



Truth or Consequences
Animal Shelter
& Animal Control Officer

Standard Operating Procedures

(Effective September 12, 2018

as approved by T or C

Board of Commissioners)

Mission Statement—Animal Shelter

It is the mission of Truth or Consequences Animal Shelter to:

- ❖ Provide a safe and healthy environment for abandoned and temporarily homeless dogs and cats until they can be placed in permanent caring homes.**

- ❖ Provide education on effective methods for reducing pet overpopulation, including spay/neuter and the advantages of choosing a shelter pet over breeding or buying.**

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Mission Statement—Animal Control Officers

It is the mission of Truth or Consequences Animal Control Officers to:

- ❖ Encourage responsible pet care and pet ownership while enforcing the laws for the protection and control of animals and the protection of the public.**

General Policies

Humane Handling:

Animals shall be handled in a humane manner at all times. They should not be subjected to physical force other than as may be required in restraining the animal for safety of humans and/or animals.

Housing of Animals:

1. Always when possible, animals should be separated as follows:
 - a. Puppies from adult animals
 - b. Males from females, unless part of the litter
 - c. Aggressive animals from all others
 - d. Nursing mothers and their litters from all others
 - e. Puppies of different litters
2. Animals under quarantine for dangerous and/or any disease must be kept separate, without contact, from all other animals and clearly marked as such inside and outside the shelter building.
3. Persons in charge of caring for housed animals should see that all food and watering containers are kept clean, food is available at all times to puppies under six months of age and that fresh water is available to every animal at all times. Puppies under six weeks should be provided with soft food. All animals should be fed at least once daily, preferably twice daily.
4. No person shall allow an animal to come into contact with chemicals, cleaning agents, or other potentially toxic or dangerous substance.

Sick or Injured Animals:

When a sick or injured animal is picked up every precaution will be taken when moving or transporting the animal not to compound its condition. A veterinarian or employee may need to check any sick or injured animals.

Confidential Information:

No one should reveal personal or other sensitive information to any unauthorized person.

Intake of dogs due to owner surrender

An accurate and consistent record keeping and tracking of all dogs housed at Truth or Consequences Animal Shelter are essential for overall control, evaluation and management. In addition to the required actions for intake of all dogs, the following are to apply in situations when dogs are surrendered by their owners.

Owner Surrenders:

Dogs surrendered by their owners are accepted at all times at the shelter. The Shelter does not perform euthanasia for citizens requesting it for their pets. Callers are referred to their veterinarian.

Owner Surrender Form:

Every individual surrendering a dog must sign a statement that they are the rightful owner of the dog and that ownership of the dog is relinquished to Truth or Consequences Animal Shelter. In every case, staff must ask the person to sign the form. The surrender form also attests to the knowledge of the individual as to whether the dog has bitten a human or other animal within ten days of surrender. Further, the form shall disclose all of the known illnesses that the dog has ever had.

Individuals surrendering their dogs must attest, by signing the owner surrender form that they understand relinquishment is final and the dog will not be returned to them. Owners should be informed that the dog will be eligible for transfer to an approved adoption or rescue agency, or euthanasia, after the holding period from the date the dog is surrendered.

Personal Property:

Any toys, blankets, collars, etc. that are brought in with the dog become the personal property associated with the animal, and should be recorded on the information form. The dog may feel more comfortable when he has something with him that he recognizes by smell. If the dog is subsequently transferred to approve adoption or rescue organization, those possessions are to be kept with the animal, if possible.

Vaccination/Health Information:

If the individual surrendering the dog has vaccination and/or health information, that information is made available to the Truth or Consequences Animal Shelter at the time of the dog's acceptance and entry to the shelter and placed in the dogs file. If no health and/or vaccination information is available the surrendered dog upon arrival receives that standard vaccinations and preventative care as set forth in policies and deemed appropriate by the Animal Control Officer or a consulting veterinarian or manger.

Kennel:

Place the dog in an appropriate kennel with a bowl of fresh water and food. Nursing mothers and their young are housed together. Puppies from the same litter may be housed together at the discretion of the Animal Shelter personnel.

Shelter Identification:

Each animal is assigned an intake number. The intake number is recorded on all applicable documentation (animal Information form Kennel card paper etc.).

Processing Paperwork:

Make sure that all information is recorded appropriately as follows:

1. Log Sheet:

Every animal that is surrendered should be entered onto the log Sheet

2. Animal Information form:

The intake of all animals is handled on the animal information form. We shall document all available information on the animal information form. The animal information form is placed in a folder marked with the animal's name and intake number.

3. Kennel Card Paper:

Kennel Card paper are filled out and attached to the front of each kennel.

Intake of Stray Dogs

Accurate and consistent record keeping and tracking of all stray dogs housed at the Truth or Consequences Animal Shelter are essential for overall control, evaluation and management of animals and possible identification by owners. In addition to the required actions for intake of all dogs, the following apply in situations when a dog is designated a stray.

Strays:

Dogs designated and identified as strays are accepted into the Shelter. Any individual turning in a stray dog must be informed of the possibility of euthanasia after a period of one month when a stray or found dog is surrendered

Secure Dog:

Immediately secure the dog in a cage, kennel or on a leash prior to initial inspection, and follow handling procedures specific to dangerous or injured dogs when applicable. Place the dog in an appropriate kennel with a bowl of fresh food and water. Nursing mothers and their young are housed together. Puppies' from the same litter are housed together, at the discretion of the Animal Shelter personnel.

Check for Identification:

Check for any identification, such as ID tag, or rabies tag, license. Check the dog for branding, and ears and inner thighs for tattoos. Check for a microchip using the scanner. Remove the collar if applicable and check of identification information on its underside. Check the lost and found log to determine if the animal was reported missing. If there is a match, follow the policies under the lost and found.

Document Information:

Document all information that is found on the dog including the date and where found breed color type sex tag and/or microchip number and the color of the collar on the animal information form.

Initial Observations and Evaluation:

An initial observation and evaluation is performed on the dog by animal control officer or qualified trained staff, to assess for temperament and recorded on the initial Observation and evaluation form.

Physically inspect the dog and document the physical description in the appropriate areas on the animal information form. Any injuries or symptoms illness are to be documented. Additionally, document any behavior problems or observations relayed by any citizens or officials if applicable. If a dog shows signs of severe abuse, it is brought to the attention of the Truth or Consequences Animal Control Officer. Any observable behavior that required special handling on the kennel card paper. If illness or injury is noted, state law mandates that the animal has be examined by a veterinarian.

Shelter Identification:

Each dog is assigned an intake number. The intake number is recorded on all applicable documentation (Animal information form, kennel card paper, etc.).

Processing Paperwork:

Make sure that all information on the dogs is recorded appropriately on the animal intake form and the kennel card paper and in the dog's file.

Log Sheet:

Every dog that is surrendered to Truth or Consequences Animal Shelter has to have an intake form filled out upon arrival by shelter personnel or Animal Control Officer.

Animal Information Form:

The intake of all dogs is handled on the animal information form. Document all available information on the animal information form. The animal information form is place in a folder marked with the dog's name and intake number.

Kennel Card Paper:

Kennel card paper is filled out and attached to the kennel.

Medical Care of Dogs

In order to prevent the spread of disease and to provide dogs with the basic medical care while in the control and custody of the Truth or Consequences Animal Shelter, dogs are inoculated against certain diseases upon entry into the shelter. They are also provided medical treatment as deemed reasonable and necessary on a case-by-case basis.

Medical Record:

Beginning with the entry into the shelter, a medical record is maintained for all dogs including information on inoculations and de-worming. This information serve as a complete record of the medical history of the dogs while housed at the shelter. The medical record is kept in the file with the dog names and intake number and is made available to approved adoption or rescue organizations or regulatory agencies. It stays with the dog whether he's returned to his owner or transferred to the custody of an approved adoption or rescue organization. The Shelter is to keep a copy of the animal's record.

Medication Card:

A brightly colored note on the kennel card paper identifies the dogs receiving medical treatment at the shelter. Such treatment could include medications of an ear infection or a skin disorder. This information is recorded by staff for each time the animal is treated.

Vaccinations within Entry:

All healthy dogs over six weeks of age are vaccinated within arrival at the shelter.

Change in Medications:

Any switch or change in medication for any dog requires the prior approval of the animal shelter personal or a consulted veterinarian.

Administration of Medications:

Medication may be administered in pill, injectable or liquid form with proper training of administration of such medications.

Illness:

Animals should be monitored for signs and symptoms of acute or chronic illness requiring additional medical treatment including but not limited to vaccinations and parasite control. Medical treatment can be administered at the discretion of the ACO or consulting veterinarian. If it is not possible to administer either required or recommended medical treatment without harm to human or animal, staff should contact the consulting veterinarian for evaluation, assistance and guidance.

Cleaning Dog Kennels

Not only does a thorough and effective cleaning of the Shelter prevent the spread of communicable diseases, but it creates a better environment for animals' staff and visitors. Animals enter the shelter from different locations with unknown medical histories and varied past exposure to disease. Cleaning dog kennels correctly ensures a healthy, less stressful stay.

The kennels and/or cages must be cleaned and disinfected at least once daily, preferably in the morning, or most frequently, as needed. The products used in cleaning should be determined by the Animal Shelter and explained to all employees participating in the cleaning.

No one should allow an animal to be hosed down either directly or indirectly, except as prescribed as treatment.

Remove Dog from inside Kennel:

Open the kennel door and let the dog into the outside kennel, and then close the door.

Remove all blankets and toys:

Place all blankets in a laundry basket and place all toys by the sink to be washed and disinfected, if applicable.

Remove all food and water dishes:

Remove all food and water bowls and wash them.

Remove Solid Waste:

Rid the kennel of all solid waste, such as feces, clumps of hair and dry food on the floor and place the waste in a lined trash can.

Spray the Kennel with Water:

Thoroughly spray the entire kennel with plain water including the walls, floors, Kennel beds, and all sides of the kennel wires, including the doors, hinges and Latches in order to remove any remaining urine or feces.

Clean the Kennel with Disinfectant:

Thoroughly spray the entire kennel area with the disinfectant including the walls and floors and all sides of the kennel wires including the doors hinges and latches the disinfectant must remain on all surfaces for 10-15 minutes.

Scrub the floor and walls and front gates of each pen with a stiff brush after the disinfectant has set a minimum of 10 minutes

Thoroughly rinse the entire kennel with water to remove any remaining disinfectant. Dry the floor as much as possible using a large squeegee.

Wash Dishes and Toys:

Wash the dishes and any toys using the small scrub brush separately designated for dishes thoroughly rinse with plain hot water and place in the dish rack to air dry.

Blankets. Pads:

Place a clean blanket in the clean kennel.

Fresh Water:

Place a clean water bowl in the kennel and fresh water in the bowl.

Food Dishes, Treats, Toys:

Place the food bowl in the kennel. For feeding instructions, please refer to the section of feeding dogs in the general policies.

Bring Dog Back In:

After the kennel has dried, open the kennel door to allow the leashed dog inside the kennel. Dogs shall be placed in the outside area only long enough to properly clean.

Clean Outside Runs and Yard:

The same procedures shall be used to clean the outside areas of the pens.

Lost and Found

It is the goal of the Truth or Consequences Animal Shelter to return all strays entering the shelter to their owners. Shelter staff and animal control also provide assistance to those who have lost pets or to individuals who have found animals. A lost and found log has been developed so that shelter personnel can record the animal missing or found in the direct to the rightful owner.

“Lost” and “found” Forms:

The description and the name of the animal, date lost or found, location where the animal was lost or found, and any forms of identification are important factors used for matching animals. Information received on every lost or found animal is posted on a lost and found log and placed on the lost and found clipboard.

Calls from citizens reporting lost animals:

- When an individual calls or visits the shelter to report a lost animal, Staff obtains as much detailed information as possible. Animal intake forms and found log and other available sources are promptly checked.

- If a lost animal matches a found form the person is given the name of the individual holding the animal, unless the shelter was given alternative instructions. If the description of the lost animal matches an animal currently at the shelter staff informs the individual of the process involved in returning animals to owners and indicates on the animal intake form the name address and telephone number of the potential owner and data of communication.
- If no match is made, the staff will encourage the individual to report the lost animal to other area shelters, to post signs in the neighborhood where the animal was lost, to advertise in his local newspaper, to frequently scout the area and to talk to neighbors.

Returning lost animals to their owners:

- If a match is made where a stray animal is suspected as being a reported lost animal, the potential owner is to be called immediately and informed of the process involved in returning the animal.
- Persons claiming a stray animal as their own must provide evidence of ownership, such as a bill of purchase or adoption; pictures that document ownership over time, (i.e. puppy through adult pictures); proof of current rabies vaccination and licensing; medical records; and/or other documentation or proof of ownership acceptable to the Animal Shelter personnel. If an owner has no proof of current rabies vaccine the owner must pay for a rabies vaccination.
- Owners claiming a stray animal as their own will have to pay applicable fees incurred in the care of the animal, including for any vaccinations or medical treatment
- The owner's name address and telephone number and the date of return or attempted contact are to be noted on the animal intake form.

Calls from Citizens Reporting Found Animals

- When an individual calls or visits the shelter to report a found animal, shelter staff obtain as much detailed information as possible. It is vitally important to know exactly where the animal was found. Lost forms are immediately checked.
- If a match is made, the potential owner of the animal is immediately notified, and given the name and telephone number of the individual holding his animal.
- If no match is made, staff will encourage the person to report the found animal to area shelters, to post signs in the area the animal was found, advertise in a local newspaper.

Shelter Operations

Section 1: Objective:

To familiarize officers with proper operations and duties at the facility designated for holding of animals while in the custody of the city. The term “shelter” should be understood to mean Truth or Consequences Animal Shelter Located at 1101 cedar St.

Section 2: Purpose:

To set uniform standards and give detailed instructions for every phase of operations.

Section 3: Impound Records:

It is imperative that records be maintained for all impounded animals regardless of the speculated disposition of the animal. These records must be as complete as possible and should be used to record any and all details no matter how minute. There could be eight golden retriever mix dogs in custody at any given time and without details, the wrong animal could be euthanized or adopted out by mistake.

The impounding ACO is responsible for noting all incoming information on the impound record.

The person releasing a claimed animal is responsible for verification of rabies vaccination information, collection of applicable fees, and complete and accurate owner information and signature.

Section 4: Physical Examination:

1. All animals brought into the Truth or Consequences Animal Shelter should be checked for any indications of illness or injury.
2. All animals should be checked for weather related conditions as well as any condition which may have occurred during pre-impoundment, impoundment or animal transfer.
3. The animal’s condition should be noted in detailed on impound records by the admitting officer.
4. Any serious potentially life-threatening condition should be reported immediately to the Shelter personal who will determine the need for emergency veterinary care or euthanasia.
5. Further detailed information on diseases and emergency care may be found in the section on injured or ill animals.

Section 5: Injured Animals:

1. Place in isolation area when a cage or run is available.

2. Give necessary first aid only.
If further treatment is thought to be required, notify the director.
3. If no room is available in isolation area, place the animal in a suitable cage or run as far away from other animals as possible to reduce further stress and injury. Limiting available space for an injured animal sometimes helps to reduce the possibility of further aggravation to the sight of the injury.

Section 6: Animals Exhibiting Signs of Illness:

1. Any animal with symptoms of illness should be assumed contagious until or unless otherwise determined by a veterinarian or the Shelter personnel.
2. Place in isolation area.
3. Give necessary first aid only. If further treatment is thought to be required notify the Animal Control Manger.
4. If no room is available in the isolation area, place the animal in a temporary portable kennel, away from any other animals and notify the Animal Control Manger.
5. At no time should any animals that appears to be I'll be placed in the same cage or kennel with otherwise healthy animals.

Section 7: Quarantine Impoundments:

1. Any animal impounded or otherwise admitted for rabies quarantine, should be assumed to be capable of shedding the virus and therefore handled only by staff members having already received pre-exposure inoculations.
2. Rabies suspects should always be given priority in the isolation area.
3. If a rabies suspect is to be euthanized for testing, that animal should be treated the same as a quarantined animal until euthanized and prepared for shipment.
4. Injuries or symptoms of illness should be noted on the impound records by the admitting officer. Such conditions should be reported to Shelter personal immediately.
5. Shelter personnel should be informed of any animal placed in rabies quarantine.

Section 8: Aggressive Animals:

1. If, on observance, any dog or cat appears aggressive or likely to bite (as in the case of a "fear-biter"), the cage or run should be clearly marked as containing a "Will Bite" animal. In making this determination, consider the animal's behavior in general and base your findings on how the animal may react to others, not just yourself.
2. Any dogs in isolation/quarantine that appears extremely aggressive or is in a cage or run marked "will bite", shall be handled with a control pole. If necessary call for assistance.

3. Any cat which appears “flighty or aggressive”, or is in a cage marked “will bite”, shall be handled with a control pole, cat tongs or gauntlet gloves. If necessary, call for assistance.
4. Any bite or scratch occurring to staff or visitors by an animal shall be reported to the shelter personal immediately.

Section 9: Care and Feeding of Quarantined or Isolated Animals:

1. Animals in isolation/quarantine shall be fed and cared for in the same manner as all other animals, but special precautions must be observed.
2. No visitors will enter the isolation room at any time without an authorized staff member present.
3. Personnel shall clean all cages, run and food and water dishes at least once daily. Clean again if necessary.
4. Animals should be observed daily for any change that may indicate illness or injury. Note such changes on the daily check list.
5. Any special dietary requirements shall be clearly noted on the animal’s impound record. Special feeding may be ordered by a veterinarian or the shelter personal. Suggestions for special feeding may be made to the shelter personal or by any staff member.
6. Any bedding, bowls, shelter or other items removed from an isolation run or cage shall be kept separate from those used for the general population.

Section 10: Impound Release procedures:

- A. All animals taken into custody of Truth or Consequences Animal Shelter, regardless of the length of time of such custody or the method by which the animal came into said custody, will have a “record of impound” completed including, but not limited to, the following criteria;
 - a. Date of impoundment
 - b. Time of impoundment
 - c. Location where animal was first observed and/or contained.
 - d. Identification of animal control officer responsible for the containment.
 - e. Cage/Run number where animal is place and impound number
 - f. Signature of person receiving animal into custody
 - g. Complete description of the animal including;
 - Color
 - Breed/breeds if known
 - If breed cannot be determined, approximate size, weight, etc.
 - Length of hair coat
 - Unusual markings
 - Collar or harness
 - Tags if present with all information available

- Any other information which might identify the animal.
- h. All impound records will be completed on forms prescribed and provided by animal shelter personnel.

B. No animal(s) should be released from city custody without written approval from the animal shelter personnel.

C. All animals released from custody of the city regardless of the reason for such release or the final disposition of the animal should have the following criteria noted on the animal's impoundment record;

1. Date of release
2. Time of the release
3. Signature of the shelter employee authorizing the release
4. Appropriate impound fees
5. Appropriate boarding fees
6. Rabies vaccination information
 - a. Current , or
 - b. Date of vaccination before release, or
 - c. Notation of RV not require and reason for same, or
 - d. Date by which vaccination must be given
7. License fee information
 - a. Current, or
 - b. Fee charged for new license issued
8. If released for adoption it must be so noted in release information area, with signature of ACO or shelter personnel authorizing said release.
9. If released to an owner, all owner information must be completed including;
 - a. Owner's name
 - b. Owner's address
 - c. Owner's phone numbers
 - d. Signature of person accepting physical custody of the animal
10. If released for euthanasia it must be so noted in release information area, with signature of ACO or Shelter personnel said euthanasia.

Animals that are released for adoption shall be placed only under the following criteria:

1. To a private citizen through a city adoption when all forms are completed and fees have been paid.
2. To an authorized, legitimate humane or rescue organization, upon the signature of the person assuming custody on that organization's behalf.

After all attempts have been make and exhausted to find placement for an unclaimed animal, the shelter personal should be responsible for scheduling that animal for euthanasia. Any animal that has been scheduled for euthanasia by the shelter personnel should not be made available for placement after that time, and only the shelter personnel can reverse the order to euthanize.

There will be no exceptions to this order. The shelter personnel should appoint an employee to schedule euthanasia whenever the shelter personnel will be absent.

Section 11: Cat Room:

All cats impounded or brought into the shelter should be housed in a form separate from the dogs with the exception that young puppies or very small dogs may be housed in the same room

Cleaning of Cat Room

1. Close doors and windows.
2. Remove cat(s) and place in clean cage.
3. Be sure to move the cage number with the animal.
4. Remove bowl, dump contents into trash scrape to remove as much litter and waste as possible, then stack for washing.
5. Remove litter pan, dump contents into trash, scrape to remove as much litter and waste as possible, then stack for washing.
6. Discard newspaper.
7. Remove any remaining materials or spilled litter.
8. Spray with cleaning solution.
9. Thoroughly wipe down top, back and sides discarding paper towels as necessary. Repeat until clean, dry and no residue remains.
10. Wipe down or wash doors, latches and outer edges of cage.
11. Couple days a week only, wipe inside of cage with bleach solution and dry it. Bleach any cage that has contained an animal suspected of being sick.
12. Keep all litter pans, bowls or any other items from a cage of a suspected sick animal separate from those used for the general population.
13. Place fresh newspaper in cage.
14. Place one scoop of litter in clean litter pan and place at back of cage.
15. Place one cup of cat food $\frac{1}{2}$ of the food bowl. Add slightly more if more than one cat occupies the cage. Fill the second half of the food bowl with fresh water. Place the bowl inside the cage to one side.
16. Continue until all cages have been cleaned.
17. Vacant cages shall be kept clean and ready for occupancy at all times.
18. Any accumulation of feces or urine in litter pan, or on newspaper, shall be cleaned as necessary to keep the cat room clean and odor free.
19. Cats shall have clean water at all times.
20. Cats shall only be fed once a day.
21. Any addition animals housed in the cat room shall be cleaned and maintained as necessary.

Sweep and wipe all surface areas including floors and counter and sanitize as needed.

Remove trash container and empty contents into dumpster.

Replace trash can liner.

Refill litter can and food can as needed.

Notify secretary when less than 4 bags of litter, or 4 bags of cat food, remain.

Female employees should not handle litter pans if pregnant or a possibility of pregnancy exists. If you believe you could be pregnant, ask the Shelter personal for re-assignment.

Handle cats slowly and carefully to prevent startling them. Report any bite or scratch immediately. Wild cats should be handle with gauntlet gloves, cat tongs or a control pole. Difficult cats may require assistance. Do not hesitate to ask the shelter personnel for help.

Should a cat escape, remain calm and get any necessary assistance to help re-capture.

All cat food bowls and litter pans are to be thoroughly washed and sanitized before re-use.

Report any ill or injured cat, or any change in behavior or condition, as soon as possible.

Officer Conduct

Section 1: General Conduct on Duty

Animal Control officers must always be prepared to act whenever circumstances indicate their services are required. Animal Control Officers will respond without delay to all calls for assistance from citizens, police officers, and other city employees other jurisdictions (mutual aid agreements) and other Animal Control Officers in Accordance with set priorities for the nature of the call. No officer may refuse to answer a call unless unusual circumstances exist, and then only with the approval of the Chief of Police.

Truth or Consequences Animal Control Officers shall take appropriate actions to

- A. Protect the health and Safety of the Public.
- B. Protect the health and safety of all animals.
- C. Enforce all federal, state and local laws and ordinances with regard to animals and animal related issues.

Duty hours will be assigned and approved by the Chief of Police. Officers are expected to work their regular duty hours unless arrangements have been approved by the supervisor and in accordance with the rules for employees set forth in the City of Truth or Consequences personnel policies and procedures manual. Supervisors have the authority to call any officer back to duty, regardless of the regular hours assigned.

While on duty, officers are expected to devote their entire time and attention to the business of the department and refrain from excessive personal phone calls, visits from friends or family (except while on break or lunch periods) and personal correspondence.

Officers shall refrain from using obscene, indecent profane, harsh, or inappropriate language in the presence of, or on the phone with, any citizen regardless of any provocation that might occur.

Officers shall maintain a calm, businesslike atmosphere in all county offices at all times, and must keep in mind that others may be working or meeting nearby. Unnecessary boisterous behavior, speech and laughter will not be tolerated. Nor will emotional outbursts of any kind.

Disputes or disagreements between employees of any level should be taken behind closed doors, with a supervisor present if the situation warrants.

Section 2: Personal Conduct on Duty:

Animal Control Officers are expected to conduct themselves as professionals at all times when dealing with the public.

- A. No Officer shall engage in any personal conduct that could result in justified unfavorable criticism of the officer, fellow officers or the Department.
- B. Officers shall treat superiors, subordinates and associates with respect at all times.
- C. Officers shall not publicly criticize or ridicule the Department, its policies or any other officer or employee by speech, writing or other expressions where such speech, writing or other expression is defamatory, obscene, and unlawful, undermines the effectiveness of the Department, interferes with maintenance or discipline, or is made with reckless disregard for truth or falsity.
- D. No officer shall ridicule, mock deride, taunt, or belittle any person. Neither shall he/she willfully embarrass, humiliate or shame any person.
- E. Proper judgment, demeanor, courtesy and discretion in minority relations are mandatory, both within this department and when dealing with the public.
- F. No employee shall abuse or cruelly treat any animal whether in his/her charge or not.

Section 3: Public Appearances:

Animal Control Officers shall not address public gatherings, appear on radio or television, release any articles or information for publication, act as correspondents to a newspaper or periodical, and release or divulge investigative information, or represent the department in such matters without proper authorization and authority in accordance with the policies set forth by the City.

Officers may be called upon and may volunteer for public appearances to speak on animal control issues or other related topics from time to time, but no such engagements shall be attended without the prior approval of the supervisor.

Animal Control Vehicles

Section 1: Vehicle operation:

Animal Control Officers shall, under normal conditions, operate City vehicles in the same manner as required of the public. Violations of the traffic code or careless, abusive use of vehicles will result in disciplinary action. Vehicles shall be operated on roadways only; with the following exceptions:

- A. During routine patrol of unpaved streets or alleys adjacent to residences, pastures where livestock is kept and business establishments.
- B. In pursuit of an animal for purpose of quarantine.
- C. In pursuit of an animal during an attempted remote chemical immobilization capture.
- D. Officers shall always exercise care in the operation of vehicles to prevent personal injury or property damage.

Section 2: Vehicle Security:

City vehicles placed out of service at any location shall have windows secured and doors locked. Officers should remove ignition keys and secure doors and windows when leaving a vehicle unattended and out of sight, and for an extended time, during a tour of duty.

Section 3: Vehicle Cleaning:

Officers should insure all vehicles are cleaned as needed.

- A. Wash exterior of vehicles as often as necessary.
- B. Wash interior cage area as often as necessary. Follow with light spraying of diluted bleach to sanitize. This should be done any time an animal soils a cage in any manner or if any animal is suspected of having a transmittable disease.
- C. Keep cab area clean and uncluttered.

Section 4: Preventive Maintenance:

Any employee approved to operate a city vehicle should check for proper tire inflation and fluid levels daily, at the beginning of the shift. Note such checks on daily log.

Section 5: Equipment Failure or Damage:

Damage to, or failure of a vehicle, shall be reported immediately to the supervisor. Damage to any vehicle will be considered an accident and shall be reported under city policies.

Section 6: Towing or pushing vehicles:

Animal Control Vehicles shall not be used to tow or push any other vehicle at any time without permission of the supervisor.

Section 7: Use of Department Equipment:

Equipment, vehicles and facilities may be used only by city employees authorized to operate said equipment and when acting in their official capacity in the performance of their duties. Equipment, vehicles and/or facilities may be loaned to other departments or agencies only with the approval of the City Manager.

Keys to all vehicles and facilities shall be accessible to staff at all times. The Shelter Personnel shall maintain extra keys to be used in case of emergency.

Officers assigned to be on-call after hours shall be allowed a take-home vehicle. Take-home vehicles shall be used only for official business and not personal use. An officer assigned a take-home vehicle may stop for brief personal business while enroute to or from a call or normal work hours. After hours on call officers should limit their visits to unauthorized locations as much as possible, but if required to be away from home while on call, they shall keep the city vehicle with them in order to respond to an emergency in the most expeditious manner possible.

No employee shall take home a city vehicle unless on call or in possession of written authorization from the director.

Section 8: General Safe Driving:

1. Animal Control Officers shall obey all traffic laws at all times
2. All passengers in the animal control vehicles shall wear seat belts at all times while the vehicles is in motion.
3. During routine calls animal control officers should not block citizen's driveways or park vehicles in such a manner so as to be a traffic hazard.
4. Courtesy should be extended to the public and to other drivers at all times.

Calls for Service

Section 1: Objective:

To establish guidelines for response to all calls for service and telephone messages received by the office of Animal Control from the citizens of Truth or Consequences.

Section 2: Purpose:

To establish a uniform method of response whereby the citizens can expect certain procedures and be assured that their calls do not go unanswered.

Section 3: Telephone:

- A. All calls requesting Animal Control services shall be forwarded to the animal control officer on duty at the time the call is received. If the officer is unable to take the call immediately, the caller's name, address and phone numbers, as well as the nature of the call, will be recorded and forwarded to the officer at the earliest convenience. The officer will attempt to the call as promptly as is practical.
- B. If the officers are not in the office at the time of the call, the person taking the call will record the information on a duplicate message pad. The person taking the call will try to determine from the information received if the call is:
 1. An emergency requiring immediate action.
 2. Urgent, immediate follow up requested.
 3. Non-emergency, follow up as time allows.
- C. If the call is an emergency the officer should be notified immediately in person by phone by radio or by pager. If no answer another officers should be paged immediately and with follow up, assure the message is received.
- D. If the call is urgent the officer should be notified by whatever means necessary so that the call can be returned as soon as possible.
- E. All others calls should be written on a call card and placed in a central location, and the officer notified that he/she has calls waiting.

Section 4: Telephone Messages:

- All telephone calls will be returned as soon as possible and practical.
- Officer should note the date and time that the call was returned.
- If the return call cannot be completed, note date and times of all attempts and results. (Left message with another person, left message on machine, no answer etc.)
- After three attempts have resulted in no contact, the message should be disregarded, but a record of the attempts should be kept in case of further complaint.

Section 5: Call Priorities:

- A. All calls for service in the field will be assigned a priority and will be responded to as soon as possible, according to the priority assigned to it, not order received.
- B. **Priority One (1)**

1. These are top level emergency calls and shall receive immediate response when imminent dangers exist, the calls are in progress or a delay in response could endanger the health, safety or welfare of a person or persons or another animal.
2. Examples are:
 - a. Dog bites
 - b. Dog attacking a person (in progress)
 - c. Dog attacking livestock or any other animal (in progress)
 - d. Dangerously vicious or diseased wildlife posing immediate threat to persons or pets.

C. Priority two (2)

1. These calls are to be responded to as soon as possible but are not considered emergencies.
2. They are responded to in order of geographic location or the order in which they were received whichever is most convenient for the officer.
3. Examples are:
 - a. Deceased small animals.
 - b. Strays or dogs running at large.
 - c. Animals suspected of illness or injury.
 - d. Stray animals in area, causing damage to property.

D. Priority Three (3)

1. These calls are lowest priority and do not require immediate response, although courtesy dictates that the complainant should receive a phone call, or personal contact, to advise them of the status for the situation.
2. Responded to on a time available basis.
3. Examples are:
 - a. Continuing problems with barking dogs.
 - b. Complaints of continuing stray dogs or trespassing cats.
 - c. Persons requesting use of a humane trap.
 - d. Persons requesting information on laws, ordinances, etc. without an immediate related problem.
 - e. Any other requests for information, procedures or complaints.

Section 6: Emergency Call-Out:

After hours emergencies are defined as:

1. Any animal bite to a human being.
2. Dog attacking a person (in progress).
3. Dog attacking livestock (in progress).

Any other after hour calls may be responded to depending upon the circumstances of the call. Animal Control Officers may use their discretion, but may not be compensated for the call time if it is determined that the call could have waited.