



VALENCIA COUNTY ANIMAL CONTROL **VOLUNTEER HANDBOOK**



Volunteers are a vital part of our organization. Because of our volunteers and the contributions volunteers make, Valencia County Animal Control (VCAC) has been able to save the lives of thousands of animals in our community. Thank you for your interest in becoming part of our team!

Volunteers generally help socialize animals, and assist with the caretaking of animals. Their special skills and talents make a positive difference in the lives of shelter animals. The recruitment of volunteers is essential for good shelter operations. Since most volunteers interact in one way or another with the public, it is important that their relations with animals are humane, respectful, and kind.

All volunteers are required to read the handbook. Read through it carefully. You are not expected to remember everything in this handbook, but you are expected to refer to the appropriate section of the handbook when needed. This handbook should be used in conjunction with volunteer training. The following sections are included in this Handbook:

Section 1: Policy

Section 2: Volunteer Positions (Descriptions)

Section 3: Standard Operating Procedures

Section 4: Volunteer Training Manual

Appendices:

Appendix A: Valencia County Workplace Harassment Policy

Appendix B: Volunteer Forms

Appendix C: Valencia County Animal Control Ordinance

SECTION 1: Policy

A. Purpose

A written policy program will help to assure that all parties have a clear understanding of what is expected of each of them. Lack of established programs when utilizing volunteer personnel may cause disappointment for both the volunteer and for the regular employees in the workplace.

This policy is designed to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. Much of the information contained here mimics the information contained in our Personnel Policy.

B. Introduction to Valencia County Animal Control

Valencia County Animal Shelter takes in approximately 5,500 dogs and cats every year with a staff of thirteen to include Kennel Technicians, Animal Control Officers, Supervisors, and support staff. The shelter averages about 700 adoptions, 2,000 transports, 400 Reclaims and euthanize 800. The shelter does not refuse any animal for any reason. The shelter also euthanizes owned animals at the request of the owner.

C. Volunteer Guidelines

1. Requirements

- a) Volunteers ages 18 and under must be accompanied by a parent or guardian.
- b) Be aware that many volunteer positions require bending, lifting, standing, walking or squatting.
- c) All volunteers must be able to communicate clearly and understand and comply with written and spoken instructions.

2. Volunteer Opportunities

Making a good match between a volunteer's particular area of interest and the needs of VCAC help further the mission in providing care and companionship for homeless animals. It is also important for the volunteer's self-esteem and feelings of contribution.

The following programs contain specific volunteer positions:

- a) Socialization (dog walkers, cat cuddlers, etc.)
- b) Kennel Assistance (kennel cleaning, feeding, facility cleaning, etc.)
- c) Public Assistance (greeters, event assistant, etc.)
- d) Clerical (Follow up calls, welfare checks, reception, scheduling, filing, etc.)
- e) Specialty (dog trainers, dog groomers, photographer, graphic artist, etc.)

3. Application Process

a) Application Form

Individuals wishing to become a part of the Shelters volunteer team are asked to complete a Volunteer Application. The Volunteer Application contains questions designed to help understand why individuals want to volunteer and what they hope to accomplish. Likewise, a person's feelings about euthanasia, spaying and neutering, keeping pets indoors/outdoors and other animal-related experiences help the Coordinator formulate an opinion as to how and where the individual will fit into a shelter work environment.

b) Screening

Screening is an internal control performed by the Volunteer Coordinator. The Volunteer Coordinator reviews all applications and calls potential volunteers to advise them of the process involved for bringing new volunteers on board.

c) Background Check

To ensure the safety of our pets, volunteers and staff members we perform a standard nationwide criminal background check on all potential volunteers. Prior convictions may prevent you from volunteering with us.

d) Reference Check

In order to further ensure a good match of a volunteer with the appropriate volunteer position, Valencia County will perform a reference check.

4. Acceptance as Volunteer

a) Volunteers passing the screening, background check, and reference check are considered for acceptance for available positions.

b) Volunteers will be provided with the position(s) description for which they are accepted.

c) If more than one position is available for which the applicant is qualified and has expressed interest, the volunteer will be given the opportunity to choose which position he/she would like to fill.

d) Should the position you desire not be available, you will have the option to be placed on a backup list for that position or you can request to be considered for another available position.

5. Non-Acceptance as Volunteer

a) Not all potential volunteers are accepted to work at the Shelter. Some possible reasons are that the service offered is not needed, they may have an incompatible schedule, or they may have a poor or abusive history with animals.

b) The Volunteer Coordinator will explain the reason or reasons why they are not being accepted and offer suggestions, if appropriate, for working at other organizations.

- c) The coordinator will write the reason for non-acceptance on the Volunteer information Form. The Information Form will be kept on file in the event the individual reapplies or a problem surfaces regarding the handling of denial.
6. Standard Operating Procedures (SOP)
Valencia County Animal Control follows a Standard Operating Procedure adopted in 2009. The complete VCAC SOP manual is included in Section 3 of this Handbook.
 7. Scheduling
 - a) To enable Shelter staff to plan tasks, assignments and work load, each volunteer is expected to schedule in advance, preferably monthly, his or her time commitments on the Volunteer Calendar.
 - b) Volunteers are not permitted to come in whenever they desire.
 - c) Volunteers who wish to come in at a time for which they are not scheduled should first contact the Volunteer Coordinator to see if their help is needed.
 - d) Any cancellations are to be reported to the Volunteer Coordinator, Shelter Supervisor or VCAC Director. Excessive no-shows or last-minute cancellations will not be tolerated.
 8. Role of Shelter Staff
 - a) Shelter staff is expected to keep the Volunteer Coordinator well informed of the volunteer's progress and work habits. This is especially important for community service workers and students, as the individual's probation officer or teacher may contact the Volunteer Coordinator or Shelter Supervisor on a regular basis for the status reports.
 - b) Any problems with volunteers should be promptly reported to the Volunteer Coordinator or Animal Control Director.
 - c) Staff shall treat volunteers with respect at all times and not exhibit condescending behavior toward any volunteer.
 9. Orientation
 - a) All volunteers will attend an orientation
 - b) An orientation session is an important first step in introducing prospective volunteers about Shelter operations and programs. This session allows interested persons to evaluate their level of interest and time commitment.
 - c) The Volunteer Coordinator will contact potential volunteers to advise them of the date and time an orientation session is scheduled.

10. Training

- a) Before any volunteer begins work at the Shelter, he or she must attend a Volunteer Orientation.
- b) The Volunteer Coordinator introduces volunteers to all Shelter staff whenever possible.
- c) Volunteers should be trained for one position initially.
- d) Volunteers are encouraged to train for other positions once familiar and comfortable with the responsibilities of the initial position.

11. Use of County Resources/Property

- a) Volunteers may be required to use County property and resources in order to fulfill their duties.
- b) Volunteers must not use County property or resources for personal use.
- c) Volunteers must not allow anyone else to use County property or resources without direction from the Volunteer Coordinator or Director.
- d) Volunteers must not remove County property from the premises.
- e) Certain volunteer positions require the use of a County vehicle. All volunteers must submit, by written form, to a driving record check and must provide a copy of their driver's license to County Administration. Additional training may be required for these positions.

D. Volunteer Code of Conduct

As with shelter staff, volunteers are expected to follow certain rules of conduct and behavior in order to provide a safe and productive work environment. These general rules are included in the Volunteer Handbook and are reviewed during orientation. Volunteers are expected to adhere to a certain code of conduct while volunteering at Valencia County and when representing the Valencia County. As a VCAC volunteer, you will be asked to support our programs and services; to abide by the policies and procedures of VCAC thereby presenting a positive image of Valencia County to the public.

1. Professionalism

- a) Volunteers are expected to do their work in a professional manner
- b) Volunteers are expected to be constructive at all times, and should assist in any work they are asked to perform, as determined by their information form and/or job assignment.
- c) Volunteers should refer visitors to Shelter staff if questions are asked and the proper answer is not known.
- d) Familiarize yourself with the facilities so you can direct visitors to the appropriate animal areas (IE small dog room, cattery)
- e) Discuss behavioral observation of the animals you are working with if there are concerns
- f) Report any signs of illness in an animal to a staff member

2. Confidentiality

- a) In the course of volunteering with VCAC, you may have access to confidential information relating to its operations, customers, adopters, volunteers, donors, etc.
- b) Knowledge of such confidential information is a trust to be honored.
- c) Revealing confidential information to any individual without a need to know will lead to disciplinary action up to and including termination of volunteer position.

3. Interaction with Media

- a) Any contact with the media must be brought to the attention of the Volunteer Coordinator or the Director.
- b) Media includes anything printed, broadcast or televised about VCAC.
- c) VCAC Volunteers may only speak to the media with prior approval from the Valencia County Manager.
- d) Unauthorized contact with the media will lead to disciplinary action up to and including termination of volunteer position.

4. Social Media Policy

This policy is intended to promote responsible use of the Internet and social networking and to determine what can be posted on the Internet and social networks representing VCAC and who can post it.

- a) Internet posts are defined as posting on sites such as Internet blogs, discussion forums, message boards, chat rooms, social networking sites (such as Craigslist, Facebook, LinkedIn, Twitter, YouTube, etc.), and any communications made on similar sites.
- b) The following behaviors are examples of prohibited internet activities that may result in disciplinary action up to and including termination.
 - i. Sending or posting confidential material outside of the organization.
 - ii. Sending or posting messages or materials that could damage the organization's image or reputation as determined by the VCAC Director and County Manager/Assistant County Manager.
 - iii. Using VCAC's name on the internet for personal gain, religious activities or political causes or activities.
 - iv. Passing off personal views as representing those of the organization.
 - v. Unless given written consent, you may not use Valencia County's logo on your posts.
 - vi. Employees/volunteers may not use company equipment or facilities for non-work related activities without permission. Social media activities should not interfere with your duties at work.

- vii. VCAC Volunteers may not answer media questions on social media sites on behalf of VCAC.

Where no policy or guideline exists, volunteers are expected to use their professional judgment and take the most responsible action possible. If you are uncertain about the appropriateness of a social media posting, check with the Volunteer Coordinator, or VCAC Director.

5. Dress Code

- a) As volunteers, you make a first impression on the public we serve with your personal appearance.
- b) Volunteers are expected to dress appropriately.
- c) Volunteers are considered as representing VCAC whenever they are in VCAC Volunteer attire whether they are on or off duty in the shelter and/or out in the community.
- d) Appropriate clothing requirements:
 - i. Clean wrinkle-free clothing with no holes
 - ii. Jeans or other long pants
 - iii. Close-toed shoes
 - iv. Nametag
- e) Not Appropriate clothing requirements:
 - i. Midriff-revealing tops
 - ii. Revealing attire
 - iii. Any vulgar statements or pictures on attire
 - iv. Open-toed shoes, sandals, flip-flops, high heels, or clogs
 - v. Short shorts
 - vi. Tank tops
 - vii. Baseball caps and sunglasses when leashing up dogs; this can be frightening or intimidating to them because they are unable to see the person's face.
 - viii. Excessive jewelry; this poses a safety hazard
- f) Volunteers wearing inappropriate attire will be required to change, or be sent home if they do not have additional clothing to change into.
- g) Repeated instances of inappropriate dress will lead to discipline up to and including termination of volunteer position.

6. Smoking Policy

- a) Smoking is not permitted in any building, outdoor kennel, County vehicle or auxiliary structure
- b) Smoking areas are designated and are 50 feet away from any entrance, window or ventilation intake.
- c) Smoking litter must be properly disposed.

7. Attendance

- a) Programs and positions are available for every level of volunteer time commitment.
- b) Because staff work load is dependent upon a volunteer's time commitment, volunteers are expected to work the shifts for which they sign up.
- c) Volunteers are not permitted to come in whenever they desire.
- d) Volunteer which need to be absent from a shift are expected to contact the Volunteer Coordinator and let them know with as much notice as possible (although illness and accidents do happen and are understandable).
- e) Volunteers frequently and/or regularly missing their volunteer shift may be asked to switch to a volunteer position that does not require a high commitment.
- f) Volunteers who wish to come in at a time for which they are not scheduled should first contact the supervisor of the department to see if their help is needed.

8. Cell Phone/Tablet/Computer/Phone Usage

- a) Volunteers are not permitted to use electronic devices when they are working directly with the animals as it poses a safety issue.
- b) When not in direct contact with an animal, please limit the use of your cellphone to short calls or texts and only when necessary.

9. Security

- a) We ask that VCAC volunteers and the general public DO NOT ENTER the E Room, Upstairs, Freezer, Spay/Neuter Clinic, the stray/quarantine cat areas and the stray/quarantine dog areas at any time, unless your volunteer position requires you to be in these areas.
- b) Please be aware that for the safety of the animals, volunteers, staff and visitors, security cameras are on the premises. Security cameras are placed in public and restricted areas with the exception of the restrooms.
- c) Volunteers are to refrain from loitering in areas that they are not volunteering in, to not enter restricted areas unless their volunteer position requires them to enter a specific restricted area

10. Safety

Safety at the shelter is an absolute must! Your safety is our biggest priority. To prevent injury, follow these and all posted safety notices:

- a) Wash your hands in between handling each animal to protect the animals against the spread of disease
- b) Discuss behavioral observation of the animals you are working with if there are concerns

- c) Do not enter a kennel where the animal has their ears back and tail between their legs.
- d) Animals in the stray area are not allowed to be moved, cleaned or walked by any volunteer unless approved in advance.
- e) While volunteers are allowed to assist a Kennel Tech in the stray area with cleaning, the volunteer is not to be left alone.
- f) Report any signs of illness in an animal to a staff member
- g) Do not handle any animals of which you are unsure
- h) You must report all bites and serious scratches to the Volunteer Coordinator, Shelter Supervisor, or Director. Not doing so may cause VCAC to terminate your service. This is for everyone's safety.
- i) Please notify your physician of your volunteer responsibilities, especially if you are pregnant or have a condition that may compromise your immune system.

11. Harassment Policy

Valencia County is committed to taking reasonable steps to provide a professional working environment free from all forms of harassment, whether based on sex, sexual orientation, gender identity, race, color, religion, national origin, age, disability or any other protected classification.

Volunteers will adhere to the Valencia County Workplace Harassment Policy (Resolution No. 2011-36) as found in Appendix A of this Handbook.

12. Conflict Resolution

We believe that the best way to handle any misunderstanding is to communicate honestly about it as soon as it happens. That is why we have an open door policy for bringing volunteer concerns to the attention of the people who can best address them.

- a) Speak to the Volunteer Coordinator about your concern. You and the Volunteer Coordinator are encouraged to talk things over and resolve difficulties whenever you can. A frank talk is usually the easiest and most effective way to deal with the problem.
- b) If your concern is of a nature that you prefer not to discuss with the Volunteer Coordinator, make an appointment with the Director. The Director can help you and the Volunteer Coordinator gather the facts objectively and settle the matter.
- c) If your concern is of a nature that you prefer not to discuss with the Director, make an appointment with the Valencia County Human Resources Director.

13. Corrective Action

- a) VCAC reserves the right to terminate a volunteer's connection with the organization at any time. However, the Volunteer Coordinator may

provide verbal counseling and/or a written warning prior to termination, but is not required to do so.

- b) When a performance problem is first identified or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible.
- c) Informal discussion between the Volunteer Coordinator and the volunteer will often suffice as the corrective action needed for the infraction.
- d) The Volunteer Coordinator will make and retain a written record of this conversation that summarizes the issues discussed and the date of the meeting.

14. Termination

- a) Like Shelter staff, volunteers can be terminated for a variety of reasons.
- b) In most situations, any problems brought to the attention of the Volunteer Coordinator will be discussed with the Director.
- c) The Animal Control Director will make the final determination on termination. This determination will be final and binding.
- d) A meeting will be called with the volunteer for the purpose of discussing the reason for termination.
- e) The Volunteer Coordinator or Director is expected to document in writing the events leading up to termination, including discussions held at the meeting itself, and add this information to the volunteer's personnel file.
- f) Should there be an extremely serious incident that would warrant the volunteer to leave immediately, the staff on duty has the authority to direct the volunteer to leave.
- g) The shelter staff will promptly notify the Volunteer Coordinator or Director and will prepare written documentation describing the incident.
- h) For community service workers and students, the Volunteer Coordinator will contact the probation officer or teacher to inform them of the termination.
- i) If the volunteer's performance continues to deteriorate or corrective action is not adhered to, the Volunteer Coordinator will prepare and deliver to the volunteer a memorandum summarizing all previous corrective actions and the specific problem(s) that warrant the termination action.
- j) Volunteers must understand and comply with VCAC policies and guidelines. Any violation of policies will result in immediate dismissal from the volunteer program.
- k) Anyone terminated will be ineligible to reapply for a period of one (1) year. When a volunteer is terminated for animal cruelty, harassment or damage to persons or property, volunteer privileges will be permanently revoked.

- l) Possible reasons for termination may include:
 - i. Failure to adhere to volunteer handbook guidelines
 - ii. Conduct on duty which would be detrimental to the organization and/or the animals,
 - iii. Any breach of confidence or release of confidential information
 - iv. Conduct off duty which would adversely affect the organization
 - v. Reporting to event/shift under the influence of drugs or alcohol
 - vi. Theft of property or funds
 - vii. No call/No show for two events or shifts
 - viii. Any abuse or mistreatment of animals
 - ix. Gross misconduct or insubordination

If you should decide not to volunteer with VCAC any longer, we would appreciate it if you would please send the Volunteer Coordinator an email to let us know.

E. Other Volunteer Provisions

1. Volunteers are required to go through the same adoption process as the general public.
2. Feed treats to animals only as allowed by the Volunteer Coordinator.
3. Personal pets, although beloved, are not allowed in the workplace (service animals exempted).
4. Although euthanasia may be discussed with volunteers, you should not interfere with euthanasia decisions and/or procedures.
5. Solicitation by non-staff members for any reason on company property is not allowed. Volunteers may not distribute literature for groups, organizations or businesses on County property or on behalf of the County.
6. Disease and prevention
 - a) Zoonotic diseases are diseases that humans contract from animals
 - b) The most effective means of preventing zoonosis is to:
 - i. Wash your hands frequently with antibacterial soap, especially after handling any animal and prior to eating or smoking.
 - ii. Wear gloves when cleaning the cats.
 - iii. Immediately disinfect scratches and bite wounds.
 - iv. Let your physician know that you work closely with shelter dogs or cats.
 - c) Some of the illnesses that humans can catch from dogs and cats include Ringworm, External Parasites (lice, mites, and fleas), Giardiasis (Beaver Fever), Leptospirosis (Weil's Disease), Lyme Disease, Nematode (worm) Infections, Rabies, and Salmonellosis (Salmonella).
 - d) You should not let this list alarm you, but rather remind you that you are volunteering in an environment where these organisms often exist.
 - e) Just as you can catch illnesses from dogs or cats, you can also unknowingly carry illnesses home to your pets. The most effective

means of preventing the spread of illness to your pets (or from your pets to our shelter dogs and cats) is to:

- i. Make sure that your own animals have all of their vaccinations up-to-date.
- ii. Let your veterinarian know that you work with shelter dogs and cats.
- iii. Change your shelter clothes before socializing with your animals at home, and vice versa.
- iv. Check the soles of your shoes before leaving the shelter to ensure you are not tracking feces into your car and home. Even better, designate a pair of shoes to be your “shelter shoes” and take them off before entering your home.

SECTION 2: Volunteer Positions

Not all positions will be available at a given time. Available positions will be posted in the Valencia County Animal Control lobby and on the VCAC website located at www.co.valencia.nm.us.

The following is a list of possible volunteer positions. As needs arise which call for new positions, this section of the policy will be updated and presented to the Board of County Commissioners for approval.

Dog Socializers

As a dog volunteer you will be enhancing the lives of dogs in our facility. You will be working hands-on with the dogs. When you work with the dogs outside of their kennels, it helps reduce the stress level, teaches them manners, and helps the staff evaluate the dog's temperament. Dog volunteers are paired with a Kennel Technician during their shift.

Cat Socializers

As a cat volunteer you will be enhancing the lives of cats in our facility. You will be working hands-on with the cats in our main cat adoption room. More advanced level volunteers may work with special needs cats, unweaned or sick cats, injured cats, and cats currently unavailable for adoption. Your work with the cats helps reduce stress and encourages animals to socialize and therefore makes adoption of these animals more likely.

Greeters

As a greeter you will meet the public and answer general questions relating to Shelter policy and procedures as well as help them through the process of observing animals and the process of adoption. Greeters must have excellent customer service skills and enjoy interacting with a diverse group of visitors. Greeter must be willing to work at least 4 hours a month.

Clerical

Clerical volunteers will assist with all aspects of the clerical office including; filing, phone work, and adoption and spay/neuter follow up.

Kennel Assistant

Kennel Assistants are among the most necessary and important volunteers we have. Kennel volunteers work directly with Kennel Technicians in the cleaning and sanitizing of all animal cages and areas throughout the facility. Most cleaning takes place between the hours of 8:30am and 12:30pm. It is important that kennel volunteers show up at their scheduled time.

Community Events

Animal Control is involved with many different types of community events. Volunteers are always needed to assist with all aspects of planning and operating these events.

Off-Site Cat Adoption Coordinator

This position is responsible for facilitating placement of cats at local pet stores for adoption.

Marketing

The marketing volunteer will create informational material for education and promotional programs offered by VCAC.

Rescue Transport Volunteer

Transports occur sporadically throughout the year. Rescue groups within and outside New Mexico will commit to take animals from Valencia County Animal Shelter. Rescue Transport Volunteers safely transport animals to these rescue facilities.

Community Events

Major Objective:

Assist Shelter staff accomplish successful events.

Duties:

- Help plan and organize events with staff direction.
- Attend meetings as necessary.
- Contact volunteers to staff events and pre-event needs.
- Assist at event.

Number of Positions Available:

Varied

Schedule:

Flexible; Volunteer Coordinator will call to schedule

Training:

Training will be provided by staff

Commitment:

Commit to one annual event. More of your time and help will be required one to two months prior to the event. More small events may take place throughout the year.

Volunteer Profile:

- Great job for a creative, fun-loving individual who is also well-organized and self-motivated
- Excellent communication skills
- This is the volunteer activity for you if you want to help but can't volunteer on a regular basis.

Volunteer Benefits:

- Get to know the staff while you help
- Reward of creating great publicity for the Shelter through events
- Fun, flexible job with needs at every skill level

Supervision:

Direct supervision by Volunteer Coordinator and/or Shelter Director

Dog Socializer

Major Objective:

Enhance the lives of the dogs at the Shelter. Dog walking is an important activity that provides play and exercise time.

Duties

- Walk dogs
- Use simple positive reinforcement obedience techniques
- Rotate dogs to outdoor runs while kennels are being sanitized

Number of Positions Available:

20+

Schedule Options:

8:30am-10:30am – 4 scheduled Tuesday-Saturday
10:30am-12:30pm – 4 scheduled Tuesday-Saturday
12:30pm-2:30pm – 4 scheduled Tuesday-Saturday
2:30pm-4:30pm – 4 scheduled Tuesday-Saturday

Training:

Training will be provided by staff. Must be familiar with the dog walking protocols listed in this handbook.

Commitment:

Minimum 8 hours per month. Dog handlers/walkers are also needed at offsite adoption events as scheduled.

Volunteer Profile:

- Volunteer should love being around dogs; patience, understanding and consistency are important
- Dog walkers must be physically able to maintain control of leashed dog at all times
- Previous experience is not required

Volunteer Benefits:

- Reward of building a bond with a Shelter dog
- Reward of helping a dog learn, handle the stress of a shelter, and become more adoptable

Supervision:

- Direct supervision by shelter staff

Marketing

Major Objective:

To create informational material for educational and promotional programs offered by VCAC

Duties:

- Create educational brochures for distribution at Shelter and events
- Create event flyers
- Create journal of animals and their adopters

Number of Positions Available:

1

Schedule:

Flexible; Volunteer Coordinator will call to discuss prior to scheduling position

Training:

Complete volunteer application and attend the general Volunteer Orientation.

Time Commitment:

As needed. More time may be required before Shelter events. Pet posters should be changed approximately every 3-4 weeks or when an animal is adopted.

Volunteer Profile:

- Volunteer should be highly creative and innovative
- Should be able to work independently to get the job done but also work with staff for ideas and approvals
- The volunteer will need a computer to create flyers

Volunteer Benefits:

- Great resume builder for journalism, art, graphic design, education students
- Really fun, flexible, and creative job
- Learn about the animals at the Shelter
- Reward of helping highlight animals who found their forever homes and educating the public concerning the wonderful Shelter animals and programs

Supervision:

Direct supervision by Volunteer Coordinator and Director

Cat Socializer

Major Objective:

Socialize and mentally stimulate cats. Cat socializers interact one-on-one with homeless cats to ensure that their time at the shelter is an enjoyable and as stress-free as possible.

Duties:

- Play with and groom cats
- Tidy the cats living area
- Interact with potential pet adopters and answer commonly asked questions

Number of Positions Available:

10

Schedule options:

8:30am-10:30am – 2 scheduled Tuesday-Saturday
10:30am-12:30pm – 2 scheduled Tuesday-Saturday
12:30pm-2:30pm – 2 scheduled Tuesday-Saturday
2:30pm-4:30pm – 2 scheduled Tuesday-Saturday

Training:

Training will be provided by the staff. Must be familiar with the cat protocols listed in this handbook.

Time Commitment:

Minimum 8 hours per month

Volunteer Profile:

- Ability to work independently
- Ability to answer common questions posed by the public
- Person with strong desire to reduce stress in shelter cats
- Professionally and safely handle animals
- Monitor the public's contact with the animals.

Volunteer Benefits:

- Direct contribution to happiness of cats
- Develop relationship with Shelter cats
- Hands on experience with many different cat personalities

Supervision:

Supervised by Shelter staff

Kennel Assistant

Major Objective:

Work with Shelter staff to clean kennels/cages, feed animals and assist with grooming. Clean kennels reduce the risk of disease and stress in Shelter animals.

Duties:

- Assist Shelter staff with daily cleaning of dog kennels and cat cages
- Assist Shelter staff with feeding of animals and general observation of physical condition of animal
- Help wash dishes, do laundry, sweep and mop floors

Number of Positions Available:

10

Schedule options:

8:30am-10:30am – 2 scheduled Tuesday-Saturday

10:30am-12:30pm – 2 scheduled Tuesday-Saturday

Training:

Training is provided by the staff. Must be familiar with the cleaning protocols listed in this handbook.

Time Commitment:

Minimum 4 hours per month. These positions are needed on a daily basis. Positions are scheduled in the mornings. Volunteers are scheduled to work based upon the needs of the shelter.

Volunteer Profile:

- Ability to work efficiently and thoroughly to help control the spread of illnesses
- Professional and safe animal handling skills
- Willingness to get dirty and do messy work
- Open to on the job training
- Organized and mindful of animal identification procedures

Volunteer Benefits:

- Direct contribution to health and comfort of cats and dogs
- Great hands on experience

Supervision:

Supervised by shelter staff

Clerical

Major Objective:

Assist shelter staff in accomplishing clerical duties

Duties:

- Filing
- Preparing mailings
- Follow up on spay/neuter contracts or lost and found reports

Number of Positions Available:

1

Schedule:

As needed; Volunteer Coordinator will call to schedule

Training:

Training is provided by the Shelter staff or Volunteer Coordinator

Time Commitment:

No minimum requirement due to as needed schedule

Volunteer Profile:

- Possess excellent customer service skills and phone etiquette
- Should be able to work independently to get the job done but also work with staff

Volunteer Benefits:

- Interact with the public to ensure satisfied customers
- Direct contribution to reuniting lost animals and their owners
- Help support the spay/neuter mission in Valencia County

Supervision:

Direct supervision by Volunteer Coordinator and Director

Greeters

Major Objective:

Provide one-on-one welcoming attention for every visitor to the shelter.

Duties:

- Welcome visitors to the shelter
- Direct visitors to appropriate location (kennels, puppy room, cattery, etc.)
- Advise visitors on visitation guidelines
- Advise visitors how to read the kennel cards
- Answer commonly asked questions

Number of Positions Available:

5

Schedule:

8:30am-12:30pm – 1 scheduled Saturday

12:30pm-4:30pm – 1 scheduled Saturday

Other days as needed

Training:

Training is provided by the Shelter staff or Volunteer Coordinator

Time Commitment:

Minimum 4 hours per month

Volunteer Profile:

- Possess excellent customer service skills and a big smile
- Must enjoy working with people
- Bilingual a plus

Volunteer Benefits:

- Interact with the public to create welcoming atmosphere
- Help animals find their forever home
- Help adopters find their perfect animal match

Supervision:

Direct supervision by Volunteer Coordinator and Director

Rescue Transport Volunteer

Major Objective:

Safely transport animals to rescue facilities

Duties:

Provide transportation as needed for Shelter animals

Number of Positions Available:

5+

Schedule:

As needed; Transfer Coordinator will call to schedule

Training:

- Training is provided by the Shelter staff or Volunteer Coordinator
- Attend Defensive Driving Course offered by Valencia County

Time Commitment:

As needed basis

Volunteer Profile:

- Possess valid NM driver's license
- Pass driving record check and background check (if driving a county vehicle)
- Preferably, volunteer needs to have own car, with room for a crate
- Complete Federal, State and Local documentation as required. (Requirements will be dependent on the transport scenario)
- Must be able to safely handle animals in all conditions

Volunteer Benefits:

- Direct contribution to placement of dogs and cats
- Flexible schedule

Supervision:

Supervision by Transfer Coordinator

Off-Site Cat Adoption Coordinator

Major Objective:

This position is responsible for facilitating placement of cats at local pet stores for adoption.

Duties:

- Identify cats to be transferred to pet store adoption centers
- Make sure cats receive proper vet exams for placement off-site
- Transport cats to the pet store adoption centers
- Interact with pet store staff to ensure program is operating efficiently
- Maintain accurate identification records

Number of Positions Available:

1

Schedule options:

Flexible

Training:

Training will be provided by the transfer coordinator. Must be familiar with the cat protocols listed in this handbook.

Time Commitment:

Minimum 4 hours per week anticipated

Volunteer Profile:

- Ability to work independently
- Person with strong desire to reduce stress in shelter cats
- Professionally and safely handle animals
- Monitor the wellbeing of cats in off-site locations
- Must be able to accurately identify gender of cats and kittens

Volunteer Benefits:

- Direct contribution to happiness of cats
- Develop relationship with local store managers
- Direct contribution to the adoption of cats

Supervision:

Supervised by Transfer Coordinator

**Valencia County
Animal Control**

**Standard
Operating
Procedures**

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OFFICE ADMINISTRATION

PROCEDURE ADM-001
Effective Date: 11/20/09

HOURS OF OPERATION

1. General. The hours of operation are designed to insure that all domestic and wild animals are properly and humanely cared for and that the public has adequate opportunity to conduct business at the Valencia County Animal Shelter.
2. Business hours. The Shelter is open for all animal-related services during the following hours:

Tuesday through Saturday	9:00am to 5:00pm
Sunday and Monday	Closed
3. Holiday hours. The Shelter is closed for all animal-related services and visiting and adopting animals on all holidays.
4. Emergency service hours. The Shelter promptly responds to animal emergencies 24 hours a day, every day of the year.
5. Owner requests. For citizens requesting euthanasia for their pets, the Shelter will perform this free service.

PROCEDURE ADM-002
Effective Date: 11/20/09

INTAKE OF ANIMALS

1. General. Accurate and consistent record keeping and tracking of all animals housed at the Animal Shelter are essential for overall control and evaluation.
2. Receiving an animal. Citizens will be encouraged to bring stray and unwanted pets to the Shelter. No animal will be turned away.

3. Surrendering clause/signature. Every individual surrendering an owned animal must sign an owner release that indicates ownership of the animal is relinquished to the Shelter.

Office staff should make certain that individuals surrendering their pets understand that relinquishment is final.

- A. Surrendered animals. The animal is available for adoption, euthanasia or rescue transfer on the date of surrender.
 - B. Stray animals are held for 72 business hours after the date of impoundment and then are available for adoption, euthanasia or rescue transfer.
4. Matching. Stray animals that have been brought to the Shelter are cross-checked with lost animal reports.

If a match has been made, owners should be **promptly** called and notified. The date and time that telephone calls are made and/or notices posted will be noted on the animal record.

PROCEDURE ADM-003
Effective Date: 11/20/09

DISPOSITION OF ANIMALS

1. General. Animals housed at the Animal Shelter leave in one of four ways: they're adopted, returned to owner, euthanized, or transferred.
2. Adoption. Information about animals adopted from the Shelter must be recorded on the adoption contract. This includes the date of adoption and the name, address and telephone number of the adopter.
3. Return to owners.
The owner's name, address, and telephone number and the date of return should be noted on the reclaim contract.
4. Euthanasia. When deemed necessary, animals will be euthanized. Unweaned, critically ill, feral or seriously injured animals may be euthanized

prior to conclusion of the holding period to prevent additional suffering.

The date of and reason for euthanasia, the dosage and type of drugs used, and the technician's initials are recorded on euthanasia record and the animal record.

5. Rehabilitation. Domestic animals, such as chickens, and wild animals may be placed in rehabilitative care. The name of the wildlife rehabber and the date of release should be noted on the animal record.
6. Release. Depending on the condition of the animal and circumstances regarding rabies control in Valencia County, wild animals may be set free in a safe release area. Personnel should record the date of release on the animal record.
7. Transfer. Animals available for transfer will be transferred only to a rescue or agency approved by the animal control director.

PROCEDURE ADM-004

Effective Date: 11/20/09

ANIMAL CONTROL ASSISTANCE

1. General. The animal control officers of Valencia County are empowered to enforce all state and local laws pertaining to the proper care, treatment, and control of animals.

Office staff facilitate animal control complaints by responding to telephone inquiries, dispatching calls, and handling impounds and trap loans.

2. Receiving a complaint. Telephone calls from residents complaining about animal-related problems are initially handled by office staff. Employees should have a working knowledge of animal control issues in order to provide educational assistance to the public.

For callers needing help, staff should record the call on a duplicate copy form, obtaining detailed information about the alleged problem. This would include the time and date of the call, the caller's name, address, and telephone

numbers; and the location and an accurate description of the animal problem.

3. Dispatching a call. Staff should communicate with animal control officers in the field for both emergency and non-priority situations. Each animal control officer has a call number.
4. Return to owners. Pet owners may have to pay certain fees, to reclaim the animal.
 - A. Impound.
A file of impounded animals is maintained at the office on computer.
 - B. License. If a dog or cat resides in Valencia county, is not currently licensed and is over the age of three months, the owner will be required to purchase a license at the Shelter. A license cannot be issued unless the animal has been vaccinated for rabies.
 - C. Board. For each night the animal is housed at the Shelter, a boarding fee may be charged.

In cases where an animal is being returned to an owner and the animal entered the Shelter without identification, staff should explain to the importance of identification and encourage the person to purchase a tag.

5. Wildlife rehabilitation. The Shelter maintains an up-to-date listing of all wildlife rehabilitator's in the area.
6. Trap loans. Traps for the humane removal of domestic animals or animals confined in an area from which they cannot escape can only be borrowed by residents, for one-week periods. For wildlife, refer the caller to a humane trapping service. In situations where trapping of animals is justifiable, residents should be encouraged to borrow a trap from the Shelter. Wildlife in its natural corridor will not be relocated by animal control.

ADOPTIONS

1. **General.** Guidelines for adoption procedures and the handling of adoption applications ensure that potential adopters are given an equal opportunity to adopt from the Valencia county animal shelter. Shelter staff are responsible for adhering to adoption procedures, and for handling adoption contracts and fees.

2. **Adoption holds.**
 - A. No animal will be held for a potential adopter. Adoption of animals from the Shelter is on a first-come, first-served basis. The names and phone numbers of potential adopters will be taken for contact information but not to reserve the animal.

 - B. Rescue holds. If a rescue has been contacted to place the animal, the animal will be held for them with the approval of the animal control director

 - C. Denying an adoption. In the event an individual appears intoxicated or does not agree to abide by the adoption conditions, the adoption may be denied. Justification for the denial should be given to the individual and, if handled tactfully, can be an excellent opportunity to educate.

Office staff should inform the Animal Control Director or appointed supervisor of any denial.

3. **Finalizing an adoption.** The final adoption process includes, signing the adoption contract, payment of adoption fees, issuance of medical information.
 - A. Adoption contract. Adopters are required read the adoption contract and affix their signatures to this document indicating agreement to its terms, conditions, and spay/neuter and health exam requirements. The pet adopter will receive his or her part of the contract, with the health exam and spay/neuter portions. The Shelter copy of the contract is filed at the front office.

- B. **Payment of adoption fees.** Adoption fees are \$10.00 for dogs, cats, and other domestic animals. If the animal has not been sterilized upon entry to the Shelter or prior to adoption, the adopter will pay to the Shelter, based on selection of a veterinary hospital participating in the Shelter's reduced-cost program, the fee for the spay/neuter surgery.

In cases where a veterinary hospital selected by the adopter is not a participant in the Shelter's reduced-cost spay/neuter program, the individual will prepay a deposit, to be refunded upon evidence of sterilization.

- C. **Vaccination information.** A record is retained on each animal at the Shelter that has received vaccinations. Upon adoption, a copy of the vaccination is attached to the adoption contract.

When the animal's previous medical history is released to the adopter, staff will eliminate any reference to the previous owner's name and address.

5. **Refunds.** No matter how careful the Shelter is in attempting to match the right pet with the right family, there will be occasions where animals will be returned to the Shelter. Adoption fees are non refundable. The deposit for the spay/neuter fee can be issued only in those circumstances where the animal has not been sterilized. If a refund is issued, a refund request is completed by office staff and submitted to the treasurer.

PROCEDURE ADM- 006
Effective Date: 11/20/09

TRANSFER

1. **General.** The purpose of this procedure is to establish guidelines for recognizing and working with home based rescues (H.B.R.'s) in the placement animals from Valencia County Animal Control.
2. **Policy.** It shall be the policy of Valencia County Animal Control to consider on an individual basis whether to accept the assistance of any lawful H.B.R. in placing certain animals for adoption.

3. Procedure.

- A. An H.B.R. seeking to obtain animals from Valencia County Animal Control will be required to submit to an inspection by Valencia County Animal Control. H.B.R.'s not within Valencia County must be legal recognized and approved by their local animal control agency.
- B. All H.B.R.'s will be required to submit the following to the Animal Control Director on request:
- A. A copy of their adoption application and contract
- B. A copy of their foster agreement, if applicable
- C. A copy of any informational material or brochure
- D. A list of the names and addresses for all volunteers or persons authorized to accept and sign for animals on behalf of the H.B.R.
- Each volunteer must be acceptable to Valencia County Animal Control.
- F. The representative or agent for the H.B.R. shall agree to the following provisions in obtaining animals from Valencia County Animal Control.
- The H.B.R. who accepts the transfer of any animal from Valencia County Animal Control shall be responsible for meeting the lawful requirements of the transfer, maintenance, and disposition of the animal.
 - No animal transferred from Valencia County Animal Control shall leave the custody of the H.B.R. until such animal has been spayed/neutered or contracted to do so. Exceptions shall be permitted for animals that may not undergo surgery due conditions documented by a licensed veterinarian.
 - A form will be completed for all animals transferred to a H.B.R. that gives a description of the animal.
- G. The representative for the H.B.R. shall be solely responsible for the

actions of those persons who sign for and accept animals from Valencia County Animal Control on behalf of the H.B.R.

- K. The H.B.R. representative who accepts the transfer of an animal from Valencia County Animal Control shall be required to present valid identification before any transfer can be done.
- L. The H.B.R. representative who accepts an animal on behalf of the H.B.R. shall be required to sign a transfer agreement on behalf of the agency, acknowledging receipt of the animal from Valencia County Animal Control.

4. Review and Renewal

- Each calendar year, all H.B.R.'s shall submit to an inspection by Valencia County Animal Control or retain their current standing with their local animal control agency.
- Valencia County Animal Control reserves the right to refuse to enter into a relationship or to terminate an existing relationship with any H.B.R.
- Valencia County Animal Control accepts and understands that an H.B.R. may terminate their relationship at any time. However, such termination shall not bar Valencia County Animal Control from seeking any lawful recourse regarding an H.B.R. that has failed to abide by the regulations, ordinances, and statutes enacted pursuant to the placement of companion animals accepted from Valencia County Animal Control.

PROCEDURE ADM-007
Effective Date: 11/20/09

LOST/FOUND

1. General. It is the goal of the Valencia County Animal Shelter to return all strays entering the Shelter to their owners and to provide assistance to those who have lost pets or to individuals who have found animals.
2. Matching animals. A lost/found reporting system has been developed to

return lost animals to their owners.

- A. Kennel staff are responsible for checking the description of stray animals currently at the Shelter against lost reports on file.
- B. Calls from citizens reporting lost animals. Any time an individual calls or visits the Shelter to report a lost animal the appropriate form will be filled out with as much detailed information as possible.

For citizens reporting a lost animal, staff should check found animal reports and review animal records of stray animals currently at the Shelter.

If no match is made, staff should still instruct the individual to come to the shelter and check the strays.

- C. Calls from citizens reporting found animals. When individuals call or visit the Shelter to report a found animal, office staff will complete the appropriate form and obtain as much detailed information as possible. Lost animal reports should be promptly checked. If a match is made, the person should, be referred to the owner of the animal.
- D. Offsite impounds. If a person finds an animal and wishes to keep it at home until an owner is found they may. A photo of the animal should be posted at the animal shelter and information will be logged into the animal record as an impound. If after 72 business hours an owner has not been located, the finder may adopt the dog legally from Valencia County.

PROCEDURE ADM-008

Effective Date: 11/20/09

ANIMAL LICENSING

1. Purchasing a license. Any dog or cat 3 months of age or older must be licensed or permitted. Owners are required to purchase a new license or permit every calendar year. Licenses can be purchased at the Shelter.
2. A valid rabies certificate must be presented at the time a dog license is issued. No license can be issued without proof of rabies unless a promise to vaccinate contract is signed.

3. Office staff will input all license data into the computer immediately upon issuance.
4. The appropriate fee is collected. A receipt is written for the amount collected and given to the pet owner, along with the license tag and a fastener.

PROCEDURE ADM-009
Effective Date: N/A

REDUCED-COST SPAY/NEUTER PROGRAM

1. **General.** Valencia County Animal Control provides an affordable spay/neuter program to pet adopters.
2. **Participating veterinarians.** Pet ER located in Los Lunas NM participates in the Agency's reduced-cost spay/neuter program.

Animals are required to be current on rabies and parvo/distemper inoculations prior to surgery, and, in some cases, heartworm checks and feline leukemia tests are required. Any boarding fees (if not already included as part of the surgery fee) following surgery or other incidental expenses are paid directly by the pet adopter or pet owner to the veterinary hospital.

PROCEDURE ADM-010
Effective Date: 11/20/09

SPECIAL REQUESTS

1. **General.** Many potential pet adopters call or visit the Shelter in search of a specific type of pet. Since the specific type of animal may not be available at the time the request is made, a wait list file is maintained to enable contact with the potential adopter when an animal matching the request is received at the Shelter.
2. **Matching.** Office and kennel staff and volunteers should regularly compare the special requests with those of animals currently in the Shelter. In searching for matches, it is important to evaluate the animal's adoption

potential first.

Staff should inform potential adopters that the animal can not be held for them. A notation is made on the animal record indicating the name of the individual and the date and time called

4. Animals in isolation. Animals in isolation are not available for adoption. Neither staff nor volunteers are permitted to match an animal in isolation with a special request. Any exceptions to this rule need the approval of the director.

PROCEDURE ADM-011
Effective Date: 11/20/09

TELEPHONES

1. General. Telephone etiquette is important for establishing good community relations. In addition, the information line voice-mail system provides important information to individuals needing assistance with animal-related problems.
2. Operating the telephone. Telephones at the Shelter should be primarily used for business calls. Any calls of a personal nature, either accepted or made by staff or volunteers, should be infrequent and brief. All incoming calls will be answered with a greeting identifying the animal shelter or animal control.
3. Any problems with the voice mail system itself should be brought to the attention of the director.

PROCEDURE ADM-012
Effective Date: 11/20/09

CASH TRANSACTIONS

1. General. To ensure accuracy and accountability concerning cash transactions, guidelines have been established for accepting cash and handling receipts and intake of money.

2. Daily intake of money.

At the time money is received for a transaction, a receipt must be completed. The receipt lists the date, method of payment, receipt number, initials of staff member receiving money, and name of person rendering money.

Staff must indicate on the adoption contract, the receipt number, dog/cat license number or an animal record number when an animal is adopted or returned to its owner.

The original copy of the receipt is submitted to the patron; the copy is retained for spreadsheet reconciliation.

needs to be updated to current cash collector policy

PROCEDURE ADM-013

Effective Date: 11/20/09

FINANCIAL MANAGEMENT

1. General. Success in any organization is dependent on good financial management practices. These practices would include the daily accounting and reconciling of receipts for income received.
2. Daily accounting.
 - A. Receipts for income received are recorded daily on a deposit sheet under the categories fees and adoptions.
 - B. Totals for each category above are balanced against checks and cash received and the register tape. A deposit slip is completed for the total income received on a daily basis, listing each transaction.
 - D. The amount of income received for each category is posted to the appropriate line item.
 - E. Deposits are made daily.

PROCEDURE ADM-014
Revision Date: 11/20/09

PAYROLL

1. **General.** Pay-checks for all Agency employees are distributed bi-weekly.
2. **Time cards.** Each department manager is responsible for reviewing his or her employee's time sheets before payroll is processed. Any overtime, vacation or sick leave or leave without pay require a manager's approval.
3. **Payroll summary.** A payroll summary is completed for every employee, including hours worked, leave taken and overtime earned. Payroll information is added to the payroll folder, calculating biweekly vacation, sick, and compensatory leave balances.

PROCEDURE ADM-015
Revision Date: 11/20/09

END-OF-MONTH REPORTS

1. **General.** The Valencia County Commission receives a monthly report detailing the status of Shelter operation. In addition, the monthly report compiles statistical data on animals entering and leaving the Shelter and animal control complaints.
2. **Incoming/disposition of animals.** This report details the number of animals processed each month. It breaks down the numbers of animals impounded, and disposition of animals. Statistics for the report are derived from the kennel department's daily record of incoming/outgoing animals.
3. **Animal control activities.** This report, by category, records the number and type of animal control activities undertaken each month. Such categories

include animal bites and calls for service by type, permits issued and licenses issued. Statistics for this report are derived from the daily activities and reports issued by the animal control department and calls for service.

4. Key statistics. This report compares, for a period of 12 months, the same statistics as in the monthly reports.
5. Distribution of reports. All reports are prepared by staff within the first several business days of the new month. One copy of the report is placed on the staff bulletin board, and other copies of the report are filed appropriately within each department.

ANIMAL RESCUE AND CONTROL

PROCEDURE ARC-001

Effective Date: 11/20/09

ANIMAL CONTROL COMPLAINTS

1. General. It is the goal of Valencia County Animal Control to promptly and professionally assist citizens with the following:
 - to assist in providing control of animals not under the jurisdiction of the State Brand Inspector or of the New Mexico Department of Game and Fish;
 - Provide rabies control;
 - Provide for reporting of animal bites;
 - Protect animals from neglect and abuse;
 - Protect residents from injury by animals;

2. Animal control officer authority. The response from the Shelter to citizens concerns and complaints about wild and domestic animals involves all personnel, from office staff handling the complaint to other designated personnel responding to the complaint. Though kennel technicians, as well as animal control officers, might respond to animal control and rescue situations, only animal control officers are empowered to enforce the ordinance and conduct routine field operations. 20

3. Attire. When responding to animal control complaints, all personnel shall be dressed in the appropriate uniform as described in the personnel policies manual

5. Receiving a complaint. Calls from citizens about animal-related complaints are initially handled by office personnel on a call log.

6. Emergency vs. non emergency. Situations in which personnel are to respond immediately are those in which:

- A. dangerous domestic or wild animals attacking humans;
- B. domestic or wild animals that are injured;
- C. animals are left unattended in vehicles during hot weather;
- D. animals which are suspected of carrying rabies;
- E. domestic or wild animals that have bitten humans;
- F. wild animals are trapped in the living space of residences;

Non emergency situations may include dogs running at large, barking dogs, owner releases, dead animals and stray animals. These types of situations are not conclusively non emergencies; it is important for staff to fully determine whether animals are at risk of being injured or are posing any degree of danger to humans.

7. Writing a complaint. Incoming calls from citizens reporting animal-related problems that require Shelter assistance are recorded on a call log. This log must be completed for every complaint received.
8. Dispatching a complaint. Complaints will be available for animal control at the office or if necessary, dispatched by radio or phone.
9. Processing complaints. The officer responding to the complaint must indicate what action was taken in every situation.
10. After hours responses. Only animal emergencies will be responded to after hours.

If the situation is not clearly identifiable as an emergency and the possibility of injury or death exists, the Animal Control Officer will respond.

In those cases where the Animal Control Officer in the performance of duty, anticipates physical confrontation from any individuals, then he/she will request that a sheriff's officer accompany him/her.

In those cases where the Animal Control Officer does not physically respond to a request for assistance because the situation is not an emergency or is out of the jurisdiction, he/she will politely explain to the citizen why he/she is not responding, and will offer whatever verbal advice is appropriate. Callers outside of the jurisdiction should be referred to the appropriate agency. An

Animal Control Officer is expected to use good judgment in handling after hours situations.

PROCEDURE ARC-002

Effective Date: 11/20/09

ANIMAL RESCUING

1. **General.** Professional animal-handling skills; good judgment; and quick, efficient, and humane actions are necessary for rescuing animals in distressful situations. Only those personnel trained to handle animal-related problems will respond to animal emergencies.
2. **Response time.** Any calls of an emergency nature shall be responded to immediately. Personnel involved in a non emergency situation should break off any action to respond to an emergency.
3. **Animals in distress.** Injured animals are to be promptly transported to the Shelter for evaluation.
 - A. **Animals with identification.** If a stray animal is found with identification that gives the name and address of the owner, personnel should proceed to the specified location.

If the owner is not at home, the animal control officer will post a notice on the door of the residence. This memo will instruct the owner to call the Shelter.
 - B. **Stray animals** will be impounded if no owner is available. If possible, a citation is preferable to an impoundment.
4. **Cats in trees.** Citizens requiring assistance to retrieve cats from trees should be advised to keep dogs out of the area. If this method fails and it appears that the cat will not remove itself, an officer will respond. It is left to the discretion of the officer on the scene if retrieval can be safely attempted.

5. Found animals. A citizen who finds a domestic animal and does not wish to keep it until the owner is located will be asked to bring the animal to the Shelter. If this is not possible, personnel will pick up the animal as promptly as possible.
6. Wildlife. Because wild animals are unpredictable and may pose a degree of danger to personnel, safety equipment should be used and protective gear always worn when handling wild animals.
 - A. Wildlife in living area. Shelter personnel are to respond promptly to citizens reporting wild animals in the living space of their residences.
 - B. Wildlife in non-living area. Citizens reporting wild animals in chimneys or attics are instructed to use deterrent methods (see Appendix I for suggestions) and/or be referred to a humane trapping service.
 - C. Guidelines for disposing of healthy wild animals may change from time to time depending on the incidence of rabies. Generally any wild animal not exhibiting signs of serious injury or sickness will be released. Wild animals appearing unhealthy or unstable should be brought immediately to the Shelter.
7. Wildlife rehabilitation. Rehabilitation for slightly injured or orphaned wildlife is a viable option.

At the Shelter, wildlife contained in cages should be covered and placed in a quiet area. A wildlife rehabber should be contacted as soon as possible. If euthanasia is necessary, it should be performed immediately to prevent any further suffering or stress to the animal.
8. Chemical capture. Chemical capture equipment for immobilizing animals in the field will be used when all means to eliminate the problem have failed or when an emergency exists. Only personnel trained will use chemical capture equipment. Any animal chemically immobilized must be immediately transported to the Shelter for observation. Water and food will not be placed in kennel until the animal regains consciousness. After any attempt to capture an animal chemically, a Chemical Immobilization Report is to be completed.

PROCEDURE ARC-003
Effective Date: 11/20/09

BITE CASES

1. **General.** A bite is any puncture or tear of the skin inflicted by the teeth of an animal.
2. **Processing a bite complaint.** Animal control officers will complete a bite report for all cases involving domestic or wild animals.

While the bite report can be taken from the owner over the telephone, the animal control officer must see the animal before quarantine is initiated and after quarantine is completed.

3. **Quarantine.** Owners of domestic animals which have bitten humans will be served with a notice requiring a confinement of the animal for a period of ten days. The purpose of the quarantine period is to observe the animal to see if it becomes sick or dies.
- A. **Home confinement.** At the discretion of the responding officer, the animal may be quarantined at the owner's home.

The pet owner is required to sign a home quarantine agreement.

The animal control officer will contact the owner at the end of the quarantine period, observe the animal, and if warranted, release the animal from confinement.

- B. **Shelter/veterinary confinement.** The animal control officer may require that the animal be quarantined at the Shelter or at a veterinary hospital if there is no way to properly confine the animal.

If confined at a veterinary hospital, the pet owner will pay all boarding fees to the hospital.

If confined at the Shelter, the pet owner will pay impoundment and boarding fees before the animal is released.

4. **Wildlife.** Capturing wild animals that have bitten humans is not always possible. Animal Control Officers will make every effort to locate, identify, and capture the animal.
- A. **Animals not captured.** In situations where the animal is not apprehended and the individual was bitten by a rabies-risk animal (raccoon, bat, fox, skunk),

Shelter personnel will recommend immediate medical attention.

- B. **Captured animals.** Animal Control Officers should be extremely cautious in approaching and capturing wild animals that have bitten and may be rabid. Appropriate protective gear and gloves must be worn.

In situations where the animal is captured, it will be euthanized and decapitated and its head delivered to the area lab for testing.

The bite victim should be instructed to immediately consult a physician and will be notified by Shelter staff of the rabies test results.

5. **Head tests.** For animals that have bitten humans and are suspected of having rabies, head removal and specimen preparation for laboratory diagnosis is required. Animals must be decapitated and tested if they have not been quarantined. When decapitating an animal, all personnel must wear gloves, and face protection. Small animals such as mice, rats, or bats are not decapitated but are delivered for testing.

The head must never be frozen.

A rabies report form should be completed in its entirety by the officer and delivered, along with the head or carcass of the animal, to the Health Department.

PROCEDURE ARC-004

Effective Date: 11/20/09

TRAPPING PROCEDURES

1. **General.** It is the goal of the agency that all community residents are educated about the need to live in harmony with wildlife. In most situations deterrent methods will be more effective in solving wildlife problems than trapping.
2. **Guidelines.** To provide for the humane removal of a wild or domestic animal, guidelines and deterrent methods have been established and are set forth in the Trap Loan Agreement and Appendix 1.
3. **Borrowing a trap.** Traps can only be borrowed by residents of the jurisdiction

served for one-week periods. Except under extenuating circumstances, residents must pick up a trap at the Shelter.

Office staff will complete a trap loan agreement form for every transaction involving the borrowing of a trap.

4. Returning a trap. Office staff will ensure that traps are returned within one week or in as timely a manner as possible. Extensions can be granted providing that an adequate supply of traps is available at the Shelter; the trap loan agreement form should be updated to reflect the new return date.
5. Shelter monitoring of traps. Under certain circumstances, an animal control officer may set a trap on an individual's property. A trap loan agreement form will be completed by the officer.

Citizens are informed to call the Shelter if an animal is observed in the trap.

PROCEDURE ARC-005

Effective Date: 11/20/09

CRUELTY INVESTIGATIONS

1. General. All cruelty investigations by an Animal Control Officer must be performed objectively. Each situation will determine whether an official warning, education, criminal prosecution, and/or seizure of the animal is the best resolution to the problem.
2. Response time. Because of the potential emergency nature of all suspected cruelty situations, animal control officers will respond and investigate complaints in a timely manner.
3. Cruelty situations. Complaints in which there is any possibility that the animal is in danger, suffering or dead from mistreatment must be investigated promptly.

Any time that an animal delivered to the Shelter shows evidence of severe neglect or abuse, the situation should be brought to the attention of a supervisor or animal control officer.

4. Complaint documentation. It is important for the investigator to gather and

document precise information and to take pictures of the animal and property on which the animal is found if violation is observed.

5. Non seizure of an animal. Any time an animal is not in danger nor impounded and yet a violation exists, the investigator should explain the actions needed for compliance with the law, providing a written warning or citation.
6. Seizing an animal. Any time an animal is suffering or in danger, the situation must be corrected immediately or the animal seized. No personnel will seize any animal without a warrant except in the presence of exigent circumstances. A supervisor should also be contacted for further assistance regarding the situation and the resolution.

Any seized animal should be promptly taken to a veterinarian and photographs should be taken of the animal.

8. Search warrants. Sheriff's assistance is always required to execute a search warrant.

Whenever animals are seized, photographs of the property and animals will be taken. Any animal carcasses or remains are to be taken to a veterinarian for necropsy if possible.

Items and animals seized and their condition must be listed, a copy of the search warrant and inventory left, and associated paperwork returned to the magistrate. Any items taken as evidence are marked as such and retained in a secure area. Animals seized are not to be viewed by the public or handled by volunteers ~~except as allowed by the Animal Control Director.~~

9. Legal actions. Any case involving prosecution for cruelty or unfit which will result in legal action should be immediately brought to the attention of the animal control supervisor or director.

At the time individuals are charged, prosecuting officers are responsible for completing incident reports, criminal complaints and/or citations.

10. Felony actions. Any case involving prosecution for extreme animal cruelty which may result in legal action are handled the same as misdemeanor cases but reports are turned over to the District Attorney office. No citations or criminal complaints need be filed by the investigator.

CITATIONS

1. General. The Animal Control Director and his or her deputized officers shall have the authority to issue citations for violations of the animal control ordinance.
2. Animal control warnings. Upon arrival at the suspect's address and in situations where the owner or caretaker is not at home, the officer will post an animal control warning notice at the residence.
3. Issuance of summons. At their discretion, animal control officers may issue criminal complaints or citations for a violation of county and state codes and statutes. Animal control officers must personally observe the violation in order for a criminal complaint or citation to be issued. If the animal control officer does not observe a violation but, in the course of the investigation, feels the complaint is valid and has hard evidence, the officer may decide the criminal complaint or citation can be issued.
4. Writing a citation. The animal control officer records on the citation a date for the defendant to appear in Magistrate Court and the violation with which the individual is being charged. The defendant is required to sign the citation, if he or she refuses, it should be noted on the citation as "refused".
5. Criminal Complaints. For violations of the county animal control ordinance, a criminal complaint may be written. The original complaint with detailed accounting of the violation(s) is turned into Magistrate court. Any witnesses to be called will also be turned in to Magistrate court including names, addresses and phone numbers.
6. Nul processing complaints already filed. In the event that a criminal complaint or citation has been issued but the animal control department believes that enforcement is not warranted (e.g., the violator is cited for failure to license but obtains a license the day after the notice is issued), the animal control department may request that the court rescind the citation.

SAFEKEEPING

1. **General.** In special cases, animals may be held in a safekeeping status at the Shelter. These situations include cruelty cases, abandonment, evictions, spousal abuse, and other situations in which the owner is homeless, incarcerated, or hospitalized.
2. **Length of time.** Since the Shelter is unable to care for owned animals on a long-term basis, safekeeping cases should be resolved in as timely a manner as possible.
3. **Intaking safekeeping animals.** The intake process for safekeeping animals is the same as all animals entering the Shelter. The hold of the animal must be noted on the animal record and on the kennel card.
4. **Returning a safekeeping animal.** Animals held in safekeeping because the owner is incarcerated or hospitalized may be returned when the individual is released, providing the animal was in good health and condition upon entering the Shelter. In all other situations, the animal may not be returned without the approval of the director or animal control officer responsible for the impound.

PROCEDURE ARC-008
Effective Date: 11/20/09

COURT PROCEEDINGS

1. **General.** Animal control officers are expected to maintain an up-to-date court calendar and to schedule court appearances appropriately.
2. **Attire.** Animal control officers will wear appropriate uniform attire, and other employees appearing in court should be dressed appropriately.
3. **Conduct.** Personnel appearing in court will conduct themselves in such a manner as to create a favorable impression at all times.
4. **Hearing dates.** Court hearings to determine whether an owner is fit to care

for an animal should be requested to be heard as soon as possible. The courts must be informed if an animal is being held.

5. Preparation for court hearings. Any time a case results in legal action, the animal control officer must be prepared. If the case goes to court, the investigator should ensure that witnesses, if necessary, have been subpoenaed. All necessary documents, evidence, and seized items must be in order and brought to court on the hearing date.

PROCEDURE ARC-009
Effective Date: 11/20/09

PERMITS

1. General. *Permits are required for animal breeders, guard dog sites, pet shops and dogs declared dangerous by the courts.*
2. Applications. Commercial and hobby breeders and owners of pet shops are required to apply with regional planning for approval and once approved, allow a premises inspection by animal control.

B. Litter permits. Permits for accidental litters are issued by animal control with no inspection required.
3. Inspection. An inspection of the premises of animal breeders, pet shops and locations housing security dogs is conducted by an animal control officer, and the conditions found are recorded on an inspection form. If the animal control director is satisfied that conditions comply with applicable standards, a permit will be issued. Permit requirements and inspections for dangerous and potentially dangerous dogs are contained in the county animal control ordinance.
4. Renewals. Permits are renewed annually, including re-inspection. It is the duty of the person requiring the re-inspection to make the request before expiration.

PROCEDURE ARC-010
Effective Date: 11/20/09

ROUTINE FIELD OPERATIONS

1. **General.** Routine patrolling by animal control officers is undertaken on a daily basis depending on emergency situations and complaints from citizens.
2. **Procedures.** Any calls will be routed and relayed to dispatch as on route, on scene and clear with any pertinent information.
3. **Sites.** Routine patrolling should focus on areas with high numbers of citizen complaints.

PROCEDURE ARC-011
Effective Date: 11/20/09

VEHICLE MAINTENANCE

Sanitation. Truck kennels should be sanitized after use with an appropriate disinfectant.

1. **Appearance.** Any employee using an animal control vehicle is expected to keep the vehicle clean and well stocked at all times. As circumstances warrant, animal control officers are expected to wash and clean the outside of the vehicle.
2. **Maintenance.** No employee shall operate any vehicle that is operationally unsafe. Any mechanical defects should be reported immediately to the animal control supervisor and the vehicle taken to fleet maintenance.
3. **Safety features.** To provide for the safety of the public and Shelter personnel, the following rules have been established governing the operation of county vehicles:
4. Safety belts shall be worn at all times.

5. The operator has the responsibility to check all safety features of his or her vehicle.
6. While response to an animal control situation, personnel shall proceed in a timely and safe manner so as not to risk injury to the operator or to citizens.
7. An unattended vehicle must be locked at all times, including on the premises of the Shelter.
8. Any traffic accident involving county vehicles should be immediately reported to the police department and employee's supervisor. The filing of an accident report shall be completed by the operator of the vehicle.
9. Use of lights and siren. Animal Control vehicles do not have authority to run code. Lights will be used only when the vehicle is stopped or slowly moving at the side of the road.

PROCEDURE ARC-012

Effective Date: 11/20/09

RADIO COMMUNICATIONS

1. General. Because of the increase in use of portable police radios by employees, it is necessary to institute guidelines for radio transmission.
2. Communication. The radio is used to transmit calls to and from animal control officers. All radio traffic is monitored. Employees should speak clearly, using when applicable established code signals. Routine messages or lengthy messages should be handled by telephone. Field personnel can communicate directly with staff at the Shelter.
3. Routine transmission. The following is an example of a routine transmission of a call:
Dispatcher: AC base to AC2
Employee: AC2
Dispatcher: Have a call for you
Employee: Go ahead
Dispatcher: At 220 Del Rey, pick up dog killing chickens.
Employee: 10-4

Arrival at 220 Del Rey: AC2 to base
Dispatcher: AC base
Employee: 97 at 220 Del Rey
Leaving: AC2 to base
Dispatcher: AC base
Employee: 98 from 220 Del Rey. Picked up one dog.
Dispatcher: 10-4

ANIMAL CARE

PROCEDURE ANC-001
Effective Date: 11/20/09

1. General. The intake process assures that animals are examined, recorded, and housed properly. Because comfort is important for an animal's overall well being, attention is given to each individual animal and its needs.
2. Intaking an animal. Staff complete, upon intaking animals, an animal record, and cage card being careful to include all information known.
3. Physical examination.
 - A. Dogs and cats. Upon entry into the Shelter, an examination is performed. The condition of the animal's hair and skin, eyes, ears, nose, and mouth, is observed and any problems noted in the animal record. Any serious problems should be brought to the attention of the director.

Kennel staff's findings and observations are recorded on the kennel cards and animal record. Notations are not to be altered by anyone but the director or

the kennel tech that made the notation.

Any stray or surrendered animal showing signs of severe neglect or abuse should be brought to the attention of the director or an animal control officer. Kennel staff will also notify the director of any animal which may not be suitable for adoption.

- B. Other domestic animals. Birds, guinea pigs, rabbits, hamsters, rats, and other domestic animals are to be housed in a proper cage or container. Ferrets will be placed in the cat room.
- C. Wild animals. Wild animals will be examined to determine whether they are suitable for release or rehabilitation or are to be euthanized. For wild animals that will be placed in rehabilitative care, staff will make every effort to locate a certified wildlife rehabilitator.

Kennel staff will place the wild animal in a suitable cage in a quiet area cover the cage to reduce stress. Food and water, if appropriate, should be given to the animal according to its species. Raptors are to be placed in a closed box and not be provided food or water.

- 4. Vaccinations and medications. Healthy, adoptable dogs six weeks or older receive parvo/distemper and kennel cough vaccines. Healthy, adoptable cats six weeks or older receive an injection of Panleukemia vaccine. Stray, pregnant animals will not receive any vaccines until the holding time has elapsed.

Puppies, and adult dogs are dewormed when necessary. This information is recorded on the animal's record and cage card.

- 6. Pictures. A picture is taken of each animal and included on the animal's cage card.
- 7. Housing. Animals will be separated by availability, size, condition, sex, and adoptability. Stray or unadoptable animals are not to be placed in the adoption kennels unless allowed by the director.
 - A. Puppies and dogs are separated from kittens and cats. Canines are housed in kennels and felines are housed in the cattery. At no time shall these species be housed together.
 - B. Puppies and dogs.

1. Each adult dog is confined to one run. Dogs who enter the Shelter together, are compatible, spayed or neutered or of the same sex may be housed together.
2. Nursing mothers and their young should be housed preferably in the quarantine area to reduce stress.
3. Depending on their age and number, puppies from the same litter should be put in a large kennel.
4. Sick or questionable animals will be placed in the euthanasia room.
5. Wolf hybrids and aggressive animals, will be held off view if they need to be held for a stray period.
6. Healthy owner surrendered animals needing to be evaluated or time to adjust will be housed in stray animal kennels.
7. Dogs that have bitten humans are to be housed in the quarantine kennels for the duration of the quarantine and will not be placed for adoption.
8. Wolf hybrids will be euthanized if owner-surrendered or after the stray holding period if not claimed.

C. Kittens and cats.

1. All kittens and cats are housed in the catteries. They are moved to the adoption area according to space, behavior, health and condition of the animal.
2. Each adult cat is confined to one cage. Two cats that enter the Shelter together, are compatible, are spayed or neutered or of the same sex may be housed together.
3. Nursing mothers and their young should be housed together. The kennel door should be covered to provide a dark comfortable environment.
4. Kittens from the same litter should be housed together.
5. Cats who are sick or potentially sick are to be placed in the euthanasia room.
6. Feral cats should be euthanized.

7. Cats that have bitten will not be placed for adoption.
- D. **First aid.** Any animal, either upon entry to the Shelter or during its stay, that shows symptoms of illness or injury should be brought to a supervisor's attention. First aid may be given including proper pain management. No diseased animal will be treated for its condition.

ANIMAL FEEDING

1. **General.** Though an animals stay at the Animal Shelter is temporary, it is important that animals are provided a regular feeding schedule of high, quality food. Only Kennel techs ~~or their designees~~ will feed as only they monitor the animals diet.
2. **Feeding procedures for canines.** Each day, puppies and dogs should be counted to determine the amount of food to prepare. Appropriate amounts are noted on the bags of feed.
 - A. **Amount.** Animals are fed the proper amount of food based on the size and physical condition of the animal. Puppy food is provided for puppies and dogs up to six months of age.
 - B. **Special diets.** Underweight dogs are fed smaller portions three to four times a day.
 - C. **Water.** All dogs are to be given fresh water daily and water bowls refilled when necessary.
 - D. **All incoming strays are fed.**
3. **Feeding procedures for felines.** Each day, kittens and cats should be counted to determine the amount of food to prepare.
 - A. **Amount.** Dry food is provided for each kitten or cat throughout the day.
 - B. **Special diets.** Older cats with tooth loss may be fed wet food.
 - C. **Water.** All cats are to be given fresh water daily and water bowls refilled when necessary.
 - D. **All incoming strays are fed.**
4. **Feeding procedures for other animals.** Other domestic animals such as rabbits, ferrets, birds, guinea pigs, or hamsters are provided food according to their species. Such animals are fed during the morning feeding time and if

necessary during the mid-afternoon feeding time.

MEDICATIONS

Disclaimer – Any medical shelter medical protocol must be in accordance with state laws and developed in conjunction with local veterinarians or staff veterinarian.

1. **General.** To prevent the spread of disease and to provide animals with the best possible medical care while in the custody of Valencia County Animal Control, healthy, adoptable animals are inoculated against certain diseases. Other types of treatment are administered on a case-by-case basis.
2. **Medications for dogs.** The dog's weight, determined upon its initial physical examination, is important, in part for determining the dosage for any medication administered.
 - A. All healthy, adoptable dogs six weeks or older receive parvo/distemper and kennel cough vaccines.

Other vaccines and/or special medications may be administered depending upon the health and condition of the dog.
 - B. Routine treatment. After initial treatment, healthy/adoptable dogs aged six weeks to six months are administered two additional distemper vaccines, each spaced two weeks apart. Dogs older than six months are given one parvo/distemper vaccine after entry into the Shelter.
3. **Medications for cats.** The cat's weight, determined upon its initial physical examination, is important, in part, for determining the amount of dosage of any medication administered.
 - A. All healthy/adoptable cats six weeks or older receive an injection of Panleukemia vaccine.
Other vaccines and/or special medications may be administered depending upon the health and condition of the cat.
 - B. Routine treatment. After initial treatment upon entry into the Shelter, cats aged six weeks to six months are administered an additional booster vaccine every two weeks.

4. Approval procedure. Any switch or change in medications for any animal requires the prior approval of the director.
5. Medical info. The animal record and kennel card is updated by kennel staff for each animal receiving medications each time the animal is treated.

PROCEDURE ANC-004

Effective Date: 11/20/09

ANIMAL MAINTENANCE

1. General. Not only does a thorough and effective cleaning of the Animal Shelter prevent the spread of communicable diseases, but it creates a better environment for animals, staff, and visitors but also ensures positive public perception of the agency and increased confidence in the health of the animals available for adoption.
2. Caretaking procedures for dogs. A step-by-step procedure for cleaning dog kennels provides for the humane and efficient handling of animals.
 - A. At the beginning of each day, kennel staff will check each animal and its environment.
 - B. Any housebroken dogs are taken for a walk if possible. Housebroken dogs that have not soiled their kennel should be placed back into the same kennel.
 - C. Kennel staff will observe whether animals are eating regularly, their urine and bowel movement conditions, symptoms of illness or injury and any unusual behaviors.
 - D. Dogs are first moved to a clean and ready kennel. Food and water bowls and bedding are removed. Blankets and sheets are placed in laundry barrels. Bedding not suitable for reuse is discarded.
 - E. Fecal matter shall be scooped and disposed in the waste bucket.
 - F. All water and food bowls are washed with an appropriate disinfectant.
 - G. The Low pressure Wysiwash is used to disinfect runs currently in use.

Kennels are sprayed and scrubbed using a broom or scrub brush. The kennel is then rinsed still using the Wysiwash sprayer.

- a) The low pressure foamer or high pressure power wash systems are to be used as needed using an appropriate detergent. These will be used prior to disinfecting. Degreaser will be applied on weekends or when the shelter is closed to the public to avoid accidents as it is very slippery.
- H. Runs are dried using a squeegee.
- I. Hallways and walkways are disinfected in the same manner.
- J. Clean bowls filled with fresh water are placed in every run. Clean bedding is placed as needed into the kennels.
- K. Drain covers and drains are cleaned. Drains are not to be left uncovered and unattended during business hours.
3. Caretaking procedures for cats. A step-by-step procedure for cleaning cat cages in the adoption and isolation rooms provides for the humane and efficient handling of animals.
 - A. At the beginning of each day, kennel staff will check each animal and its surroundings.
 - B. Kennel staff will observe whether animals are eating regularly, their urine and bowel movement conditions, symptoms of illness or injury and any unusual behaviors.
 - C. Empty litter pans and scrape well. Then wash pans with appropriate disinfectant.

Never clean litter boxes in the same load as the food/water bowls
 - D. Remove feeding dishes and water bowls and empty remaining food in trash bin. Wash all food and water bowls with an appropriate disinfectant.
 - E. Remove cat(s) from their cages during the cleaning process if necessary. Cats should never be let out of cages to run loose during cleaning procedures.
 - Remove all bedding. If newspaper is used, dispose of it. If blankets, rugs or towels are used, they must be washed, disinfected and replaced daily.

- Remove food/water dishes and litter pans. Wash and disinfect all prior to reusing.
- Remove all solid organic waste (feces, hair, etc.) left in the cage.
- Scrub all surfaces well, **including the cage door**, with an appropriate detergent/disinfectant solution. Allow the solution to remain on the surface for the time specified by the manufacturer's instructions.
- Wipe cage dry; replace newspaper and bedding; replace clean litter pan; replace food and fresh water; place cat(s) back into dry cage.
- Clean walls, floors, between and tops of cages, window sills and all other surfaces within the room.

F. Another option is to spot clean the cages using the steps below:

- If the cat has not messed the kennel and is in good health, spot cleaning may be used
- Remove litter pans and food and water bowls as before.
- Bedding may remain with the cat.
- Fresh water and food bowls will be placed in each kennel.
- Fresh litter pans and litter will be placed in each cage.
- Any loose food or uncontaminated litter should be brushed out.

G. Ensure the correct dilution ratio for all products is used and that for staff safety and the safety of the animals, they are followed. The following formula should be used whenever mixing bleach:
(Undiluted bleach should never be used except as a stain remover.)

- 30 to 1 with standard 5% bleach.
- The proper siphon installed into the foamers will provide this dilution automatically.

H. To avoid the spread of disease, all cages will be cleaned as if a sick animal were in it.

I. Cages or containers housing other animals such as rabbits or mice are cleaned with a solution of bleach and water.

J. The cattery floor and floor of lobby's are swept and mopped with a solution of bleach.

4. Routine monitoring. Kennel runs and cat cages should be checked frequently throughout the day and cleaned as needed, as well as replenishing water. It is important that the health and condition of each animal be also checked frequently. Any unusual behavior or health concerns such as diarrhea, vomiting or lethargy should be brought to the attention of the director or other supervisor.

Fecal matter deposited in inside waste buckets will be removed prior to the close of business each day.

6. Laundry. All soiled blankets, towels, sheets and washable toys are washed and dried daily. These items will be washed with detergent and bleach.

PROCEDURE ANC-005

Effective Date: 11/20/09

EUTHANASIA

1. General. Since euthanasia is the final act of kindness that can be shown to an animal, it is the policy of Valencia County Animal Control that animals be handled with respect and sensitivity and protected from stress, fear, discomfort, and pain.
2. Training. Euthanasia may only be performed by a person who has been licensed in euthanasia.
3. Authorization for euthanasia. Animals to be euthanized will be chosen by the director or his/her appointed supervisor.
4. Owner requests. The Shelter will euthanize animals of citizens requesting this service.

The reason why the owner is requesting euthanasia is very important. If it is for medical reasons the condition of the animal will help staff to avoid hurting the animal during handling and to understand any effect its condition may have on the animal during the euthanasia process. It is equally important to know if the reason for euthanasia is for aggression.

- A. Adoptable animals. There may be occasions when an owner requests euthanasia for a pet and the staff member receiving the animal feels that it is

adoptable. The employee may discuss this with the owner, but if the owner still requests it, the animal will be euthanized.

- B. Staff. It is preferred that two staff persons be present when euthanizing any animal. If two people are not available, the animal should be sedated and euthanized.
- C. Owner's presence. Owners will not be present during the euthanasia procedure. In extenuating circumstances the director may allow it.
- 5. Selection of animals. Shelter animals are selected for euthanasia based on the following criteria: space, ability to cope in a shelter environment, temperament, health, age, condition and length of stay. Animals are evaluated by staff for observed behavior/health issues. There are times when an animal's condition or behavior precludes any evaluation and results in immediate euthanasia.
- 6. Pre-euthanasia checklist. Prior to euthanasia, a checklist is prepared by the assigned euthanasia tech to ensure that there are no special circumstances that may make euthanasia an inappropriate decision for that animal at that time. This checklist checks the animal against lost reports, special holds, etc., to ensure then animal can be euthanized and no mistakes are being made.
- 7. Controlled substances. All controlled substances, needles and syringes are to be kept securely locked and should never be accessible to the public or any unauthorized persons. Only staff members who have been adequately trained to use such supplies will have access to them. No controlled substance is to be removed from the Shelter without the approval of a supervisor.
- A. Record keeping. Each time any amount of a controlled substance is used it must be completely and accurately documented and kept in the euthanasia room. The following information must be documented according to the Drug Enforcement Agency: date, animal's intake number, description of animal, weight, amount used, balance remaining, technician, and reason for euthanasia. Any significant discrepancy in the drug balance should be immediately reported to the director. The euthanasia tech will conduct checks of this book to ensure proper accounting of the substance is being followed.

The animal's record should be updated to record the date of and reason for euthanasia.

- B. Inventory. All controlled drugs must be carefully inventoried. The general

supply of drugs are locked in the main supply drug safe, and only approved employees have the key. Each time a shipment of a controlled drug is received, it should be immediately placed in the safe and the appropriate paperwork completed. Each bottle will also be numbered in sequential order to allow for extra accounting oversight.

A record is kept listing the type and amount of each controlled drug within. Each time a drug is removed from the safe, the person taking the drug is to mark it in the log book. Under no circumstances should a page be removed from the book. If a mistake is made, a thin line should be drawn through the error with the necessary correction being made and initialed. All entries should be made in ink.

A complete inventory should be conducted bi-annually and kept in the file, to be provided to any inspecting agent.

8. Preparation for euthanasia.

- A. Treatment room. During euthanasia, no one should enter that room unless it is absolutely necessary to and only after making certain that it is safe to do so. Entering the room when euthanasia is taking place could frighten the animal and endanger the animal and staff members.

During euthanasia, the treatment room, hallway and adjacent areas should be kept as quiet as possible. Only essential persons should be present during euthanasia.

- B. Needle size. The proper size of needle and syringe is dependent upon the size of the animal.

Needles should be checked for barbs prior to use and should be changed if more than two insertions are needed. Used needles and syringes are disposed of in the red, medical waste container.

- C. Staff presence. Generally euthanasia must be performed by two persons. The handler is responsible for comforting the animal; securing and controlling the animal so it cannot bite and directing its attention to the handler. The second person administers the injection.
In certain circumstances euthanasia may be performed by one person. Such situations may involve an animal that can be held and injected by one person, or an animal that can be tranquilized.

- D. Presence of other animals. Only one animal at a time is present in the

euthanasia room. An exception be made and only if it will make the process easier on the animals. Such an exception may be a litter of animals who are comforted by each other's presence.

If a mother animal and her young are to be euthanized, the mother is always first. If the young are going to be euthanized, they may be placed against the mother after being injected.

9. Euthanasia agent. Sodium pentobarbital is the euthanasia agent used in nearly all cases. The preferred method of administration, when at all possible, is intravenously. Intraperitoneal injections are acceptable for young animals, companion animals other than cats and dogs and wild animals, or in any other case where IV injection is not possible. Intracardiac injections must never be performed on conscious animals. An intracardiac injection may only be used if the animal is completely unconscious.
10. Pre-Euthanasia Sedatives. A ketamine/xylazine mix is the agency's drug preferred for use in tranquilizing animals.

The correct dosage to use, depending upon the strength of the drug and the animal's weight, is listed on a chart in the treatment room.

Tranquilizing is needed if the animal is extremely frightened, uncooperative, excessively active or aggressive. Wild animals and feral animals should be tranquilized.

Tranquilizing agents may also cause the animal to vomit. If the animal is muzzled, monitor the animal and remove the muzzle if it shows signs of vomiting to prevent it from strangling on its own vomit.

11. The proper dosage for sodium pentobarbital delivered IV or IC is 1 cc per ten pounds for dogs and cats. Cats weighing up to ten pounds receive 1cc of sodium pentobarbital. Cats over ten pounds receive 2 cc. When administering IP the dosage is 3 times the IV dosage.
12. Euthanasia procedures. It is virtually impossible to list a direct step-by-step procedure for euthanasia since the proper method depends upon several factors. However, there are important guidelines, as set forth below, which should be followed.
 - A. All dogs receiving injections will be muzzled and employees will wear eye protection
 - B. For intravenous injections, in most animals the vein is easily detected by

merely applying pressure to it, by pumping the paw or by wetting the area with alcohol.

However, if the vein cannot easily be seen in this way, the leg should be shaved using the clippers. The clippers should be turned on before touching the animal with them to avoid suddenly frightening the animal.

- C. The handler should hold off the vein by rolling it and applying pressure. Once the needle has been inserted, the technician should tell the handler to release pressure on the vein. The handler will continue to hold the animal's leg to prevent any sudden movement.
 - D. The technician will then inject, watching to ensure that the vein is not lost or does not "blow". If the animal remains calm, the injection should quickly be administered into the vein above the site of the bubble or in a different leg. If another vein cannot be promptly found, a tranquilizer should be administered.
 - E. Death is determined by checking for a heartbeat with the stethoscope, or by inserting the needle into the heart to check for movement.
 - F. Intraperitoneal injections should be used if an intravenous injection is not possible. For intraperitoneal injections, the proper amount varies upon the species and size of the animal.
 - I. Once the injection is complete, the animal should be placed in a cage or carrier until death takes place.
 - J. Intracardiac injections will only be used on completely unconscious animals. Adult cats should be routinely sedated with a ketamine/xylazine mix and given an intercardiac injection.
 - K. If a licensed Euthanasia tech can not be found or is unavailable and emergency euthanasia is required, the animal will be taken to the consulting veterinarian (Dr. Van Otten) during normal business hours or the emergency after hours veterinarian (Pet ER).
13. Body Disposal *Bodies of all animals will be placed in a plastic bag and put into the walk in freezer. When the freezer starts to reach capacity, the bags will be loaded into the dump trailer and be taken to the landfill for disposal.*

PROTOCOL FOR HANDLING QUARANTINE DOGS, DOGS BEING DECLARED DANGEROUS/VICIOUS

1. **General.** In order to protect the safety of staff, personal interaction with dogs held in quarantine, or declared dangerous or vicious, is prohibited.
2. **Procedure.** The dog must *always* be handled by snare

If the kennel *must* be entered for any reason when the dog cannot be secured in this manner, two staff members *must* be present.

These dogs are not to be taken out of the kennel for exercise at any time unless specifically permitted by the director.

When euthanizing a dog who has been in declared dangerous/vicious, a pre-euthanasia tranquilizer will always be administered to minimize the risk of injury to staff members, as well as to minimize stress for the animal.

VOLUNTEERS

PROCEDURE VOL-001

Effective Date: 11/20/09

RECRUITMENT

1. General. Volunteers are generally used to socialize animals, assist with animal caretaking, counsel prospective pet adopters and assist in special fundraising events. Their special skills and talents make a positive difference in the lives of Shelter animals, and their recruitment is essential for good Shelter operation.
2. Selection of volunteers. Most volunteers are individuals who have visited or adopted from the Shelter, have been referred by community service agencies or are student interns. Volunteers need to be at least 18 years of age, although exceptions are made with the approval of the individual's parent or guardian.
3. Volunteer application. Individuals wishing to become a volunteer complete a volunteer application that is submitted to the volunteer coordinator. The coordinator will review applications and call potential volunteers to an orientation and interview session.
4. Orientation. An orientation session is an important first step in acquainting prospective volunteers about Shelter operation and programs.
5. Interviewing volunteers. During the orientation session, the volunteer coordinator will interview all attendees. This interview helps define expectations of both the volunteer and the volunteer coordinator.
6. Acceptance of volunteers. If the volunteer is accepted, the coordinator will discuss placements, review general rules of behavior and conduct and establish a schedule. Background checks may also be performed. Community service applicants having a violent or a drug history are not allowed.
7. Non acceptance of volunteers. Not all potential volunteers will be accepted to work at the shelter. The coordinator will write the reason for non acceptance on the volunteer's application. and the application will be kept on file.
8. General rules. As with staff members at the Shelter, volunteers are expected

to adhere to certain rules of conduct and behavior in order to provide a safe and productive work environment.

- A. **Conduct.** Volunteers must wear identification and are expected to dress appropriately. Because euthanasia of animals is a staff decision, volunteers will not interfere, under any circumstances, by questioning which animals are euthanized.
- B. **Adoption.** Volunteers are not permitted to adopt from the Shelter until they have completed three months of service or have been approved by the director.

The volunteer coordinator will explain during the interview the waiting period on adoption.

- C. **Time commitment.** Volunteers who wish to come in at a time for which they are not scheduled should first contact the volunteer coordinator to see if their help is needed.

PROCEDURE VOL-002
Effective Date: 11/20/09

VOLUNTEER PLACEMENT

- 1. **General.** Making a good match between a volunteer's particular area of interest and the needs of the Shelter help further the mission of the agency in providing care and companionship for homeless animals.
 - A. **Socialization.** Volunteers will socialize only with those animals available for adoption or strays approved by staff. Training is provided by kennel techs.

Socializers are expected to understand adoption procedures as they will frequently be asked questions by visitors.

- (a) **Cats.** . At no time will cat socializers allow cats to roam free in the cattery.
- (b) **Dogs.** Generally dog walkers walk dogs, an important activity that provides play and exercise time. Volunteers are instructed to properly leash

and collar dogs, to scoop any excrement while walking.

Dog walkers must control dogs so that they do not jump on people or other dogs and, at no time, are dogs allowed off a leash.

- B. Kennel work. Many volunteers want to interact directly with animals. Kennel volunteers perform a wide variety of tasks, feeding, assisting with medicating, grooming and laundry chores. Training is provided by the kennel techs.
- C. Front office assistance. Volunteers will respond to telephone inquiries, assist with intaking of animals, explain adoption procedures and match lost/found reports. Training is provided by the administrative assistant.

Volunteers do not handle transactions or approve adoptions ~~unless they have been trained to do so.~~

- 2. Role of staff. The staff is expected to keep the volunteer coordinator informed of the individual's work habits. Any problems with volunteers should be promptly reported to the volunteer coordinator.

Volunteers generously give of their free time and complement the work of animal care professionals. All volunteers should be treated by staff with courtesy, respect and appreciation.

- 4. Termination. Like staff, volunteers can be terminated for a variety of reasons, such as poor performance, disruptive behavior, habitual absenteeism or falsification of work hours.

The volunteer coordinator is expected to document in writing the events leading up to the termination and add this information to the volunteer's personnel file.

For community service workers and student interns, the volunteer coordinator will contact the probation officer or teacher to inform them of the termination.

APPENDIX I

POLICY ON TRAPPING

The following guidelines should be followed in response to requests for trapping wild and domestic animals. Information is also included on deterrent methods; sick, injured or orphaned wildlife; "nuisance" birds; such as: pigeons, and rats and mice. This information is designed to educate citizens and to protect wildlife.

1. Guidelines. Traps are loaned for stray domestic animals and wild animals confined in an area from which they cannot escape. Callers needing assistance should be referred to an animal control officer.

Traps are not loaned to remove healthy, unconfined wildlife. Staff should offer deterrent methods (explained below) to the individual.

Traps are not loaned to remove wildlife from attics, basements or garages. If the animal found a way to get into one of these areas, it can find a way out. A nest of young could be left behind that will die if the adult animal is trapped.

- A. Wild animals. The Shelter receives numerous calls from citizens regarding wild animals. People generally do not understand the normal behavior of wildlife, are frightened of the animal or feel that the animal is a nuisance.

Although wild animals may be a nuisance to some people, rarely is it necessary to trap them. Trapping will not solve the problem. If an area is attractive to wildlife, trapping a few of the species will only make room for others to inhabit the area.

For the above reasons, it is best to deter wild animals rather than trapping them. Deterrent methods are listed below.

- B. Domestic animals. Traps are loaned for trapping stray cats or injured or sick domestic animals.

Dog traps are only set an animal control officer.

2. Deterrent methods. The following methods of deterring a wild animal are far more effective than trapping. These suggestions should be offered to citizens:

- A. Wildlife outside the home. Garbage should be tightly secured in sturdy containers. Pets should not be fed outside, nor should food be left outdoors. Because wild animals do not like strong odors, ammonia-soaked rags can be added to the trash or old socks filled with mothballs can be tied to the handles of trash cans. Sprinkling the contents of the trash with cayenne pepper is also effective.
- B. Wildlife in garden areas. Sprinkle Epsom salts on and around the plants. Animals eating epsom salts will temporarily experience a stomach ache and diarrhea, but will learn to avoid the area. Ammonia-soaked rags and mothballs can be placed around the perimeter of the garden. The noise from a radio can also help dissuade animals from coming into a garden.
- C. Wildlife inside the home. The animal should be confined to one room and exterior doors and windows opened to give the animal access to the outdoors. Leaving bright lights on and playing loud music can be effective in encouraging the animal to depart. Food can also be placed at exit points.

Once the animal has left the house, any openings should be sealed to prevent other animals from entering.

Unfortunately, many callers become unreasonably frightened if they have a wild animal in their home. It may be necessary to dispatch an animal control officer to remove the animal.

- D. Wildlife in a chimney. A fire should never be started in the fireplace in an effort to remove the animal. Trying to smoke the animal out will cause it to lose consciousness and fall into the fire. A container of ammonia should be placed under the flue. It may be necessary to hang a rope down the chimney to help the animal climb out. Once the animal has been removed, the chimney should be capped to prevent other animals from entering.
3. Sick, injured and orphaned wildlife. Frequently the Shelter receives calls about sick and injured wildlife.

Callers should not attempt to handle these animals, but may place a box or trash can over the animal to keep it safe and confined until help arrives.

The Shelter also receives many calls regarding orphaned wildlife. Generally the young animal is not really orphaned. The adult may be looking for food or afraid to return because the individual is there. If possible, the caller should be advised to watch the young from a distance to determine if the adult returns later.

Residents are frequently concerned about baby birds or squirrels at the base of a tree. If the squirrel has fur and its eyes are open or if the bird is fully feathered, the adult may have pushed the young from the nest to teach it to climb or fly. Usually the adult is able to care for the animal on the ground until it learns to return to the nest. If the animal is very young or the area is too dangerous for it to be on the ground, the animal should be returned, if possible, to its nest. There is no truth to the myth that the adult animal will reject its young if it has been touched by a human. If the animal cannot be returned to its nest, it should be brought to the Shelter or picked up by an animal control officer.

Many times callers will want to know what to feed orphaned wildlife, intending to rear the animal on their own. It is illegal to raise wild animals without state and federal permits. The caller should be advised to keep the animal safe and warm until it can be brought to or picked up by the Shelter. Whenever possible, the Shelter will turn orphaned wildlife over to professional rehabbers.

4. "Nuisance" birds. Many calls are received from people regarding certain birds which they perceive to be a nuisance.

For complaints of birds eating fruits and vegetables from trees and garden areas, advise the caller of appropriate deterrent methods. Effigies, such as plastic or rubber owls, hawks and snakes, are usually most effective, as are scarecrows. Aluminum pie plates around the perimeter and throughout the garden are also helpful. Other deterrents such as special netting and ultrasound devices can also be effective.

5. Pigeons. The only efficient and cost effective means of pigeon control is through exclusion.

Exclusion methods are inexpensive, permanent ways of making the area unattractive to pigeons. Usually mesh is applied to eaves and other such areas where pigeons roost. A thin wire may also be run along the perimeter of the rooftop, preventing the birds from roosting.

As with other birds, the use of effigies, sound and other deterrents can also be effective. Additional information can be obtained from The Humane Society of the United States at (202) 452-1100 or www.hsus.org.

6. Snakes. Due to the number of rattlesnakes in Valencia County snake calls will be handled by Animal Control as a matter of public safety. If possible

snakes will be relocated to an appropriate environment away from humans.

APPENDIX II

Adoption/Euthanasia Decision Matrix

CATEGORY	STATUS	EUTHANASIA
Adoption Potential	Animals who, given the space, time, staff, money or availability of an appropriate home could live well in a new home.	...is most often due to a lack of resources and / or appropriate homes.
Medical -- Treatable	Animals in good physical condition with treatable, non-contagious medical conditions such as skin problems, bad flea or mite infestations, a broken limb, abscess, or problems that could be fixed with treatment and / or time.	...is most often a result of lack of resources, space or time to treat the animal.
Medical -- Contagious	Animals in good physical condition with a medical condition such as an upper respiratory infection, kennel cough, ringworm or a less severe case of mange that may be very treatable but highly contagious in a shelter environment	...is most often not only because of the symptoms of the illness, but also to prevent contamination of others.
Physical Condition	Animals in general poor overall condition and/or health, (for example, old, thin, weak.	...is often the eventual result as these animals are often poor candidates for adoption placement due to the extensive medical rehabilitation necessary.
Unweaned -- Too Young	Animals who are too young to survive on their own or in a shelter setting, needing extensive care and socialization.	...is often the result due to the labor-intensive nature of care and lack of foster homes.
Breed	Animals of breeds who are banned or at an increased risk in a community (such as areas where dog fighting occurs).	...may be performed if no other options are available.
CATEGORY	STATUS	EUTHANASIA
Behavior Problems	Animals with behavior problems such as chewing, inappropriate urination, separation anxiety, timidity, destructiveness, or lack of socialization.	...is generally due to a lack of an appropriate placement that will provide a commitment to adequate training, socialization, and the proper

		environment.
Kennel-Stress	Animals with a marked change in behavior due to stress as a result of an extended stay in the shelter.	...is generally performed for humane reasons to prevent further suffering.
Space	Animals who would continue to make good adoption candidates but whose cage space is needed for others.	...is generally necessary when space in the shelter is unavailable and room must be made for other animals needing housing and care.
Inappropriate for Adoption	Certain species of animals, or animals with a serious condition that is not suitable for rehabilitation.	...is appropriate even if the resources (space, time, money, staff, isolation) and a potential home is available
Medical – Untreatable	Animals with a terminal illness or injury, severe chronic illness, or other serious medical condition.	...is appropriate to eliminate ongoing suffering for the animal.
Temperament Issues	Animals who are extremely shy, timid, high-strung, stressed, or distressed.	...is generally necessary due to an unlikely chance for successful adjustment into a new home.
CATEGORY	STATUS	EUTHANASIA
Aggressiveness	Animals who are showing signs of aggression, have attacked another animal or person, or have a history of aggression.	...is generally appropriate for humane, safety, ethical and liability reasons.
Feral or Unsocialized	Animals who have not and cannot be handled and do not adjust to the shelter setting.	...is generally appropriate for animals with no hope of socialization.
Court Order	Animals who have been ordered for euthanasia at the direction of a judge, hearing officer or other public official with that authority.	...is performed to comply with this ruling.

HSUS 2004

SECTION 4: Volunteer Training Manual

The following protocols were developed to provide organization throughout our busy shelter, and to insure the safety of all employees, volunteers, patrons and animals. We ask all volunteers to practice the following and to inform patrons of any that may apply to them.

DOGS

Handling of Shelter Animals

ALWAYS USE CAUTION WHEN HANDLING ANIMALS TO ENSURE THE SAFETY OF ALL PEOPLE AND ANIMALS.

Dogs in kennels:

- Never approach or reach out quickly to pet the animal
- Before clipping a leash to a dog's collar, approach him slowly while talking to him calmly.
- DO NOT make prolonged, direct eye contact, a stare is a challenge to a dog.
- Give him a treat, then clip the leash on the collar.
- His reward is taking him out of the kennel for a walk.

Fearful dogs:

- Various signs of fear are: ears back, eyes dilated, tail tucked, growling, hiding in the corner of kennel.
- Definitely DO NOT approach these animals!
- Entice them to approach you.
- Start by softly talking to them outside their cage.
- After a few minutes slowly open the kennel and crouch down just inside the door.
- Call softly to him while offering him treats.
- He may not come at all.
- Leave your treat in the cage and return to do the same exercise an hour later.
- After time you will build his trust and he will start approaching you slowly, do not rush them.

Dogs Outside the Kennel:

- DO NOT drag fearful dogs or puppies on a leash through the corridors.
- Let the leash slack, even if it means the dog is backing up.
- When the leash is loose, and the dog stops retreating, squat down and lure the dog towards you with a treat.
- If the dog is small you may have to carry him back to the kennel.
- Be sure to talk "happy talk" to the animal while you are walking.

- Please be especially careful to keep the lead short, especially when walking through the lobby where there are often other dogs and cats present, dog leashes can easily become entangled.
- If you are uncomfortable or uncertain about handing an animal to show to a potential adopter, ask a fellow volunteer or staff person to assist you handling animals outside of kennels.
- If animals are too difficult to get back in cages or kennels, you **MUST** ask a kennel staff to assist you.

Other Handling Considerations:

- Our staff is properly trained to use what may seem to be extreme but safe techniques when handling all animals.
- All animals are handled the same way even if they may not show signs of stress at the time.
- We all know that their stress level could change abruptly if something scares them.
- Volunteers are asked not to handle animals in this manner since you have not been trained.

Dog Walking Protocol

Walking dogs seems like simple stuff, right? Not quite. While walking your own dog may be simple, walking dogs in a shelter environment can be very different. This is a guide to keep you, the animals, staff and the public safe while you are interacting with the dogs.

Schedule: Volunteers may be in the shelter during Shelter business hours (9 am to 5 pm). All dogs must be back in their kennels 30 minutes before the shelter closes.

- All dog walkers must receive an additional orientation for training in safe animal procedures and sign acknowledgement receipt before beginning.
- Wear shoes such as work or athletic shoes (no open toe, flip flop, etc.).
- Do not wear large hoop earrings or other dangling jewelry which may catch or tangle in collars or kennel links and pose a safety hazard.
- Dog walkers may be requested to participate in basic obedience training held at Shelter depending on availability of trainer.
- Dogs are to be leashed at all times (slip leashes and leashes are located in the lobby).
- Pick up waste/poop collection bags from the supply cabinet.
- Walk only dogs you are able to keep under control at all times.
 - Walkers may walk all dogs as directed by their paired Kennel Tech except those designated Staff Walk Only
 - Staff Walk Only dogs will have a sign on kennel card.
- When removing dog from kennel:
 - Note the kennel number.
 - Turn your body sideways to kennel door (frontal approach may intimidate dog).
 - Slowly move your hand to door and allow dog to sniff.
 - Avert your eyes and avoid stare between you and dog (dogs consider stares intimidating).
 - Use calm, quiet voice.
 - Have leash already attached to collar.
 - Have leash or slip leash open and ready to slide over dog's head.
 - Look around to be sure other kennel doors are not open, no people or other dogs are near you.
 - Open door slightly, maintain sideways stance, maintain soft, gentle voice and movements.
 - If dog is aggressive or excessively shy, leave to more experienced walkers.
 - When leash is on dog, look around again to be sure other dogs and people are not nearby.
 - Remove dog from kennel and move toward door to lobby.
 - Look out door windows to see if other dogs/people are approaching door you wish to use.
 - If coast appears clear move carefully through door to lobby.
- Follow the same procedure when exiting lobby to outdoors.

- Do not linger in kennel area or lobby w/ the dog you are walking (it heightens the dog's anxiety about getting outdoors).

- As you walk:
 - Walk dogs in parking lot, at park, or on side of road in front of shelter (being vigilant about passing vehicles).
 - Do not walk dogs on private (non-shelter) property.
 - Dogs must be kept at least 20' apart from each other at all times.
 - Dog walkers should maintain control over dogs and work on basic commands e.g. heel, sit, stay
 - Clean up after your dog as safety permits* with plastic bag obtained at volunteer desk and deposit fecal matter (in dumpster) *if you cannot prevent dog from pulling, jumping, etc. you may not be able to do anything other than hang on to leash.
 - You are responsible for the animal you are walking. Never put yourself, the dog or others in an unsafe situation.
 - Pay attention to your dog at all times (no cell phone conversations).
 - Under no circumstances are children under the age of 18 allowed to walk dogs alone.
 - Children between the ages of 14-18 may walk dogs only when accompanied by parent/guardian only upon authorization of volunteer coordinator or shelter staff.
 - Never run with your dog.
 - Shelter staff will decide whether a dog is eligible to be walked.

- Returning dog to kennel:
 - As you return to shelter, recall your kennel #.
 - Enter building through side door (if possible).
 - Open door slowly and observe proximity of other dogs/people near you and whether they are waiting to enter kennel area.
 - Enter kennel area (one dog at a time) through hall door nearest to the kennel where the dog is being returned.
 - Be mindful of proximity of other dogs/people present in the kennel area.
 - If another walker is returning a dog to its kennel, wait at a distance before approaching your kennel.
 - Open your kennel door and urge dog into kennel w/out entering the kennel and closing door behind you.
 - After dog enters kennel, move kennel door close to your body so it is only slightly open.
 - Remove slip leash or leash from dog (leaving leash on poses a hanging hazard to jumpers who may catch on chain link in kennel).
 - Back out of kennel doorway and close door in front of you. Make sure door is properly latched.
 - Report any dog injury or illness immediately to staff.

○ REMEMBER

- Never run w/ dogs (Poses danger and promotes inappropriate dog behavior).
- Do not jerk or drag a dog. Always maintain control over the dog and feel free to ask for assistance.
- Do not allow your dog to repeatedly pull you along. If your dog pulls you, stop walking, wait a moment, then continue. Repeat until dog stops pulling.
- Always be aware of your surroundings. Go wide around corners, look through hall windows, and open doors slowly.
- Move dogs in and out of building quickly (it lowers their stress level).
- If you do not have experience with a particular dog, stay near the building so you may seek assistance if required.
- Keep your dog separate from all other animals. Always be aware of other animals and people near you.
- Dogs must be securely leashed at all times.
- Whenever possible, pick up your dog's waste wherever it is to reduce a possible source of transmissible diseases.
- Do not allow your dog to drink from puddles or other sources of possible contamination.
- Do not allow your dog to sniff feces.
- If your dog's kennel is dirty or water bowl is empty, seek assistance from an experienced volunteer or staff person to remedy the situation.
- In the event of an emergency, call for help but remain calm.
- Report all injuries immediately regardless of cause.
- Maintain general "Quiet in the Kennels" at all times by keeping voices soft and low. Very important!
- Do not hand your dog over to a visitor who is interested in adopting. Send visitors to the front desk for assistance in completing adoption paperwork
- Limit the time you spend on longer walks/socialization time to 20 minutes (so dogs are available to be viewed by potential adopters).
- Assist staff w/ Shelter visitors who wish to meet dogs by removing/returning dogs to kennels so visitors may meet and greet in lobby or parking lot. Remain w/ dog during visitor meet and greet.
- Do not turn dog over to visitors unless instructed by staff to do so.

Please complete the ACKNOWLEDGEMENT of DOG WALKING PROTOCOLS form.

How to Clean a Dog Kennel

Sheltering "HOW TO" SERIES

Like disinfecting a cat cage, cleaning a dog run is a relatively simple, everyday task. Do it correctly and you ensure your canine residents a healthier, less stressful stay. But do it incorrectly and you essentially put out a welcome mat for all the germs and bacteria that can make life miserable for the dogs—and for you.

Plan cleaning and other activities with "life-stage groupings" in mind: Clean the kennels of puppies first, adult dogs second, and sick or injured dogs last. Use a separate set of cleaning equipment for each life-stage group or thoroughly disinfect the items after every step.



1: Okay, Everybody Out

Before cleaning each kennel, place the dog in a clean, empty run or in a separate holding area. (The dog should never be left in the kennel while you hose it down.) Remove food and water bowls, bedding, and toys. Soak bowls in disinfectant according to label directions, then rinse and air-dry each item prior to reusing (or use a dishwasher to accomplish the same work). Clean blankets in a washing machine and keep toys with the same dog throughout his stay, then disinfect or dispose of the toys afterward.



2: Get the Scoop

Rid the kennel of all solid waste such as feces and hair. Then rinse the cage thoroughly with hot water.

3: Solution Dilution

Before applying the disinfectant, carefully read the product label and be sure to dilute disinfectants and cleaning agents according to the manufacturer's instructions. (Be especially careful to dilute bleach at 1:32—one part bleach to 32 parts water—and thoroughly rinse surfaces after its use because bleach may corrode metal cages, ruin clothing, and even irritate dogs' nasal passages and upper airways.) Then thoroughly apply the solution to all surfaces of the kennel.



4: Spic 'n' Span

Use a stiff-bristled brush to scrub the run from ceiling to floor, all walls and doors in between, and resting boards. Remember to also clean the walls of the run above the height of the dog inhabiting the run, because if any one section of the shelter is left unsanitized, disease can be easily transmitted. Don't forget to scrub and disinfect the fronts and backs of kennel doors, hinges, latches, and any surfaces between runs. The solution needs time to work its magic, so allow it to stand for the time specified by the manufacturer before you rinse.

5: Wet 'n' Dry

Thoroughly rinse all surfaces with a steady stream of water (preferably hot). Then dry the kennel as completely as possible using a squeegee and ventilation.



6: Back the Way it Came

After the enclosure is completely dry, add clean food and water bowls, bedding, toys, and lastly, a dog.



Please complete the ACKNOWLEDGEMENT of KENNEL CLEANING PROTOCOLS form.

CATS

Cats in Kennels:

- Never approach or reach out quickly to pet the animal.
- Offer a cat your fingers to sniff while talking to it calmly.
- When the cat no longer seems stressed, scratch gently under his neck, then proceed to the back of his head, and behind its ears.

Fearful Cats:

- Various signs of fear are: ears back, eyes dilated, tail tucked, growling, hiding in the corner of kennel or litter box.
- Definitely DO NOT approach these animals!
- Entice them to approach you.
- Start by talking softly outside their cage.
- Avoid loud noises if possible.
- After time you can open the cage and proceed to follow steps outlined above in handling of cats.
- Do not force a cat out of the cage if it is over stressed.
- Ask a potential adopter to let the cat rest, and to look at other choices in the meantime.

Cats Outside the Kennel:

- Do not chase a cat or kitten that is loose in the cat room.
- Try and lure them to you with a treat or by shaking a cat toy.
- If you are uncomfortable or uncertain about handing an animal to show to a potential adopter, ask a fellow volunteer or staff person to assist you handling animals outside of kennels.
- If animals are too difficult to get back in cages or kennels, you MUST ask a kennel staff to assist you.

Other Handling Considerations:

- Our staff is properly trained to use what may seem to be extreme but safe techniques when handling all animals.
- All animals are handled the same way even if they may not show signs of stress at the time.
- We all know that their stress level could change abruptly if something scares them.
- Volunteers are asked not to handle animals in this manner since you have not been trained.
- Cats are most likely scruffed by the neck (this is how mother cats carry kittens safely) and the door is shut quickly when placed in the cages.
- Felines especially can be unpredictable after being prepped for adoption or recovering from anesthesia after surgery.
- They are more easily scared than dogs, and their reaction can be fierce.

Cat Cleaning Protocol

- Stock cart with needed supplies such as litter, water, adult food, kitten food, litter pans, clean bowls and disinfectant.
- We have gloves available if you would like to protect your hands.
- You can try to work around a cat or place cat in an empty carrier while cleaning.
- Remove newspaper, blankets, water bowls and food bowls from cage. If the newspaper can be used again just shake off any excess litter; otherwise replace with dry newspaper.
- Shake any excess litter or fur from bedding. Bedding can be reused if not soiled.
- Dump water. If bowls aren't dirty they can be reused or replaced with clean bowls. Refill water bowl with fresh, cold water and food bowl with fresh food.
- Sweep out any excess litter. If there is noticeable dirt on the walls, spot clean with bleach water or Accel disinfectant (Make sure walls are dry before cat comes back into cage).
- Clean our litter boxes. Either dump completely if really dirty or scoop if possible. We try to use non-clumping cat litter in the shelter. When filling litter boxes use enough litter to fill the bottom of the pan. Do not fill litter box completely. The boxes are changed daily and we save litter this way.
- Replace newspaper on floor of cage. Replace bedding, food bowl, water bowl and litter box.
- Put cat back if it was placed in a carrier. Wipe down carrier with Accel disinfectant between cats.
- Make sure cage is locked and clean off cart when finished.

Please complete the ACKNOWLEDGEMENT of CAT CLEANING PROTOCOLS form.

APPENDIX A

Valencia County Workplace Harassment Policy (Resolution No. 2011-36)

APPENDIX B

Volunteer Forms:

Volunteer Application Form

Volunteer Release Form

Acknowledgement of Dog Walking Protocols Form

Acknowledgement of Dog Cleaning Protocols Form

Acknowledgement of Cat Cleaning Protocols Form

APPENDIX C

Valencia County Animal Control Ordinance (Chapter 90)

VALENCIA COUNTY
BOARD OF COUNTY COMMISSIONERS
RESOLUTION № 2011-36
WORKPLACE HARASSMENT POLICY

PREAMBLE

WHEREAS, NMSA 1978, Section 3-18-1 provides that municipalities, and also counties pursuant to NMSA 1978, Section 4-37-1, have the power to “protect generally the property of its municipality and its inhabitants” and to “preserve peace and order”; and,

WHEREAS, NMSA 1978, Section 4-37-1 *et seq.* provides that counties may adopt ordinances, not inconsistent with statutory or constitutional limitations placed on counties, to discharge those powers necessary and proper to provide for the safety, preserve the health, promote the prosperity and improve the morals, order, comfort and convenience of the county and its inhabitants; and,

WHEREAS, NMSA 1978, Section 3-13-4 allows municipalities and counties to establish a personnel merit system for the hiring, promotion, discharge and general regulation of municipal and county employees.

WHEREAS, the Board of County Commissioners has adopted Ordinance 2006-05 allowing for established Personnel Rules and Regulations duly adopted by Resolution which further the intent of the Ordinance.

NOW THEREFORE, BE IT RESOLVED that the Board of County Commissioners adopts the following Workplace Harassment Policy pursuant to Ordinance 2006-05:

SECTION 1. PURPOSE

1.1 This Workplace Harassment policy is intended to promote a safe and harmonious work environment free from all forms of unlawful harassment. All employees are responsible for knowing and following this policy.

SECTION 2. POLICY

2.1 Valencia County is committed to taking reasonable steps to provide a professional working environment free from all forms of harassment, whether based on sex, sexual orientation, gender identity, race, color, religion, national origin, age, disability or any other protected classification. Although this policy focuses on sexual harassment, it applies equally to all forms of harassment based on a protected classification and the procedures described in this policy shall be followed for all such harassment. This policy also applies when a County employee is subject to harassment in the workplace by someone outside the County.

2.2 All County employees and members of the public have a right to be free from harassment from employees on official duty for the County. County employees are forbidden from engaging in harassing conduct in the workplace. Employees are also forbidden from engaging in conduct outside of work that creates a hostile work environment at work. Any act of harassment based upon a protected classification is a violation of county policy.

SECTION 3. DEFINITION OF SEXUAL HARASSMENT

3.1 According to the EEOC, sexual harassment is any unwelcome sexually oriented behavior, demand, comment or physical contact initiated by any individual at the work place when:

- a) Submission to such conduct is made either explicitly or implicitly, a term or condition of an individual's employment;
- b) Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions/opportunities affecting such individual, or
- c) Such conduct has the purpose or effect of substantially interfering with an individual's work performance, or creating an intimidating, hostile or offensive working environment.

SECTION 4. EXAMPLES OF SEXUAL HARASSMENT

4.1 Sexual harassment can occur in a variety of forms. Harassing conduct based on gender often is sexual in nature but sometimes is not. This policy forbids harassment based on gender regardless of whether the offensive conduct is sexual in nature. Sexual harassment is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events. The following are some common examples of behaviors or situations that may constitute sexual harassment if they are unwelcome and if they create a hostile, intimidating or offensive work environment:

- a) Oral or written sexual statements, comments, jokes, questions or innuendoes;
- b) Display of sexually oriented visual items such as calendars, cartoons, photos or posters;
- c) Assault, molestation or unwelcome physical contact such as kissing, touching, patting, pinching, brushing against or hugging;
- d) Requests, demands or subtle pressure for sexual activity;
- e) Threats or retaliation against an employee who refuses unwelcome sexual attention or sexual behavior;

- f) Overt promises or practices that imply preferential treatment for any employee in exchange for dates, sexual attention or sexual behavior;
- g) Sexual insults and suggestions including, but not limited to, lewd remarks, obscene gestures and sexually suggestive materials;
- h) Any conduct that ridicules, or is malicious or abusive to, an individual because of the individual's gender;
- i) Pressuring an employee to go out on a date; or
- j) Asking employee questions of a sexual nature.

SECTION 5. RESPONSIBILITY TO REPORT HARASSMENT

5.1 Any employee, who believes they are a victim of harassment because of their protected classification, should first confront the person or persons responsible for the offensive behavior and indicate that it is unwelcome and should be stopped. The employee also has an obligation to promptly report the matter to the Human Resources Director or the Business Manager. These are the individuals who are authorized by this policy to receive and act upon complaints of harassment or discrimination on behalf of the County. All employees who observe, or become aware of harassment, also have an obligation to bring the matter to the attention of the Human Resources Director or the Business Manager, even if they are not the victim of harassment.

SECTION 6. INVESTIGATION OF COMPLAINTS

6.1 It is the County's intent to provide a fair process for investigating and resolving complaints of harassment.

6.2 The County will investigate all reports of alleged harassment. Information associated with the investigation will be kept confidential, to the extent possible, and consistent with the County's obligation to investigate promptly and thoroughly. All employees are required to cooperate with any investigation by the County in response to an allegation of harassment. Refusal to cooperate in an investigation may result in disciplinary action, up to and including termination.

SECTION 7. APPEAL

7.1 Any affected employee who is dissatisfied with the conclusion or results of an investigation or with any corrective measures taken may appeal the decision to the County Manager. Any such appeal should be in writing and must include the nature of the employee's dissatisfaction with the conclusions or results of the investigation. Any qualifying disciplinary appeal must follow the grievance process.

SECTION 8. PROTECTION AGAINST RETALIATION

8.1 The County will not retaliate against an individual who reports sexual harassment in good faith and such retaliation in and of itself is grounds for disciplinary action, up to and including termination without prior progressive discipline. Retaliation is a serious violation of this policy and should be reported immediately.

SECTION 9. DISCIPLINE

9.1 Unlawful harassment, including sexual harassment, of employees, or members of the public, may be cause for dismissal. If the County determines that harassment has occurred or that counseling, training, disciplinary measures or termination are appropriate, it will take appropriate measures to correct the problem following County disciplinary procedures. Serious cases of harassment constitute cause for termination without prior progressive discipline.

9.2 Employees who knowingly make false allegations of sexual harassment may be subject to disciplinary action.

SECTION 10. MANDATORY TRAINING

10.1 Periodic mandatory training for all employees, including supervisors, managers and elected officials, will be provided by the County to increase knowledge of the workplace harassment policy, state and federal laws and the process for enforcing the policy.

SECTION 11. VENDORS AND CUSTOMERS

11.1 Employees should report sexual harassment from vendors, customers, other county employees and the general public utilizing this Policy.

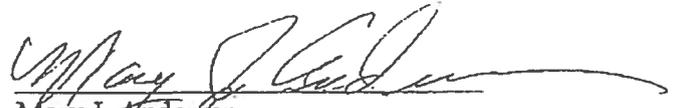
SECTION 12. REPEAL OF CONFLICTING RESOLUTIONS

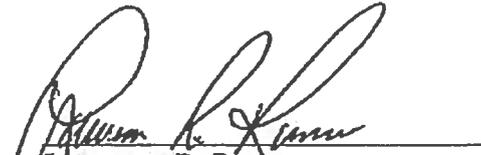
If any Valencia County resolution, rule or regulation conflicts with this Resolution this Resolution shall control.

APPROVED, ADOPTED, AND PASSED on this 20 day of July, 2011.

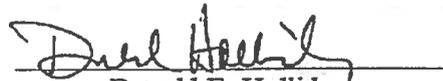
BOARD OF COUNTY COMMISSIONERS


Georgia Otero Kirkham
Chair, District II

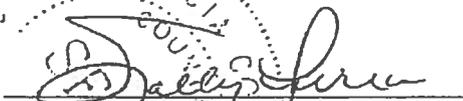

Mary J. Andersen
Vice-Chair, District I

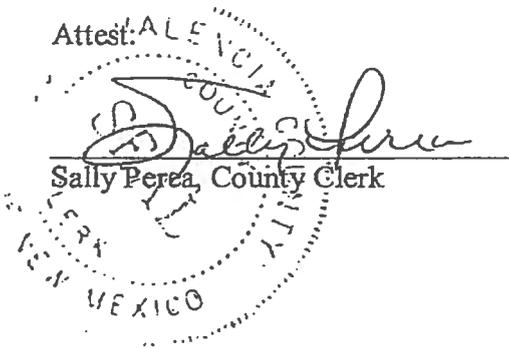

Lawrence R. Romero
Commissioner, District III


Ron Gentry
Commissioner, District IV


Donald E. Holliday
Commissioner, District V

Attest:


Sally Perea, County Clerk



STAFF ONLY
 (Please initial when complete)
 ID Verified _____
 Background Check Cleared _____
 Reference Check Cleared _____
 Interview _____ Date _____

VALENCIA COUNTY
 ANIMAL CONTROL AND SHELTER
 P.O. Box 1119
 LOS LUNAS, NM 87031
 VOLUNTEER APPLICATION



Date _____

Name _____

Physical Address _____ City _____ Zip Code _____

Mailing Address _____ City _____ Zip Code _____

Home Phone _____ Work Phone _____

Email Address: _____

In case of emergency, please notify:

Name _____ Relation: _____

Home Phone _____ Work _____ Cell _____

Are you a minor under the age of 18? (Circle one) Yes No

If yes, Parent/Guardian Signature is required to process this application.

NOTE - Children under the age of 18 must be accompanied at all times by an adult, at orientation, training, interview and during actual volunteering. An adult may only accompany one child under 18 at a time except by special arrangement in advance.

COMMUNITY SERVICE - If you have a court order to perform community service you need to see front desk staff.

Please note if you have any form of health insurance coverage: Yes _____ No _____

Please indicate which volunteer position for which you would like to be considered:

- _____ Greeter _____ Marketing _____ Off-site Cat Adoption Coord.
- _____ Dog Socializer _____ Clerical _____ Other: _____
- _____ Cat Socializer _____ Community Events
- _____ Kennel Assistant _____ Rescue Transport

Are you volunteering as part of a school or academic program requirement? _____

With which school or institution are you affiliated? _____

Why are you interested in volunteering at our shelter? _____

Please list any previous volunteer experience, or any special skills, abilities, or hobbies which would be helpful at the shelter. _____

Please describe any and all previous experience you have had working animals: _____

Do you have any physical limitations, including allergies that would limit your ability to perform the work you will do at the shelter in order to better accommodate you? If so, please describe: _____

Do you understand that euthanasia is performed and even though volunteers are never directly involved in the euthanasia process and are you still willing to work at this facility with this knowledge? (circle one) Yes No

What do you believe are some of the biggest problems facing animal shelters today? _____

Please list a minimum of three personal references (school program volunteers must include a minimum of one teacher and identify that person as a teacher reference)

Name _____	Phone _____	Address _____
Name _____	Phone _____	Address _____
Name _____	Phone _____	Address _____

Prospective Applicants will be subject to the following requirements:

1. Each volunteer must attend a General Orientation prior to, but not more than 30 days in advance of, beginning your volunteer work. These are held periodically at the shelter facility. The Volunteer Coordinator will call with orientation schedule.
2. All prospective volunteers must complete a personal interview with the Volunteer Coordinator prior to beginning volunteer work at the shelter.
3. All potential volunteers over 18 years of age are subject to a criminal background check and reference check. The County reserves the right to deny volunteer opportunities to individuals based upon the results of these checks.
4. Accepted volunteers will be required to read and adhere to the Volunteer Handbook.

Signing below indicates acknowledgement of the requirements listed above and gives Valencia County permission to obtain necessary background and reference checks:

_____	_____	_____	_____
Volunteer Applicant Signature	Date	Date of Birth	SS Last 4 #s

If applicant is under 18 years old, parent of guardian must complete the following:

_____	_____	_____
Parent/Guardian Signature	Printed Name	Phone Number

Thank You! View our website at www.co.valencia.nm.us for job descriptions and general information. Questions? Contact Jess Weston, Animal Control Director, at 505-866-2479.

Completing this form does not guarantee placement as a volunteer with Valencia County.

VOLUNTEER RELEASE FORM

I, _____, hereby acknowledge the following as pertains to each item listed below:

1. General Provisions

I have received a complete copy of the Valencia County Volunteer Handbook, read it in its entirety and understand my rights and responsibilities as a volunteer for the Valencia County Animal Control. I understand that all activities that I perform for the Valencia County Animal Control will be strictly on a volunteer basis, without pay, compensation or benefits. I understand volunteering is not a right and that I may be removed from the program for any reason.

Initial: _____

2. Volunteer Code of Conduct

I have read the Valencia County Animal Control Code of Conduct (contained in the Volunteer Handbook) and understand my responsibilities as a volunteer for Valencia County Animal Control. I agree to comply with all rules and regulations established by the shelter and understand that any failure to do so may result in immediate removal from the volunteer program.

Initial: _____

3. Injury and Precautions

I understand that if I am injured while acting as an unpaid member of the volunteer staff New Mexico State worker's compensation laws do NOT cover any loss of work I might suffer because of these injuries. I am aware that the nature of the activities that I may be performing as a volunteer poses a risk of harm, injury, illness, or disease to both me and my own pets. I have read and will follow all recommended health precautions, as set forth in the Volunteer Handbook. I authorize Valencia County Animal Control and its representatives to seek emergency medical care for me in the event of accident, injury or illness while serving as a volunteer for Valencia County Animal Control.

Initial: _____

4. Confidentiality

I will keep confidential any and all information in regard to any animals or people who access the services of Valencia County Animal Control, including past and current owners of animals that are adopted or surrendered to Valencia County Animal Control.

Initial: _____

5. Supervision

I agree to abide by all policies and procedures given me both at my initial volunteer orientation and at any subsequent occasions by any representative of Valencia County Animal Control. I agree to follow the direction and orders of VCAC staff. I will take any ideas, comments, suggestions, or criticisms directly to the Valencia County Animal Control Volunteer Coordinator and agree to be supervised by either the Volunteer Coordinator or any other person designated by that person to serve as my direct supervisor. I am accountable to the Valencia County Animal Control Volunteer Coordinator and will report any problems that develop to that person immediately.

Initial: _____

6. Ongoing Training

I understand that certain volunteer positions require intensive training as regards the rights, responsibilities and risks of said position. I agree to attend all required training or in-service session given by both Valencia County Animal Control staff as well as other experts in the community. I further understand that if I do not attend such trainings, I will be disqualified as a Valencia County Animal Control volunteer.

Initial: _____

7. Waiver and Release

I agree that all the volunteer activities in which I choose to participate are at my own risk and I assume full responsibility for my actions while acting as volunteer for Valencia County Animal Control.

I hereby fully and completely release, indemnify, and hold harmless the Valencia County Animal Control, its directors, officers, volunteers, agents, servants and employees from any claim, cause of action or liability of any sort of nature, whether known or unknown, directly arising out of or in connection with my volunteer duties at Valencia County Animal Control.

Volunteer Signature

Date

Signature of Parent/Guardian (if under 18)

Date

Valencia County Volunteer Coordinator _____

Date _____

**Thank you for your interest in volunteering at Valencia County Animal Control!
Volunteers are such an important part of our mission, and we couldn't do it without you!**

ACKNOWLEDGEMENT OF DOG WALKING PROTOCOLS

I acknowledge receipt of Valencia County Animal Control's dog walking protocols and have received the dog walker training. I agree to follow the dog walking protocols as outlined in this handbook

Print your name

Volunteer signature

Date

ACKNOWLEDGEMENT of DOG CLEANING PROTOCOLS

I acknowledge receipt of Valencia County Animal Control's dog cleaning protocols and have been trained in the cleaning methods for the kennels. I agree to follow the cleaning protocols as outlined in this handbook.

Print your name

Volunteer signature

Date

ACKNOWLEDGEMENT of CAT CLEANING PROTOCOLS

I acknowledge receipt of Valencia County Animal Control's cat cleaning protocols and have been trained in the cleaning methods for the cat cages. I agree to follow the cleaning protocols as outlined in this handbook.

Print your name

Volunteer signature

Date

CHAPTER 90: ANIMAL CONTROL

Section

Words and Phrases Defined

- 90.001 Short title and legislative intent
- 90.002 Definitions

Administration of Chapter

- 90.015 Animal Control Officer
- 90.016 Enforcement of chapter
- 90.017 Authority of Animal Control Officers
- 90.018 Filing of complaints
- 90.019 Filing complaints against an Animal Control Officer

Animal Control and Impounding Procedures

- 90.030 Impounding animals
- 90.031 Record keeping
- 90.032 Disposition of animals impounded
- 90.033 Fees
- 90.034 Animals as personal property
- 90.035 Restraint of animals
- 90.036 Licensing

Rabies Control

- 90.050 Rabies vaccinations
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Prohibitive Activities

- 90.065 Running at large
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Permitted Premises

- 90.080 Permit required
- 90.081 Permit applications
- 90.082 Permit requirements; expiration; renewal
- 90.083 Facilities and care applicable to kennel/cattery permit
- 90.084 Access to permitted premises
- 90.085 Suspensions, revocation of permits
- 90.086 Guard dog site
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Clauses

- 90.100 Annual fee adjustment
- 90.101 Perjury clause
- 90.999 Penalty

WORDS AND PHRASES DEFINED

§ 90.001 SHORT TITLE AND LEGISLATIVE INTENT.

(A) This chapter shall be known and cited as the Valencia County Animal Control Chapter.

(B) It is the intent of the County Commission that enactment of this chapter will establish procedures that will:

(1) Assist in providing control of animals not under the jurisdiction of the State Brand Inspector or of the New Mexico Department of Game and Fish;

- (2) Provide rabies control;
 - (3) Provide for reporting of animals bites;
 - (4) Protect animals from neglect and abuse;
 - (5) Protect residents from annoyance and injury by animals;
 - (6) Establish certain fees related to the chapter; and
 - (7) Prescribe penalties for violations of the chapter.
- (Ord. passed 6-23-1997)

§ 90.002 DEFINITIONS.

For the purpose of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning. Shall is always mandatory and not merely a directory; the masculine includes the feminine.

ABANDON. To withdraw protection, support or help with the intent of never again claiming right or interest in.

ADOPTION. To take by choice and assume responsibility for proper care in accordance with this chapter.

ANIMAL. Dog, cat, or any other mammal, excluding man and those controlled by the New Mexico Department of Game and Fish, and the New Mexico Livestock Board, and poultry.

ANIMAL CONTROL CENTER or SHELTER. Any establishment authorized by the County of Valencia for the care and custody of impounded animals.

ANIMAL CONTROL OFFICER. The person who is responsible for the enforcement of this chapter and the regulations promulgated thereunder and under the supervision of Animal Control Director.

ANIMAL NUISANCES. Any dogs and/or cats habitually or continuously barking, howling, or otherwise disturbing the inhabitants of the county, or are kept and/or maintained in a manner as to disturb by noxious or offensive odors, or otherwise endanger the health and welfare of the inhabitants of the county.

BITE. The puncture or tear of the skin inflicted by the teeth of an animal.

COMMISSION. The elected governing body of the County of Valencia.

COMPETENT PERSON. A person having knowledgeable background to function in an appropriate and humane manner regarding the welfare of all animals.

CONFINED. Restrictions of an animal at all times by an owner or keeper to an escape-proof building or other enclosure away from other animals and the public.

COUNTY OF VALENCIA or COUNTY. Includes the land area within the boundaries of the County of Valencia, including privately owned land and state owned or federal land, except the area within the limits of any incorporated municipality which enters into the joint powers agreement with the county for animal control.

DANGEROUS ANIMAL.

(1) An animal which, when unprovoked, engages in behavior that requires a defensive action by a person to prevent bodily injury to a person or animal when the person and the animal are off the property of the owner of the animal;

(2) An animal which, when unprovoked, injures a person, but the injury does not result in muscle tears or disfiguring lacerations, or require multiple sutures, or require corrective or cosmetic surgery; or

(3) An animal that, because of its poisonous bite or sting, would constitute a significant hazard to the public.

GUARD DOG. A dog that is used to protect commercial property.

GUARD DOG SITE. Premises utilizing a guard dog, and which has a current guard dog permit.

HOBBY KENNEL/CATTERY. A person involved in animal activities such as, but not limited to, showing or controlled breeding of registered purebred dogs and/or cats.

HUMANE SOCIETY. Any establishment owned or operated by an organization recognized by the State Corporation Commission to be non-profit, whose sole function is to bring aid and comfort to dogs and/or cats.

INTACT ANIMAL. An animal that has not been surgically sterilized.

INTACT ANIMAL PERMIT. A permit issued to those persons who wish to maintain an intact dog or cat for some purpose other than breeding who do not wish to pay a sterilization deposit.

KENNEL, COMMERCIAL. Any establishment where dogs and/or cats are boarded or maintained under controlled conditions and is operated as a business.

LIVESTOCK. All domestic animals of the following genera: equine, bovine, ovine, caprine, and porcine.

OWNER. A person, who owns, has, keeps, harbors, or permits animal(s) to remain in, on, or about his or her premises and is responsible for the welfare and maintenance of the animal(s).

PERMITTED PREMISES. The establishment, property or site for which a valid permit has been issued by the Animal Control Director for use as a commercial kennel, humane society, pet shop, guard dog site, hobby kennel site.

PET SHOP. Any establishment owned or premises maintained for the purchase, sale, exchange or hire of animals except livestock.

QUARANTINE. The detaining and isolation of an animal suspected of contagion, for the purpose of observation.

RUNNING AT LARGE. Being neither confined by an enclosure, physically restrained by a leash, nor under voice or sound control of a competent person when off the premises occupied by the owner.

SERVICE ANIMAL. Animal trained to assist impaired person(s) and having identification from a training center, certifying or authorizing agency.

STERILIZE. Surgically rendering an animal unable to reproduce.

STRAY. Any dog or cat which shall be off and away from its home unattended without tags or other indications of ownership.

VACCINATION. Protection provided against rabies by inoculation with a recognized vaccine approved by the director of the Health Services Division of the Health and Environment Department of the State of New Mexico, and administered by or under the supervision of a licensed veterinarian.

VETERINARIAN. A person with a Doctor of Veterinary Medicine degree licensed to practice veterinary medicine in the State of New Mexico.

VICIOUS ANIMAL. Any animal that kills or severely injures (so as to result in muscle tears or disfiguring lacerations, requiring multiple sutures, or require corrective or cosmetic surgery) a person or domesticated animal, but it does not include an animal that bites, attacks or injures a person or animal that is unlawfully upon its owner's premise, or that is provoked.

WORKING DAY. For the purpose of this chapter, Tuesday through Saturday, except when these days are observed as holidays.

(Ord. passed 6-23-1997; Am. Ord. 2004-16, passed 12-15-2004)

ADMINISTRATION OF CHAPTER**§ 90.015 ANIMAL CONTROL OFFICER.**

(A) The County Commission shall appoint a competent and humane person to the position of Animal Control Director. The Animal Control Director shall be responsible for the training and certification of all employees. Only full-time employees shall be deputized.

(B) All animal control officers shall be deputized full-time employees. Animal control officers shall aid in the prevention and control of the spread of rabies within the county, including but not limited to the lawful capture and confinement of rabies suspect animals, the enforcement of quarantine orders, and the lawful destruction or confinement of animals exposed to rabies.

(C) Animal control officers shall be provided humane training to apprehend, handle, care for animals, and instruction in the ordinances and laws pertaining to animal control. Animal control officers shall also be instructed in the determination of breed of dogs and/or cats, and in the determination of the predominant breed of mixed breeds. The training must be certified before employees are deputized. (Ord. passed 6-23-1997)

§ 90.016 ENFORCEMENT OF CHAPTER.

(A) The Animal Control Director and his or her officers, with assistance from the Sheriff's Department, are responsible for the enforcement of this chapter.

(B) There shall be no liability on the part of the Animal Control Director and his or her officers in the lawful execution of their assigned duties. (Ord. passed 6-23-1997)

§ 90.017 AUTHORITY OF ANIMAL CONTROL OFFICERS.

(A) *Duties.* The Animal Control Director and his or her deputized officers shall have the authority to issue citations for violations of this chapter and to perform other duties as are prescribed herein. For the purpose of discharging the duties imposed by this chapter, the Animal Control Director and his or her duly appointed and deputized officers are hereby authorized and permitted to enter upon any premises, after receiving a signed and lawful complaint, and having notified residents of intent of investigation and gained their permission for the investigation, to ascertain if any provision of this chapter or any laws of the State of New Mexico relating to the care, treatment, control and prevention of cruelty to animals are being violated. All citations must be honored in a court of law subject to penalties as stated herein. If, however, the owner or occupant of any dwelling objects to investigation, as above stated, a warrant for the investigation of the dwelling and premises, issued by a court of competent jurisdiction shall be in the possession of the officer(s) or deputy prior to inspection.

(B) *Impoundment.* The Animal Control Director and his or her officers or any Sheriff's deputy may impound any animal found running at large unaccompanied by and not under the control of, the owner, or of a competent person. The above named officers may impound an animal in the act of pursuing, wounding or killing livestock, poultry, or attacking a human. Seventy-two hours after attempting to notify tag owner the animal may be destroyed whether or not it wears a tag required by the State of New Mexico. There shall be no liability on the part of the animal control officers or the Sheriff's deputies in damages for the killing.

(C) *Resisting officers.* It shall be unlawful for any person to hinder, resist, or oppose the Animal Control Director or his or her duly deputized and appointed officers and/or Sheriff's deputies in the lawful performance of their duties.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.018 FILING OF COMPLAINTS.

A signed complaint alleging any violation of this chapter must be filed with the shelter by a person who has knowledge of the violation and who can identify the owner of the animal involved or the premises where the animal is located.

(Ord. passed 6-23-1997)

§ 90.019 FILING COMPLAINTS AGAINST AN ANIMAL CONTROL OFFICER.

A signed complaint must be filed with the County Manager by a person who has knowledge of an incident of cruelty to an animal or conduct unbecoming an employee of Valencia County as stated in the county's personnel chapter.

(Ord. passed 6-23-1997)

***ANIMAL CONTROL AND IMPOUNDING
PROCEDURES***

§ 90.030 IMPOUNDING ANIMALS.

An animal shelter shall be provided for the purpose of boarding and caring for animals impounded under the provision of this chapter. It shall be the duty of the Animal Control Director and his or her deputized officers to take up and impound or cause to be impounded, any stray animals and/or any animals kept in violation of this chapter within the area defined as the County of Valencia. It is unlawful for any person, without the knowledge or consent of the owner, to hold or retain possession of any animal of which he or she is not the owner for more than 24 hours without reporting the possession of the animal to an animal control officer, giving his or her name, address, a true and complete statement of the circumstances under which he or she took up the animal and the precise location where the animal is confined.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.031 RECORD KEEPING.

(A) The animal control officer, upon impounding or receiving any animal shall register the animal by entering the species, breed, color, and sex of the animal and the time and place the animal was apprehended, into the registry kept for this purpose. The owner shall have the right to redeem the animal within 72 hours or 3 working days upon payment of the impounding fees, care and feeding charges, veterinary charges, and any due penalties and fines. Notice of the impoundment shall be posted in a conspicuous place at the animal shelter for a period of 3 working days.

(B) The animal control facility shall maintain a record of all animals which have been impounded in the county shelter and shall maintain these records for not less than 2 years. The records shall contain at least the following information:

(1) The manner and date of its acquisition by the animal control officer;

(2) The date and manner of its disposal;

(3) The name, address, and phone number of the person redeeming the animal; and

(4) All fees received.

(Ord. passed 6-23-1997)

§ 90.032 DISPOSITION OF ANIMALS IMPOUNDED.

(A) All impounded animals shall be redeemed within 3 working days after impoundment. Any animal not redeemed within the required period shall become the property of Valencia County and may be placed for adoption or the animal will be humanely destroyed. Any dog or cat to be placed for adoption that is under 6 months of age shall be released only upon payment of the adoption fee, the sterilization deposit, and after adopting person has signed an agreement stating that the adopted animal will be sterilized when no more than 6 months of age.

(B) Any dog or cat to be placed for adoption that is over 6 months of age shall be released only upon payment of the adoption fee, the sterilization deposit, and after the adopting person has signed an agreement stating that the adopted animal will be sterilized within 30 days of the date of adoption.

(C) The sterilization deposit shall be reimbursed only upon presentation of a receipt from a veterinarian stating that the adopted animal has been sterilized.

(D) All reasonable effort must be made to place adoptable animals. This shall include, but is not limited to, public advertisement.

(E) An intact animal reclaimed by its owner shall be released without sterilization upon payment of all impoundment fees, the sterilization deposit and the owner shall sign an agreement to have the dog or cat sterilized within 30 days of release or to obtain an intact animal permit.

(F) All animals shall be humanely euthanized by a licensed veterinarian, veterinary technician, or certified animal control officer as described by the New Mexico Pharmacy Board and the New Mexico Board of Veterinary Medicine.
(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.033 FEES.

(A) *Generally.* All fees collected through the administration of this chapter shall be deposited with the Treasurer's Office of Valencia County. Fees shall be in accordance with an approved resolution which can be amended from time to time as the Board of County Commissioners deems necessary.

(B) *Boarding fee.* A boarding fee shall be paid by the person redeeming an impounded animal. This shall be in addition to any fines or citations.

(C) *Impound fee.* An impound fee shall be charged to the owner of an impounded animal upon the first offense. A higher fee shall be charged for each offense thereafter that occurs within 1 year of a previous offense.

(D) *Quarantine fee.* A fee for quarantine or confinement of an animal shall be charged per day. Refusal to pay any of the above stated fees shall result in the dog or cat becoming the property of Valencia County. These animals shall then be treated as impounded animals.

(E) *Adoption fee.* The fee to adopt a dog or cat along with an adoption procedure shall be set forth by resolution and described in an office procedure manual.

(F) *Sterilization fee or deposit.* If not available, the state regulation for a minimum deposit shall apply.

(G) *Licensing fee.*

(1) There shall be an annual fee established for each sterilized dog or cat.

(2) There shall be an annual fee established for each intact dog or cat.

(3) There shall be an annual fee to register a dangerous or potentially dangerous dog.

(4) All licenses shall be issued only upon proof of current rabies vaccination and proof if the animal has been sterilized. Senior citizens may annually register their sterilized and microchipped dogs or cats, with a current rabies vaccination, for free. In the event the license tag has been lost, a replacement tag shall be obtained.

(H) *Traps.* There shall be a deposit for all traps, refundable upon return of the trap in good condition to the Animal Control Shelter.

(I) *Permitted premises permit.* Permitted premises permits shall be issued to owner(s) as defined in § 90.080 upon receipt of a current inspection certificate from the Animal Control Director. Any person failing to comply with this section shall pay a fine in addition to the annual fee. Possession of a permit precludes purchase of individual animal licenses for those dogs and/or cats owned by the permit holder.

(J) *Intact animal permits.* Intact animal permits shall be issued to persons wishing to maintain an unsterilized animal reclaimed by its owner from the animal control shelter. Permit shall be revoked if animal is picked up a second time within the year.

(K) *Litter fee.*

(1) Any person who breeds, or allows dogs and/or cats to breed, who does not have a current permitted premises permit shall pay a litter fee for each litter of dogs and for each litter of cats.

(2) Fee shall be refunded if owner provides to animal control proof of sterilization of mother within 3 months of litter birth.

(Ord. passed 6-23-1997; Am. Ord. 2007-01, passed 2-21-2007) Penalty, see § 90.999

§ 90.034 ANIMALS AS PERSONAL PROPERTY.

That dogs, cats and other animals shall be deemed and considered as personal property, and all remedies given for the recovery of personal property and of damages for injuries thereto are hereby extended to them.

(Ord. passed 6-23-1997)

§ 90.035 RESTRAINT OF ANIMALS.

Dogs and/or cats are permitted on the roadways and public areas in the county only if on a secure leash not exceeding 8 feet in length, and in the immediate physical control of the person having custody thereof. This provision does not apply when an animal is in a bona fide animal show, nor does it apply to dogs trained for the purpose of hunting and under the voice control of their owners.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.036 LICENSING.

(A) Any person harboring or maintaining any dog or cat over the age of 3 months within the county

shall obtain a license or permit from animal control on an annual basis. The animal control shelter shall keep a record of all licenses issued. A current rabies vaccination certificate shall be presented at the time of the application for the license. Licenses shall be issued at the animal control shelter. A current license tag shall be affixed to the licensed dog or cat at all times. There will be a fee of for each dog or cat without the tag refundable upon proof of license being provided to an animal control officer.

(B) No license fee shall be required for service animals owned, harbored or kept for the purpose of assisting impaired persons.

(Ord. passed 6-23-1997; Am. Ord. 2007-01, passed 2-21-2007) Penalty, see § 90.999

RABIES CONTROL

§ 90.050 RABIES VACCINATIONS.

It is the duty of every person keeping a dog or cat over the age of 3 months to have the animals vaccinated against rabies. All dogs and cats must be vaccinated annually. Every person who keeps a vaccinated dog or cat must exhibit his or her copy of the certificate of vaccination upon the request of any person lawfully charged with enforcement of this chapter. Any unvaccinated dog or cat brought into Valencia County shall be securely confined by the owner or keeper until vaccinated against rabies. This vaccination shall be administered within 1 week of entry into the county. Any rabies vaccination performed by a veterinarian in another county, state or country must conform to the requirements of the State of New Mexico to be valid in Valencia County.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.051 ANIMAL BITES.

(A) When an individual is bitten by a dog or cat for which the owner does not have proof of rabies vaccination, it is the duty of the bite-victim or the guardian of the victim to notify the district health

officer and an animal control officer within 24 hours of the bite. The owner or keeper of the animal shall immediately surrender the animal to animal control officers or Sheriff's deputies at his or her own expense. The animal control officer shall quarantine the animal securely for 10 days under the observation of the Animal Control Director or a licensed veterinarian. Absolutely no animal that has bitten any person may be rabies vaccinated within 10 days of the bite occurrence.

(B) Unvaccinated dogs or cats bitten by a known rabid animal should be destroyed immediately. If the owner is unwilling to have this done, the unvaccinated animal shall be quarantined immediately in strict confinement and isolation at the owners expense in a manner directed by the Animal Control Director and approved by the district health officer for a 6 month period. It shall be vaccinated with an approved rabies vaccine 10 days after release if no signs of rabies exist. Should the dog or cat show signs of rabies at any time prior to vaccination, it must be immediately destroyed.

(C) If a dog or cat having a current rabies vaccination is bitten by a known rabid animal, it shall be re-vaccinated immediately and confined and isolated at the owners expense for at least 10 days in a manner directed by the Animal Control Director and approved by the District Health Officer.
(Ord. passed 6-23-1997) Penalty, see § 90.999

PROHIBITIVE ACTIVITIES

§ 90.065 RUNNING AT LARGE.

Any dog or cat found running at large as defined in this chapter is declared to be an animal nuisance, a menace to public health and safety, and if observed by an animal control officer or a Sheriff's Deputy shall be taken into custody and impounded.
(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.066 NUISANCE.

(A) All complaints regarding a dog or cat nuisance as defined in this chapter shall be filed in writing with an animal control officer, and shall include the name of the complainant and the name (if known) and address of the person(s) permitting the nuisance to occur and continue.

(B) An owner shall not advertize for sale, barter, exchange, or give away any dog or cat within the county unless the litter fee or permitted premises permit number is displayed legibly in the ad, and the owner shall furnish the litter or permitted premises number to any prospective recipient requesting the number.

(C) An owner shall not sell, barter, exchange or give away any dog or cat before the age of 6 weeks. Any person who does so shall be fined \$25 per animal. The only exception to this is in the case of hand-fed orphans.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.067 CRUELTY TO ANIMALS AND ABANDONMENT.

(A) It shall be unlawful for any person to neglect to provide any animal in his or her charge or custody with proper food, drink, necessary shade or shelter, or to carry any animal in or upon any vehicle or trailer in a cruel or inhumane manner, or to keep any animal under unsanitary or unhealthy conditions; an animal carried in the bed of a truck must be crated or restrained so it cannot fall or jump from the truck or be strangled.

(B) Penalty of \$200 to \$500 shall be imposed upon the owner or keeper for abandonment and/or abuse, and the animal(s) shall be impounded.

(C) It shall be unlawful for any person to willfully or maliciously kill or maim any animal except that reasonable force may be employed to drive off vicious or trespassing animals.

(D) It is unlawful to poison a domestic animal or to distribute poison or toxicants in any manner with the intent of poisoning a domestic animal. Prosecutions of this section shall carry a fine of \$300 to \$1,000 for each offense and each animal.



(E) No person shall promote, stage, hold, manage, conduct, carry on, train for or attend a game, exhibition, contest or fight in which 1 or more animals are injuring, killing, maiming or destroying themselves or other animals. Any incident will incur a \$500 to \$1,000 fine.

(F) No person shall provoke, entice, or intentionally release an animal from the property of its owner for the purpose of engaging the animal in a fight or to attack a person or another animal. Any incident will incur a fine of \$500 to \$1,000, plus any applicable medical fees.

(G) It shall be unlawful for any person owning or maintaining any place for public accommodation, public entertainment or amusement, a restaurant, or who operates a public transportation facility to exclude therefrom any dog which has been trained to assist the physically impaired, provided that the dog be in the company of the physically impaired person whom it was trained to assist.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.068 DOG KILLING OR INJURING LIVESTOCK AND/OR POULTRY.

(A) If any dog shall kill or injure any livestock or poultry, the owner or keeper of that dog shall be liable for all damages that may be sustained thereby, to be recovered by the party so injured before any court having competent jurisdiction, and it shall be unlawful to keep the dog after it is known that the dog is liable to kill livestock or poultry and it shall be the duty of the owner to kill, or have killed, the dog upon order of the court after a finding that the dog has killed or injured livestock or poultry, and provided further, that it shall be the right of the owner of livestock or poultry so killed or injured by the actions of any dog to kill the dog while it is upon property controlled by the owner of the livestock or poultry.

(B) Any peace officer may impound any dog found running at large unaccompanied by and not under the control of the owner or handler, and further, the peace officer shall destroy the dog if it is in the act of pursuing or wounding livestock or

wounding and killing poultry or attacking humans. Any peace officer may kill any dog in the act of pursuing or wounding any livestock or wounding or killing poultry or attacking humans whether or not the dog wears a rabies tag required by NMSA § 77-1-3. There shall be no liability of the peace officer in damages or otherwise for the killing.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.069 DANGEROUS AND VICIOUS ANIMALS.

(A) *Dangerous animals.* For purposes of this chapter a secure enclosure shall mean a fenced area or structure that is locked, capable of preventing the entry of the general public, including children, capable of preventing the escape of the animal, and clearly marked as containing a dangerous animal. The specifications for containment are outlined in the standard operating procedures of the department and subject to approval by the Animal Control Director and the County Manager.

(B) *Investigation.* Any complaint regarding a dangerous animal as defined within this chapter, whether reported by a citizen, or at the animal control officer's own instigation, shall be investigated. Investigative reports relative to these allegations shall include all information as stated in the department policies and procedures manual.

(C) *Declaration.*

(1) Based on the findings of an investigation regarding a suspected dangerous animal, the investigating officer shall make a full report to the Animal Control Director. The Animal Control Director shall make a determination to:

(a) Declare the animal dangerous and notify the owner or custodian of that finding; or

(b) Close the case citing insufficient evidence to conclusively deem the animal dangerous at this time. Closing a case shall not prevent the case from being reopened in the future.

(2) Notification to an owner or custodian that his or her dog has been declared dangerous shall include the following information;

(a) The owner or custodian has a right to appeal a declaration;

(b) The amount of time for filing an appeal;

(c) The actual date of deadline for filing the appeal;

(d) An outline for the requirements for compliance if the animal is to remain at the residence;

(e) The amount of time for the owner or custodian to accomplish full compliance in order to keep the animal;

(f) The actual date of deadline for compliance; and

(g) A copy of the dangerous animal section of this chapter, in its entirety.

(D) *Necessary impoundment.*

(1) If the Animal Control Director, or his or her designee, determines that any owner or custodian cannot sufficiently contain his or her accused animal during the process of appeal, or the required 30-day period for compliance under this chapter, a warrant to seize the animal shall be sought pursuant to the applicable judicial process.

(2) An animal seized under this chapter shall be humanely and securely held at the county animal control shelter or authorized secure facility until the time as the owner or custodian complies with all requirements, or the owner or custodian has exhausted all rights to appeal, or otherwise directed by a court of competent jurisdiction. The confinement shall be at the expense of the owner or custodian.

(E) *Hearing.*

(1) An owner or custodian, whose animal has been seized by animal control under division (D) above, shall be entitled to a hearing, to be held not later than the thirtieth day after the date on which the animal was seized unless otherwise directed by the court.

(2) This hearing shall be held in the court issuing the warrant, or in any other court of competent jurisdiction for the purpose of appealing the dangerous animal declaration.

(F) *Redemption.*

(1) An animal that has been seized by animal control and declared dangerous, and that declaration has been upheld by the courts, if appealed, shall be returned to the owner or custodian only if the owner or custodian has met all requirements, paid all fees, and has established a secure enclosure in which to house the animal that complies with regulations set forth in the department policies and procedures manual, as well as all requirements set forth in section division (G) below.

(2) If the declaration has been reversed through appeal, by a court of competent jurisdiction, the animal shall be returned to its owner or custodian. In this case, no fee will be charged to the owner or custodian.

(3) No animal shall be returned to the owner or custodian once an order has been received by the courts to destroy the animal.

(G) *Requirements for owners or custodians of dangerous animals.* Not later than the thirtieth day after a person learns that he or she is the owner or custodian of a dangerous animal, the person shall:

(1) Register the dangerous animal with county animal control;

(2) Meet all requirements for keeping a dangerous animal as set forth in this chapter;

(3) Obtain liability insurance in the amount of at least \$100, 000 to cover damages resulting from an attack by the dangerous animal causing bodily injury to a person and provide proof of the required liability insurance coverage, or equal financial responsibility, to the Animal Control Director;

(4) Provide a secure enclosure as set forth in the department policies and procedures manual;

(5) The dangerous animal shall be controlled at all times on a leash in the immediate control of a responsible person capable of controlling the animal when not within a secure enclosure as specified herein; and

(6) Sterilize the animal.

(H) *Prohibition.* No person shall knowingly sell, offer for sale, breed, or attempt to buy a dangerous animal within the county.

(I) *Removal to another jurisdiction.* No person shall remove an animal that has been declared dangerous to another jurisdiction without the prior knowledge and approval of the Animal Control Director.

(J) *Registration.* The county animal control shelter shall annually register a dangerous animal if the owner or custodian:

(1) Presents:

(a) Proof of liability insurance or financial responsibility as required by division (G) above;

(b) Proof of current and valid rabies vaccination of the dangerous animal;

(c) Two color photographs of the animal taken within 6 months of application for registration; and

(d) Two photographs of the secure enclosure in which the dangerous animal is kept.

(2) Has the secure enclosure re-inspected by an animal control officer; and

(3) Pays an annual registration fee as set forth in the duly adopted schedule of fees.

(K) *Registration tag.* Upon completion of the requirements for registering a dangerous animal, the animal control shelter shall provide to the owner or custodian a specific registration tag. The owner or custodian must place the tag on the animal's collar and ensure that the animal wears the collar with the tag attached, at all times.

(L) *Moving to a new address.* If an owner or custodian of a registered dangerous animal moves to a new address, within the same jurisdiction, the owner or custodian, not less than 14 days after the date of the move, shall notify the animal control shelter of his or her new address.

(M) *New ownership.* If an owner or custodian of a registered dangerous animal wishes to give the animal to another person, relinquishing all further ownership or custodianship, the new owner or custodian shall be held to all standards formerly required of the previous owner or custodian. The new owner or custodian shall comply with all requirements for registering the dangerous animal in his or her name. An owner or custodian of a declared dangerous animal shall notify animal control of any attacks the dangerous animal makes on people.

(N) *Vicious animals.* The disposition of an animal deemed vicious shall be adjudicated. If the victim is a person, the animal must be seized and impounded until a judgment has been made by the court.

(Ord. passed 6-23-1997; Am. Ord. 2004-16, passed 12-15-2004) Penalty, see § 90.999

PERMITTED PREMISES

§ 90.080 PERMIT REQUIRED.

(A) No person shall operate a commercial kennel/cattery, pet shop, humane society guard dog site, hobby kennel/cattery or keep a dangerous animal without a valid permit issued by the Animal Control Director.

(B) A fine of \$100 will be assessed for any violations.
(Ord. passed 6-23-1997; Am. Ord. 2004-16, passed 12-15-2004)

§ 90.081 PERMIT APPLICATIONS.

Persons who wish to apply for a permit shall file on forms provided by the county. The applications shall require information sufficient to assure the Animal Control Director that the applicant and facilities are adequate to care for the animals in a manner that protects the public and the animals.
(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.082 PERMIT REQUIREMENTS; EXPIRATION; RENEWAL.

(A) No permit is transferable from 1 person or place to another person or place.

(B) A valid permit shall be posted in a conspicuous place at each permitted premises.

(C) A permit holder shall notify the Valencia County animal control center of any changes in operations which may affect the status of the permit and shall keep the center informed of all changes in name, address, home and business telephone numbers.

(D) Both the person in charge of permitted premises and the owner of the permitted premises shall be responsible for complying with this chapter.

(E) At each permitted premises, except hobby kennels, a current record shall be kept which describes all animals owned, purchased or received, and the final disposition of each animal.

(F) (1) Permits shall expire 1 year after the date of issuance of the permit.

(2) An application for renewal, accompanied by a current certificate of inspection issued by the Animal Control Director, shall be filed at the center 30 days before the date of expiration.

(2) Failure to renew permits as specified shall result in the expiration of the permit, or in the assessment of a late fee of \$10 in addition to the cost of renewing the permit.
(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.083 FACILITIES AND CARE APPLICABLE TO KENNEL/CATTERY PERMIT.

Dog and/or cat housing facilities must be structurally sound and shall be constructed of non-toxic materials. The facility shall be maintained in good repair and kept clean and sanitary at all times so as to protect animals from disease and injury. Animals maintained in pens, cages or runs for periods exceeding 24 hours must be provided with adequate space for exercise, to prevent overcrowding, and to permit adequate ventilation and temperature control to provide for the animals comfort and health. Sufficient lighting shall be provided by either natural or artificial means. If outside housing is provided, it must be sufficient to protect the dog and/or cat from sunlight, rain, snow or cold weather detrimental to the animal's health. Disposal facilities shall be provided and operated so as to minimize vermin infestation, odors and disease hazards. Animals shall be provided with sufficient fresh clean and wholesome food and water. Food and water containers must be kept clean. Every animal kept in a kennel must be observed daily and diseased or injured animals must be provided with veterinarian care.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.084 ACCESS TO PERMITTED PREMISES.

A certified animal control officer shall be allowed to enter a permitted premise, following proper notification of permit holder or applicant, for the purpose of inspection prior to issuance of permit, renewal of permit, or for investigation of complaint as specified in § 90.017 of this chapter.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.085 SUSPENSIONS, REVOCATION OF PERMITS.

(A) (1) When the County Manager discovers that a permitted premises is in violation of this chapter, he or she shall give notice of this violation to the permit holder, operator or person in charge by means of an inspection report or other written notice.

(2) The notification shall state that failure to comply with the inspection report issued in accordance with the provisions of this chapter may result in immediate suspension or revocation of the permit.

(B) (1) Permits may be suspended for 30 days to allow permit holder to comply with the requirements of this chapter or other applicable laws, ordinances or regulations.

(2) Permits may be revoked for serious or repeated violations of the requirements of this chapter, or for violation of other applicable laws, ordinances or regulations. A permit shall be revoked for a minimum of 1 year. The permit shall be surrendered to the Animal Control Director upon suspension or revocation.

(3) (a) A person whose permit has been suspended may apply for an inspection of the premises for the purpose of reinstating the permit by filing an additional application for a permit at the shelter on the form required by the County Manager.

(b) Within 5 working days after the shelter receives the application, an animal control officer shall make an inspection.

(4) If the applicant and the site are in compliance with the requirements of this chapter and all other applicable laws, regulations and ordinances, the permit shall be reinstated.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.086 GUARD DOG SITE.

(A) *Guard dog permit.* A person who wishes to use a guard dog shall first obtain a guard dog permit.

(B) *Guard dog housing.*

(1) In addition to the facilities and care standard requirements for permitted premises set forth elsewhere in this chapter, the area where the guard dog is housed, while not on duty, shall be secured in a manner which will prevent their escape.

(2) The off-duty housing area shall be kept locked when not in use.

(3) (a) Guard dog premises shall be posted with warning signs at least 12 inches long on each side.

(b) The warning signs shall state "Guard Dog" or "Guardian" and shall show a picture of an aggressive dog.

(c) The warning signs shall be posted not more than 200 feet apart on the exterior of the fences or walls surrounding the site, and shall be posted at all exterior corners of the site and every entrance to the site.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.087 EXCEPTIONS TO PERMITTED PREMISES.

The following are not required to obtain a permit:

(A) A veterinarian hospital or clinic operated by a licensed veterinarian;

(B) A bona fide research institution, using animals for research; or

(C) A publicly owned animal control center or shelter.

(Ord. passed 6-23-1997)

CLAUSES

§ 90.100 ANNUAL FEE ADJUSTMENT.

All fees included in this chapter will be reviewed annually to consider changes in the cost of providing services and related increases or decrease in fees, subject to the approval of the Board of County Commissioners.

(Ord. passed 6-23-1997; Am. Ord. 2004-16, passed 12-15-2004)

§ 90.101 PERJURY CLAUSE.

It is unlawful for any person to make any false affidavit, or knowingly swear to any document, matter or thing required to be sworn to or affirmed by the terms of Valencia County Animal Control Chapter.

(Ord. passed 6-23-1997) Penalty, see § 90.999

§ 90.999 PENALTY.

(A) Any person who violates any of the provisions of the Animal Control Chapter shall be deemed guilty of a misdemeanor.

(B) Each violation of this chapter shall be punishable by a fine of no more than \$300, and/or imprisonment for no more than 90 days, or both; exceptions being those sections which carry a separate fine or penalty for the offense stated.

(Ord. passed 6-23-1997; Am. Ord. 2004-16, passed 12-15-2004)