



# STANDARD OPERATING PROCEDURES

# Table of Contents

## Section 1 – Personnel Policies

1.1 PRE-EXPOSURE RABIES VACCINATION .....	5
1.2 FIELD OFFICER UNIFORM .....	6
1.3 SHELTER TECHNICIAN UNIFORM .....	7
1.4 TIMESHEET SUBMITTAL.....	8
1.5 REQUESTS FOR TIME OFF/SCHEDULE ADJUSTMENTS .....	9
1.6 END OF MONTH PAPERWORK .....	10
1.7 SHELTER DEPOSIT .....	11
1.8 SHELTER AND VEHICLE KEYS .....	12
1.9 SECURING THE SHELTER .....	13
1.10 VEHICLES (Divisional) .....	14
1.11 VEHICLES (General) .....	16
1.12 Accident/Incident Reports (General) .....	18
1.13 CUSTOMER RELATIONS.....	19
1.14 TESTIFYING IN COURT (Criminal and Civil Matters) .....	21

## Section 2 - Shelter Protocol

2.1 OPENING THE SHELTER.....	25
2.2 CANINE – KENNEL MAINTENANCE.....	26
2.3 FELINE – CATTERY MAINTENANCE.....	28
2.4 TREATMENT ROOM AND KITCHEN.....	30
2.5 LOBBY AND HALLWAYS .....	31
2.6 CONSUMABLE SUPPLY AREA .....	32
2.7 RECEIVING ANIMALS.....	33
2.8 ANIMAL OUTCOMES .....	35
2.9 CHEMICALS .....	38
2.10 MATERIALS AND SAFETY DATA SHEETS .....	39
2.11 TOURS, VOLUNTEERS, AND COMMUNITY SERVICE .....	42
2.12 SHELTER FOOD AND LITTER .....	44
2.13 DONATIONS .....	45

## Section 3 - Response Protocol

3.1 RECEIVING CALLS AND OUT-OF-SERVICE PROCEDURES .....	47
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3.2 PRIORITY LIST OF SERVICE RESPONSES.....	48
3.3 AFTER-HOURS EMERGENCY RESPONSE.....	49
3.4 ANIMALS ON SCHOOL GROUNDS.....	50
3.5 GENERAL ANIMAL CALL-OUT PROCEDURES.....	51
3.6 HUMANE TRAPPING OF DOMESTIC ANIMALS & WILDLIFE .....	54
3.7 DANGEROUS ANIMAL PROCEDURES .....	57
3.8 ANIMAL BITE PROCEDURES .....	59
3.9 ANIMAL CRUELTY INVESTIGATION.....	63
3.10 ISSUANCE OF CITATIONS (General) .....	67
3.11 BARKING COMPLAINT PROCEDURE.....	70
3.12 SPAY AND NEUTER CITATION PROCEDURES .....	71
3.13 HANDLING OF LIVESTOCK PROCEDURE .....	72
3.14 MULTI-PET PERMITS.....	73

## **Section 4 - Animal Handling**

4.1 DOG AND CAT HANDLING .....	75
4.2 FIELD PICK-UP FOR DECEASED ANIMALS.....	76
4.3 FIELD HANDLING OF SICK/INJURED ANIMALS .....	77
4.4 IN-SHELTER TREATMENT AND CARE FOR SICK/INJURED ANIMALS .....	79
4.5 EUTHANASIA PROCEDURES AND GUIDELINES .....	81
4.6 EXOTIC ANIMAL HANDLING .....	84
4.7 PROHIBITED ANIMALS.....	86
4.8 RESCUE/TRANSFER PROCEDURES .....	87

## **Section 5 - Forms**

### **APPLICATIONS & PERMITS**

### **REVISION DATE**

5.1	MULTI-PET APPLICATION AND PERMIT
5.2	BREEDER APPLICATION AND PERMIT
5.3	DANGEROUS DOG APPLICATION AND PERMIT
5.4	RESCUE APPLICATION AND PERMIT
5.5	BEEKEEPING APPLICATION AND PERMIT
5.6	GUARD DOG APPLICATION AND PERMIT
5.7	TEMPORARY ANIMAL APPLICATION AND PERMIT

### **MISCELLANEOUS FORMS & LETTERS**

5.8	RECLAIM WARNING LETTER
5.9	ADOPTION WARNING LETTER
5.10	OWNER SURRENDER

- 5.11 QUARANTINE OBSERVATION
- 5.12 BITE VICTIM AFFIRMATION
- 5.13 TRIAL ADOPTION WAIVER
- 5.14 CALL LOG
- 5.15 CLEANING SCHEDULE


**INTERNAL FORMS**

- 5.16 TIME SHEET
- 5.17 TIME OFF REQUEST
- 5.18 INCIDENT REPORT

# Section 1: Personnel Polices

## **Section Two: Shelter Protocol**

- 1.1 Pre-exposure Rabies Vaccination
- 1.2 Field Officer Uniform
- 1.3 Shelter Technician Uniform
- 1.4 Timesheet Submittal
- 1.5 Request for time off / Schedule Adjustments
- 1.6 End of Month Paperwork
- 1.7 Shelter Deposit
- 1.8 Shelter and Vehicle Keys
- 1.9 Securing the Shelter
- 1.10 Vehicles (Divisional)
- 1.11 Vehicles (General)
- 1.12 Accident/Incident Reports (General)
- 1.13 Customer Relations
- 1.14 Testifying in Court (Criminal and Civil Matters)

	<b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.1 PRE-EXPOSURE RABIES VACCINATION</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

All employees must have pre-exposure rabies vaccination shots done within twelve (12) months of employment. The animal services supervisor will schedule and provide information on future follow-ups.


A. Vaccination Schedule:

Pre-Exposure Rabies Vaccination Process:

1. Day One- First shot
2. Day Seven- Second shot
3. Day Twenty-One- Third shot
4. Three months later- Titer checked
5. Every two years after- Titer checked and appropriate booster taken
6. The supervisor is responsible for keeping up with their titer check-ups and ensuring that they get them done within the allotted time frame.

The supervisor is responsible for keeping up with their titer check-ups and ensuring that they get them done within the allotted time frame.


This policy may be waived if the City has received notification from the state or federal government indicating a shortage of rabies vaccines for humans.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.2 FIELD OFFICER UNIFORM</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

It is important to maintain a professional image for both the organization and the individual officer. The City of Joshua requires that employees abide by a uniform/dress code.

- Animal control officers will appear for work wearing the approved uniform in a clean and pressed condition.
- City-issued uniforms are BDUs, shirts, badges, issued jackets, (and the official city-issued identification card.)
- Officers will be responsible for maintaining their uniforms until such time as replacements are issued.
- At no time will the uniform be worn off duty except to and from work.
- Black issued work boots and a black belt must be worn with the uniform.
- ACOs will maintain the grooming standards required by the City of Joshua and outlined in the Personnel Policy Manual.

Failure to follow the uniform/dress code may result in being sent home to change into an appropriate uniform (on employee's time) and may result in disciplinary action.


	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.3 SHELTER TECHNICIAN UNIFORM</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

It is important to maintain a professional image for both the organization and the individual animal shelter staff members. The City of Joshua requires that employees abide by a uniform/dress code.\*

- Animal shelter technicians will appear for work wearing the approved uniform in a clean and presentable condition.\*
- Shelter technicians will be responsible for maintaining their uniforms until such time as replacements are issued. This will require that the employee make alterations to damaged garments.
- At no time will the uniform be worn off duty except to and from work.\*
- Water and slip-resistant shoes must be worn with the uniform. The division will provide rubber boots.

Animal shelter technicians will maintain the grooming standards required by the City of Joshua.\* Failure to follow the uniform/dress code will result in being sent home to change into an appropriate uniform (on the employee's time) and may also result in disciplinary action.



	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.4 TIMESHEET SUBMITTAL</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom


Each employee shall submit a completed timesheet bi-weekly on Monday, in accordance with the Personnel Policy Manual's requirements regarding payroll records, to ensure that they are properly compensated for hours worked.

The City's work week begins on Saturday at 12:00 a.m. (midnight) and ends on Friday at 11:59 p.m. the following Friday.

### **Timesheets Not Submitted on Time**


Employees who do not turn in their updated and corrected timesheets by the close of business on Monday will not have their work hours submitted to payroll by the Tuesday deadline for computerized payroll entry. In order to receive their paychecks for that pay period, these employees must:

1. Submit a complete, correct, and printed timesheet to the supervisor by 8:00 a.m. on Monday.
2. Submit an accompanying written explanation about why the timesheet was not submitted by the Tuesday deadline, providing copies for the supervisor.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.5 REQUESTS FOR TIME OFF/SCHEDULE ADJUSTMENTS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The schedules for all animal shelter employees will be set by the animal services supervisor. Employees are expected to work their assigned shifts and, to the greatest extent possible, schedule doctor appointments and other personal business on their scheduled days off. Requests for time off and schedule adjustments should be the exception, not the rule.


Requests for time off or schedule adjustments must be directed to the Animal Services Supervisor. There is no guarantee that requests for time off will be granted. The Animal Services Supervisor will grant or deny such requests, within the guidelines established by the Personnel Policy Manual, based on staffing levels, workload, seasonal considerations, the order in which such requests were received, and the requesting employee's leave time accruals, and other considerations as appropriate.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.6 END OF MONTH PAPERWORK</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

All paperwork is due by end of the month and is to be left in the box on the supervisor's desk.

Animal control employees will include the following with their 'end of month paperwork:

- Call log
- Stray, confined, trap, Dead on Arrival (DOA), barking, Return to Owner (RTO), or welfare check
- The action was taken- animals picked up and number, number of bite incidents, patrolled area, or other
- Results - Description of actions (citation/ warnings issued, etc.) and animals involved (breed, color, age, tag number)
- Prisoner/Owner's name, address, and phone number
- Incident reports

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.7 SHELTER DEPOSIT</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

At the beginning of each day, the supervisor will count the money in the change drawer to make sure there is \$ 40.00 in change.


There is an employee assigned to the lobby desk each day, that employee will be responsible for the money in the register and the initial deposit slip.

This employee will observe the following procedures each week:

- Be sure the assigned employees are the only employee taking money or credit cards from customers.
- Handle all point of sales which include adoptions, reclaims, and donations.
- The money box must be locked at all times.
- End of the week procedure

At the end of the weekday, the assigned employee will:

- Count ALL monies in the Money Box
- Ask a secondary employee to count and initial the daily money form if available.
- Place all money and receipts with deposits and turn them into Finance each week by Friday at 9:00 a.m.


	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.8 SHELTER AND VEHICLE KEYS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The safety and security of the shelter depend on the control of keys that open locks at the facilities. Any employee who is issued keys to the shelter or any city vehicle is directly and personally responsible for the safe keeping of those keys.

Keys may not be loaned out or given to anyone other than the person to whom they are assigned. Employees are responsible at all times for the safekeeping of keys in their possession.

Any employee who loses a shelter or a vehicle key must immediately inform his or her supervisor and submit a written incident report explaining the circumstances of the loss.

Loss of shelter keys or vehicle keys may result in disciplinary action being taken against the employee.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.9 SECURING THE SHELTER</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The employees scheduled to work until closing time shall ensure that all doors and gates are secured after the office is closed for normal business.

- All doors shall be locked.
- All outside gates are locked and secured.

When entering and leaving the facility after hours, the employee is responsible for verifying that all doors and gates are secure.

Any unlocked doors or open gates discovered by the employee when at the shelter after hours shall be reported to the supervisor. Do not enter an unsecured building. If the building is not properly secured upon staff's arrival, contact the police department and have them send a police officer to secure the building.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.10 VEHICLES (Divisional)</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

All employees assigned to drive a vehicle shall be accountable and exercise control over the vehicle assigned to them. Proper equipment necessary to perform assigned duties should be present and stored in a manner to prevent loss.

### **Vehicle Assignments**

- Animal Services vehicles will be assigned to officers as available
- Vehicles may be assigned to more than one officer.
- The supervisor will be responsible for the scheduled maintenance of the assigned vehicle.
- Employees should have a full tank of gas, cages, interior, and exterior must be cleaned, vehicle doors locked, and the vehicle parked in assigned place at the end of every shift.

### **Operating Procedures**

- All vehicles are to be operated in a manner that complies with state and local driving laws, as well as defensive driving guidelines.
- Any accident involving a city vehicle is to be reported immediately to the shelter. The front desk employee will inform the police department and Shelter Supervisor, who will respond to the scene, complete the investigation, take photographs and complete a Vehicle Accident Form.
- No unauthorized personnel will be allowed to ride in a city vehicle without the approval of the supervisor or manager.
- City vehicles will not be parked in or block private driveways.
- Any tickets, citations, or fines received while operating a city vehicle must be reported at once to the supervisor or manager. All tickets, citations, or fines will be the responsibility of the driver involved.
- Vehicles must be locked at all times when they are unattended.
- Any restrictions or revocation of an employee's license must be reported to the supervisor or manager immediately. Failure to do so may lead to disciplinary action up to and including termination.
- Officers will be required to maintain a clean vehicle at all times.
- Both the interior and the exterior of the vehicle will be cleaned and washed as necessary so as to present a clean appearance.
- Officers will keep all vehicle logos and numbers in legible shape.
- Officers that consistently neglect to maintain the cleanliness and appearance of their vehicles will be subject to disciplinary action.
- If a vehicle breaks down, the officer should notify the dispatcher to contact equipment services. The officer will need to supply the vehicle number, mileage, and location of the vehicle.
- Officers will be required to stay with the vehicle until help arrives.

- Officers will need to call the shelter if animals are on board so that another officer can pick up the animals.

### **Removal of Animals and Equipment from Vehicles (before the mechanical repair)**

Before a vehicle is delivered or towed for mechanical repair, the last person assigned to the vehicle shall make certain that all animals and equipment are removed from the vehicle.

### **Driving Animal Control Vehicles**


- When on a call with the vehicle stopped, the vehicle must have flashers and emergency lights engaged.
- Smoking is absolutely not permitted inside any City vehicle.
- Animal Services vehicles will observe the speed limit at all times.
- Animal Services vehicles will observe and obey all traffic signals.
- Animal Services Officers will wear seat belts at all times.
- Animal Services vehicles respond differently in the following areas:
  - Stopping Distance
  - Turning Radius
  - Visibility (Backing or Changing Lanes)
  - Acceleration

**These procedures must be followed at all times while driving a City vehicle.**

### **Truck Inventory**

Employees are required to complete a truck inventory log each Monday to ensure that all needed supplies and equipment are available and in good working condition.



	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.11 VEHICLES (General)</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

City-issued vehicles are routinely maintained through the maintenance schedule by the City of Joshua. These are for the operational systems within the vehicles. Routine maintenance of each vehicle is the responsibility of the employee to which it's assigned. These items of concern include but are not limited to; fuel level, washing, tire pressure and condition, vehicle lights that include the light bar, etc. The following procedure is the guideline by which the employees are to maintain city vehicles. Some items identified are to be conducted on a daily basis, others on a weekly basis. Please note the frequency of inspections required.

## Vehicle Exterior

- Overall Cleanliness and General Body Condition
  - Vehicles are to be washed on a routine basis to ensure a clean appearance.
  - Windows mirrors are to be cleaned to ensure safe visual acuity at all times.
  - Wheels and tires are to be cleaned to ensure that brake dust has not accumulated on the brake pads. (As needed)
  - Inspect the vehicle for any body damage that has not been noted prior. Notify the supervisor if any suspicious body damage is noted. (Daily)
- Tires - Tires are to be visually inspected to ensure that there is no obvious damage, i.e., cuts, tears, worn spots, uneven tread wear, etc. Ensure that there is proper tread depth and air pressure. Any vehicle found to have tire(s) that are questionable is to have the vehicle immediately inspected at the appropriate city vehicle maintenance facility.
- Lighting - All vehicle lights (headlights, blinkers, high beams, emergency flashers, backup lights) are to be inspected to ensure proper working condition. If light is found to be out, take it to a service center for repair prior to assuming your normal patrol duties. If repairs cannot be made immediately then advise the supervisor for assistance in getting another vehicle.
- Caution Lighting (light bar) - The light bar is to be inspected and all functions tested. Any malfunctioning lights are to be reported to the supervisor. (Daily)
- Animal Cages
  - All cages (those used for animal transport) are to be inspected and cleaned after every use.
  - Cages holding carriers are to be inspected to ensure that they are secure and clean.
  - All cage doors are to be inspected and function tested to ensure that doors are operating properly. This includes securing mechanisms. Any malfunctioning doors are to be reported to the supervisor. (Daily)
  - All partial or empty food cans are to be disposed of properly. (Daily)

Each employee should conduct a “walk-around” before entering the Animal Control Vehicle to complete a quick inspection to ensure the truck is in working order and there are no damages/blemishes from prior use.

## **Vehicle Interior**


- The interior of the vehicle is as important to maintain as the exterior. An accumulation of debris, can and will, eventually cause a safety hazard. The interior of the vehicle is to be cleaned out on a daily basis. Though this does not require washing the floorboards, cleaning the dashboard, etc. It does mean that all trash that has accumulated throughout the day is to be disposed of properly. All paperwork is to be stored in a proper location, and not stacked on the floorboards, etc.
- “State Motor Vehicle Inspection Certificate” stickers – All vehicles are to have current stickers displayed on the lower portion of the driver-side window. If the vehicle requires a state inspection notify the supervisor immediately.
- The vehicle interior is to be fully cleaned weekly or when necessary.

## **Fluid Inspections**

- Though city vehicles are inspected for such things as oil changes, etc. the officer responsible for that vehicle must still perform fluid level inspections.
- Inspect those fluids that are accessible, i.e., oil, transmission fluid, windshield washer fluid, etc. If fluid levels are down below an acceptable level, take the vehicle to a city service center for inspection immediately. (Daily)
- FUEL LEVEL is to be maintained at all times.

## **Other Vehicle Procedures**

- Officers will be responsible for returning vehicles to the shelter at the end of the shift in good condition and ready for the next day’s operation.
- No officer will be allowed to use a City of Joshua vehicle after working hours except the emergency on-call ACO.
- All officers will be responsible for the equipment that they are assigned. The cost of any lost or damaged equipment may be deducted from the officer’s pay.
- The animal control officer with the emergency on-call duty will continue to drive assigned vehicles after hours.
- Animal services division vehicles will be returned to the shelter, in a clean condition, with a full tank of gas, and ready for the next day.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.12 Accident/Incident Reports (General)</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The supervisor or officer-in-charge shall report by phone all unusual/special incidents to the department director the same day the incident occurs. Before the end of the work shift, a brief incident report shall be made. A detailed report of more serious incidents shall be completed and submitted to the immediate supervisor, supervisor in charge of the department director within twenty-four (24) hours following the incident.


### **Vehicle Accident**

**Supervisor:** All accidents must be reported to the supervisor or the supervisor in charge immediately and the police must be sent to the scene to issue a report. Pictures of the accident must be taken of all parties involved. After the reports and pictures have been finished at the scene of the accident the employee shall submit to a drug and alcohol test at the designee of the city under the direction of the supervisor on scene. They will discuss the accident with their employee and send a copy of the report to human resources within 24 hours.

**Department Director:** The department director will review the accident and determine the cause. The director will also make a determination whether the accident was “preventable” or “non-preventable” and “chargeable” or “non-chargeable”. The findings and recommendations of the director will be reported to the employee’s supervisor, and to the City Manager.

### **Incident Reports**

- Incident reports are used to document the “who, what, when, where, and why” in any situation.
- Anytime an employee is asked to complete an incident report it must be done before the end of their scheduled shift.
- Employees should list every detail they can remember as closely as possible. List all witnesses to the incident and try to get addresses and phone numbers.
- Incident reports can protect the officer involved as well as the city.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.13 CUSTOMER RELATIONS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Customer Service – To maintain a professional image, the City of Joshua requires animal services personnel to follow certain guidelines for dealing with the public.

- Employees will maintain a professional demeanor at all times while on duty.
- Employees will perform their duties while wearing the approved uniform.
- Smoking/eating while driving a City of Joshua vehicle or responding to a call is prohibited.
- Employees should avoid the use of sarcasm in communication with the public.
- Use of profanity is prohibited.


### **Dealing with Irate Citizens**

- Try to calm the person down by taking the time to listen to what their problem is. Remember that ‘complainants’ can be ‘violators’ and vice versa.
- Explain the ordinance/policy involved with the case and explain what needs to be done to correct the problem. Provide them with a brochure and highlight the information relevant to their particular issue.
- Remember to get all of the facts before making a judgment about what is the best solution.
- Explain all of the different options to both complainants and violators such as affidavits, animal traps, citations, etc.
- If the person asks you to leave their property, do so immediately. At this point, you should issue citations if appropriate and mail the citations through certified delivery.
- If a citizen touches you, stops you from capturing an animal, will not let you out of your vehicle, or drives in an unsafe manner to keep you from performing your job, then you need to call dispatch to send out a police officer to assist you.
- At no time should an employee argue with the citizen. If a citizen asks for your name, give them your business card and write your supervisor’s name on the back.
- Never leak information to the violator about who the complainant is.
- Try to display a positive image of yourself and the animal services division by showing professionalism. It’s important to remember we are NOT police officers, but that we are trying to provide a service to protect the public safety.

### **Written Correspondence**

In those circumstances requiring communication with the public via written correspondence, whether U.S. mail or electronic mail, employees will:

- Format correspondence in accordance with policies established by city management, the department director, or the animal services supervisor.
- Utilize their best language skills, so as to communicate their message accurately and professionally.
- Check the spelling used in the document prior to sending it to the recipient.
- Use standard English; avoid over-use of industry terms and acronyms that most citizens will not understand.
- In sending e-mails, do not use backgrounds, emoticons (smiley faces, etc), or cartoons. Use pictures only when relevant to the subject of the message (such as attaching a picture of an animal you are trying to place).
- Remember that every letter, e-mail, or hand-notice you write is subject to open records. Do not put anything in written correspondence that you would not want to see reprinted in the newspaper.

	<b>Joshua Animal Services</b>	
	<b>STANDARD OPERATING PROCEDURES</b>	
	<b>1.14 TESTIFYING IN COURT (Criminal and Civil Matters)</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The manner in which a witness testifies leaves a distinct impression upon the judge and jury. A witness whose appearance is neat and professional, whose demeanor is calm, and whose testimony is clear and direct is most likely to leave a favorable impression on the courts. Conversely, less credence is given to testimony from a witness whose attitude in dress and conduct is casual and who appears ill at ease on the witness stand. Thus, it is vital to every criminal prosecution that officers who are involved in the case be prepared to present their testimony in a professional manner.

### **Appearance**

The manner of dress is important, especially when testifying before a jury. An officer in a well-pressed uniform or in suitable business attire will always give a more substantial appearance than one who is shabbily or casually dressed. If the officer chooses to wear their uniform to court, it is highly advisable not to wear any rattling keys or excessive equipment onto the stand. Male officers are to be clean-shaven or have their beards and mustaches neatly trimmed, and have their hair neat and clean.

### **Attentiveness**

The attentiveness of the officer on the witness stand reflects the degree of consideration to be given to their testimony. A witness who appears lackadaisical about their testimony can expect a similar response from the judge and jury. An officer who is inattentive on the stand may lead the jury to view their testimony with suspicion. It must be kept in mind that a knowledgeable, confident witness has the greatest influence on the judge and jury. Alertness and attentiveness denote confidence and assurance of the officer's testimony.

### **Attitude**

The attitude of the officer when testifying is also important. Impartiality, absence of bias, and respect are all important to proper courtroom conduct and attitude. Any indication of unwarranted hostility or anger toward the defense may alter the verdict. One of the tricks defense attorneys use in their cross-examination of officers is to attempt to arouse adverse emotions by asking pointed questions in an argumentative manner. Responding calmly, pleasantly, and courteously to all questions by the defense enhances the value of the testimony.

The way one speaks on the witness stand is of great importance. An officer's testimony can be the most significant in the case, but it may be rendered worthless if he or she is not understood or worse yet, misunderstood due to lack of clarity in speaking. Be careful not to slur or run words together.

Another area that may present problems is when an officer starts to answer questions before the attorney finishes asking them. One should always wait for the questions to be asked and allow enough time for collecting thoughts before answering them.

## **Terminology**

The following distinctions in terminology are not vital to proper testimony but do help maintain accuracy and clarity:

In reports, the defendant is referred to as the "suspect". When a criminal complaint is filed or an indictment made against him/her, the suspect becomes the "defendant" and is no longer referred to as the "suspect". Once the officer refers to the defendant, the person's name should be used thereafter instead of using "defendant" over and over again. Officers should refrain from using industry slang/acronyms (ACO, PTS, MC, etc.), and slang/street jargon. Terms commonly known by the public should be utilized whenever possible.

## **Verdicts and Decisions**

If the officer is in the courtroom and hears the verdict or decision given, they should not express overt approval or disapproval. The officer, on another case in the future, may possibly have to testify before the same judge or jurors. An outward display of emotion by the officer may leave the court with a bad image not only of himself/herself but also of the department.

## **Assistance to the Prosecutor**

When writing reports, enter in the report as clearly as possible the names of persons involved, a brief detailed description of the circumstances, where and what was found, and the name of the impounding officer. This will enable the prosecutor to organize their case as to the necessity and sequence of testimony and also help the officer refresh their memory as the case is heard.

## **Civil and Criminal Cases**

There are two types of court cases: civil and criminal. In criminal cases, the State of Texas or the city attorney for a local city acts as the prosecutor, and the defendant is an individual or a group of people. In a civil case, one person sues another in civil court.

## **Subpoenas**

Subpoenas can be issued in either criminal or civil cases. In criminal cases, subpoenas are issued either by the prosecutor or the defense attorney. In civil cases, the attorneys of the persons involved in the lawsuit issue them.

Confidential information, including all departmental personnel and other internal documents, can be released *only* in response to a valid subpoena. No subpoena is valid unless it is part of a court case and has a case number on it. If you have any questions about whether a subpoena is valid, send a photocopy to the department director to have the subpoena reviewed by the city attorney.

## **For records**

In civil cases, when your shelter receives a subpoena for records, immediately turn that request over to the city's records office for processing and for all future interactions with the requesting attorney.

### **Court Appearances**

- Animal control officers are required to make court appearances in regard to the citations they issue.
- Officers will be notified by means of a court docket, which will contain the court date, citation number, violator's name, and court number.
- Officers will report to the court at their assigned time and date. Officers will be expected to show up for court on their scheduled days off. Officers will receive two (2) hours of overtime for coming in.
- If an officer has scheduled vacation time off, the officer must let the court know as soon as possible so the docket can be rescheduled.
- Officers are expected to act and dress in a professional manner at all times in and around the courtroom.
- Officers must have animal control vehicles unloaded of all animals before parking for court.



# Section 2: Shelter Protocol


## **Section Two: Shelter Protocol**

- 2.1 Opening the Shelter
- 2.2 Canine – Kennel Maintenance
- 2.3 Feline – Cattery Maintenance
- 2.4 Lab Maintenance
- 2.5 Laundry/Storage Room and Lobby
- 2.6 Receiving Animals
- 2.7 Animal Outcomes
- 2.8 Chemicals
- 2.9 Materials and Safety Data Sheet
- 2.10 Tours, Volunteer, and Community Service
- 2.11 Shelter Food and Litter
- 2.12 Donations

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.1 OPENING THE SHELTER</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

**When first arriving at the shelter:**

1. Turn on lobby lights.
2. Turn on hall lights & kitchen area & garage area
3. As you walk to the back, turn on the lights in the kennel and check on the dogs, making sure everything is in order.
4. Turn on both lights in the cat areas checking the cats to make sure all is in order. Check to make sure no small kittens have gotten stuck in the doors of the cages.
5. Check the front door for drop-off donations and animals. If there are drop-offs, bring them in. If an animal has been dropped off overnight, immediately check the health status of the animal. Then place the animal in the appropriate room and make an impound sheet, noting on the sheet that the animal was left at the front door.
6. Go to the sick room and turn on the lights, checking the animals to make sure all is in order.
7. Get started with your day.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.2 CANINE – KENNEL MAINTENANCE</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

### **Interior Kennels**

There are sixteen (16) kennels, four (4) of which are cages used primarily for bite quarantines and aggressive dogs. There are 18 cages in the kennel.

### **Exterior Dog Kennels**

There are nine (9) kennels.

All exterior kennels are cleaned first each day upon opening.

#### **Use the following daily procedures when cleaning exterior dog kennels:**

1. Remove all fecal matter from the outside cages and put it in appropriate container. Once all fecal matter is removed it is to be taken out and disposed of. Under no circumstances will the container of fecal matter be left out and not disposed of in a timely manner.
2. Remove all food bowls (only if the same dog will not be reusing the kennel), , toys, and other large debris in the cages and place them into appropriate containers.
  - a. Deep cleaning and sanitation only occur if a new dog is entering the outside kennels.
  - b. All dogs are to be fed every morning with the appropriate food for adult and puppy.  
All water containers are to be dumped and rinsed out and refilled everyday with fresh water.
3. Put down comfort items, toys appropriate for the animal to be housed in each kennel. Once all cages are cleaned the employee will then move the dogs out into the cages. It is the employees' responsibility to ensure that the outside board and paperwork on the cage matches the dog returned to that cage.
4. Throughout the day, the employee will observe the animals in the shelter and report any suspicious behavior or symptoms of illness to the Animal Services Supervisor.
5. At end of the shift, the employee will take all outside dogs and move them to interior kennels. (weather permitting)

#### **Use the following monthly procedures when cleaning exterior dog kennels:**


1. Spray all exterior kennels with (flea treatment)  
Pull all dog houses, break them down (if possible), and clean thoroughly with PDC & DZ7  
Spray the entire interior kennel, chain-link, and outside of building walls that an animal may touch.

Quarantine kennels are for holding and observation of animals that have been involved in an animal-to-human bite. In quarantine, contact with other animals is strictly forbidden.

**Use the following procedures when cleaning dog quarantine and interior dog kennels:**

1. Remove all animals from cages to be cleaned. Under no circumstances will a cage be cleaned with an animal inside that cage.
2. remove all food bowls, blankets, toys, and other large debris in the cages and place them into appropriate containers.
3. Rinse down all kennels spraying all the fecal matter to the drain before soaping.
4. Use a foam gun with PDC to soap all of the cages. Be sure to soap all 3 sides of the cage from top to bottom including the floor. Also, coat the front door and bars thoroughly, but be careful not to get the paperwork wet.
5. After soaping is done, go back to the first cage that was soaked and begin scrubbing walls, floors, doors, and water bowl. Be sure to remove kennel grates to ensure waste is not present in the drains. Clean drain covers, removing all organic material.
6. When scrubbing is complete, rinse the soap and any residual debris into the drains. Use DZ 7 to spray all kennels top to bottom and let it sit for 10 minutes. This does have to be rinsed off. While Filling the water bowls make sure to check the drains for any fecal matter and spray it down to the next kennel and continue until its sprayed into the drain hole at the last kennel. and squeegee all standing water in the cages and the aisle to the drains, so as to dry the floor and provide a safe environment for the animals, public, and employees. Use a towel and squeegee to get rid of any residual water that is left standing. Do not put an animal in a cage with water left on the floor.
7. Put down blanket(s) and comfort items appropriate for the animal to be housed in each kennel. Once all cages are cleaned and dried, the employee will then move the dogs back into the cages. It is the employees' responsibility to ensure that the paperwork on the cage matches the dog returned to that cage.
8. All rooms must be cleaned and ready for the public to view by noon every day.
9. After each room is cleaned, the employee will check the population of each room for tagged animals and those whose "hold for owner" status has expired. Employees **MUST** call these animals' owners at least once a day and document that call on the animal review report in there file.
10. Employees will do a spot check for cleanliness throughout the day. Each time they do so, the employees will ensure that paperwork is accurate; remove fecal matter as necessary; check the aisle floor for wet spots and clean them; refill empty water bowls; clean equipment such as scoops, dust pans, and trash containers and put them away; and empty trash and properly store container and dispose of waste in an outside trash container.
11. At the beginning of each day, all dogs must be fed.
12. Throughout the day, the employee will observe the animals in the shelter and report any suspicious behavior or symptoms of illness to the Animal Services Supervisor.
13. At end of the shift, the employee will do one last walk-through, spot clean, ensure that doors are properly shut and locked, and stock all needed items for the next day's work.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>
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	<h2 style="text-align: center;">2.3 FELINE – CATTERY MAINTENANCE</h2>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The Cattery is the room at the shelter where all cats first come in to await their holding period. Cat Adoption is the room that houses all cats that are available for adoption as well as overflow for the Cattery when the need presents itself.

**Use the following procedures in cleaning the Sick Room, Stray Room & Cat Adoption room:**

**THE ADOPTION ROOM IS TO BE CLEANED FIRST TO PREVENT SPREADING ILLNESS TO THE READY ADOPTABLE CATS**

- The first step in cage cleaning is to remove all animals from the cage. Place all cats in clean cages directly across as you go (from where they are) all cats should stay on the same side.
  - Remove all litter boxes, food trays, water bowls, blankets, towels, and toys from the cage and place them into appropriate containers or carts.
  - Use a spray bottle containing PDC or DZ7 cleaner to spray the cage.
- Once the cages are cleaned, disinfected, and dried; place a clean blanket litter box, food and water bowls, and toys. It is the employee's responsibility to ensure that the paperwork on each cage matches the cat that is now contained in that cage.
- Sweep the floor of the room to remove any litter, organic material, food, or water that may have accumulated during cage cleaning. This material is unsightly and could pose a safety risk to employees and shelter visitors. Then mop the floor. Mop water should contain PDC or Mr. Clean.
- Remove or properly store all cleaning equipment, including scoops, dust pans, and trash containers. Empty the trash container and dispose of waste in an outside trash container.
- The employee will then clean the hallway in front of the cat rooms.
- All rooms must be cleaned and ready for the public to view by noon every day or the Animal Control Officer notified of circumstances precluding this.
- After each room is cleaned, the employee will check the population of each room for tagged animals and those whose "hold for owner" status has expired. Employees MUST call these animals' owners at least once a day and document that call on the animal view report
- Employees will do a spot check for the cleanliness of these rooms throughout the day. Each time they do so, the employees will ensure that paperwork is accurate, check the floor for wet spots and clean them, refill empty water bowls, clean equipment such as scoops, dust pans, and trash containers and put them away, and empty trash and properly store container and dispose of waste in an outside trash container.
- During the afternoon employees will continue to monitor each room for fecal matter, urine, and water in the walkway; soiled and wet towels; empty water bowls; and animal illness/injury. The employees will clean accordingly and report any suspicious behavior or symptoms of illness to the animal services supervisor.
- At end of the shift, employees will do one last walk-through, spot clean, feed animals requiring more than one feeding a day, and stock all needed items for the next day's work.
- Under no circumstances will cats be fed wet can cat food. Unless noted by the Animal Services Supervisor.



	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.4 TREATMENT ROOM AND KITCHEN</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The treatment room is the room in the shelter in which euthanasia is performed and rabies specimen shipments are prepared.

This room also contains a safe for storing euthanasia drugs and equipment. Because of this, it is critical that the storage room is locked after each use and at the end of the day. **Under no circumstances may the storage room be left unlocked or opened** for more time than is required for the individual employee to accomplish their immediate job assignment.


**Use the following procedures in cleaning the treatment room:**

1. Sweep the floor of the room to remove any litter, organic material, food, or water that may have accumulated during cage cleaning. This material is unsightly and could pose a safety risk to employees. Then mop the floor. Mop water should contain DZ7 or DC.
2. Once the floors and cages have been cleaned, clean the countertop, sink, entry doors, and tables.
3. Finally, clean up/disinfect any other areas of the Lab needing attention. Remove and properly store/laundry any towels, rags, trash, and cleaning equipment. Replace any medications, needles, syringes, and/or drugs back in the safe in the treatment room, making sure to lock the treatment room door as you exit.
4. Follow the same cleaning instructions for Feline Cattery Maintenance to clean the quarantine cage located in the treatment room.

**Use the following procedures in cleaning the kitchen area:**

1. The shelter has one main area of storage, the kitchen.
2. This room needs to be swept and mopped daily with all waste properly disposed of in the dumpster outside the facility.
3. All equipment should be properly organized and shelved after each use.
4. All towels and blankets must be folded in the same way and properly organized on the proper shelves.


	<b>Joshua Animal Services</b>
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	<b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.5 LOBBY AND HALLWAYS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

**Use the following procedures in cleaning the lobby and hallways:**


1. To help protect the health of animals in the shelter, the floors of all common areas will be swept and mopped daily. Mop water must contain PDC or Mr. Clean. This includes the shelter's front lobby and all hallways.



	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.6 CONSUMABLE SUPPLY AREA</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

**Use the following procedures in cleaning the consumable supply area:**

1. This building is used for storing animal food, cat litter, and other miscellaneous shelter supplies.
2. Excess food bags should be stacked neatly on shelves. If a food bag breaks open, it must be immediately disposed of in trash container out back. Any insect or rodent issues should be reported to the animal control supervisor immediately.
3. The storage garage should be kept in an organized state at all times.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.7 RECEIVING ANIMALS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

All employees are responsible for processing incoming animals brought into the facility by the public. These animals brought into the facility are owner releases, released ownerless animals, stray animals, and bite animals for quarantine.

When an animal is brought in through the front lobby: Ask the citizen if he or she owns the animal, if the animal was a stray, or if it is a bite animal being brought in for quarantine. All citizens dropping off an animal in the lobby must show an I.D. and be a current citizen of the city to the front desk.

### **Owned Animals**

1. Ask the citizen for their address to determine whether they are a Joshua resident; hence whether the animal is coming from inside the Joshua city limits. Anyone relinquishing an owned animal must show identification proving city residency. Acceptable identification is a current Texas driver's license/identification card or a utility bill from the City of Joshua proving the person is a solid waste customer.
2. If the citizen attempting to relinquish an owned animal does not reside within the corporate limits of Joshua, the receiving employee is to direct them to take the animal back to their city/county of residence and call for services provided by the agency with jurisdiction in that area.
3. If extenuating circumstances exist (i.e., severely injured animals from outside city limits), this needs to be brought to the attention of the on-duty supervisor for determination about intake.
4. Once ownership and residency have been determined, the owner will Sign an Owned Animal Release form and an animal personality/profile form.
5. Persons surrendering animals will not be permitted to adopt another animal from Joshua Animal Control for a period (1) one year.
6. If the shelter is full and an owner wishes to surrender their animal, you can advise them to hold the animal until there is room at the shelter to accept owner release or advise them of the Humane Society of North Texas. Animals will not be euthanized to accommodate owner releases.
7. Adoption returns will be taken no matter the residency when space is available and if return occurs within 1 (one) year.

### **Stray Animals**

1. If an established Joshua citizen states that the animal is a stray, ask how long they have cared for the animal. The City of Joshua Code of Ordinances defines an "owner" as anyone who has cared for, fed, harbored, or housed the animal for at least 72 hours.
2. If by this definition, the animal is owned, the citizen must sign an Owned Animal Release form and animal personality/profile form.
3. If a non-resident brings in an animal, they will be referred to the Humane Society of North Texas.

## **Adoption Return Animals**

Staff will follow the same procedures as the Owner Release procedures. If the animal was returned within the three (3) day period from the date of adoption, then the adopter is entitled to a refund.

The staff is to print a copy of the owner's surrender paperwork and turn it in to the supervisor with a copy of the original receipt. The staff will explain to the adopter that the process will take up to ten (ten) day to credit back to the card used. If they paid with cash, cash can generally be refunded the same day if petty cash is available. All other refunds will be processed the accounts payable. The finance department will mail the refund check.

## **Impoundment Documentation**

All intakes will be processed utilizing computer software for animal tracking. In the event that the computerized tracking system is unavailable, the supervisor will provide direction as to what processes and paperwork to use for intake.


As animals are processed into the shelter, records will be created for each animal utilizing Pet Point software, with each record containing at least the following data:

1. Date of intake
2. Date available for disposition
3. Microchip number
4. Automatically generated impound number
5. Photo of animal (to be taken by staff member processing intake)
6. Owner/Releasing agent info
  - a. If owned animal - releasing owner's name, address, and phone number
  - b. If stray animal – releasing person's name, address, phone number and where the animal was found
7. Animal Information
  - a. Gender: Male, Female
  - b. Reproductive Status: Spayed/Neutered/Intact
  - c. Age: Baby, Young, Adult, or Senior
  - d. Size: Up to 25lbs, 25 -50lbs, 50-75lbs, 75-100lbs, etc.
  - e. Species: Canine, feline, or other
  - f. Color: The actual color of the animal.
  - g. The dominant color of the animal is listed first, so a Dalmatian will be listed as White & Black, not Black & White.
  - h. Markings: Descriptions such as Tabby, Calico, Brindle, or Merle are markings; not colors.
  - i. Breed of the animal: Dalmatian, Shi Tzu, Cocker Spaniel, etc.
  - j. Other relevant/descriptive comments: Drop/Pricked/Cropped ears, Long/Short/Curled/Docked tail, Short/Medium/Long coat, Smooth/Wire/Curled Texture, Collar Type and color, or any other pertinent information
  - k. Reason for Impound
  - l. Other Officer ID
  - m. Health: Poor/Fair; List all visible conditions. Do not mark animals' health as "Good" because we don't know if the animal has any diseases that are not visible.

- n. Tags: The identification number on the tag.
- o. Clinic: Name and Number of the Clinic listed on the tag or any health records submitted upon intake.

**NOTE: After the impound sheet (including the animal's photo) is printed out, place it in the impound card holder on the kennel/cage where the corresponding animal has been housed. Additionally, update the location of the animal on the whiteboard located in the hallway.**

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>
	<b>2.8 ANIMAL OUTCOMES</b>

	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom
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Employees will engage in high-quality customer service in the shelter. When staffing and phone traffic allow, they will escort customers through the shelter as they look for lost pets, observe adoptable animals, etc. If a customer or phone traffic will not allow staff to escort customers through the shelter, those customers should still courteously be given oral directions as to where to find each type of animal, which kennels were for impounds/adoptions, etc.

If volunteers are in the shelter and can assist with these functions, they may do so in lieu of staff. Customers are to be encouraged to sanitize their hands after each contact with an animal to prevent the spread of disease.

### **Assisting Customers**

#### **Reclaim Customers**

1. The employees will first greet the customer(s).
2. The employee will ask what type of animal was lost. If it is a cat, the employee will take the customer through the cattery. If it is a dog, the employee will take the customer through the kennels. This extra precaution is imperative to be sure that paperwork errors or impound overflows do not cause customers to miss an opportunity to reclaim their animals.
3. The employee will look at the animals in quarantine and see if any match the description of the customer's lost animal.
4. If the customer's animal is found in the shelter, the shelter employee will remove the correct paperwork from the kennel/cage and escort the customer and the paperwork back to the front. The employee will give the customer service representative at the desk the impound sheet and explain the paperwork and animal reclamation process to the customer.
  - a. The employee may leave the customer at the desk to work on paperwork. Meanwhile, the employee will pull the reclaimed pet from its cage and complete the process of microchipping the animal.
5. If the customer's animal has not been located, the customer will then be escorted back to the front lobby where they will be asked to complete a lost pet report with the customer service representative at the desk.
6. After all paperwork and information have been given to the customer, the employee will ask the customer if there are any questions, answer any that arise, thank the customer for their visit, and ask them to come again.
7. Notwithstanding any of the provisions of this section, the animal control authority shall have the authority to waive any and all impoundment, handling, quarantine, or adoption fees whenever it is appropriate in the supervisor's opinion to do so according to the rules set forth in the city ordinances.

#### **Adopters**


1. The employees will first greet the customer(s).

2. The employee will ask what type of animal the customer is interested in adopting. Upon verification of preferred animal type (adult dog, puppy, cat, kitten, or other), the employee will escort the customer into the appropriate room.
3. The employee will advise all customers not to touch or handle any animals or open any kennels. If the customer would like to interact with the animal an employee will assist the customer to the greeting room.
4. If a customer show interest in an animal the employee will at the point, ask an appropriate question pertaining to that adoption.
5. When the customer chooses an animal, the employee will remove the correct paperwork from the kennel/cage and escort the customer and the paperwork back to the front lobby. The employee will give the customer service representative at the desk the impound sheet and explain the paperwork and animal adoption process to the customer.
  1. The employee may leave the customer at the desk to work on paperwork. Meanwhile, the employee will pull the adopted pet from its cage and microchip the animal.
  2. Upon returning to the lobby, the employee will explain to the customer what has been done to the animal and that the animal still needs to be vaccinated for rabies and spayed/neutered. The employee will explain to the customer that a microchip has been placed into the animal and that the animal should not be bathed for 24 hours.
  3. The customer will sign the adoption contract with the City of Joshua.
  4. If the animal is not already altered the customer will sign a contract that obligates them to have the animal sterilized within 2 weeks or by the time the animal is 6 months of age.
  5. If an adopted animal is over four (4) months of age the adopter will receive a voucher to vaccinate the animal for rabies.  
The customer shall provide the city of Joshua proof by way of a rabies certificate receipt that the vaccination has been administered.
  6. If the animal is already altered the customer will take possession of the animal at that time and will be given a voucher and a date for the rabies vaccination to be administered. The customer shall provide the City of Joshua proof by way of receipt that the vaccination has been administered
6. If the customer is unable to find an animal they like, the employee will escort the customer back to the front lobby and provide a list of area shelters if the customer requests it.
7. After all paperwork and information have been given to the customer, the employee will ask the customer if there are any questions, answer any that arise, thank the customer for their visit, and ask them to come again.

### **Animal Rescue Agencies & Groups**

1. The employee will escort the rescue group through the facility and will not leave these customers unattended at any time.
2. The rescue agency or group is only allowed to take photographs of animals with the permission of the supervisor or Lead Officer on duty.
3. Rescue groups may only remove from the facility animals that have been held for the full, appropriate holding period and are the property of the City of Joshua.

	<b>Joshua Animal Services</b>
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	<b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.9 CHEMICALS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

(The Joshua Animal Shelter has a variety of chemicals on site. The following procedure will address the use of chemicals used for the process of cleaning and sanitizing the shelter. Employees are expected to use great care in the handling and use of chemicals, wear safety glasses and gloves at all times while using chemicals, and will report all spills, exposures, and violations to the management immediately. All questions on chemical usage, storage, exposure, and handling should be referred to the supervisor and the Material Safety Data Sheet. Disciplinary action will result in improper use, misuse, or abuse of any chemical.

### **Guidelines for Chemical Use**

#### PDC (full name)


- PDC cleaner is the general cleaner that is used at the Shelter.
- The PDC cleaner is used for: daily cleaning of the animal cages, floors, and any other general cleaning.
- PDC cleaner is safe for all non-porous surfaces. Any questions regarding contact surfaces should be referred to the Animal Services Supervisor or Supervisor on duty.
- PDC cleaner is used in foam spray guns.
- PDC cleaner will not be mixed with any other chemical or used without diluting.

#### DZ 7 (full name)

- DZ 7 is used solely for disinfection purposes, to kill potential harmful viruses and diseases in the shelter.
- DZ 7 must never be mixed with other chemicals.

#### Bleach

- Bleach is typically only used for laundry. Exceptions: ringworm disinfecting and dish soaking.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.10 MATERIALS AND SAFETY DATA SHEETS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Material Safety Data Sheets or MSDS is the required details that need to be known about all chemicals. The shelter has one set of MSDS books kept in the supervisor's office.

A proper MSDS contains sixteen sections about the chemical in question. Not all MSDS have all sixteen sections, but they are required to have at least the first four sections. Any time an employee has exposure to a chemical through eyes, skin, inhalation, or ingestion, it needs to be reported to the supervisor immediately.

The supervisor must obtain the MSDS of the chemical that injured the employee before the employee seeks treatment. Medical personnel will not work on an injured patient from chemicals until they see the MSDS and they know how to proceed.

**The following are the contents of the sixteen sections of a MSDS:**

Section 1- Product & Company Identification

- Product name
- Manufacturer's name and address
- Telephone Number for information
- CHEMTREC- Chemical Transportation Emergency Center
- EPA Registration Number
- Date MSDS was prepared
- Code number
- Chemical family
- MSDS number

Section 2- Composition & Information on Ingredients

- Chemical ingredients- active and inert
- Chemical abstract number

Section 3- Hazards Identification

- Emergency response overview- emergency response personnel
- Potential health effects- effects immediately upon exposure through the eyes or skin or by inhalation or ingestion.
- Chronic effects- long-term effects

Section 4- First Aid Measures

- What to do if- eyes, skin exposure, inhalation, and/or ingestion
- Notes to physician
- Flashpoint- minimum temperature at which a liquid gives off a vapor.
- Lower & upper explosive limits- concentrations in the air that will produce a flash.



- Extinguishing media
- Personal protective equipment
- Special procedures
- Unusual fire and explosion hazards
- Hazardous decomposition materials

#### Section 6- Accidental Release Measures

- Evacuation procedures & safety
- Containment of spill
- Cleanup & disposal of a spill
- Environmental & regulatory reporting

#### Section 7- Handling & Storage

- Minimum & maximum temperatures
- Handling
- Storage

#### Section 8- Exposure Controls & Personal Protection

- Ingestion
- Eye contact
- Skin contact
- Respiratory protection
- Engineering controls
- Exposure guidelines

#### Section 9- Physical & Chemical Properties

- Color of chemical
- PH- 0-2 and 12-14 are corrosive
- Specific gravity- Weight of chemical compared to water.
- Vapor density- Weight of chemicals vapor compared to air.
- Vapor pressure- Potential of the chemical to convert to a gaseous form.
- Boiling point- Temperature at which a chemical becomes a vapor.
- Solubility of water- A measurement of the amount of material that will dissolve in water.

#### Section 10- Stability & Reactivity

- Chemical stability- General terms to describe chemical stability.
- Hazardous polymerization- Describes if the product will react dangerously with itself.
- Conditions to avoid- Conditions that may damage the product, container, or cause a hazardous condition.
- Chemical incompatibility- Materials that may react with the product.
- Hazardous decomposition products- List of by-products that are formed when the product burns or is subjected to other conditions.

#### Section 11- Toxicological Information

- Acute data- eye irritation, skin irritation, Oral LD50, Dermal LD50, Inhalation LD50, & skin sensitization
- Chronic data- chronic toxicity studies, mutagenicity data, reproductive/teratology data, & carcinogenicity data

#### Section 12- Ecological Information

- Eco-acute toxicity- Species that were used in toxicity testing.
- Environmental fate- The breakdown process of a chemical when exposed to various environmental elements.

#### Section 13- Disposal Considerations

- Directions and limitations for disposal of the materials.

#### Section 14- Transportation Information

- Proper shipping name- U.S. Department of Transportation shipping papers.
- Hazard class- 9 classes of hazardous materials, the lower the number the more hazardous the chemical.
- UN number- Number assigned by the United Nations Convention.
- Special information- Special provisions for a particular hazardous material.
- Packing group


#### Section 15- Regulatory Information

- Workplace classification- OSHA's interpretation to hazard for workers.
- SARA (Superfund Amendment & Reauthorization Act) Title 3- The requirements of reporting any spill.
- RCRA (Resource Conservation and Recovery Act) Classification- Regulates hazardous waste generators and transporters.
- CERCLA (Comprehensive Environmental Response, Compensation, and Liability Act) Reportable Quantity- Provides EPA authority to respond to releases of hazardous substances.

#### Section 16- Other Information

- National Fire Protection Association Ratings
  - 0= Least
  - 1= Slight
  - 2= Moderate
  - 3= High
  - 4= Extreme
- Issue date- Original MSDS Publishing Date
- Revised date- Date MSDS was Amended
- Supersedes- Date of Previous MSDS
- Responsibility for MSDS- Company responsible for the information contained in MSDS

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>
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	<h2 style="text-align: center;">2.11 TOURS, VOLUNTEERS, AND COMMUNITY SERVICE</h2>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Various outside organizations and groups will periodically tour the shelter for educational purposes. Other groups and individuals will also volunteer at the shelter for the opportunity to work with animals and serve the community.

### **Tours**

- All tours must be cleared with the Animal Services Supervisor.
- Tour members must be kept together while in the facility, and at no time are they to enter the lab while euthanasia is in progress.
- Tours need to be chaperoned by one of the employees. All participants must stay with the group while the tour is in progress.
- Check with the supervisor for any special accommodations or concerns involving group tours.


### **Volunteers**

- Volunteers must be 18 years or older unless accompanied by an approved volunteer who is the parent or legal guardian.
- Volunteers must have a signed liability release form on file at the shelter.
- All volunteers must have completed a background check before starting the volunteer program.
- Volunteers must read through the City of Joshua Volunteer Guide and fill out the volunteer application and all associated disclosures.
- Volunteers must sign in and out of the “Volunteer Sign-In Book” every time they volunteer.
- Volunteers are not to be on computers or phones without direction from the Supervisor.
- Volunteers are not to complete facility paperwork, handle money, give vaccinations, or remove animals from the shelter without the Supervisors’ approval.
- All concerns or issues involving volunteers need to be brought to the attention of the Supervisor.

### **Community Service**

- Community Services must be at least 18 years old.
- All community service workers must have completed a background check prior to starting their service
- Community service must sign in and out of the “Volunteer Sign-In Book” every time they volunteer.
- All Community Service workers must read through and sign the City of Joshua Guide.
- All Community Service workers are required to schedule themselves prior to coming in to complete their hours. Those that are not scheduled will be turned away. (Once they schedule themselves and don’t show up or call are not allowed to return)
- Volunteers are not to be on computers or phones without direction from the Supervisor.

- Volunteers are not to complete facility paperwork, handle money, give vaccinations, or remove animals from the shelter without the Supervisors' approval.
- While doing community service work, the juvenile will:
  - Perform assigned duties alone or with other juveniles performing community service. Family members and friends will not be allowed to remain with juveniles performing community service while they are at the shelter.
  - Leave their mobile phone with the staff at the front desk. In the event of an emergency, the juvenile's family should contact him/her through the shelter's main phone number.
  - Perform the tasks assigned to him/her by the shelter staff. If they have questions about the assigned tasks or feels that the performance of those tasks would pose a danger, they should ask to speak with the Animal Services Supervisor and request a different work assignment.
  - All Community Service workers are required to schedule themselves before coming in to complete their hours.
  - The workers are provided a task list that they must complete to the satisfaction of the Administrative Technician.
- Any Joshua Animal Services staff member who witnesses the performance of assigned community service work may sign the work log for the juvenile who provided the service.
  - Work logs will not be signed if the juvenile does not properly perform the work assigned by staff for their community service.
  - If a community service worker has to be reprimanded 3 times by the shelter staff that worker will be sent back to teen court to appear in front of the judge. The staff will contact the teen court coordinator.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.12 SHELTER FOOD AND LITTER</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

## **Animal Food**

Animals other than dogs and cats, or dogs and cats with special dietary needs, will be provided food purchased by the City from other vendors/retailers. Such purchases shall be made by, or with the approval of the Animal Services Supervisor.

All food purchased by the City through a vendor is to be used exclusively for shelter animals. Employees may not take food from the shelter for personal use.

If the employee is fostering a shelter animal in their home, the Animal Services Supervisor MAY grant that employee the right to take food purchased by the City home to feed that foster animal.

All food donated to the shelter by individuals or groups will be distributed by the direction of the Animal Services Supervisor. The food is often used for groups/individuals such as (but not limited to):

- City of Joshua citizens facing hardships making it difficult to feed their pets
- Meals on Wheels Ani-Meals program of Johnson and Ellis County
- Rescue groups working cooperatively with the Joshua Animal Shelter

## **Cat Litter**


The Joshua Animal Shelter also purchases cat litter in bulk.

This material is solely for in-shelter use. All litter purchased by the City, whether through the bulk contract or through another vendor, is to be used exclusively for shelter animals. Employees may not take litter from the shelter for personal use.

The shelter may also use donated litter as needed. However, most litter donated to the shelter by individuals or groups will be distributed by the direction of the Animal Services Supervisor or the Department Director.

The litter is often used for groups/individuals such as (but not limited to):

- City of Joshua citizens facing hardships making it difficult to care for their pets
- Meals on Wheels Ani-Meals program of Johnson and Ellis County
- Rescue groups working cooperatively with the Joshua Animal Shelter

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>2.13 DONATIONS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Joshua Animal Services receives donations from customers, public and private organizational groups, and local businesses. The shelter employees are responsible for unloading those donations, sorting, and storing all incoming donations. Donations not only help the Shelter fiscally but also build a stronger bond between the community we serve and the division.

**The following procedures are required when accepting donations:**

Food Donations

- When customers bring food donations the shelter employee will help the customer unload the food from their vehicle.
- When the food is unloaded, the shelter employee will thank the customer and invite them into the shelter and offer to take them on a shelter tour.
- The employee notifies the customer that any donations received may be shared with other groups such as Ani-Meals, Harvest House, the Homeless, and citizens in need of help. A sign must be posted at all times in the lobby stating that any donations received may be shared with other organizations and citizens in need.
- The shelter employee will then store all dry food and litter in available space.

Monetary Donations

The shelter employee will refer the customer to the front lobby where the customer service representatives can process the monetary donation and give the customer a receipt.


- Shelter employees will not accept any type of monetary donation or reward for lost pets.
- There is a donation box located in the lobby for small donations that customers are welcome to use this box is to be locked at all times and the donations shall be removed and submitted to finance. No more than 20.00 dollars shall be held in this box.
- The City of Joshua Animal Services retains the right to use donations as it sees fit, whether this is directed to the general donation fund, or the sick and injured animal fund based on the availability of funds or otherwise specified by the donor.
- The injured animal fund can be used for any animal medical purpose such as emergency medical, spay/neuter, in shelter medicines, vaccinations, and any veterinarian-related bill.

Cleaning Products and Other Miscellaneous Items

- When customers bring cleaning products and other miscellaneous items the shelter employee will help the customer unload the supplies from their vehicle.
- When the supplies are unloaded the shelter employee will thank the customer and offer to take them on a tour of the shelter.
- The employee will then store all donated cleaning products in the appropriate space.

# Section Three Topics: Response Protocol

- 3.1 Receiving Calls and Out-of-Service Procedures
- 3.2 Radio Operation Procedures
- 3.3 Priority List of Service Responses
- 3.4 After-Hours Emergency Response
- 3.5 Animal on School Ground
- 3.6 General Animal Call Out Procedures
- 3.7 Humane Trapping of Domestic Animals & Wildlife
- 3.8 Dangerous Animal Procedures
- 3.9 Animal Bite Procedures
- 3.10 Animal Cruelty Investigation
- 3.11 Issuance of Citations (General)
- 3.12 Barking Complaint Procedure
- 3.13 Spay & Neuter Citation Procedures
- 3.14 Handling of Livestock Procedure
- 3.15 Multi-Pet Permits
- 3.16 Kennel Permits

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.1 RECEIVING CALLS AND OUT-OF-SERVICE PROCEDURES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

**The following are general field operation procedures:**

The field officer for the day will ensure that they have their cell phone and computer/iPad when they leave the shelter to respond to calls for service.

- All units shall stay in contact with the dispatcher and/or shelter manager at all times.
- Once a unit is finished for the day, they shall immediately, upon arrival, give all unfinished calls to the Shelter Manager with the reason the call was not made indicated on the service request. Do not hold unfinished calls while writing up or unloading. All completed calls shall be written off and turned in at the end of the shift the same day that they are made.

Once the field officer has completed all calls for service, if time permits, the field officer will patrol areas of the city for stray animals and violations. This action should help cut back on the number of calls received and help lower the number of animal intakes.

- When a unit is finished for the day, that unit's vehicle shall not be left parked in the unloading area.
- No vehicle of any type (departmental, personal, or otherwise) shall be parked in any way that blocks access to the unloading area at any time.
- Employees shall park all vehicles (departmental, personal, or other) only in those areas approved by the supervisor.
- All vehicles will be locked for the night or when unattended.



	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.2 PRIORITY LIST OF SERVICE RESPONSES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom


Priority response is a guideline to help assist when several calls are held. Remember that all calls are important because a citizen of Joshua took the time to call the animal services division in the need of service or help.

### **Priority List of Service Responses**

**Priority High:** Dangerous Animals, Bites, Police Requests, Injured Animals. RESPOND IMMEDIATELY.

**Priority Low:** Captured animals, or management calls, and animals caught in traps. Respond within 4 hours. (During extremely hot or cold weather, it is preferable to respond to trapped animal calls within 2 hours from receiving call.)

**Priority Normal:** Animals running at large with a known owner or at a specific address, barking dog calls, calls. Respond after all Priority High calls. Respond within 4 hours and issue the appropriate warnings or citations.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.3 AFTER-HOURS EMERGENCY RESPONSE</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Whenever help is requested by local law enforcement, the City of Joshua animal control officers will respond to assist the police. These calls are always classed as emergency calls, and immediate response is required.


The following procedures should be followed when an officer responds to emergency calls and is on duty alone:

1. Animal services respond to emergency calls after hours at the request of the police and fire department or supervisor.
2. The police and fire departments will contact the officer by phone when assistance is needed. The officer needs to be able to respond to the call within one hour of getting the information.
3. Officers should impound any animals picked up and make sure after-hours calls are included on the field.
4. In order to serve the community, animal services will respond after hours in the circumstances outlined in the After-Hours Call-Out Procedures.
  - a. Animal Services does not respond to calls regarding barking/noise nuisance complaints or stray/caught animals after hours, and only respond to calls involving deceased animals in the circumstances described in the After-Hours Call-Out Procedures.
  - b. The police department can, on a priority basis, investigate barking dog calls and issue citations, as appropriate.
  - c. Callers reporting DOAs, nuisances, stray/caught animals will be directed by dispatch to call and leave a message for the morning shift at the animal shelter.
  - d. General animals at large not showing signs of aggression. Including wildlife that is not in a human-inhabited area.

### **Calls Requiring After-Hours Response**


1. Injured animals
2. Animal bite/attack
3. Wildlife and vicious animals
4. Prisoner's animals
5. Medical, Fire, and Police emergencies.
6. Traffic hazard on a major thoroughfare.
7. Lose dog/wildlife at school.
8. An animal that injures or kills another animal.

In order to serve the community, police will assist animal services as described in the After-Hours Call-Out Procedures.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.4 ANIMALS ON SCHOOL GROUNDS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Officers will respond to any report of an animal on school grounds as a priority call while school is in session or an after-hour school function and will arrive on the scene as soon as possible. Every effort will be made to locate and impound the reported animal. If necessary, a trap will be authorized for placement. Officers should make certain they perform the following steps in answering this call:

1. Contact the complainant; get an accurate description of the animal and incident.
2. Locate the animal and impound, if possible.
3. Determine if a trap is needed and, if it is, set the trap.
4. Locate the animal's owner, if possible, and issue the owner a citation or warning for running at large and failure to have vaccination or license, if applicable.
5. Before leaving the scene, brief the school representative and/or complainant about actions taken.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.5 GENERAL ANIMAL CALL-OUT PROCEDURES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

## **General Animal Call Out Procedures (Dog)**

### **Stray Animal At Large**

1. Officers should drive through the area and capture the animal if possible.
2. When needed, the officer should meet with the complainant.
3. If the animal owner is known, the officer should make contact with him/her if possible.
4. Officer will take appropriate action whether it be issuing a warning, citation, or leaving a notice of impoundment.
5. Officers will not respond to stray cats that are not confined. Unless the cat is sick or injured. Citizens may borrow with a \$50 deposit a live trap from animal control.

### **Dogs loose on the owner's property**

1. Attempt contact with the animal owner.
2. Officer will take appropriate action whether it be issuing a warning, citation, or leaving a notice of impoundment, and inform the animal owner that they have 10 days to provide proof of current rabies vaccination.

If the animal goes to a fenced area officers will attempt to secure the enclosure and leave a notice at the residence.

### **Animals at Large on Private Property**

- Garages –Do not enter a garage unless the property owner is present and grants permission.
- Animals in unsecured (not fenced) areas of residential/commercial properties may be pursued and impounded at the discretion of the animal control officer.
- Animals in fenced areas of private properties – When, in pursuit of a stray animal, officers witness it entering private, fenced property:
  - If the gate is open, the officer should attempt to close the gate and contain the animal. The officer should then attempt to contact the property owner. If the animal cannot be confined to the property, and if there have been previous warnings or citations issued for this animal being at-large, the officer has the discretion to impound the animal from the property. In such a case, a hand notice should be left on the property owner's door stating where the animal can be reclaimed.
  - If the gate is closed, do not open the gate to enter the enclosed yard without permission of the property owner or the Animal Services Supervisor and/or Lead Officer.
    - If the animal is aggressive and could pose a threat to the public from within the fenced property, it should be impounded, and notice should be left on the property owner's door regarding the impoundment. This is NOT to be done

without first getting authorization from the Animal Services Supervisor and/or Lead Officer.

- If the property owner is not home, leave a hand notice asking him/her to keep the animal confined.
- If the property owner is home and is the animal owner, inform the animal owner that the animal must be confined at all times. Citations/warnings may be issued for any violation observed. Officers should also require proof of rabies vaccination on the scene or delivered to Animal Services within 10 days.
- If the property owner is home and does NOT own the animal being pursued, ask permission to impound the animal from that property.

### **Animals Inside a Rental Residence or Apartment**

- If an animal is inside a rental residence or apartment and the landlord or apartment manager wants the animal removed, they must sign as a non-owner release and they must bring the animal outside. (Do Not Enter the Property).
- The only exceptions would be during an eviction or an arrest, with a police officer or constable present and willing to sign the paperwork, and if the animal is preventing a person from receiving medical attention.

### **Animal in a Vehicle**

- Section 2.01.006 of Joshua City Code gives animal control or peace officers authority to “use space using any reasonable means, including breaking a window or lock ...”
- An ACO who believes such a step is required should first notify the supervisor of the situation and contact the police department to see if a police officer can/will come to witness the ACO accessing the vehicle. Having a PD witness is preferable, but not required, for an ACO to remove an animal from a vehicle if it is at risk.
- Animals removed from vehicles are to be impounded, and the ACO will leave a hand notice for the owner notifying them about where their animal may be retrieved.

### **Abandoned Animal Complaints**

- On abandoned animal calls where the animal is legally confined, the officer needs to check to see if the animal has food water, and shelter.
- A 24-hour notice should be left on the owner’s door requesting the owner to contact animal control as soon as possible.
- If the owner contacts shelter staff, they should be told of the abandonment allegations, counseled about proper animal care, and required to provide proof of rabies vaccination.
- If the owner fails to contact the shelter within 24 hours and the notice is still on the door, the officer should inform the supervisor and await enforcement/impoundment direction.


### **Other Impoundment Procedures**

- Field officers must return to the shelter and properly unload and process all impounded animals prior to taking any break or leaving from duty. Animals may not be left in any part of the service vehicle while an officer goes to lunch, keeps a personal appointment, etc.

- Joshua Animal Services vehicles currently do not have “forced air” units for the animal compartments. Therefore, leaving animals in the cages during extended, unnecessary stops places them at risk; especially in extreme temperatures.
- Animals should be held in the vehicle animal compartments only for as long as necessary for an officer to respond to assigned calls for service. Once those call responses are completed, animals should immediately be taken to the shelter, unloaded, and processed.
- This policy does NOT prohibit an officer from taking a service vehicle containing impounded animals through a drive-through line at a restaurant if the line is moving quickly enough for the brief stop not to pose a threat to the animals’ health.
- An impound sheet must be completed for each animal impounded. This should be done IMMEDIATELY after arriving at the shelter with the animal.
- Every impounded animal must have paperwork and be delivered to the shelter. Nursing animals can be listed on the mother’s paperwork, but individual impound numbers and folders must be assigned to every animal brought into the shelter.
- Shelter personnel will contact rehabilitators to pick up wildlife too young to release. All other wildlife, with the exception of injured animals, skunks, and animals that may have been exposed to rabies is to be released.
- High-risk animals, such as skunks, will be euthanized in the field or on the vehicle.
- All sick wildlife will be euthanized in the field or on the vehicle. You do not need a supervisor’s approval to euthanize sick wildlife. After euthanizing sick wildlife, the animal is to be bagged. It is to be properly disposed of immediately after returning to the shelter facility. The vehicle and the equipment must be disinfected after use to transport sick wildlife. Sick wildlife is not to be brought into the shelter unless the specimen is to be shipped to Austin for testing.
- When working a drug bust or other activity with the police department, the police are to secure the scene before the animal control officer enters or attempts to contain any animal. NEVER ENTER PROPERTY OR ATTEMPT TO CAPTURE ANY ANIMAL AT AN ACTIVE CRIME SCENE UNTIL THE SCENE IS SECURED BY PUBLIC SAFETY OFFICERS!!

### **Treatment of Sick and Injured Animals**

- Sick animals should not be transported in a cage with healthy animals.
- Sick cats should be transported in carriers separated from healthy cats. Carriers should be disinfected after each use. Sick cats shall be placed in the Isolation area upon arrival at the Animal Shelter.
- An injured dog should be loaded into a compartment alone. Upon arrival at the shelter, injured dogs will be examined thoroughly and placed in a sick room kennel.
- Injured animals with tags will have the tag information immediately called into dispatch, while the officer is still in the field so that the owner can be notified and treatment decided upon before the animal arrives at the shelter.
- Severely injured animals should be taken directly to the shelter or euthanized in the field.
  - When transporting a sick animal, it should be brought in right away.
  - Obtain permission from the supervisor or director before euthanizing a domestic animal.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.6 HUMANE TRAPPING OF DOMESTIC ANIMALS &amp; WILDLIFE</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

### **Departmental Employees Trapping Animals or Handling Trapped Animals**

A restraint pole may be used whenever a wild animal, feral dog, or feral cat is removed from a trap.

The following procedures should be followed when using a restraint pole and will reduce the risk of an animal escaping or biting the employee:

- Lay the trap on the side.
- Open the door only enough to insert the control stick.
- Maneuver the loop of the restraint pole around the neck and one forelimb of the animal and tighten it securely.
- Should the animal rush to the top of the cage, hold the door firmly closed until the animal returns to the bottom of the trap then repeat steps 2 and 3.
- Transfer the animal to a carrier or to the vehicle. If the animal is to be placed in a vehicle compartment, the trap and the animal therein should be brought close to the vehicle compartment in order that the transfer from the vehicle can be made quickly and without undue stress to the animal
- A transfer cage can be used instead of a restraint pole when removing an animal from a trap or carrier.

The restraint pole shall not be used to render an animal unconscious and care must be taken when placing it around an animal's neck. It must be secure enough to hold the animal but should not obstruct the animal's breathing unnecessarily.

### **Trapped Wildlife Animals**

Check the health status of any wildlife animal caught in a trap. Skunks and bats must be euthanized, regardless of health. Other wildlife deemed to be unhealthy must be euthanized in the field, and not brought into the shelter. Permission is not needed to euthanize wildlife. If a trapped wildlife animal is deemed healthy, it should be released, away from human habitation, either in its own natural habitat or where other animals of its kind exist.

### **Potential Danger for Departmental Employees Regarding Wild Carnivores**

Teeth specialized for grasping and tearing prey are characteristic of all carnivores. The enlarged canine teeth are formidable weapons used for offense and defense as well as for food gathering. The paws of most carnivores are fitted with claws that can rip and tear. All felids have dangerous claws. The larger carnivores are fully capable of killing a person who is careless when approaching or handling them. Employees should take appropriate precautions when handling wild carnivores, use the appropriate equipment and protective clothing, and call for backup response as needed.

## **Animal Trap Record**

When loaning out a trap, the following procedures need to be followed to assure that the traps are returned in a timely and efficient manner and that inventory is not lost.

- Cat traps will be delivered to citizens if they are elderly or handicapped and cannot drive, or if delivery is deemed necessary by the supervisor. All traps for bites will be delivered to the citizen and all dog traps will be delivered.
  - All recipients of traps must fill out a trap agreement form. Only citizens residing in the corporate limits of Joshua may use traps owned by the City of Joshua. The trap agreement must be filled out completely, including the name and contact information of the borrower, the trap number, the name of the City employee loaning the trap, and the date the trap was loaned. The trap agreement is on the computer software PetPoint.
  - When issuing traps to citizens, thoroughly instruct the borrower about the proper use of the equipment.
  - All City of Joshua Animal Services traps coming into the shelter should be turned in and checked to assure that they are in working order, clean, and have a visible tag number. Shelter personnel is responsible for cleaning the trap after use.

## **Cat Trap Procedures**

- A citizen may borrow a cat trap by contacting Joshua Animal Services and completing a trap agreement form. Once the form is completed, the citizen will either be loaned a trap or be placed on a waiting list for the next available trap. Once a trap comes available the citizen is to be called and informed a trap is available for pickup. Traps will not be loaned when the temperature is expected to exceed 90 degrees, below 32 degrees, or could endanger a trapped animal. Additionally, traps are only rented out on Mondays and must be returned by the following Friday. Trap rentals require a \$50 deposit. Deposits are returned when the traps are returned by the established due date.
- Cat traps will only be delivered and picked up by City staff under special circumstances such as for the elderly, bite animals, or when the supervisor deems it necessary.
- The citizen may keep the trap for five (5) days and, with prior approval, keep the trap for an additional five (5) days. At the end of this time period, the person must return the trap but may ask to be placed back on the trap list.
- If an officer picks up or delivers a cat or dog trap, they must fill out a trap agreement as to where the trap was delivered or picked up and the trap number.
- Bite animals will not be taken out of traps in the field for the danger of them escaping while trying to remove them. When picking up a bite animal, the full trap should be loaded on the truck and taken to the shelter to be unloaded in the closed-in unloading bay.


## **Dog Trap Procedures**



- A citizen may borrow a dog trap by contacting Joshua Animal Services and completing a trap agreement form. Once the form is completed, the citizen will either be loaned a trap or be placed on a waiting list for the next available trap. Once a trap comes available the citizen is to be called and informed a trap is available for pickup. Traps will not be loaned when the temperature is expected to exceed 90 degrees, below 32 degrees, or could endanger a trapped animal. Additionally, traps are only rented out on Mondays and must be returned by the following Friday. Trap rentals require a \$50 deposit. Deposits are returned when the traps are returned by the established due date.
- Dog traps may be set up by field officers to aid in the capture of stray and problem animals.
- Officers must ask the property owner for permission to set the trap and inform them that they are responsible for informing animal services staff if an animal is caught in the trap.
- Officers must check the dog traps and re-bait them daily.
- Animals should not be left in the trap for long periods of time or during inclement weather.
- During extremely hot or cold weather it is extremely important that animals be removed from the trap as soon as possible, preferably within two (2) hours.

### **Wildlife Trap Procedures**

- Traps will not be loaned when the temperature is expected to exceed 90 degrees, below 32 degrees, or could endanger a trapped animal. Additionally, traps are only rented out on Mondays and must be returned by the following Friday. Trap rentals require a \$50 deposit. Deposits are returned when the traps are returned by the established due date.
- Traps for coyotes will be issued through a field officer. The field officer will make a contract with the citizen requesting the trap and explain what they need to do to help prevent the danger to small pets and to remove the source of food for the coyotes.
- The field officer assigned to work the area where the trap is located will need to check the trap daily. Coyotes should be handled with extreme caution. They are high-risk animals.
- Bite animals will not be taken out of traps in the field for the danger of them escaping while trying to remove them. When picking up a bite animal, the full trap should be loaded on the truck and taken to the shelter to be unloaded in the closed-in unloading bay.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.7 DANGEROUS ANIMAL PROCEDURES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Any individual animal of any species that makes an unprovoked attack on a person or other domestic animal that causes serious bodily injury or death; or is not in a secure enclosure or safely restrained (as described in the Joshua Code of Ordinances Sec. 2.05.001) and acts unprovoked in such a way as to cause a person to reasonably believe that the animal will attack and cause bodily injury, serious bodily injury or death to that person or another domestic animal.

### **Dangerous Animal**

When investigating cases of dangerous animals (usually dogs), the officer shall exercise extreme care during the conduct of the investigation. When an animal is declared dangerous, the owner must apply for a dangerous animal registration. The conditions for keeping a dangerous dog require that the dog be securely confined at all times in an enclosure secured on all sides, including top, and containing a concrete floor; the dog must wear a high visibility “dangerous dog” collar; the dog must be muzzled and leashed any time it leaves its owner’s property; the dog must be registered annually with the city, and the dog owner must have \$250,000 in liability insurance.


The procedure for each case begins the same way. The responding officer shall notify the supervisor of the need to declare an animal dangerous. The officer shall provide the supervisor with the following:

- A case or incident report describing the situation and the reason for declaring the animal dangerous.
- All signed statements or complaints made by victims and witnesses. Attempt to collect statements from all properties directly connected to the property of the suspected dangerous dog.
- Collect statements from all adjoining neighboring properties on the attitude of the animal(s).
- All police statement.
- A copy of any bite reports.
- Photographs of the animal (if available).

The supervisor will decide whether to declare the animal dangerous and prepare the statement for court. The supervisor will also prepare a statement of intent to declare an animal dangerous and send the notice first-class mail as well as sending certified mail. The letter will also be sent to the owner of the property if it is not the same as the owner of the dangerous dog. The owner will have ten days to contact the Municipal Court and appeal the decision. The statement will also provide the owner with the amount of time that they have to comply with the order as well as a copy of the dangerous dog code.

The owner of the dangerous animal will be issued a letter of intent by the Municipal Court giving him/her 5 days to release the animal to the City of Joshua Animal Control. If the owner refuses to

comply with the conditions of the order, a warrant to seize the animal will be requested. The officer shall contact the local police department for assistance, serve the warrant and impound the animal. If it is determined that the animal is not a dangerous animal, the complainant and the owner of the animal will be notified by phone or in writing.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.8 ANIMAL BITE PROCEDURES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

All animal bites reported to any employee of the City of Joshua shall be investigated immediately; specifically, within twenty-four hours of the report.

### **Bite Investigation Policy and Procedures**

- Animals that have bitten and/or have otherwise possibly exposed a person to the rabies virus will be quarantined for ten (10) days from the date of the bite at a licensed quarantined facility. Animals approved for a ten-day quarantine period are DOGS, CATS, and FERRETS ONLY.
- Home quarantines are granted only at the digression of the LRCA. In order to be considered for the animal to be held on home-quarantine, the animal must not be in violation of any law at the time of the bite and must be currently vaccinated for rabies. Currently vaccinated shall mean a manufacturer's recommendation certified by a vet for 12 months.(we are a 1 year only)
- The home quarantine will not be granted to any person that resides in a multi-family residence unless it is a cat.
- High-risk wildlife animals involved in a wildlife-to-human bite, or a wildlife-to-domestic animal bite will be shipped for clinical testing. There is no approved quarantine period for high-risk animals. The high-risk rabies carriers are BATS, RACCOONS, FOXES, COYOTES, AND SKUNKS.
- The investigating officer will make every effort to speak with the victim to record the facts, observe the injury, and determine the severity of the bite. The victim will be advised to see a physician.
- The investigating officer will then interview all witnesses to complete the investigation. If the wound is serious, the investigating officer will advise the victim to photograph the wound. The investigating officer may obtain permission from the victim to photograph the wound.
- If there is no exposure, testing will be up to the discretion of the LRCA.

### **Specific Bite Investigation Policy**

**Owened Animal: Loose or Confined** - The investigating officer will contact the owner of the animal. The investigating officer will advise the owner of the Rabies Control Act. The investigating officer will require the animal to be placed in quarantine within twenty-four (24) hours.

1. The investigating officer will:
  - A. Stress that the animal must be quarantined within the allotted time and not be removed from the city.
  - B. Inquire as to whether the animal is currently vaccinated.
  - C. Verify with the owner's veterinarian that the vaccination is current.
2. If the animal is not quarantined within twenty-four (24) hours, the supervisor will be notified and a citation for failure to quarantine will be issued. If the animal is not in quarantine in

forty-eight (48) hours, a warrant should be obtained to seize the animal for quarantine. The owner of a bite animal is responsible for all costs of the quarantine.

### **Un-owned Bite Animals**

1. If the animal appears to be un-owned and is at large at the time of the bite, the animal will be held for the ten (10) day quarantine period.
2. If all attempts to locate and impound a bite animal fails, an area patrol will be established to patrol the area daily. Traps will be set out to try and capture the animal. The area patrol will be under the direction of the investigating officer and will continue for two (2) weeks. The investigating officer will inform the supervisor daily and document in case notes of any progress in locating the animal. The bite victim will be apprised of our efforts to locate the animal.
3. If the un-owned bite animal is injured the animal shall be humanly euthanized and shipped for rabies testing.

### **Owned Bite Animals-Surrendered**

1. All bite animals, bodies, and specimens will be given an impound number and a bite number. All live bite animals will be placed in rabies quarantine or in a designated area assigned by the supervisor. Deceased bite animals will be placed in the refrigerator in the garage area. Specimens cannot be left in the refrigerator for more than forty-eight (48) hours without the approval of the supervisor.
2. All bite animals and specimens will be labeled in a conspicuous manner. A copy of the rabies quarantine checklist will be attached to the cage holding live animals.
3. Bite Animals with Unknown Victim - In a situation in which the division has been notified of a bite incident, but the victim has not been identified, the animal involved will be quarantined immediately and every effort will be made to locate the victim.

### **Bite Quarantine Locations Policy**

1. A bite animal may be quarantined only at one of the following facilities:
  - A. Joshua Animal Shelter
  - B. A licensed veterinarian clinic
2. Home quarantine may be approved if, the animal was current on rabies vaccination, and the animal was NOT in violation of a law at the time of the bite and the owner of the animal does not live in a multi-family residence unless the animal is a cat. The home quarantine facility must prevent the animal from having contact with humans or other animals and be secure to prevent the animal from escaping. Even if all of these provisions happen, the ability to home quarantine is still up to the discretion of the Local Rabies Control Authority.
3. Local Rabies Control Authority or their designee must observe the animal placed under home quarantine on the first and last day following the bite.

### **Bite Quarantine - Administrative Processing**

When all paperwork is completed and the animal is quarantined, file the paperwork. Documents will be retained for 5 years or until the victim's 21<sup>st</sup> birthday.

### **Shipment of Specimens for Clinical Testing**

For the protocol for shipment of specimens for laboratory examination, refer to the State Health and Safety Code and Rabies Control and Eradication Rules, 169.21.2 through 169.33.

### **Rabies Observation Notification for Victim and Owner**

#### Negative Rabies Result

1. Contact victim within 24 hours and explain results of either quarantine or specimen testing.
2. On animals clearing quarantine, explain to the victim that, since the animal has been observed by the LRCA and the animal(s) shows no signs of the rabies virus, the animal could not have transmitted rabies at the time of the bite.
3. On animals that are shipped for testing, explain to the victim that the animal was negative for rabies and the victim is in no danger.
4. Contact the owner of the animal, if known after the victim has been contacted.

#### Positive Rabies Result

1. The victim must be contacted immediately; no longer than 24 hours from positive rabies notification.
2. The victim will be given the results and instructed to contact their physician and the Department of State Health Services- Zoonotic Division immediately.
3. The investigating officer will then contact the Department of State Health Services-Zoonotic Division and give them the victim's information. The investigating officer will ask DSHS-ZD to inform Joshua Animal Services when the victim makes contact and arrangements for post-exposure vaccines.
4. Contact the owner of the animal, if known after the victim has been contacted.
5. The investigating officer will follow up with the victim 48 hours after the initial notification to ensure that the rabies post-exposure treatment has been started and to answer any further questions the victim might have.
6. The investigating officer will ensure that no other exposures to the animal occurred and close out the bite report upon completion.

### **Completed Bite Report**

A bite investigation report will be considered complete when it includes:

- Initial Bite Report
- Copies of any citations that may have been issued, attached to the bite report.
- A completed twice daily check list

### **Domestic Animals Exposed to Rabies**

These rules apply only to domestic animals that can be legally vaccinated against rabies. Consider rabies exposure if an animal had physical contact with a rabid animal, an animal suspected to be rabid, or an animal that escaped and cannot be tested for rabies.

If the exposed animal was currently vaccinated\* against rabies at the time of the exposure, it must be:

- Humanely killed; or
- Vaccinated against rabies immediately and placed in strict isolation for 45 (forty-five) days.


If the exposed animal was not currently vaccinated against rabies at the time of the exposure, it must be:

- Humanely killed; or
- Treated as follows:
  - vaccinated against rabies immediately after the exposure;
  - given a 2nd rabies vaccination 3 (three) weeks after the exposure;
  - given a 3rd rabies vaccination 8 (eight) weeks after the exposure; and
  - isolated for 90 (ninety) days from the date of exposure.

For a young animal, extra vaccinations may be needed. In this case, an animal needs to receive at least 2 (two) vaccinations at or after the minimum age recommended by the United States Department of Agriculture (USDA) for the vaccine administered.

\*current vaccinated shall mean;

- the animal must have been vaccinated according to the label recommendation of the United States Department of Agriculture (USDA) approved vaccine;
- the animal must have been vaccinated more than 30 (thirty) days prior to the bite incident; and
- the time that passed since the most recent vaccination has not been longer than the label recommendations of the vaccine.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.9 ANIMAL CRUELTY INVESTIGATION</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The public turns to the City of Joshua Animal Control when they want to report animal cruelty or neglect. Therefore, it is critical that we earn the public's trust and ensure that trust by providing a professional and effective humane compliance investigation program.

## Responsibilities

Officers assigned to an animal cruelty investigation are responsible for conducting timely and thorough investigations of all reported animal abuse, neglect, or cruelty cases. This will be accomplished through the application of the State of Texas animal cruelty statutes, the City of Joshua Code of Ordinances, and animal control policies.

ACOs will adhere to the following procedures in the processing and investigation of animal cruelty complaints to facilitate timely response and to complete and properly document a thorough investigation.

- A. Animal cruelty complaints may be documented by any animal services staff member and may be dispatched to the appropriate ACOs by, electronic mail, or telephone.
- B. The ACO will investigate all complaints of welfare/neglect.
- C. Each ACO will be responsible for handling animal cruelty complaints in the City of Joshua.
- D. Animal cruelty calls that are completed by an ACO will have a 48-hour closeout period.
  1. ACOs are responsible for ensuring that all applicable animal cruelty calls are completed and closed out within the established time limits.
  2. ACOs will ensure that scheduled follow-ups with complainants, animal owners, and witnesses are completed on a timely basis.
- E. ACOs will coordinate activities on high-profile cases with the animal services supervisor and/or the department director.
- F. When Joshua Animal Services receives copies of police reports on animal abuse investigations, the reports will be reviewed by an ACO and follow-up action taken, if requested or deemed appropriate. ACOs will respond to and assist police requests for assistance with animal cruelty incidents.
- G. Case Files: The ACO will prepare a case file for all animal cruelty complaints that have been investigated.
  1. Proper procedures will be followed in the collection and preservation of evidence as required for inclusion in case files. The assistance of outside agencies (i.e., JPD) in the collection of evidence will be requested as required.
  2. Case files will be completed on a timely basis, be concise, complete, and meet the reporting requirements of the District Attorney's Office, Justice of the Peace Court,



- Municipal Court, or District Court for all classes of misdemeanors (A, B, and C) and/or felonies.
3. ACOs will maintain a detailed statistical account of all animal cruelty cases that are filed for prosecution. This accounting should also include the results of each case when it is closed.
  4. ACOs will maintain a systematic and complete set of files on all animal cruelty calls that are investigated.
- H. Seizure of Animals: ACOs will ensure that requirements of the City, state, and federal governments are strictly followed in the seizure and impoundment of any animal.
1. ACOs will coordinate with the applicable Municipal Court judge and obtain a legal search warrant for the search and seizure of any animal.
  2. When required (i.e., hoarding cases), the assistance of other City departments/divisions, such as code compliance, will be requested.
  3. When required, the Humane Society of North Texas will be contacted to assist in the boarding of seized animals.
  4. ACOs will ensure proper procedures are followed for the humane capture and impoundment of all animals.
- I. Disposition orders for all animals impounded by ACOs will be properly completed and annotated to reflect the hold status (i.e., Animal Cruelty; Owner In Jail; Court Hearing Pending, etc.), and that animals are not to be disposed of or returned to their owner without prior coordination and approval of the ACO.
1. Special instructions will be highlighted to ensure compliance by kennel personnel.
  2. Prior approval must be received from that applicable Court or District Attorney's Office for disposal of any animal considered evidence in pending animal cruelty cases.
  3. The ACO will maintain close contact with the Court and/or District Attorney's Office regarding the disposition of impounded animals.
  4. Immediately upon release from impoundment by the Court or District Attorney's Office, the ACO will present the appropriate disposition order to the animal services supervisor and/or department director. This will allow for proper arrangements to be made for the disposition of the animal(s), based on the information annotated on the disposition order.
  5. ACO's will not give disposition instructions directly to shelter personnel.
- J. ACO Conduct: ACOs will exercise the highest standards of customer service when dealing with the public.
1. ACO will conduct daily activities in accordance with the policies and procedures of Joshua Animal Control.
  2. Communications, both oral and written, are key components to the successful completion of departmental goals.
  3. The animal services division's primary goal is to obtain voluntary compliance with City, state, and federal animal-related regulations. However, the issuance of notices of violation or misdemeanor citations for violation of the City code requiring current rabies vaccinations is appropriate and should be a standard part of each complaint investigation.

K. Communications: The importance of constant communications and coordination between ACOs, the animal services supervisor, and other shelter personnel cannot be over-emphasized.


1. Communication with both Joshua Animal Control personnel and the general public is vital to the successful completion of the animal cruelty investigation mission. So every effort must be made to ensure that all applicable personnel is kept informed on the status of ongoing animal cruelty investigations.
2. ACOs will ensure that recorded telephone messages and electronic mail messages are responded to in a timely and professional manner.

Animal Cruelty calls are part of the Joshua Animal Control mission. The escalation of certain categories of animal cruelty to the felony level has resulted in increased media coverage. It has also led to the addition of detailed requirements for the collection of evidence, statements, and case file preparation. Animal services investigators must maintain the highest professional standards in all aspects of job performance, communications, appearance, and conduct.

### **Step by Step Procedures**

1. Obtain the informant's first and last name, home address, and phone number. Many complainants will wish to remain anonymous. Explain that this may limit our investigative efforts.
2. Write the complaint/allegation concisely. If possible, get a written statement from the complainant.
3. After conducting a preliminary investigation, if the ACO believes that a complaint is justified, an Investigation Report shall be prepared and supplemented with all documents relevant to the case.
4. If a follow-up call is necessary, copies of the Investigation Report will be given to the employee to whom the complaint is assigned.
5. If the follow-up investigation determines that the responsible person has not come into compliance, the officer shall do one of the following:
  - a. Issue a citation for non-compliance.
  - b. Grant an extension of time. (This option requires advance approval of the animal services supervisor.)
  - c. Issue a 24-hour Notice to comply.
  - d. obtain a seizure warrant to remove the animal(s).
6. If the original complaint is invalid, record your findings on the investigation report and make certain to document. Be concise but provide complete information. File routinely with other service requests.
7. Whenever possible, photographs should be taken at the scene. No animals shall be impounded without the consent of the animal services supervisor.
8. All reports pertaining to the case shall be reviewed. If the supervisor feels that the evidence gathered warrants prosecution, they will arrange a consultation with the prosecuting agency.
9. All reports must contain a case number as well as all pertinent documents, and the impound number (if applicable).
10. It is important to keep the informant/complainant apprised of the progress of the case.
11. If the case goes to court, it may be necessary to subpoena the complainant to help support the case. If the investigation and its results require only our efforts and no court action takes place, the Complainant may request open records when the case is closed and request what action was taken to correct the problem.

12. Whenever an animal cruelty case is filed with the District Attorney's office, the investigating officer will inform the supervisor the same day.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.10 ISSUANCE OF CITATIONS (General)</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Most people regard a citation to appear in court to answer criminal charges as a serious reflection of their honesty and integrity. We are charging the person with a criminal act. Given the serious consequences resulting from faulty procedures, we should consider the circumstances very carefully before issuing a citation.

The issuance of a citation is not an end or objective in itself, but rather is a tool to be properly used in order to accomplish an end, quality animal control.

A citation may be issued for any violations of the City Ordinances, Municipal Code, or State law.

### **Citation Issued to the Owner or Custodian of an Animal**

- Ask for I.D.
- Verify the name and address on the driver's license or state-issued identification card.

### **Completion of Citations**

No field citations are issued at this time. All citations must be completed at the Police Department using a ticket writer. Electronic citations shall be completely filled in. All citations are printed and then mailed utilizing certified mail. Those cited must contact the Court Administrator for further instructions.

### **Voiding Citations**

If a citation needs to be voided, all voids must be completed on the ticket writer located at the police department. If dismissed a dismissal form must be completed and signed by the Assistant City Manager, Court Administrator, and the Judge. This request for dismissal does not guarantee that the prosecutor will dismiss the citation, it is just a request.

### **Refusal to Sign Citation**

The person shall be advised that a signature is not an admission of guilt, but simply a signed promise to appear and answer the charge(s). If the person still refuses to sign the citation, the officer will write, "Refused to sign" on the citation.

### **Helpful Hints for Issuing Citations**

When confronting individuals in violation of a code, ordinance, or law, use a polite and professional approach. This will generally bring about positive feelings from the beginning.

In most cases, people receiving citations are on their own property. People do not like being told what to do on their own property. A polite "Good morning or afternoon" will do. There is absolutely no call for jokes or acting in a manner that would not project a professional image.

There are situations where no amount of pleasantness or tact will make any difference and the assistance of the police department may be required. As a rule, the friendly approach has proven most effective and should be demonstrated at all times. This will help to steer clear of negative encounters. Also, the use of "Yes, sir" or "Yes, ma'am" will prove very effective. This not only shows politeness and proves to citizens that the officer considers him/her an equal, but also demonstrates a calm and respectful attitude on the part of the officer.

Always explain regulations clearly. Some people may honestly be unaware of the law, although this does not clear them of the violation. Often, people who do not understand the situation will be on the defensive and an explanation will help to ease the immediate tension.

Never, under any circumstances, should an officer be drawn into a shouting match with an irate person. Always remain calm and keep a level of authority at all times. If the individual seems to be intent on arguing, simply finish the business at hand and leave.

If a confrontation with an individual becomes threatening, the officer should not handle it alone. Leave immediately and get help. If people gather or violence is anticipated, leave and ask for advice from the supervisor. If any unusual occurrence or circumstance arises when a citation is issued, a written report regarding the aforementioned shall accompany the citation.

Citations may be written for violations of the city ordinance. (Each day is a separate violation).

**\*\*Running of Addresses-** Addresses can be run by the Joshua Police Department to locate the owner's name, date of birth, social security number, and driver's license number. Additionally, you may contact Utility Billing for resident information.

## **Causes for Citation**

### A. Failure to keep an animal under restraint at all times.

[City Code Chapter 2 (two) (City Ordinance Section 2.07.009)]

A. Citations may be written for failure to keep an animal under restraint. This applies to unrestrained dogs not secure at all times by fence or leash under the control of the owner and for cats off their owner's property. The citation should include the name of the violator, the violation, location, time of the violation, type of animal, and a complete description of the violator.

### B. Failure to provide proof of current rabies vaccination.

[City Code Chapter 2 (two) (City Ordinance 2.03.002)]

Citations may be written for failure to provide proof of rabies vaccination. If the pet owner is at home, the owner must be asked to provide proof of rabies vaccination before a citation can be issued. The owner should be provided with information on how to comply.

### C. Interference with an animal control officer. [City Code Chapter 2 (two) (City Ordinance 2.01.003)]

Citations may be written for interference with an animal control officer in the performance of their duties. The person must physically interfere by putting himself or herself between you and the animal, or by removing your leash, pole, or rope. You cannot write citations for interference because the person yelling or cursing.

D. Failure to submit an animal for rabies quarantine.

[City Code Ch 2 (two) (City Ordinance 2.03.004)]

Citations will be written for failure to submit an animal involved in a bite for rabies quarantine. When a quarantine notice is issued, the owner has twenty-four (24) hours to place the animal in an approved quarantine facility. A citation will be issued each day after the twenty-four (24) hour period has expired until the animal is placed in quarantine or surrendered for testing.

E. Failure to sterilize an adopted dog/cat

Citations will be issued if the adopter fails to provide proof of sterilization to Joshua Animal Services within fourteen (14) days of adoption. The process for puppies/kittens is fourteen (14) days after the animals reach six (6) months of age.

F. Failure to provide food, shelter, water, and/or veterinarian care.

[City Code Chapter 2 (two) (City Ordinance Section 2.1.004)]

Citations will be issued for failure to provide food, shelter, water, and/or veterinarian care. Provide animal information and instance of neglect.

G. Number of Animals.

[City Code Chapter 2 (two) (City Ordinance Section 2.01.012)]

Exceeding the maximum number of canines and/or felines at one residence will result in a citation.

Note on the citation the description of each animal (color, breed, sex) and the total number of animals on the property.

**Writing Citations**

All citations are completed by utilizing a ticket writer. Ensure that all section of the citation are completed including the following:

- A complete description of the animal
- Description of the owner
- Exactly where the violation took place
- Any threats or foul language used by the owner towards you
- Any witnesses


	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.11 BARKING COMPLAINT PROCEDURE</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The following are barking complaint procedures:

- When a barking complaint is received either by phone, in person, or through email an officer will respond by visiting with the complainant, then by attempting to make contact with the animal owner. Unless the complainant does not want to be contacted.
- When making contact with the complainant, get all pertinent information such as name, address, contact phone number, violation type, times, and occurrences. Explain procedures of checking rabies vaccinations, and explain ordinance. Explain that a time frame should be given by the complainant and will be given by ACO for the animal owner to re-educate the dog.
- After the dispatcher has taken information on the address where the barking is occurring, arrive on the scene a few houses away and the ark truck. Sit and listen for any excessive barking that may be going on from the address provided. Once completed, go to door and make contact with resident. Explain that a complaint has been filed about excessive barking. Explain to them that this is their **FIRST** warning. Give them details regarding the complaint discuss ways to solve such issues. **Never disclose who filed the complaint.** Collect information on resident and the animal. Explain the three-step process to the resident regarding excessive barking complaints.
- Go to the animal's place of residence, upon arrival note if you hear the animal barking, and how long. Attempt to make contact with the animal owner. If able to contact the owner get pertinent information, name, address, contact information, and driver's license information, and explain the noise nuisance ordinance, and procedures. Give educational material on training dogs, tips to stop barking, etc. Verify proof of current rabies vaccinations, if not current give ten (10) days to get current and provide proof. Give a reasonable amount of time to re-educate the dog. If unable to make contact with the animal owner, leave a hand notice on the door checking the appropriate boxes, and proof of rabies vaccinations within ten (10) days.
  - First complaint-Make contact with the resident either by phone or in-person. If in-person, leave a door tag.
  - Second complaint -Send resident a certified letter explaining the ordinance violation.
  - Third complaint -We require the complainant to file an affidavit at City Hall and testify in court at a later date, at which point we could issue a citation for excessive barking.

It is important to get as much information from complainant as possible on the initial call. This will give us information to try and resolve the barking issue without a citation being needed.

- Animal Services will not issue citations for violations that are not witnessed by the officer.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.12 SPAY AND NEUTER CITATION PROCEDURES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Employees will be responsible for the issuance of spay/neuter citations, the Animal Services Supervisor may assign this duty to one officer, as deemed appropriate for the sake of divisional efficiency. The protocol outlined below will be followed by whichever officer/officers have been assigned spay/neuter citation responsibilities are part of their job function.


- Animal Control Officer will compile a list of violators and their paperwork to issue said citations.
- Animal Control Officer will place one (1) courtesy call to the violator giving them a reminder of the due dates and grant a ten (10) day extension to turn the required paperwork into Joshua Animal Services
- Animal Control Officer will document any and all communications attempted and completed, with the violator.
- On the eleventh (11) day, if proof of sterilization has not been provided to the Joshua Animal Services, the officer will issue a failure to alter letter giving a ten (10) day extension to turn in the required paperwork into Joshua Animal Services will be sent to the address provided at the time of adoption.
- On the eleventh (11) day after the failure to alter letter is sent the officer will issue a citation for failure to spay/neuter and failure to provide rabies proof.
- Officers will follow the issuance of citations procedures, keeping a complete and accurate file for the City's records.
- Officers will be responsible for appearing in court as prosecution witness regarding the spay/neuter citations if called upon.



	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.13 HANDLING OF LIVESTOCK PROCEDURE</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The following are handling of livestock procedures:

- When a livestock complaint is received either by phone, in person, or through email an officer will respond by making an attempt to return the livestock to their own property.
- Check the livestock list for anyone who might own the loose livestock. If a possible match is found, try to make contact to verify.
- If the owner is found, keep a visual on the animal until the owner arrives. If necessary, assist the owner under their direction to restrain the animals.
- If no owner is located, try to restrain the animal by directing the animal to the closest field or large animal property. Inform the property owner the animals are on site. Contact the Johnson County Sheriff's office for assistance.
- Writing citations for loose livestock will be left to the officer's discretion and when applicable.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>3.14 MULTI-PET PERMITS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The City of Joshua allows a limit of five (5) cats and/or dogs per property. A citizen must apply for a Multi-Pet permit in order to house more than five (5) cats and/or dogs on their property.

### **Application Process**


- The citizen shall come down to the shelter and fill out a Multi-Pet Permit application and pay the application fee.
- An officer will then set up a time and date to go to the address to inspect the property and the animals.

### **Inspection Process**

- An officer should go out to the address listed on the application with a copy of the application and a (Multi-Pet/Kennel permit Inspection form.)
- The officer should then inspect the property and follow in instructions listed on the Multi-Pet/Kennel Permit Inspection form. (All stipulations are listed under the Code of Ordinances.
- The officer should then visit all adjoining properties and request statements for permission/denial of the Multi-Pet Permit.
- If the application and inspection pass the owner must provide proof of current rabies vaccinations, pictures and descriptions of each animal listed under the Multi-Pet Permit and the owner must pay for the permit.
- The Multi-Pet Permit must be renewed annually.
- If the Multi-Pet Permit is denied for any reason the owners must be notified in writing of the reason for denial.

# Section Four Topics: Animal Handling

- 4.1 Dog and Cat Handling
- 4.2 Field Pick-up of Deceased Animals
- 4.3 Field Handling of Sick/Injured Animal Calls
- 4.4 In-Shelter Treatment and Care for Sick/Injured Animals
- 4.5 Euthanasia Procedures and Guidelines
- 4.6 Exotic Animal Handling
- 4.7 Prohibited Animals

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.1 DOG AND CAT HANDLING</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The Joshua Animal Control mainly houses dogs and cats. The facility is not equipped to handle any type of livestock including goats, pigs, horses, cattle, and sheep.


### **Guidelines for Handling Dogs**

- Always use caution when leashing, muzzling, holding, and handling any dog in the facility.
- With the stress of shelter life, dogs can react differently in this type of environment than they would outside of the shelter. So, what its owner or the ACO impounding the animal described as a friendly dog may not hold true in a shelter environment.
- The employee should use equipment that poses the least possible risk to themselves and the animals. Dogs known to be aggressive should always be placed on a restraint pole and carefully moved throughout the shelter. The restraint pole should be tight enough to keep the dog from removing its head from the loop but not so tight as to restrict breathing or cause undue comfort for the dog.
- Other (non-aggressive) dogs being moved within the facility must be on a leash. Dogs not owned by the City of Joshua should not be allowed to run unrestrained in the back parking lot or within the facility.
- Customers will not be allowed to handle or touch any dog suspected of being aggressive.
- Overly aggressive or fractious dogs may be tranquilized before euthanasia.
- Dogs leaving the facility through adoption or reclaim must be leashed when in transit between kennels and other areas of the facility.

### **Guidelines for Handling Cats**

- The employee should always use caution when holding, restraining, crating, or handling any cat in the facility.
- Cats impounded at the shelter from cat traps will be taken into the backroom area to minimize the cat's room for escape during the transfer from the trap into the cage.
- Loose feral cats will be controlled with the use of gloves and a restraint pole.
- When a restraint pole is used on a cat, the loop must be between the legs of the cat in the midsection. No cat is to ever be restrained on a pole by the neck.
- Feral cats will be euthanized upon arrival at the shelter.

All animal bites **MUST** be reported to the bite investigator or supervisor in charge so that an Initial Bite Report can be completed, and the dog or cat can be placed in quarantine.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.2 FIELD PICK-UP FOR DECEASED ANIMALS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Always show professionalism and compassion especially in handling cases involving deceased animals.

1. Dead animals wearing tags or harboring microchips that are picked up from locations other than the owner's private property will be held for at least 72 hours or as directed by a supervisor so that the owner can be notified.
2. Upon arrival at the shelter, the officer will place tagged/micro-chipped dead animals in a black plastic bag or a label placed on the bag in the freezer. All DOA animals that are not tagged/micro-chipped, when picked up, will be placed in a black bag in the freezer. Animals requiring rabies testing will be bagged and placed in the refrigerator.
3. The ACO will search for an animal's owner information on the tag or through a microchip registry. The officer will attempt to provide the owner with notification of the animal's death and information about where the animal may be collected for disposition. If the owner indicates intent to reclaim their pet's body, all paperwork will be updated to reflect this intent to reduce the likelihood of improper disposal.
4. After transporting a dead animal, the vehicle must be disinfected before another living animal is placed inside.
5. Body bags are to be kept on each vehicle to minimize disease exposure for the officer or other animals being transported.
6. Dead animals picked up at the request of the police or fire departments, due to home fire or other events, will be held by Joshua Animal Control. The dead animal (identified by placement in a black bag) will be held for ten days after notification is left at the residence of the owner, unless a written request for disposition is received earlier from the notified owner. Animal control officers will complete an impound sheet, which will include the address where the animal was picked up and attach the information sheet to the animal. The information sheet will contain the name of the police/fire official who made the request for the pick-up. Police may assist in owner notification at the request of animal services.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.3 FIELD HANDLING OF SICK/INJURED ANIMALS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

When responding to a service call regarding an injured animal (dog, cat, or small animal), immediately upon arrival at the location, examine the animal to determine the nature and extent of the injuries. Then examine and scan the animal for identification such as rabies vaccination tags, microchips, tattoos, ear tags, etc.

## General

For any calls involving an animal with a gunshot wound inflicted by police, or any injured animal calls involving the media, the officer will immediately contact the supervisor. The veterinarian may be contacted in such circumstances to be determined by the supervisor.

## Owned Animals

- If the animal is wearing tags or a chip indicating it is owned, and the officer can identify and contact that owner, the officer/dispatcher will inform the animal's owner of the situation. If needed, the officer may transport the animal from the scene of the accident to the veterinarian clinic of the owner's choice within the city limits of Joshua, Cleburne, or Burleson.
- If the owner cannot be reached and the animal is wearing a rabies vaccination tag, the veterinarian clinic listed on the tag will be contacted and asked if they will provide treatment and care for their client's pet. The veterinarian clinic is to be told that the City of Joshua will not reimburse them for services provided; it will be up to the clinic to solicit funds from their client for services provided.
  - If the animal has a rabies vaccination tag or microchip, but the owner cannot be reached and the animal's veterinarian refuses service, the animal is to be transported to the shelter and an injured animal evaluation form must be completed. Please ensure pictures are included with the evaluation form.
  - The animal will be transported to a veterinarian for evaluation and/or treatment at the discretion of the Animal Services Supervisor.

## Ownerless Animals

If the animal has no identification, the officer should transport the animal to the shelter and complete the Injured Animal Evaluation form. Then, contact the supervisor and provide details of the injury based on the completed form. The supervisor will decide the next course of action.

## Moving Injured/Sick Animals

Animals should be restrained and placed on the animal control vehicle for transport. For safety purposes, the animal may be muzzled before being placed on the vehicle.

The officer may also use a blanket or seek help from an additional person to help safely and comfortably move the animal.


Injured/sick animals are to be handled with a restraint pole when the animal is aggressive, a muzzle cannot be applied, and no assistance to help lift/move the animal is available. If the animal is moved in this manner, the animal control officer will carry the animal from underneath its body and not by the skin of the neck or back.

### **Injured Animal Assessment**

It is important that all personnel can assess injuries and be able to determine the need for urgent veterinary care for domestic animals. Proper handling is advantageous for personal safety, ensuring comfort to the animals, and creating better public relations. An injured animal is apt to bite. Therefore, the use of gloves, blanket, muzzle, or other protective measures, together with firm but gentle handling, assures the animal that you care and are in command.

The following vital signs of injury displayed by the animal at the time of impound must be documented on the (Injured Animal Evaluation form) and relayed to the supervisor/veterinarian, as applicable:

- Capillary Refill Time - 2 seconds recover time for gums is normal and acceptable. 3 seconds is moderate; extended time beyond that may indicate severe internal/external blood loss or shock.
- Labored or open-mouthed breathing while displaying some of the other listed signs of trauma/shock
- Severe visual loss of blood in an open wound or from any orifice in/on the animal, including mouth, nose, ears, and rectum
- Compound Fractures (exposed bone)
- Vocalization of pain by the animal
- Exposed internal organs
- Severe trauma to the head. Signs can include an open skull, open or seriously damaged nasal cavity, detached or fractured jaw, mild and grand mal seizures with one of the aforementioned head injuries. Not to include signs of canine distemper.
- Lateral Recumbence- Inability to get up and no pinch reflex between toes using a hemostat can indicate severe trauma to the spine.
- Excessive involuntary eye movements from side to side or top to bottom can indicate severe trauma to the head or brain.

	<b>Joshua Animal Services</b>	
	<b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.4 IN-SHELTER TREATMENT AND CARE FOR SICK/INJURED ANIMALS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

On a daily basis, Joshua Animal Control receives animals that are in poor health, have physical injuries, or are suffering the effects of cruelty and neglect. The shelter is limited regarding the medical treatment available for these animals due to budget and liability constraints. However, this division is still responsible for ensuring that staff does everything possible to limit animals' pain and make them comfortable while in our care. The shelter does not have a veterinarian on staff but has a (so all medical treatments for these animals need to be approved by the Animal Services supervisor first.

Follow these guidelines when dealing with sick, injured, abused, or neglected animals:

#### **Sick:**

- All sick animals should be housed in the backroom or a sick room.
- The Animal Services supervisor should be informed about all sick animals upon their arrival at the shelter so that the animal's health can be checked, and a decision can be made regarding treatment or disposition of the animal.
- Owner-released animals that are known or suspected to be sick are not to be accepted. Joshua Animal Control does not euthanize for the public.
- Only the supervisor may sign off on euthanasia of severely sick animals. Animals wearing tags or microchips must be held pending notification of the owner's veterinarian or the owner for treatment options.
- If an animal that is up for adoption becomes sick, staff must immediately notify the supervisor and obtain permission for that animal to be euthanized.
- All treatments done on sick animals need to be documented on the medical sign-off sheet, recording: date, type of treatment, and the initials of the employee treating the animal.

#### **Injured:**


- Animals with minor injuries can be housed in the appropriate kennels/cages. Animals with injuries severe enough to render them unable to properly function should be housed in the backroom or a sick room.
- The attendant will provide blankets and towels to the injured animal to make the animal as comfortable as possible while in our custody.
- The Animal Services supervisor needs to be informed of the animal's status immediately upon impoundment so that they can check the animal's health and decide upon treatment or disposition.
- Owner-released animals that are injured are not to be accepted. Joshua Animal Control does not euthanize for the public.
- Only the supervisor may sign off on euthanasia for severely injured animals. Animals wearing tags or microchips must be held pending notifying the owner's veterinarian or the owner for treatment options.



- Animals that sustain injuries while in the custody of the shelter will be reported to the supervisor so that an investigation can be made into the cause of injury and so treatment or disposition decisions can be made.
- All treatments done on injured animals need to be documented on the impound sheet with the date and type of treatment, and the initials of the employee treating the animal.

### **Neglect-Cruelty:**

- Animals suffering from minor neglect will be housed in the appropriate kennels/cages. Animals suffering from severe neglect resulting in their inability to properly function should be housed in the back room or sick room.
- The attendant will provide blankets and towels to the neglected animal to make the animal as comfortable as possible while in our custody.
- The Animal Services supervisor needs immediately to be informed of the animal's status upon impoundment so that they can check the animal's health and decide upon treatment or disposition. The impounding officer will conduct an investigation related to the animal's condition and submit a report to the Supervisor.
- If an owner attempts to reclaim an animal that appears to be cruelly treated or neglected the Animal Services Supervisor must be notified before the animal is reclaimed so that appropriate investigations can be conducted and all needed information about the animal may be obtained.
- Before the release of an animal suspected of being cruelly treated or neglected the animal must first be seen by a veterinarian. The City of Joshua will be responsible for this expense.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.5 EUTHANASIA PROCEDURES AND GUIDELINES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The Joshua Animal Control is an intake facility that houses animals from within the corporate limits of Joshua. Due to intake volume, the shelter staff may euthanize animals as needed. This organization only euthanizes animals using Sodium Pentobarbital also known as Fatal-Plus by Intravenous, Intrahepatic (on cats and small mammals), or Intracardiac delivery (only when the animal is completely sedated). Euthanasia is taken seriously at the shelter. All animals, both alive and deceased, will be treated with the utmost respect and careful attention owed to any creature. The following guidelines and procedures **MUST** be followed and are not to be deviated from or changed without management approval.

### **Supplies for Lab:**

- Numbered Bottle of Fatal Plus
- 3cc, 6cc, and 10cc syringes and syringe pole
- 20, 21-, 22-, 23-, and 25-gauge needles
- Cadaver bags
- Safety glasses
- Latex gloves
- Clippers
- Microchip scanner
- Scissors
- Mop bucket, mop, trash can, & dustpan
- Leashes and muzzles
- Restraint pole
- Alcohol spray bottle
- Table
- Paper Towels

### **General Euthanasia Protocol**

- Only one animal at a time may be taken to the lab and euthanized. Employees are prohibited from removing multiple animals from cages/kennels and taking them to the lab simultaneously for euthanasia. This precaution helps protect staff from injury and protects animals from unnecessary emotional or physical trauma.
- Only staff members who are certified by the State of Texas to perform animal euthanasia or staff members whose actions are being witnessed by a euthanasia-certified Supervisor are allowed to perform euthanasia.
- Each animal's description must be verified against the Animal Impound Sheet. Any cases in which the paperwork and animal don't match will immediately be reported to the Supervisor on duty. Under no circumstances will an animal be euthanized if the animal and paperwork do not match completely.

- Each animal is moved from a kennel/cattery to the lab for euthanasia must also be scanned for a microchip before being relocated to the lab.
- Any animal with a microchip or tag will not be euthanized without the permission of the Supervisor on duty.

### **Protocol for Euthanizing Cats**

- The employee will euthanize only one cat at a time. Before the euthanasia is completed the employee will verify that all paperwork associated with the selected cat matches the description of the animal.
- After the cat is completely sedated and safe to handle, the employee will again scan for possible microchips. If no microchips or other identification are found, the employee will hold the cat by the nape of the neck, and provide a inter-cardiac injection.
- After the cat has been injected the cat will be laid back into the appropriate cage. The employee will verify the death of the cat using a stethoscope and check for any heartbeat or breathing signs.
- Once death is verified the cat will be placed in a body bag.
- Several deceased cats may be placed into the same body bag. Once the bag is tied shut, the bag will gently be placed inside the freezer for storage until time for disposal.
- The employee will then record the date of euthanasia, the reason for euthanasia, the initials of the employee euthanizing, and the bottle number found on the impound sheet.
- The Animal Control Officer will then fill out the appropriate euthanasia information in the Euthanasia Log.
- The employee will then take the euthanized animal out PetPoint.

### **Steps for Pulling & Euthanizing Dogs**

- When the employee arrives at the correct kennel, they will find the Animal Impound Sheet marked for euthanasia and match the dog to the corresponding Animal Impound Sheet description.
- The employee will put the dog on a leash or restraint pole and walk, not drag, the animal to the lab.
- Once in the lab, the employee should muzzle the dog with either a muzzle or leash. After the dog is muzzled, the employee will verify the identification with the identification written on the Animal Impound Sheet.
- After the animal identification is verified and a match is found, the attendant will again scan the animal for a microchip.
- The employee will retrieve the Xylazine and Ketamine mixture for the dog.
- Once the animal is completely sedated the dog may be given an intracardiac injection.
- After the dog has been injected with the Fatal-Plus, the dog will be moved to the side while it goes through the stages of death. Once the dog appears dead, the employee will check the heart, lungs, and eye movement with a stethoscope to verify death.
- When death is verified, any collars and/or ID tags will be removed from the dog. Then the dog will be placed inside a body bag, and the bag will be tied shut. The bag will then gently be placed inside the freezer for storage until time for disposal.
- The employee will then record the date of euthanasia, the reason for euthanasia, the amount of Fatal Plus used and/or wasted, the initials of the employee euthanizing, and the bottle number found on the Fatal Plus bottle that is being used.

- The employee will then fill out the appropriate euthanasia information in the Impound sheet the Animal Control Supervisor will record the information in the Euthanasia Log.
- The employee will then take the euthanized animal out of PetPoint.

### **Steps for Euthanizing Wildlife**


- Wildlife may be sedated inside of the carrier or cage, using a syringe pole, before they are handled.
- If the animal is sedated, the employee will remove the animal from the cage or carrier and inject Fatal-Plus using the intracardiac method of euthanasia. Wildlife may also be euthanized in the carrier or cage with Fatal-Plus and the syringe pole.
- Euthanizing Exotic Animals: Before euthanizing any exotic animal, the employee must seek assistance and guidance from the Animal Services Supervisor.

### **Euthanizing Exotic Animals**

Before euthanizing any exotic animal, the employee must seek assistance and guidance from the Animal Services Supervisor.

### **Disposal of Dead Animals**

- On Monday and Thursday mornings (or whenever the solid waste contractor is scheduled to service the dumpster), the animals which have been inside the freezer will be moved to the dumpster on the edge of the back parking lot.
- If the outside trash dumpster has not been emptied by the waste company by 1:00 p.m., the employees will alert the Supervisor so that the company may be called to service the dumpster.
- A disposal company may be utilized at the Shelter Managers discretion.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.6 EXOTIC ANIMAL HANDLING</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

The Joshua Animal Shelter houses many types of exotic animals. Exotic animals can include fowl, reptiles, rodents, and many types of wildlife. Employees must be proficient in handling many varieties of animals, always be extremely cautious, and be willing to seek assistance or guidance with handling unfamiliar or dangerous animals.

The following are guidelines for handling different types of exotic animals. This is not an exhaustive list of all types of animals officers may encounter, so seek assistance from the Animal Services Supervisor if you have any questions about animal handling.

### **Fowl**

- Fowl shall be given an impound sheet and number.
- Fowl should be housed in the back room.

### **Reptiles**

- Reptiles shall be given an impound sheet and number.
- Non-venomous reptiles should be housed in the backroom. A lock must be placed on the cage/enclosure to prevent escape or theft.
- Venomous reptiles will be left in the cage or enclosure in which they entered the facility, as long as the enclosure is escape-proof. If it is not escape-proof, see the Supervisor on duty for other alternatives. No employee should handle a venomous reptile.

### **Rodents**


- Rodents shall be given an impound sheet and number.
- Rodents should be housed in the cage or enclosure in which they entered the facility, as long as the enclosure is escape-proof. If it is not escape-proof, see the Supervisor on duty for other alternatives.

### **Wildlife**

Wildlife that has had contact with humans, dogs, cats, or ferrets are considered “exposure” animals. Wildlife animals that have had no such contact are considered “non-exposure” animals.

- Wildlife shall be given an impound sheet and number, except captured skunks, which must immediately be euthanized.
- Non-exposure, healthy wildlife shall be relocated. An Animal Control Officer will transport the wildlife for relocation.


- Exposure animals or sick, non-exposure wildlife will immediately be euthanized. Exposure cases will be placed in the refrigerator in the lab for shipment and rabies testing. Sick, non-exposure wildlife cases will be placed in the freezer.
- Raccoons should not be left in carriers for any extended period.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.7 PROHIBITED ANIMALS</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

According to State law, all native wild animals, birds, and reptiles are the property of the State of Texas.

#### **Return of Wild Animals to Owner**

- Wild animals are prohibited in the City of Joshua.
- If the owner of the wild animal lives in the unincorporated Johnson/Tarrant County please refer to Texas State Law.

	<b>Joshua Animal Services</b> <b>STANDARD OPERATING PROCEDURES</b>	
	<b>4.8 RESCUE/TRANSFER PROCEDURES</b>	
	Origination Date: July 18, 2022 Revision Date:	Approved by: Amber Bransom

Joshua Animal Control seeks to establish business partnerships with animal Rescue groups and Placement Partners to facilitate the transfer of animals that enter the facility. This policy and procedure are for approved organized animal placement organizations to transfer selected animals from Joshua Animal Control.

Joshua Animal Control and volunteers share the values of professionalism, responsibility, compassion, commitment, integrity, and accountability with our community partners. These values are exhibited through:

- Providing animal care services that minimize fear, pain stress, and suffering to animals in and out of the shelter.
- Providing safe and healthy human-animal interactions.
- Providing humane, efficient, high-quality care of animals in our shelter.
- Promoting responsible pet ownership including vaccinations, microchipping, and spaying/neutering.
- Promoting compassion toward animals in and out of the shelter.

## PROCEDURES

All animals entering the shelter will be evaluated during the hold period before being placed for adoption or selected for rescue placement. Characteristics of the animal should be carefully evaluated including but not limited to:

- Temperament – submission, fear, aggression, dominance, etc.
- Behavior – discomfort/distress, lack of manners, walks on a leash, clean in a kennel, quiet, etc.
- Signs of Illness or Disease – a skin condition, discharge from eyes & nose, coughing, etc.
- Signs of injury – lameness, limping, pain when touched, etc.
- Pregnant/ Nursing
- Senior/elderly
- Not thriving in a shelter environment

Staff is responsible for sharing information with management before placing an animal with a rescue.

The Animal Services Manager or designee will identify those animals deemed appropriate for rescue/placement. Decisions will be based upon any/all of the following factors:

- Health Status
- Temperament/behavior
- Age
- Space Availability



- Breed
- Other factors deemed appropriate

The Animal Services Manager or designee has the final authority on approving or authorizing the placement of animals with an animal rescue/placement organization.

The Animal Services Manager or designee has the final authority to determine which animals are available for rescue/placement.

Animals that have completed their hold period but are not candidates for public adoption through the Joshua Animal Control Services due to medical/ or behavioral conditions may be eligible for placement in rescue providing that the animal:

- Does not have a medical condition deemed to pose a significant risk to public health
- Does not have a behavioral condition deemed to pose a significant risk to public safety
- Does not have medical and/or behavioral conditions that significantly compromise the animals quality of life

Animals still within a holding period may be fostered by a rescue group if the animal is injured; too young, too sick, or exhibiting behaviors such that they should not remain in the shelter for the duration of the holding period are candidates for such placement.

Any animal that is transferred before the holding period is over will remain the property of the Joshua Animal Control until that period is over and at that time the animal will be transferred to the rescue for placement.

Approved animal rescue/placement organizations may not pull animals for other organizations unless the organization has been approved by the Animal Services Manager or designee.

The Animal Services Manager or designee has the discretionary authority to waive the holding period if applicable on a case by case basis.

If an animal is placed in rescue before the holding period is up, the animal will remain property of the City of Joshua until the holding period is over, at the end of that time it will become the property of the rescue group.

The City of Joshua will not be responsible for any financial debt incurred by the rescue group for the treatment of an animal.

#### Required Paperwork for Rescue/Placement Groups

- A completed rescue application form is required. Any applications that are not signed or that are illegible will not be considered.
- A copy of the organization's 501(c)(3) status or veterinary business license is required, however, the Manager or designee has a right to waive this requirement for rescues in good standing.
- The following information shall be collected and recorded for each rescue/placement partner organization annually or when changes occur.

- Name of Organization
- A valid government-issued ID is required at the time the animal is picked up
- Breed or species typically rescued by the organization
- Physical Address
- Mailing address if different from physical address
- Type of organization
- List of animal shelters that they are currently approved to pull from
- List of veterinarians that they use for their animals
- Type of housing provided for the animals (foster home, boarding facility, etc.)

Shelter staff will not release an animal until all applicable documentation has been completed and approved by the Animal Services Manager or designee.

There will be no charge for animals rescued from the Joshua Animal Control by approved animal rescued groups.

The approved rescue group is responsible for the spay/neuter of the animals released to their care and providing proof of spay/neuter to Joshua Animal Control.

Joshua Animal Control cannot guarantee the health of the animal or be responsible for any illness transmitted to other animals in the care of the rescue.

Joshua Animal Control has the right to visit and/or inspect any rescue at any time.

Failure to adhere to these procedures may result in the termination of this agreement.

When an animal is selected/approved for placement with rescue, the kennel shall be marked with “Tagged by Rescue”.

An animal will not be “Tagged” until the Rescue has confirmed that they are picking up the animal.

Placement with Rescue will be processed in PetPoint as a Transfer and a Rescue Sterilization Agreement will be signed by an agent of the Rescue prior to removing the animal from the Shelter.

The goal of the Shelter is to find suitable, loving homes for pets. An approved adoption will almost always take precedence over placement with Rescue. If an adoption application should be submitted on an animal that is “Tagged” by rescue, notify the Animal Services Manager as soon as possible to determine the best disposition for the animal.

## **CONDUCT**

Animal Services staff will convey respectfulness toward rescue/placement organization representatives.

Rescue/placement organization representatives may not interfere with staff or customers while conducting shelter business.

Any grievances or concerns shall be directed to the Animal Services Manager or designee.

Rescue/placement organization privileges may be suspended for non-compliance with any section of this policy.

# Section Five: Forms

## **Applications & Permits**















- 5.1 Multi-Pet Application and Permit
- 5.2 Breeder Application and Permit
- 5.3 Dangerous Dog Application and Permit
- 5.4 Rescue Application and Permit
- 5.5 Beekeeping Application and Permit
- 5.6 Guard Dog Application and Permit
- 5.7 Temporary Animal Application and Permit

## **Miscellaneous Forms & Letters**

- 5.8 Reclaim Warning Letter
- 5.9 Adoption Warning Letter
- 5.10 Owner Surrender
- 5.11 Quarantine Observation
- 5.12 Bite Victim Affirmation
- 5.13 Trial Adoption Waiver
- 5.14 Call Log
- 5.15 Cleaning Schedule

## **Internal Forms**

- 5.16 Time Sheet
- 5.17 Time Off Request
- 5.18 Incident Report

<b>Applications &amp; Permits</b>			
 Multi-Pet Permit 2022 (PDF).pdf	Breeder Permit  TBD	Dangerous Dog Application  TBD	Dangerous Dog Permit  TBD
Rescue Permit & Application  TBD	 Beekeeping-Permit-A pplication - COJ.pdf	Guard Dog Application  TBD	Guard Dog Permit  TBD
 City of Joshua Temporary Animal Pe			
<b>Miscellaneous Forms &amp; Letters</b>			
 Reclaim Warning Letter.docx	 Adoption Warning Letter.docx	 Owner Surrender 07.2022.pdf	 Quarantine Observation.pdf
 Animal Bite Victim Affirmation 03-2022.p	 Trial Adoption Waiver.pdf	 Call Log.pdf	 Cleaning Schedule.xlsx
<b>Internal Forms</b>			
 City of Joshua Time Sheet .xlsx	 Time Off Request.pdf	 Incident Report 04.2021.pdf	