

Oregon Humane Society

Standard Operating Procedures

The Problem

Due to time constraints the standard operating procedures (SOPs) for the OHS animal hospital became outdated. An additional manual was created as an add-on for the main manual, but it was difficult to find information between the two manuals. SOPs are vitally important, they let new employees and volunteers know what kind of situations they can expect to encounter, they act as a 'cheat sheet' to increase efficiency and speed, and providing SOPs makes sure that everyone knows what to do in specific situations.

The Project

This project is divided into two parts. First, for the capstone project the SOPs for the OHS Animal Hospital were synthesized, organized, put into a new format, and a new SOPs manual was created. These SOPs were also created in local software for ease of access. After the completion of this portion I will continue the project through the year and do the same for the OHS Animal Shelter SOPs, and the Investigations Department SOPs. I will also remain in contact with OHS for any help they need going forward after the completion of all the SOPs.

Outcomes

- SOPs manual for animal hospital
- SOPs in local software
- Procedure to keep SOPs updated

Next Steps

- Create SOPs manual for shelter
- Create SOPs for legal department
- Create both SOPs in local software

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Special Thanks
to Linda Fielder

