



5. NEW COMPANION ANIMALS

5.1. General cleaning and hygiene

- Maintaining facility cleanliness and strict personal hygiene is the responsibility of everyone working in the Exotic Companion Animal specialty consultation of the Hospital Escolar de Animais de Companhia (HE-AC).
- Hands must be washed and disinfected with an alcohol-based hand disinfectant before and after handling each patient.
- Clean examination gloves must be worn when in contact with high-risk patients (i.e., suspected infectious disease), and safety goggles must be worn when handling parrots suspected of chlamydiosis or during hare necropsy.
- Surfaces or equipment contaminated with feces, secretions, or blood must be cleaned and disinfected immediately by the staff or students responsible for the patient. This responsibility is especially critical in cases of patients suspected of infection by pathogenic agents.
- All equipment (collars, speculums, and forceps) must be cleaned and disinfected after use on each patient. Students are expected to use their own basic equipment (scissors, blades, thermometer, stethoscope, flashlight, and hemostatic forceps), which must be routinely cleaned and disinfected.
- Whenever fleas or ticks are detected on a patient, the attending veterinarian must assess the situation and prescribe the most appropriate treatment.

5.2. General clothing for contact with Exotic Companion Animals

- All persons working at the HE-AC must wear clean professional clothing, including surgical scrubs, as well as clean and appropriate footwear whenever working in outpatient areas.
- Shoes that are easy to clean and disinfect or hospital clogs should be worn. Footwear must be disinfected regularly throughout the workday. Waterproof footwear is strongly recommended to minimize damage caused by disinfectant solutions.

5.3. Cleaning and disinfection

- Gloves and appropriate protective clothing must be worn whenever disinfectants are used. Examination gloves or rubber cleaning gloves (used during routine cleaning operations) provide adequate protection against these compounds.
- Gross contamination must be removed prior to disinfection. Material should be cleaned with water and detergent or soap and scrubbed when necessary to remove films and residual debris that may prevent or inhibit the disinfection process. The cleaned area must be thoroughly rinsed to remove any detergent residue. The area should be allowed to drain or dry as much as possible before applying the disinfectant solution to avoid dilution and ensure effectiveness.
- During the disinfection process, the disinfectant Koorklean must be used and should remain in contact with surfaces for 10 to 20 minutes (longer contact time for activity against non-enveloped viruses), especially if infection by a pathogenic agent is suspected. Excess disinfectant should be removed with water. The disinfectant must be completely removed from all surfaces before housing the patient in the cage.
- Examination tables must be cleaned and then disinfected after each patient.
- In cases of suspected Newcastle Disease or Avian Influenza, all materials and facilities must be disinfected with an appropriate disinfectant, for example, Virkon.



- After disinfection, protective clothing must be removed and hands washed. Only trained and authorized staff using appropriate PPE may access areas during non-routine disinfection procedures, such as hydrogen peroxide nebulization.
- All areas where animals are examined or treated (such as examination rooms) must be organized, cleaned, and disinfected after each use by the staff member or student responsible for the patient, regardless of the infectious status.

5.3.1. Instrument and equipment disinfection protocol

- All instruments, equipment, or other objects must be cleaned and disinfected or sterilized between uses on different patients.
- Materials must be cleaned with water and soap and disinfected with a 0.5% chlorhexidine solution after use on each patient.
- Necropsy materials must be sterilized daily. Initially, they must be cleaned and disinfected with Koorklean, then washed and, when applicable, sterilized in an autoclave according to the nature of the material.

5.4. Rules for admission and management of Exotic Companion Animals

5.4.1. Outpatients

Consultations

- It is essential that personnel responsible for scheduling appointments minimize as much as possible the risk of introducing animals with infectious disease into the HE-AC. If this procedure has not been followed, the consultation may take place under the following conditions:
 - Entry into the room during the consultation is strictly prohibited;
 - Introducing a patient into the consultation room before cleaning and disinfection of examination tables and equipment, performed by a staff member, is prohibited.
 - At client and patient reception:
 - The client and consultation record (electronic form in the system) must be completed before handling the animal, including date, owner details, and, if necessary, the referring veterinarian;
 - A complete physical and clinical description of the animals must be recorded;
 - Sex and species (in Latin) must be recorded. For reptiles, request assistance from specialized staff to determine sex and species. The introduction of venomous reptiles into the clinic is strictly prohibited. These patients will not be seen, even in the absence of students;
 - If a serious infectious condition is suspected, a team member must be informed immediately;
 - Pet birds must never be removed from the cage in the absence of a team member.
- For other animals, if the physical condition and/or stress level or danger allows, a complete general clinical examination may be performed by the clinician or student, always under direct clinical supervision. If not possible, a staff member must be called to assist with handling and examination.

Necropsy

- Animals received for post-mortem examination must be considered high-risk infectious disease patients and must not be removed from their transport packaging.

5.4.2. Hospitalized patients

5.4.2.1. Cage assignment

- Cages for hospitalized patients will be assigned by the responsible team.
- The day or night duty team must be consulted for information about the location of newly admitted hospitalized patients.



5.4.2.2. Patient and medication records

- All clinical data and medications administered during hospitalization must be recorded in the hospitalization software system.

5.4.2.3. Food and water

- Only minimal amounts of forage and grains should be stored in the hospitalization area to reduce the likelihood of contamination.

5.4.2.4. Cage maintenance

- Nurses and physicians responsible for hospitalized patients are expected to maintain cages in perfect hygienic condition daily. Cages must be washed and disinfected with Koorklean and, when necessary, with Virkon (in cases of notifiable diseases). All contaminated waste must be disposed of in appropriate biological waste containers.
- Students must change gloves and wash hands between maintenance procedures for different animals. Sharing materials and equipment between cages is strictly prohibited.
- At the end of hospitalization, cages must be washed and disinfected following standard procedures (see point 5.3.) before housing new patients.

5.4.2.5. Discharge

- Before discharge, clients must be properly informed about infectious risks associated with the patients and receive recommendations for controlling these risks at home.
- Cages used to house patients suspected or diagnosed with infectious disease must be marked with a visible warning: “Do not use. Special cleaning required.” The associated pathogen (suspected or diagnosed) must be identified on white tape placed on the cage door until full disinfection.

5.5. Management of patients suspected of infectious disease

- Whenever possible, suspected respiratory, feather, neurological, or gastrointestinal infectious diseases must be triaged during phone contact with the client or in the waiting room before admitting the animal.
- Personal accessories (such as mobile phones) must not be taken into consultation rooms, hospitalization, or animal housing areas. Only pens, coats, and ID badges are permitted. If necessary, these objects must undergo chemical or thermal disinfection according to the type of infectious disease, even if there is a risk of material damage. The clinic is not responsible for any resulting damage.
- Removing any item from consultation or hospitalization rooms without formal staff authorization is prohibited.
- All contaminated waste must be placed in appropriate special containers.
- Removing feathers, beaks, skulls, or similar materials is strictly prohibited.
- In cases of suspected or diagnosed Rabbit Hemorrhagic Viral Disease, contact with susceptible animals must be avoided until shoe soles are disinfected and clothing washed.
- In cases of suspected or diagnosed Chlamydiosis, a very common disease in psittacines, consultations and examinations must be carried out using gloves and safety goggles unless the absence of the disease is confirmed. Wearing a mask is mandatory when handling animals suspected of Chlamydiosis. If flu-like symptoms develop 1 to 3 weeks after examining suspected birds, the person must consult their general practitioner and inform them about possible Psittacosis.
- In doubtful situations, it is important to immediately report the situation to a team member.



5.5.1. Diagnostic tests to be performed in patients suspected of infectious disease

- Any suspicion of infectious disease must be communicated by the responsible veterinarian to the animal's owner. The veterinarian will inform the owner about the need for sample collection and diagnostic testing to confirm or rule out the suspicion.

5.5.2. Biological samples from patients with suspected or confirmed infectious disease

- Samples from animals suspected of infectious disease must be packaged in a way that prevents any form of contamination, even in the event of rupture of the primary container (disinfected containers or plastic bags). Double packaging is mandatory.

5.5.3. Modification of biosecurity measures applied to patients

- Any adaptation of biosafety measures will be made according to the specific context and must be approved by a veterinarian.

5.5.4. Management of patients colonized or infected with multidrug-resistant bacteria

- Patients infected with multidrug-resistant bacteria represent a potential health risk to FMV staff, students, clients, and other patients. Therefore, they are managed with enhanced biosafety precautions aimed at preventing their spread within FMV.
- The administration of antibiotics to these patients without performing an antibiogram, at the owner's expense, is prohibited. The administration of third-generation quinolones or antibiotics intended for human use without a control antibiogram is prohibited.

5.6. Isolation of Exotic Companion Animals

- Use heated isolation cages whenever possible.
- When a diagnosis of infectious disease is confirmed, it must be indicated directly on the animal's cage using a specific notice sheet.
- Visitors are strictly prohibited from the isolation area.
- Equipment used for these animals must be stored in a labeled plastic bag placed next to the cage. It must never be used for another patient until properly cleaned and disinfected (autoclaved).
- Entering hospitalization/isolation areas without a disposable gown, mask, cap, and shoe covers is strictly prohibited. Wearing these protective items outside these areas is also strictly prohibited.
- Hand washing and disinfection are mandatory upon entering and leaving hospitalization/isolation areas.
- At the end of hospitalization/isolation, animals are returned to their owners in their own transport cage. Prior to this, the transport cage must be cleaned and disinfected by the students responsible for the case.

5.6.1. Use of ultrasonography, radiography, or CT in exotic companion animals

- Ultrasound, radiology, or computed tomography (CT) examinations in animals suspected of infectious diseases must be limited to patients in immediate life-threatening situations.

5.6.2. Surgery / anesthesia in isolated exotic companion animals

- Samples collected from high-risk patients must be properly identified and packaged in bags (double packaging is mandatory).



- Avoid contaminating the exterior of the first bag when placing samples inside.
- The suspected infectious disease must be clearly identified on all submission forms.

5.7. Surgery and anesthesia of Exotic Companion Animals

5.7.1. Clothing for “clean” areas of the exotic animal surgical facility

- For some surgeries, disposable gowns are available for staff and students at the entrance to the area.

5.7.2. Hygiene for perioperative management of exotic companion animals

- High standards of cleanliness and hygiene must be maintained throughout the operating suite.
- The surgical team and the patient’s surgical site must be prepared aseptically. Aseptic technique must be maintained throughout the surgery.
- Non-essential persons are prohibited at all times, and no more than 6 students may attend surgery at the same time. Staff and students must wear clean examination gloves before placing intravenous catheters or examining mucous membranes.

5.7.3. Guidelines for perioperative management of exotic companion animals

- Hands must be washed and disinfected after handling each patient to ensure hand hygiene and prevent contamination of hand-contact surfaces (e.g., doors, counters, equipment). Gloves must be changed between patients, and hands must be systematically washed and disinfected after glove removal.
- Clean examination gloves must be worn whenever catheters are placed.
- Fecal material must be immediately removed from the anesthesia preparation area or other operating suite areas. Whenever necessary, tables, floors, cages, and other surfaces must be cleaned and disinfected according to established protocols.

5.7.4. Anesthesia Induction Area

- Anesthesia request forms should be completed the day before the procedures, whenever possible. Any known or suspected infectious disease must be clearly noted on the request form.
- Except in cases of extreme emergency, no anesthesia will be performed in parrots suffering from dyspnea or diarrhea without prior testing for *Chlamydia* spp.
- Feathers must never be plucked and animals must never be shaved without the express authorization of a staff member. Plucked feathers and clipped hair must be disposed of directly into the appropriate waste containers.

5.7.5. Management of Surgical Patients with Infectious Diseases

- Patients must return to their cages as soon as they recover from anesthesia.
- All anesthesia equipment and devices must be cleaned and disinfected as soon as surgical procedures are completed.

5.7.6. Maneio de pacientes cirúrgicos com doenças infecciosas

- With the exception of emergency surgical procedures (life-threatening situations for the patient), no surgical procedure will be performed on a contagious patient.



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- Once the final diagnosis has been confirmed, the surgical procedure will be carried out according to the judgment of the Exotic Companion Animal veterinary team, who will apply appropriate and rigorous decontamination measures at the end of the procedure.

5.8. Visitors to the Exotic Companion Animal Service

Visitors are only permitted under the direct supervision of a veterinarian and must follow instructions.

5.9. Children in the Exotic Companion Animal Hospitalization Area

Except for the children of pet owners, who may remain with their animal under adult supervision, unaccompanied children are not permitted in the Exotic Companion Animal hospitalization facilities.