low or tacked between legs. |  |

Sign of aggression, with or without fear, are usually characterized by a general condition of tension of the dog's body.
Sign of fear and of defensive aggression: body lowered, weight over rear legs, tail down tense or tucked

[^0]pupils dilated, muzzle tense, nose wrinkled, snarled teeth exposed.
Signs of offensive aggression: weight forward, tail stiff, raised, ears erect forward, bared teeth and lips curled, eyes staring, hackles may be up.

distances, friendly/sociable or neutral)
1_Fear without signs of aggressions (shows low or very low postures)

2_Signs of aggression with or without fear (defensive or offensive posture)
Postures and behavioural patterns typical of the above reactions are described in Table 3.
N.B. tail wagging is not necessarily linked to a sociable dog.
The assessor will approach the fence of the pen and record the dog reaction during a short test situations:

1. In front of fence, standing and ignoring the dog for 30 seconds (Figure 2.a)
2. In front of fence, crouched and talking gently to the dog for 30 seconds (Figure 2.b)

If the assessor has to enter the pen, the test procedure will be the same: standing and ignoring the dog for 30 seconds, crouching and talking to the dog gently for another 30 seconds.

The animal and the assessor's safety are a priority, do not enter the pen if a dog is showing aggressive signs.

## What to record

- Record if the dog shows any fearful and/or aggressive reactions during the test (score 0-2)
Scoring indications Proportion of dogs in the shelter showing fear/aggression toward an unfamiliar person on the total number of assessed dogs (\%).


## Figure 2. Reaction toward human, short test situation

Behaviour of the assessor when carrying out the short test to score the dog's reaction toward humans: step 1 (A) standing and ignoring the dog for 30 seconds, step 2 (B) crouched and talking gently to the dog for 30 seconds.


### 5.2 Body condition

Type of measure Animal based
Welfare criteria Absence of prolonged hunger
Description Food intake should allow an animal to maintain normal body weight, and meet the normal daily requirements to keep dogs fit and healthy.
The ideal situation is for the assessor not to touch the animals. The score should be only visual. For the purposes of this welfare assessment, the ability to detect animals which are at an inappropriate condition is the main objective. Thus a simple classification of too thin, adequate and too heavy will suffice. Use the body condition system below.

## What to record

The animal body condition score (BCS) is:

- Too thin
- Adequate
- Too heavy

If it is not possible to assess it because of the fur of the dog leave blank.
Scoring indications Proportion of dogs in the shelter showing an inappropriate (too thin or too heavy) BCS on the total number of assessed dogs (\%)

### 5.3 Cleanliness of the animals

Type of measure Animal based
Score
Bones easily visible (i.e. ribs
pelvis, lumbar vertebrae); loss
of muscle mass, obvious waist
and abdominal tuck.

Box 6. Examples of body condition recording system

PEN ID: Example 1


PEN ID: Example 2


PEN ID: Example 3


What to record

| Pen ID | EX1 | EX 2 | EX 3 |  |  |
| :---: | :--- | :--- | :--- | :--- | :--- |
|  | $\square$ | adequate | $\square$ | adequate | $\square$ adequate |
| Body condition | $\square$ | too thin | $\square$ | too thin | $\square$ too thin |
|  | $\square$ | too heavy | $\square$ | too heavy | $\square$ |
|  |  |  | too heavy |  |  |

Welfare criteria Comfort around resting
Description The coat should be clean and dry, free from urine or faeces. Cleanliness of the body parts is defined as the degree of dirt on the body (splashing). Assess the coat of the dog and look for wet or dirty areas with faeces. The assessment is visual on ONE side of the body. Make sure the dog you score is standing up.

## What to record

- The animal is clean
- The animal is dirty/wet (separate or continuous splashing or wet areas)
Scoring indications Proportion of dogs in the shelter showing dirty or wet areas on the total number of assessed dogs (\%)

Box 7. Examples of cleanliness of the animal recording system

PEN ID: Example 1


| What to record |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Pen ID |  | EX 1 |  | EX 2 |
| Cleanliness | 品 | clean dirty/wet | $\begin{aligned} & \text { 寊 } \end{aligned}$ | clean dirty/wet |

PEN ID: Example 2


### 5.4 Skin condition

Type of measure Animal based
Welfare criteria Absence of injuries
Description The evidence of hair loss, skin lesions and abnormal swelling or signs of inflammatory reaction, irritation such as scratching, biting or licking are indicator of poor welfare and may be related to the enclosure but also to health problems.
WOUNDS including when skin is torn, cut or punctured (an open wound), here we include lick dermatitis. Count both scratches (surface penetration of the epidermis) and wounds (penetration of the muscle tissue). Wounds will be scored only if bleeding or if larger than 2 cm . Healed wounds will not be assessed.
HAIR LOSS Normally covers extensive areas with no fur. Assess the presence of hair loss areas, including dermatitis.

SWELLING is a transient abnormal enlargement of a body part or area, can be due by local infections/abscesses. Assess the presence of visible swelling areas.
ECTOPARASITES Dogs are susceptible to several parasites. Common ectoparasites, as ticks, mites and fleas, can serve as vector for several infectious agents including zoonotic ones, being of relevant interest from both a medical and veterinary point of view. Diverse and effective prophylactic and therapeutic treatments can be planned in shelters to minimise infestation. A high number of animals recorded with visible ectoparasites, or skin damage due to their infestation, can be an indicator of an inadequate care of the dogs, and of poor welfare. Ticks (particularly feeding adults), fleas and their faeces can be easily spotted
by observing the dog. Flea and mite infestation is also associated with the dog showing frequent itching.
Remember Skin condition is assessed by the observation of ONE SIDE of the dog's body; a wound smaller than 2 cm and/or healed will not be assessed.

## What to record

- Presence of visible wounds
- Presence of hair loss areas
- Presence of visible swelling areas
- Evidences of ectoparasites ( $\mathrm{Y} / \mathrm{N}$ )
- Absence of skin issues


## Box 8. Examples of skin condition recording system

PEN ID: Example 1


PEN ID: Example 3


PEN ID: Example 2


PEN ID: Example 4



If the dog does not present skin issues, mark "absence of skin issues".
Scoring indications Proportion of dogs in the shelter showing altered skin condition over the total number of assessed dogs (\%).

### 5.5 Lameness

## Type of measure Animal based

Welfare criteria Absence of injuries
Description Lameness is the inability to use one or more limbs in a normal manner.
The observation of lameness could suggest the presence of foot wounds or other painful disease. A dog with a surgically amputated limb will receive a score of 0 if the amputation doesn't compromise the dog health. animals generally well tolerate
healed amputations (without wounds or infected parts).Otherwise, a dog with a amputated limb with complications will receive a score of 1 . The dogs are observed while walking.

## What to record

0 - the animal shows no lameness
1- the animal is lame but is still walking
2 - the dog is severely lame, almost or completely unable to walk
If the assessor is not able to observe the animal standing and walking, leave blank.

## Scoring indications

- Proportion of lame animals on the total assessed in shelter (\%).
- Proportion of severely lame animals on the total assessed in shelter (\%).

Box 9. Examples of lameness recording system

PEN ID: Example 1


PEN ID: Example 2


What to record

| Pen ID | EX 1 |  |  |  |  |  | EX 2 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Lameness | $\square$ | 0 | 团 | 1 | $\square$ | 2 | $\underline{1}$ | 0 | $\square$ | 1 | $\square$ | 2 |



The following section includes practical record forms that can be printed and compiled by the assessors during shelter visits. To help the user in the preparation process, a scheme of the order to follow when carrying out the assessment is supplied. A summary of the measures included in the 5 record forms (Annexes 1 to 5) and approximate estimated time to carry out the assessments are also presented in Table 4.

### 6.1 Order to carry out the protocol

1. Contact the manager of the shelter to explain the aim of your visit and to make an appointment. Take also the chance to ask the number of animals hosted at the time, this will allow you estimate the number of animals you will have to assess (according to Table 1) and prepare a sufficient number of record forms. In addition, ask him/her availability to retrieve some data from the shelter records (e.g. mortality), you can
send an e-mail with the information required, saving time at the moment of the visit.
2. Once at the shelter, take the Management questionnaire (Annex 1) and start filling the General information section. If the manager (or other competent person) is available, compile the remaining sections of Annex 1. Ask for a copy of the map of the facility; if it is not available, draw the map yourself, either copying an existing map, or giving a quick tour of the facility and sketching the location and modules of pens you see.
3. Take a few minutes to define the number of pens and their random location around the shelter (as explained in Box 1), and how many animals within each pen (from 1 to 3 ) you need to assess. Get everything ready for the assessment (clip-board, pen, stop watch, scoring sheets in the correct order) and record the starting time (bottom of Annex 1).
4. Place yourself in front (2 meters from the fence) of the first selected pen and visually choose the subjects of that pen to be assessed later at individual level. Then, start recording the information of the "resource-based measures at pen level" column (Annex 2). Parameters that cannot be scored from outside (e.g. space allowance) can be scored later on by entering the pen.
5. Without changing position, take
the "animal-based measures at pen level" column of the same Check-list at pen and individual level (Annex 2) and observe all the animals in that pen for 1 minute. At the end of the minute, score all the measures except 'abnormal behaviour' that will be assessed later.
6. Now start observing the chosen dogs, one at the time. Per each dog, compile information included in the "animal-based measures at individual level" column, of the same Check-list (Annex 2). To score the fear/aggression test, follow the procedure described in section 5.1 of the protocol.
7. Once all previous steps are completed (estimated time between 5 and 9 minutes/pen), score the presence or absence of animals showing abnormal behaviour (according to definitions in section 4.7). If necessary (to score resource base measures or if the number of animals in the pen is over 5 dogs), the assessor may enter the pen to finish the assessment.
8. Then take the Emotional state profile (Annex 3) and record how much you believe each one of the listed adjectives describes the animals housed in that pen.
9. Move to the second selected pen and start again from point 4.
10. Once all the sample pens have been assessed, record the end of assessment time (bottom of Annex 1).

## Table 4.

Summary of the welfare measures included in the record forms (Annexes 1 to 3) with main sampling indications and approximate time needed to carry out the assessments parts.

| Measures | Sampling | Time needed <br> approximately |
| :--- | :--- | :--- |
| 1. Management questionnaire | Annex 1 | 15 min |
| - General information | Shelter level |  |
| - Social housing | Score with help of shelter |  |
| - Exercise | manager |  |
| - Training and rehabilitation |  |  |
| - Surgeries/pain |  |  |
| - Moertality |  |  |

2. Check-list at pen and individual level

- Space allowance
- Sharp edges
- Bedding
- Water supply
Annex 2, "Resources-based
measures at pen level"
Pen level
Score from outside/inside
the pen

Annex 2, "Animal-based
1 min/pen measures at pen level"
Pen level
Score from outside the pen
3. Check-list at pen and individual level

- Shelter from adverse weather conditions
- Thermoregulation
- Abnormal behaviour
- Signs of diarrhoea
- Coughing
- Evidence of pain

4. Check-list at pen and individual level

- Body condition
- Cleanliness
- Skin condition
- Lameness
- Reaction towards human
Annex 2, "Animal-based $\quad 2$ min/animal
measures at individual level"
Individual level
Score from outside/inside
the pen

Annex 2, "Animal-based
measures at individual level" 2 min/animal
Individual level
Score from outside/inside
the pen
5. Emotional state profile

- Emotional state
- Barking level


## Annex 3 <br> 1 min/pen

Pen level
Score at the end of each pen
assessment

## Annex 1 - Management questionnaire



## SHELTER: <br> DAY: <br> ASSESSOR:

Sketch shelter layout
$\%$



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SHELTER
QUALITY


[^0]:    2-defensive/offensive aggression

