

**March 2, 2020**  
**Bayou Animal Services**  
**Corporation**  
**Regular Meeting**  
**7:00 p.m.**



Charles Suderman  
Walter Wilson  
Chris Heard  
Alun W. Thomas

**AGENDA**  
City of Dickinson  
**BAYOU ANIMAL SERVICES**  
**CORPORATION**  
**REGULAR MEETING**

IV Hoke  
Jason O'Brien  
Angie Terrell

**March 2, 2020**

**NOTICE** is hereby given of the **REGULAR MEETING** of the Bayou Animal Services Corporation of the City of Dickinson, County of Galveston, State of Texas, to be held on **Monday, March 2, 2020, at 7:00 p.m.** at: Dickinson City Hall, 4403 Highway 3, Dickinson, Texas 77539 for the purpose of considering the following numbered items. The Bayou Animal Services Corporation of the City of Dickinson, Texas, reserves the right to meet in a closed session on any of the below items should the need arise and if applicable pursuant to authorization by Title 5, Chapter 551, of the Texas Government Code.

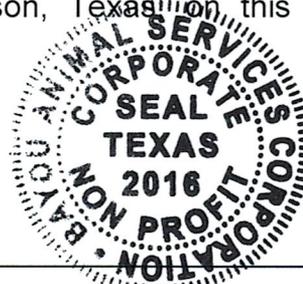
- ITEM 1.) CALL TO ORDER AND CERTIFICATION OF A QUORUM**
- ITEM 2.) PUBLIC COMMENTS:** At this time, any person with related business may speak to the Board. In compliance with the Texas Open Meetings Act, The Board may not deliberate. **Comments from the public should be limited to a maximum of three (3) minutes per individual speaker.**
- ITEM 3.) CONSIDERATION AND POSSIBLE ACTION CONCERNING:** Approval of the Minutes of the Bayou Animal Services Corporation Regular Meeting of January 6, 2020.
- ITEM 4.) BRIEFING AND DISCUSSION CONCERNING:** Construction of New Facility.
- ITEM 5.) CONSIDERATION AND POSSIBLE ACTION CONCERNING:** Bayou Animal Services' Internal Policies and Procedures.
- ITEM 6.) ADJOURN**

**CERTIFICATION**

This is to certify that a copy of the Notice of the Bayou Animal Services Corporation Regular Meeting for **Monday, March 2, 2020**, was posted on the bulletin board at Dickinson City Hall, 4403 Highway 3, Dickinson, Texas, on this the 27th day of February, 2020, prior to 7:00 p.m.



Alun W. Thomas, Secretary for the Corporation



In compliance with the Americans with Disabilities Act, Bayou Animal Services Corporation will provide reasonable accommodations for disabled persons attending Bayou Animal Services Corporation Meetings. Requests should be received at least 24 hours prior to the scheduled meeting, by contacting the Secretary for the Corporation's office at 281-337-6217, or by FAX at 281-337-6190.

**BAYOU ANIMAL SERVICES  
CORPORATION**

**ITEM 1**

**Call to Order and  
Certification of a Quorum**

**CITY OF DICKINSON, TEXAS  
BAYOU ANIMAL SERVICES CORPORATION MEETING**

**ATTENDANCE LIST**

**MEETING DATE: March 2, 2020  
Regular Meeting**

<b><u>BOARD MEMBER</u></b>	<b><u>PRESENT</u></b>	<b><u>ABSENT</u></b>
CHARLES SUDERMAN	_____	_____
WALTER WILSON, PRESIDENT	_____	_____
CHRIS HEARD	_____	_____
ALUN W. THOMAS	_____	_____
IV HOKE	_____	_____
JASON O'BRIEN	_____	_____
ANGIE TERRELL, VICE PRESIDENT	_____	_____

**MAKE NOTE ON RECORDING: THE FOLLOWING ALSO ARE IN ATTENDANCE:**

TREASURER KRISTEN WOOLLEY	_____	_____
SHELTER DIRECTOR SARAH HAYWOOD	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**BAYOU ANIMAL SERVICES  
CORPORATION**

**ITEM 2**

**Public Comments**

**BAYOU ANIMAL SERVICES  
CORPORATION**

**ITEM 3**

Charles Suderman  
Walter Wilson  
Chris Heard  
Alun W. Thomas

**MINUTES**  
City of Dickinson  
**BAYOU ANIMAL SERVICES  
CORPORATION**  
**REGULAR MEETING**

IV Hoke  
Jason O'Brien  
Angie Terrell

**January 6, 2020**

The Bayou Animal Services Corporation met in a duly called and announced **Regular Meeting** on **Monday, January 6, 2020 at 7:00 p.m.** The meeting was held in the City of Dickinson Council Chambers located at 4403 Highway 3, Dickinson, Galveston County, Texas, and was held for the purpose of considering the following items:

**ITEM 1.) CALL TO ORDER AND CERTIFICATION OF A QUORUM**

President Wilson called the meeting to order at 7:05 p.m. Director Thomas called roll and certified a quorum. Directors present were as follows: Charles Suderman, Walter Wilson, Alun Thomas, IV Hoke, Jason O'Brien, and Angie Terrell. Director Chris Heard was absent. Also present was Shelter Manager Sarah Haywood.

**ITEM 2.) PUBLIC COMMENTS:** At this time, any person with related business may speak to the Board. In compliance with the Texas Open Meetings Act, The Board may not deliberate. **Comments from the public should be limited to a maximum of three (3) minutes per individual speaker.**

None.

**ITEM 3.) CONSIDERATION AND POSSIBLE ACTION CONCERNING:** Election of Officers.

A. President

Director Suderman made a motion to elect Walter Wilson as President, and Director Thomas seconded the motion. There being no discussion, President Wilson called for the vote.

**VOTE:**

6 AYES (Suderman, Wilson, Thomas, Hoke, O'Brien, Terrell)

0 NAYS

**MOTION PASSED**

B. Vice President

Director Suderman made a motion to elect Angie Terrell as Vice President, and Director Hoke seconded the motion. There being no discussion, President Wilson called for the vote.

**VOTE:**

6 AYES (Suderman, Wilson, Thomas, Hoke, O'Brien, Terrell)

0 NAYS

**MOTION PASSED**

- ITEM 4.) CONSIDERATION AND POSSIBLE ACTION CONCERNING:** Approval of the Minutes of the Bayou Animal Services Corporation Regular Meeting of August 5, 2019.

Director Terrell made a motion to approve the minutes, and Director Suderman seconded the motion. There being no discussion, President Wilson called for the vote.

**VOTE:**

6 AYES (Suderman, Wilson, Thomas, Hoke, O'Brien, Terrell)

0 NAYS

**MOTION PASSED**

- ITEM 5.) BRIEFING AND DISCUSSION CONCERNING:** Upcoming Events.

Shelter Manager Sarah Haywood discussed upcoming events, including some low-cost vaccination clinic, and an event hosted by the non-profit group "Friends of Bayou Animal Services" that will take place at the new animal shelter on February 6 at 6:00 p.m.

- ITEM 6.) BRIEFING AND DISCUSSION CONCERNING:** Construction of New Facility.

President Wilson discussed the construction of the new animal shelter, which now has an expected completion date of January 31.

- ITEM 7.) CONSIDERATION AND POSSIBLE ACTION CONCERNING:** Bayou Animal Services' Internal Policies and Procedures.

Shelter Manager Sarah Haywood discussed with the Board her progress in preparing revised operating policies for Bayou Animal Services. She will distribute the final version of the proposed policies once a legal review has been completed.

- ITEM 8.) BRIEFING AND DISCUSSION CONCERNING:** Future Changes to Bayou Animal Services' Bylaws

President Wilson informed the Board that, in part due to the City of Santa Fe's prior concerns about having City of Dickinson City Administrator Chris Heard as a board member of Bayou Animal Services, Mr. Heard is working on a proposal to amend the Corporation's bylaws. The changes will address

City of Santa Fe's concerns and will change the relationship between the Board and Bayou Animal Services' staff.

**ITEM 9.) ADJOURN**

Director Wilson made a motion to adjourn the meeting at 7:58 p.m., and Director Hoke seconded the motion. There being no discussion, President Wilson called for the vote.

**VOTE:**

6 AYES (Suderman, Wilson, Thomas, Hoke, O'Brien, Terrell)

0 NAYS

**MOTION PASSED**

**PASSED, APPROVED AND ADOPTED** this the 3rd day of February, 2020.

---

Walter Wilson, President

**ATTEST:**

---

Alun W. Thomas, Secretary for the Corporation

**BAYOU ANIMAL SERVICES  
CORPORATION**

**ITEM 4**

**Construction of New Facilities**

**BAYOU ANIMAL SERVICES  
CORPORATION**

**ITEM 5**

BAYOU ANIMAL SERVICES

---

Standard Operating Procedures & Standard Operating Guidelines



# Table of Contents

FIELD SERVICES .....	8
ANIMAL CONTROL OFFICER IN-CHARGE OF INCIDENT SCENE: SOG .....	8
ACO PATROLS: SOG .....	9
BARKING DOG COMPLAINTS: SOG .....	10
BARKING DOG COMPLAINTS: SOP .....	11
ISSUING TRAPS: SOG .....	12
CAT TRAPPING: SOG .....	13
CRUELTY INVESTIGATION: SOG .....	14
CRUELTY INVESTIGATION: SOP .....	15
DECEASED DOMESTIC PETS IN THE FIELD: SOG .....	16
DISPATCHING FOR ANIMAL CONTROL .....	17
DISPATCHING FOR ANIMAL CONTROL .....	18
DOGS AT LARGE: SOG .....	19
DOG AT LARGE: SOP .....	20
ON-CALL/STANDBY : SOG.....	21
EMERGENCY CALL OUT GUIDELINES: SOG.....	22
EMERGENCY CARE FOR INJURED PETS: SOG .....	24
LIVESTOCK: SOG.....	25
NON-DOMESTIC PETS: PROHIBITED DANGEROUS ANIMALS: SOG .....	26
OFFICER SAFETY: SOG .....	27
PET LICENSE ENFORCEMENT: SOG .....	28
PATROL INITIATED FOLLOW-UPS: SOG .....	29
REPORTING OF ACO FIELD ACTIVITIES/ SERVICE CALLS: SOG .....	30
SHELTER TRANSPORTS: SOG .....	31
TETHERING: SOG.....	32
UNATTENDED ANIMALS IN A HOT VEHICLE: SOG .....	33
UNATTENDED ANIMALS IN A HOT VEHICLE: SOP.....	34
UNIFORMS: SOG .....	36
VEHICLE USE AND MAINTENANCE: SOG .....	37
WILDLIFE: SOG .....	38
<b>RABIES CONTROL.....</b>	<b>39</b>
ANIMAL BITES: SOG.....	39
ANIMAL BITES: SOP .....	40
HOME QUARANTINE: SOG .....	41
SHELTER INTAKE FOR RABIES SUSPECT CATS, DOGS, AND DOMESTIC FERRETS: SOP .....	42
RABIES SPECIMEN PREPARATION AND SUBMISSION: SOP.....	43
QUARANTINE: CATS: SOP.....	45
QUARANTINE: DOGS: SOP.....	46
<b>SHELTER SERVICES .....</b>	<b>47</b>

---

ADOPTION: SOG.....	47
ADOPTION: SOP.....	49
ANIMAL ASSESSMENT ROUNDS: SOP.....	51
ANIMAL HANDLING: SOP.....	52
ANIMAL INTAKE: SOP.....	53
CARE OF INJURED/SICK ANIMALS IN THE SHELTER: SOP.....	55
CHILDREN AT THE ANIMAL SHELTER: SOG.....	57
CONTAGIOUS DISEASE IN SHELTER ANIMALS: SOG.....	58
DAILY AND WEEKLY CLEANING AND MAINTENANCE: SOP.....	59
DISINFECTANTS: SOG.....	61
EMAIL AND EMPLOYEE COMMUNICATION CHANNELS.....	62
EUTHANASIA: SOG.....	63
EUTHANASIA: SOP.....	65
FOSTER: SOG.....	70
FOSTER: SOP.....	71
GUIDELINES FOR HOUSING ANIMALS TOGETHER: SOG.....	72
HEARTWORM TREATMENT: SOG.....	73
HEARTWORM TREATMENT: SOP.....	74
INTAKE TRIAGE: SOP.....	75
LOST PET REPORTING: SOG.....	76
PLAYGROUP: SOG.....	77
PRE-ADOPTION EVALUATION: SOP.....	78
RICKETTSIA RISK AND EXPOSURE.....	79
PREVENTION OF RICKETTSIAL EXPOSURE IN THE SHELTER.....	80
RECLAIM BY OWNER: SOG.....	82
RESCUE EVALUATION: SOG.....	83
RETURNS AND REFUNDS: SOG.....	85
SOCIAL MEDIA.....	86
STAFFING LEVELS: SOG.....	87
STAFFING NON PERMITTABLE OFFENCES.....	88
STAFF BREAKS.....	88
STERILIZATION OF ADOPTED PETS: SOG.....	89
STERILIZATION OF ADOPTED PETS: SOP.....	90

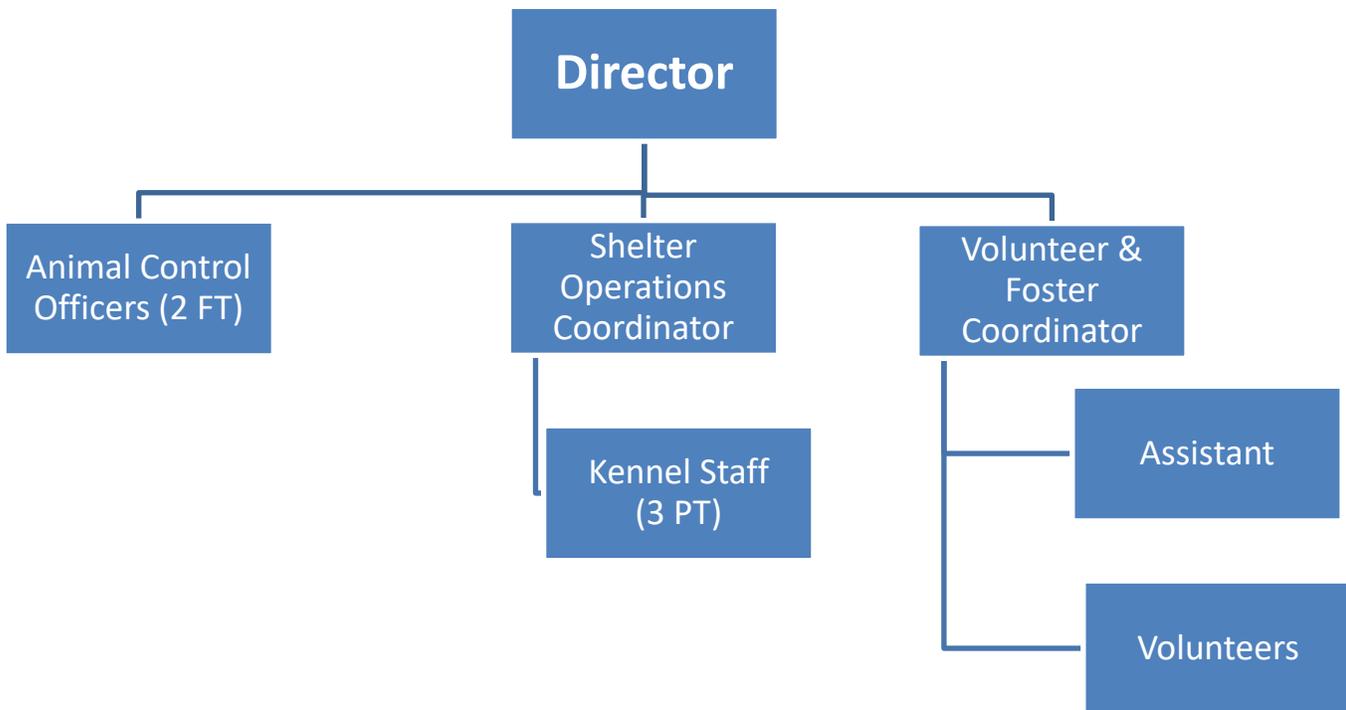
FAILURE TO ADHERE TO THE FOLLOWING WRITTEN PROCEDURES AND GUIDELINES WILL RESULT IN DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION. BY SIGNING EACH POLICY IN THIS HANDBOOK, YOU ARE AFFIRMING THAT YOU HAVE READ AND UNDERSTAND THE POLICIES AS THEY ARE WRITTEN AND THAT BAYOU ANIMAL SERVICES MANAGEMENT HAS ANSWERED ANY QUESTIONS YOU MAY HAVE REGARDING THE POLICIES PROVIDED TO YOU IN THIS HANDBOOK.

EMPLOYEE NAME: \_\_\_\_\_

EMPLOYEE HIRE DATE: \_\_\_\_\_ POLICY REVIEW DATE: \_\_\_\_\_

# BAYOU ANIMAL SERVICES

**MISSION: TO SERVE AS AN ANIMAL RESOURCE CENTER, ENGAGING THE COMMUNITY IN HUMANE SOLUTIONS AND PROVIDING A HAVEN FOR ANIMALS IN NEED.**



**HOURS OF OPERATION:**

ANIMAL CONTROL : MONDAY-SATURDAY 8:00AM - 5:00PM; CLOSED SUNDAY

PUBLIC SHELTER: TUESDAY – SATURDAY 10:00AM - 5:00PM;

CLOSED SUNDAY & MONDAY

SHELTER STAFF: MONDAY-SATURDAY 8:00AM – 5:00PM;

SUNDAY 8:00AM- 12:00PM (OR WHEN CLEANING IS COMPLETED)

**FEES:**

ADOPTIONS

- KITTENS \$75

- CATS \$75

- PUPPIES (UNDER 6 MONTHS) \$100

- ADULT DOGS \$85

OWNER SURRENDER

\$50 PER ANIMAL

RECLAIM (CLAIMED AFTER 24HRS IS \$50 DOLLARS.)

*RECLAIM FEE CAN BE REDUCED OR WAIVED IF PROOF OF RABIES IS PROVIDED AND ANIMAL IS MICROCHIPPED.*

MICROCHIP : \$10

REGISTRATION FEE FOR THE CITY LIMITS OF

**CLEAR LAKE SHORES- DICKINSON – SANTA FEE \$15**

THIS INCLUDES A MICROCHIP AND BAS REGISTERS THE CHIP FOR THE OWNER. VALID RABIES CERTIFICATE IS REQUIRED

IF ANIMAL IS ALREADY CHIPPED AND SPAYED/NEUTERED, REGISTRATION IS FREE BUT MUST BE UPDATED YEARLY.

IF THE ANIMAL IS ALREADY CHIPPED BUT INTACT, REGISTRATION FEE IS **\$20**

**QUARANTINE AND BOARDING FEES** ( THIS WILL BE DECIDED WHEN THE NEW SHELTER IS FUNCTIONING )

# Workplace Culture Agreement

The following are standards expected for all employees and volunteers to follow to ensure a safe and enriching workplace.

## **Create and Maintain a Safe Workplace:**

- Take responsibility for keeping yourself, coworkers, volunteers, visitors, and animals safe
- Be part of creating and maintaining a culture of safety, no matter how busy you may be.
- Know your own limitations and seek help when needed.
- Bring safety concerns to the attention of your supervisor.

## **Strive for Excellence:**

- Make customer service a priority and strive to constantly improve the customer experience.
- Be willing to continue to learn and improve oneself professionally through training and other learning opportunities.
- Educate yourself on national and regional best practices in animal welfare.
- Be thorough, careful, and precise in all work you do.
- Think and act constructively and look for solutions to make things better for animals and people.

## **Support a Collaborative Animal Shelter:**

- Practice “We” thinking. We achieve goals together.
- Understand that whether as an individual or work groups, we all share the same goals and play different, yet valuable roles in achieving them.
- Support, mentor, and uplift coworkers.
- When faced with conflict with individuals or between teams, focus on the situation or problem rather than the individual(s).
- Maintain constructive relationships with coworkers and between teams.
- Lead by example.
- Set each other up for success by sharing information, helping each other, and keeping workspaces organized and stocked with supplies.

## **Demonstrate a Commitment to Healthy Communication:**

- Communicate with staff, volunteers, members of the public, and other professionals in a positive, professional, and helpful manner.
- Respond to emails, phone calls, and in-person requests in a timely manner.
- Deliver and receive complaints, suggestions, and other communications in a respectful and openminded manner.
- Share information that affects others in a timely manner.
- Take a stand to stop gossip, grudges, cliques, conflicts, and negativity and be part of solutions.
- Take time to listen and understand before responding to others.

**Be Respectful:**

- Respect different opinions and work styles.
- Respect decisions made and directions given.
- Show compassion for and have patience with your coworkers
- Respect all employees and volunteers equally, regardless of job title, seniority, position, or opinion.
- Expect differences will arise and know that differences are not wrong.
- Be mindful of how you handle conflict with individuals or teams and always be constructive with you conversations.
- Look for the contribution each person makes in helping animals and people in need.

**Promote Trust:**

- Take responsibility for yourself and be accountable for your own actions.
- Commit to working for a safe, humane future for animals and people.
- Build trust in all your interactions, regardless of who they are with.
- If you have questions or concerns, communicate upward, rather than complaining to or gossiping with others.
- Provide accurate, thorough, and objective communication.
- Follow instructions carefully and meet deadlines when assigned.
- Ask for help and training when you don't understand something.

**Acknowledge the Emotional Aspect of Our Work:**

- Remember to have a sense of humor, but never at the expense of others or professionalism.
- Identify healthy ways to reduce and relive stress.
- Take care of yourself and pay attention to your work/life balance.
- Find appropriate ways to express strong emotions when they arise.
- Respect others' emotional response as they may be different than yours.
- Treat you coworkers as a member of your 'shelter family'.
- Have fun!

**Show Appreciation:**

- Remember why you have chosen to work in animal welfare.
- Acknowledge people when they do good things. Shout-outs should be a daily occurrence!
- Thank others when they make your day better and brighter.

**Be Safe and Compassionate When Handling Animals:**

- Treat all animals in your care with patience, kindness, and compassion.
- Become adept at reading animal behavior to make sound, safe handling decisions.
- Pursue and take advantage of training opportunities offered at the shelter to help you become a better animal handler.
- Recognize each animal is an individual and should be treated as such. Avoid stereotypes and generalizations about breed, type, etc.
- Model safe, humane handling to other staff, volunteers, and the public. You are the expert.



## Field Services

### **Animal Control Officer In-Charge of Incident Scene: SOG**

#### **F.01.G**

The ACO that is dispatched to a service call, as the primary officer, is in charge of that particular incident. Any other ACO arriving on the scene will follow the instructions of the ACO in charge of the incident. Any ACO responding to a call for assistance from another ACO on a scene will follow the instructions of the ACO in charge of the incident. If the Director is requested by the primary ACO, the Director will take over command.

If the primary ACO requests a patrol officer to their scene, the ACO is still in charge of the incident. If a patrol officer requests an ACO, the ACO will not be considered primary and is there to assist the patrol officer only, unless the call is an animal control call that the patrol officer initiated or was first to arrive on scene.

## **ACO Patrols: SOG**

### **F.02.G**

In order to ensure a proactive approach to Animal Control, to maintain a visible presence in the community, and to stay in touch with our service area, Animal Control Officers will conduct patrols in the city when available. Patrols will include Neighborhood Patrols, Park Patrols, and Close Patrols. During peak seasons in the area city parks, park patrols should be done multiple times a day when possible and include foot patrols in areas where a vehicle patrol is not possible.

Close patrols will be patrols done in areas that have been identified as an area needing extra observation or areas with frequent complaints of animal ordinance violations. The Close Patrol areas will be identified and listed on Shelter Luv. Areas will be removed from the list by the Director when the area is no longer having complaints.

## **Barking Dog Complaints: SOG**

### **F.03.G**

The assigned ACO will first make contact with the complainant, if they are known, and gather information about the alleged complaint. If barking is in progress at the time of the complaint, the ACO shall respond to the location to determine if barking that is occurring is excessive and attempt to locate where it is coming from. If the offending animal can be located and the ACO finds the animal is breaching the peace with loud continual noise, the ACO shall attempt to make contact with the animal owner either in person, by phone, or a notice left on the door. A warning (verbal or written) or Violation Notice will be given to the animal owner when contact is made.

If barking is not occurring at the time of the complaint, the complainant (if known) will be advised that they are required to get video, with audio, of the violation when they observe it. Once that has been collected by the complainant, an ACO can then issue a warning or Violation Notice to the animal owner.

# Barking Dog Complaints: SOP

## F.03.P

When a barking complaint is received it will fall into two categories:

Occurred Prior or Occurring Now

### **Occurred Prior:**

1. Call is received and dispatch notes indicate that the barking is not occurring at the time of the complaint.
2. Make contact with the complainant by phone if they request contact and have provided contact information.
  - a. If no contact is requested or call is anonymous, then the ACO will attempt to make contact with the animal owner if sufficient information is provided about location of offense.
  - b. If contact is requested, advise the complainant that they would need to fill out a witness statement and have video, with audio, of the violation occurring.
3. Attempt to make contact with animal owner.
  - a. If sufficient information is provided to locate the location of the animal then attempt to make contact with the animal owner at that location.
    - i. If contact is unable to be made, leave a notice for the animal owner requesting contact.

### **Occurring Now:**

1. Call is received and dispatch notes indicate that the barking is occurring at the time of the complaint.
2. Make contact with the complainant by phone.
  - a. If no contact is requested or call is anonymous, go to the location of the barking and listen for excessive barking.
  - b. If contact is requested, advise the complainant that a sworn witness statement as well as video, with audio, of the violation occurring is required to move forward with issuing a warning or Violation Notice.
3. Arrive at location of complaint and park vehicle nearby to listen for excess barking.
4. If excessive barking is heard, attempt to make contact with the animal owner at the residence.
  - a. If no one is at the residence, attempt to reach the owner by phone or leave a door hanger notice on door notating the barking violation and any other violations observed (no city license, no rabies vaccine, etc).
  - b. If contact is made at the residence, issue written warning or Violation Notice for the barking violation and any other violations observed (no city license, no rabies vaccine, etc).

## **Issuing Traps: SOG**

### **F.04.G**

Trap requests must be made by property owner, business owner, or apartment manager.

Traps will be issued for the following circumstances:

Sick/injured animals- Cats and wildlife

Rabies exposure- Cats and wildlife

Dog Trap- First choice in attempting to capture a loose dog that is unapproachable.

Delivery and pick up of traps will be made by the ACO.

The ACO shall check the trap at least twice a day and impound any trapped animal. The ACO is responsible for changing out food and resetting the trap as needed.

Anytime a trap is placed in an area where theft is a high potential, the ACO will secure the trap to an immovable object using an issued cable lock. The ACO shall check each trap prior to setting it, during operation of it, and after picking it up, for any damage or operational issues. Any damage or operational issues found shall be reported to the Director and the trap removed from rotation until repaired or replaced.

## **Cat Trapping: SOG**

### **F.05.G**

Animal Services will not provide humane traps for nuisance cats. Cat traps will only be used for trapping of sick/injured cats or rabies exposures.

Cat trap requests for apartment complexes must be made by the property manager. Traps will not be issued for a period longer than one week unless approved by the Director. When traps are issued, the location and date issued will be logged on ShelterLuv as well as number of cats and description (if known) to be trapped at that location.

Any time a cat trap is issued, the ACO is responsible for checking the trap at least twice a day and impounding trapped. The ACO is also responsible for changing out food and resetting the trap as needed. If wildlife is caught in the trap, the animal may be released onsite or transported to a release site at the discretion of the responding ACO.

In times of inclement weather or holidays where no ACO is on duty, the trap will be picked up by ACO.

If more than 5 cats are to be trapped from one location, the Director will be notified.

Cat traps shall be cleaned between issuances and any damaged or malfunctioning traps will be reported to Director and removed from rotation until repaired or replaced.

#### **Personally Owned Traps:**

Citizens who chose to use their own traps may request that a trapped cat be impounded by Animal Services. The trap will be transported by the ACO to the Animal Shelter with the cat inside and the cat will be transferred within the Animal Shelter to prevent the cat from escaping. The trap will then be returned to the citizen by the ACO. If wildlife is caught in the personally owned trap, the removal of the animal will be at the ACO's discretion.

## **Cruelty Investigation: SOG**

### **F.06.G**

Upon receipt of a complaint of animal cruelty/abuse/neglect/humane investigation, the case will be assigned to an ACO as a call for service.

The ACO will investigate the situation and take one of the following actions:

1. Determine the complaint is unfounded and that no action is required by the ACO, or
2. Determine what city ordinance or state law was violated and pursue action against the animal owner in the form of:
  - a. Counseling and written warning
  - b. Issuance of a Violation Notice, or
  - c. Forward to a police officer and the Criminal Investigations Division for violations of Texas Penal Code Sec. 42.09, 42.091, or 42.092

The Director will be notified by email of all founded complaints. The ACO will complete a detailed report and include photos of the offense for the Director to review.

## Cruelty Investigation: SOP

### F.06.P

Upon receipt of a complaint of animal cruelty/abuse/neglect/humane investigation, the case will be assigned to an ACO as a call for service or to a patrol officer if ACO is not available.

The ACO will investigate the situation and take one of the following actions:

- 1) Determine the complaint is unfounded and that no action is required by the ACO, or
- 2) Determine what city ordinance or state law was violated and pursue action against the animal owner in the form of:
  - a) Counseling and written warning
  - b) Issuance of a Violation Notice, or
  - c) Forward to a police officer and the Criminal Investigations Division for violations of Texas Penal Code Sec. 42.09, 42.091, or 42.092
    - i) If the situation meets the level of Texas Penal Code violations the follow shall be done by the ACO
      - (1) Notify the Director
      - (2) Take photos of the animal and the environment
      - (3) Follow any directions from the Director, to include:
        - (a) Contacting patrol or detective
      - (4) If warrant is to be obtained for removal of the animal, a patrol officer shall remain on scene with the animal while either the ACO or Detective handle the warrant process.
      - (5) The case will be forwarded to CID by the Director for further investigation

If an animal arrives at the Animal Shelter and animal cruelty is suspected, immediately,

- 1) Contact the Director
- 2) The Director will contact the CID unit for the location the animal came from.
- 3) Keep the person who brought the animal into the shelter in the lobby area of the shelter where the cameras are
- 4) Try to keep the person on site until the detective or patrol officer arrive
  - a) Understand that you do not have authority to detain a person for the purpose of an investigation, only a peace officer can do that. You can ask them to fill out a witness statement or other intake forms while you wait for officers to arrive.
- 5) Once the detective or patrol officer arrives, they will be responsible for identifying the person who brought the animal in and take a statement from them for the investigation.
- 6) The case will be forwarded to CID for investigation.

The Director will be notified by email of all founded complaints, including investigations forwarded to CID.

## **Deceased Domestic Pets in the Field: SOG**

### **F.07.G**

Any reports of deceased dogs or cats received by Animal Services will be handled by an ACO when time and availability allow. If able to, an ACO will locate the deceased dog or cat and scan for a microchip and check the body for any identification. The ACO will impound the animal and log its description and any identification found on the DOA Log. If identification is found and the animal owner is reached, the ACO may dispose or transport the animal at the request of the animal owner.

ACOs will be the only staff allowed to respond to these calls. For safety reasons, other shelter staff will not respond to these calls on their own in their personal vehicles. Shelter staff will forward any reports they receive or animals they personally locate to the on duty ACO to follow up with if time and staffing allows.

Animal owners who need their deceased pet removed from their property may request pick up for cremation. Pick up is \$35 plus cost of cremation at \$125.

Cremation services are through The Bridge Pet Memorial: 713-485-0440

# Dispatching for Animal Control

## F.08G

An Animal Control Dispatcher will be assigned at the shelter to take calls from the public and enter those calls for service into Shelter Luv Field Services Dispatch program. The call taker shall request call information from the caller. The call taker will then enter the information received into Shelter Luv Field Services Dispatch and assign an ACO to the call.

The call taker shall not provide any information to the caller other than:

1. The call has been dispatched
2. An officer will be en route as soon as they are available
3. A supervisor will be in contact with you soon

The call taker shall not give any case information or personal identifying information (name, address, phone, etc) to callers. If caller requests that type of information, take their information and create a call for services for the ACO to handle the request or forward the request to the Director.

# Dispatching for Animal Control

## F.08.P

An Animal Control Dispatcher will be assigned at the shelter to take calls from the public and enter those calls for service into Shelter Luv Field Services Dispatch program.

- 1) The call taker shall request the following information from the caller:
  - a) Name (first and last)
  - b) Location of violation
    - i) Determine the jurisdiction that the violation occurred in using the service area map
  - c) Type of violation (dog at large, cruelty, etc)
  - d) Condition of animal, if known
  - e) If there are any known dangers or threats that the officer should be aware of (aggressive dog, aggressive owner, weapons, fast moving water, etc)
  - f) If this is a follow up, who was the officer they previously dealt with
- 2) Enter the information into the Shelter Luv Field Services Dispatch
  - a) Assign an available ACO to the call
  - b) Notify the ACO by radio that the call was assigned
  - c) If no ACO available
    - i) Leave call unassigned
    - ii) Notify ACO by radio that there is a call holding

The call taker shall not provide any information to the caller other than:

1. The call has been dispatched
2. An officer will be en route as soon as they are available
3. A supervisor will be in contact with you soon

The call taker shall not give any case information or personal identifying information (name, address, phone, etc) to callers. If caller requests that type of information, take their information and create a call for service for the ACO to handle the request or forward the request to the Director.

## **Dogs at Large: SOG**

### **F.09.G**

When an ACO observes a dog running loose inside the Bayou Animal Services Service Area, the first choice of action is to return the dog to its home, unless there is compelling reason to do otherwise. If the dog is wearing a city license tag, rabies vaccination tag, microchip or other traceable identification, attempt to trace the ID to locate the dog's home. If you are unable to capture the dog, attempt to follow it home. If no one is at home to take custody of the dog, but you are confident that you can secure it at its residence, then leave the dog secured at the residence. If you cannot be certain that the dog won't get loose again, impound the dog.

Always attempt to contact the animal owner by phone when leaving the dog or impounding it. Check call history for the residence and leave a notice on the door of the residence in the form of a door hanger, written warning, or violation notice depending on the call history.

Document in the call notes where the notice was placed.

Document all field return to owners as an impound then RTO through Shelter Luv. If you are unable to locate the residence where the dog lives or the dog is not wearing any identification, the dog shall be impounded. If the dog has been involved in a bite, it shall be impounded. If the dog is intact or in heat it shall be impounded. If the dog is frequently at large it shall be impounded.

# Dog At Large: SOP

## F.09.P

When a Dog at Large complaint is received it will fall into two categories:

### **Occurred Prior:**

- 1) Call is received and dispatch notes indicate that the dog is not currently at large at the time of the complaint.
- 2) Make contact with the complainant by phone if they request contact and have provided contact information.
  - a) If no contact is requested or call is anonymous, and the address where dog resides is known, attempt to make contact at the residence.
  - b) If contact is requested, find out when the last time the animal was seen running at large and if the animal owner is known.
- 3) If the address where the dog resides is known
  - a) Attempt to make contact with the animal owner at the residence.
  - b) Issue written warning for all violations observed.
- 4) If the address of where the dog resides is unknown
  - a) Check the area
- 5) Request the complainant contact Animal Services at the time the animal is loose

### **Occurring Now:**

- 1) Call is received and dispatch notes indicate that the dog is at large at the time of the complaint.
- 2) Check the area for the reported animal and make every attempt to return the animal to its home.
  - a) If the dog is wearing a city license tag, rabies vaccination tag, microchip, or other traceable identification, attempt to trace the ID to locate the dog's residence.
- 3) If ACO is unable to capture the dog, they should attempt to follow it home.
  - a) Once the home is identified, if no one is home to take custody of the dog, but ACO is confident that the dog can be secured at its residence, then leave the dog secured
    - i) attempt to notify the animal owner by phone to advise them of the violation and that the dog was secured
    - ii) Check call history for the residence and leave a notice on the door of the residence in the form of a door hanger, written warning, or violation notice depending on the call history. Document in the call notes where the notice was placed
  - b) If no one is home to take custody of the dog and it cannot be secured, it shall be impounded
    - i) Leave a notice on the door indicating the violations observed and that the dog was impounded.
  - c) If contact is made at the residence, issue written warning or a violation notice for the loose dog violation and any other violations observed (no city license, no rabies vaccine, etc).
- 4) If the dog has no identification and residence is not known, impound the dog.
- 5) Document field returns as an impound in Shelter Luv then RTO in the field, documenting all the owner's information
- 6) If the dog has been involved in potential rabies exposure while at large, it shall be impounded.
- 7) If the dog is intact or in heat, it shall be impounded.
- 8) If the dog is frequently at large, it shall be impounded.

## **On-Call/Standby : SOG**

### **F.10.G**

The ACO on-call will respond to the location of any emergency call within thirty minutes of the first call from Police Communications. Being in the process of handling a previous emergency call can excuse an ACO from the thirty-minute response time.

Failure to respond to the initial dispatch call from Communications, within 15 minutes, when scheduled on-call may result in disciplinary action. The Director will be contacted if on-call ACO does not respond to calls from Police Communications.

The on-call ACO will remain fit for duty during the on-call period, to include no consumption of alcohol during the on-call period. The use of any medication (over the counter or prescribed by a doctor) that may impair the ACO's ability to safely operate a vehicle shall be discussed with the Director to determine if alternate on call coverage will need to be arranged.

The on-call ACO will respond to any and all emergencies they are notified of by Communications during their scheduled on-call period unless they have made arrangements with Communications and another ACO to have said ACO respond in their place. The ACO responding to an emergency call will contact Communications by radio or phone when they arrive on scene as well as notify the Director by phone. If no other contact is needed, the ACO will notify Communications when they complete the call.

For the purpose of this SOG, "On-call period" is defined as the time from when the last scheduled ACO goes off duty for that day until when the next scheduled ACO begins their duty shift or until the 8:00am the next morning. Ex: 6:00pm Thursday April 15 until 8:00am Friday April 16

For the purpose of this SOG, "Call out period" is defined as the time beginning when first contact between the ACO and Communications is made by telephone and ending when the ACO finishes the call. (This includes driving time to the emergency call out)

# EMERGENCY CALL OUT GUIDELINES: SOG

## F.11.G

### ON CALL ACO NUMBER: 281-910-0745

Please use the following as a guideline for CALL OUT of **Animal Control Officers (ACOs)** when there is no ACO on duty.

#### Animal Bite

- Any reports of a bite or scratch that broke through the skin of a person from an animal that is considered by the Texas Department of Health to be a risk for the transmission of Rabies (any warm-blooded mammal)
- The bite took place **inside Bayou Animal Services Service Area** (outside service area cases should be referred to the proper authority for that jurisdiction)
- Animals required to be quarantined or tested: Dog, Cat, Domestic Ferret, or High Risk Rabies species: Raccoon, Skunk, Bat, Fox, or Coyote.

#### Injured Animal

- A stray, at large **Domestic Animal** with a life-threatening injury
  - This does not include calls from animal owners about their own animals; they should be referred to a Veterinarian or to the Emergency Animal Hospital.
  - Animal Services does not have a Veterinarian or Veterinary technician on our staff, however, we will attempt to locate and contact an animal owner and to provide emergency medical care to **stray** animals in extreme conditions.

#### Wildlife

- Wildlife that is a danger to persons
- Is in the habitable area of a building
- Poses a public safety threat of a residence or business (*for example, in the breezeway of an apartment complex, the back or front yard of a residence where safety is a threat to animals or people*).
- Excludes open porches and garages if there is a secondary exit for resident.
- If questionable contact on call ACO.

#### Arrest/Traffic Accident

- A person being arrested, transported by EMS, etc
- That has an animal(s) in their possession that must be impounded.
  - While ACO is enroute, the arresting officer should document the animal owner's name, contact information, animal name, and an emergency contact (if the owner has one) who can reclaim the animal.
  - If person is transported prior to ACO arrival, officer remaining on scene with animal will provide ACO with the information gathered.

#### Dangerous Dog

- A dog that is off the premises of its owner

- Unrestrained
- Acting aggressive
- A person of reasonable sensibilities would expect it to cause injury to them or other persons without provocation unless the dog is captured or secured by the animal owner.
- A patrol officer, when available, will respond to investigate a dangerous dog / aggressive dog incident on behalf of animal services, and
- The communication operator will
  - Contact the on call ACO, or
  - Generate an animal follow up for the next business day pertaining to the dangerous dog / aggressive dog incident.
  - In cases where the dangerous dog / aggressive dog incident was unfounded, a follow up call will not be necessary.
- If an ACO is not called out, the responding patrol officer should make contact and identify all parties involved and provide that information in the follow-up call generated.
- If questionable contact the on call ACO.

### **Bat**

- A bat in an area where it is likely to come into physical contact with a person or persons.
  - Inside a residence or business occupied by people
- A bat that has come in contact or had potential to come in contact with a domestic pet. (ex. Dog picked up bat in back yard, bat in an area where pet was left unattended.)

### **Foster Animals from Bayou Animal Services only**

- Animal Services will respond to a call out from a person that is fostering an animal from Bayou Animal Services, and
- The animal needs immediate medical assistance.
- This includes cats housed at an off-site partner location such as Petsmart or PetCO.

### **Other Situations**

- Situations involving animals that are extreme enough to be considered by Police Services staff and Animal Services staff to be an emergency.

Anything else, create a follow up call to be handled the following day by the on duty ACO.

### **Bayou Animal services staff information**

**Shelter Director:** Sarah Haywood 832-389-7757

**Back up if Director does not answer:** Coleen Wilson - 832-205-1773

## Emergency Care for Injured Pets: SOG

### F.12.G

After hours:

- If the animal is severely injured and needs emergency care and ACO cannot make contact with an animal owner, contact the Director by phone to request permission to transport. If they are unreachable, contact the Shelter Operations Coordinator by phone.
- If the animal has life threatening injuries and ACO cannot make contact with the animal owner or the animal owner cannot be located, contact the Director by phone.
- If unsure if an animal needs after hours veterinary care, contact the Director by phone for guidance.

During Regular Hours:

- If an animal is impounded and needs immediate veterinary care or evaluation, contact the Director by phone for approval and to locate the vet the animal should be transported to. If the Director is unavailable, contact the Shelter Operations Coordinator for approval.

## **Livestock: SOG**

### **F.13.G**

Animal Services will respond to all reports of loose livestock, prohibited livestock, and humane investigations involving neglected livestock.

#### **Loose Livestock**

- A. Attempt to contact the Animal Owner
- B. Attempt to secure the animal
- C. If unable to contact an owner or secure the animal, contact County Livestock Deputy for assistance.
  - a. Request assistance through dispatch.

#### **Prohibited Livestock**

- A. Attempt to contact the Animal Owner regarding the complaint
- B. Order removal of the animal
  - a. Time frame to remove animal is 72 hours
- C. Issue a written warning to the owner, listing the date to have animal removed by.
  - a. Conduct follow up after removal time has elapsed and issue a violation notice if they have failed to remove the animal

#### **Humane Investigation of Livestock**

Follow procedures set forth in F.06.G/ F.06.P Cruelty Investigations

#### **Impoundment**

Small livestock (goats, sheep, fowl, etc) may be impounded and transported using the ACO vehicle. Larger livestock (horses, cows, etc) will be required to be impounded by the Estray unit for that service area.

## **Non-Domestic Pets: Prohibited Dangerous Animals: SOG**

### **F.14.G**

Any report of animals that meet the above prohibited wild and exotic animals list being kept or housed within the service area will be handled by an ACO. The animal owner will be advised of the violation by written warning and given a reasonable amount of time to rehome/relocate the animal to an appropriate location.

## **Officer Safety: SOG**

### **F.14.G**

ACOs should take all precautions possible to limit their risk when encountering high risk areas such as confined spaces, heights, and high traffic areas. When available, a second ACO or a patrol officer should assist primary ACO while in a high-risk area. When entering a residence or yard, shelter dispatch shall be notified by radio during regular duty hours. Call history for residences shall be checked for alerts prior to making contact and a patrol officer be requested for backup if necessary, to ensure ACO Safety.

## **Pet License Enforcement: SOG**

### **F.15.G**

When dealing with a dog or cat in the field, the ACO will attempt to locate a current microchip license for the pet using the shelter database. If the animal is not currently licensed, a written warning will be issued for first offense and violation notice issued for subsequent offenses. The animal owner has 72 hours to purchase a microchip and have it licensed when a warning is issued, failure to do so can result in a violation notice being issued. Check for call history to determine if a written warning has been previously issued by another ACO.

Licenses and microchips are available for purchase at the Animal Shelter.  
\$10 at time of new registration for altered animals- no fee annually  
\$20 annual fee for registering intact animals.

## **Patrol Initiated Follow-ups: SOG**

### **F.16.G**

Any animal follow-up calls that are initiated by patrol afterhours will be handled by the Director the following day. The Director will determine if an in-person response or phone response will be necessary assign the call to an ACO.

## **Reporting of ACO Field Activities/ Service Calls: SOG**

### **F.17.G**

All ACOs will electronically document their field activities in detail in Shelter Luv Field Services. Calls will also be logged on the Daily Activity Log and that log turned in daily to the Director or their designee.

## Shelter Transports: SOG

### F.18.G

#### **Adoption Events:**

Fosters will transport their available foster animal to and from the adoption event.

#### **Rescue Transport:**

Rescues are required to pick up and provide their own transport for animals they are pulling from Bayou Animal Services.

#### **Rabies Lab:**

Transportation of rabies specimens to the Houston Health Department (HHD) at 8000 North Stadium Drive, Houston TX 77054 be handled by an available ACO during low traffic times. Due to the distance, if arrangements can be made for another jurisdiction to handle the transport, then those arrangements should be made and approved of by the Director. A reasonable effort shall be made to ensure all rabies specimens be delivered to the Rabies Lab within 24 hours of impoundment during the Rabies Lab operating hours Monday – Friday. If shipment is required, please follow polices set forth in Rabies Specimen Preparation and Submission.

#### **Veterinary Transport:**

Requests to transport a shelter pet to a veterinary clinic for a non-emergency exam should be given to the on duty ACO with as much advance notice as possible so that ACO can make adjustments to their call responses when call volume is high. If emergency transport is needed, the Director will have an available staff member or volunteer transport the animal to the veterinary clinic.

## **Tethering: SOG**

### **F.19.G**

Animal Services will respond to all reports of tethering during regular hours. The responding ACO will determine if the complaint is valid or not. If it is valid, the ACO will make every attempt possible to contact the animal owner (phone, in person). The welfare of the dog (access to water, shelter, not tangled, weather conditions) will be considered when determining if the animal is in immediate danger or not.

If contact is made with the animal owner, the ACO will issue a written warning to the owner and animal shall be secured by the animal owner. If no contact can be made and the animal does not appear to be in immediate danger, a notice will be left for the animal owner requesting contact with the ACO. If the animal is in immediate danger and the ACO believes they have exigent circumstances to remove the animal, the Director shall be notified by phone. The Director will provide direction for whether or not the animal will be removed under exigent circumstances and then seizure warrant obtained or if a seizure warrant prior to removal will be obtained.

## **Unattended Animals in a Hot Vehicle: SOG**

### **F.20.G**

ACO shall record in the call notes the reported outside temperature when the call is dispatched. If the outside temperature is above 85 degrees and the ACO's response will be delayed due to call volume or distance to the scene, they should request an available patrol officer to respond if there is a closer unit.

At the time of arrival, the ACO shall assess the animal's behavior as well as take several temperature readings inside the vehicle. If the animal is showing signs of distress (heavy panting, difficulty breathing, attempting to lie in the coolest parts of the vehicle, or is unresponsive), the ACO shall make entry into the vehicle to remove the animal and place it inside cab of their ACO unit in the A/C to begin cooling it down.

If the temperature inside the vehicle is between 100-109 degrees, do not leave the animal for an extended period of time while attempting to locate the owner. If the animal does not appear to be in immediate danger and is not showing any signs of distress, the ACO will attempt to locate the animal owner/vehicle operator. ACO should try not to leave the vehicle unattended while attempting to locate the owner so as to limit the chances the owner returns and leaves without contact with ACO. A patrol unit should be requested when available to assist with running the vehicle license plate and attempt to locate the owner.

Written warnings and violation notices will be issued at officer's discretion and should include all offenses observed, including city license, rabies vaccine, failure to provide water, etc. If animal is deceased upon arrival or dies after removal from the vehicle, patrol and CID shall be contacted to handle animal cruelty investigation and make arrest if required.

## Unattended Animals in a Hot Vehicle: SOP

### F.21.P

Animals left unattended in a vehicle will be reported as a “Humane Investigation”

1. As soon as ACO is dispatched to the Humane investigation, they shall request dispatch to record in the call notes the reported outside temperature.
  - a. If the outside temperature is above 85 degrees and the ACO’s response will be delayed due to call volume or distance to the scene, they should request an available patrol officer to respond if available.
2. At the time of arrival, the ACO shall assess the animal’s behavior as well as take several temperature readings inside the vehicle using the infrared thermometer
  - a. Temperature readings should be taken of area the dog is occupying (front seat, floor board, etc) as well as the dashboard, back seat (if there is one) and middle of the vehicle.
    - i. Call out those readings to dispatch and photograph the readings on the thermometer
  - b. If the animal is showing signs of distress (heavy panting, difficulty breathing, attempting to lie in the coolest parts of the vehicle, or is unresponsive), the ACO shall immediately make entry into the vehicle to remove the animal and place it inside cab of their ACO unit in the A/C to begin cooling it down.
    - i. Notify dispatch prior to making entry and request an available patrol officer to assist.
    - ii. If ACO is able to wait for the patrol officer to arrive, then do so.
    - iii. If ACO is unable to wait for the patrol officer to arrive, entry into the vehicle shall be made and the animal removed.
    - iv. If the animal owner cannot be located in a reasonable amount of time after removing the dog, and the patrol officer is unsuccessful with locating the owner through the vehicle’s registration, then the animal shall be transported to an available vet for evaluation.
    - v. Leave notice on the vehicle advising the temperatures inside vehicle and that the animal was impounded for its safety.
  - c. If the temperature inside the vehicle is between 100-109 degrees, do not leave the animal for an extended period of time while attempting to locate the owner.
    - i. If the animal does not appear to be in immediate danger and is not showing any signs of distress, the ACO will attempt to locate the animal owner/vehicle operator. ACO should try not to leave the vehicle unattended while attempting to locate the owner so as to limit the chances the owner returns and leaves without contact with ACO.
    - ii. A patrol unit should be requested when available to assist with running the vehicle license plate and attempt to locate the owner.

- d. Written warnings/ violation notices will be issued at the ACO's discretion and should include all offenses observed, including city license, rabies vaccine, failure to provide water, etc.
3. If animal is deceased upon arrival or dies after removal from the vehicle, the Director, patrol and CID shall be contacted to handle animal cruelty investigation and make arrest if required.

## **Uniforms: SOG**

### **F.22.G**

ACOs will be issued uniform pants and shirt to be worn during regular duty hours as well as when responding to an after hours call out. Uniforms should be kept clean and free of stains and debris. If uniform is damaged, notify the Director by email so that replacement uniform can be ordered if needed. Duty belt and shoes should also be kept clean and free of stains and debris.

## Vehicle Use and Maintenance: SOG

### F.23.G

#### **Usages:**

ACOs may take home their assigned vehicles if they live no further than 30 mins from the shelter. All traffic/ parking laws will be obeyed. No alcoholic beverages are allowed inside vehicles at any time. Smoking or tobacco use of any kind is not allowed in vehicles at any time. Non ACO persons, including volunteers and citizens, shall not be allowed to ride in the ACO vehicle with out prior approval from the Director. The vehicle shall only be used during on duty hours for work related tasks and calls

#### **Appearance/ Cleanliness:**

ACOs are responsible for the general cleanliness and appearance of their assigned vehicle. All cages will be kept free of animal waste and odor at all times and the exterior will be kept clean. ACOs will inspect their assigned vehicle at the beginning and end of each work shift to ensure general cleanliness of vehicle and holding cages. ACO vehicles shall be ready for use at all times, to include having at least a half a tank of gas and all equipment in the vehicle and in working order. Once a month, ACOs will inspect their assigned vehicle and complete a vehicle inspection log. The vehicle inspection log will be turned into Director or their designee, once completed.

## **Wildlife: SOG**

### **F.24.G**

ACO involvement with wildlife is for rabies control.

When reports of wildlife issues are received, the ACO will counsel the public on normal and abnormal behavior for the wildlife in question as well as provide information on deterrents and ways for the complaint to coexist with healthy wildlife.

ACO will not replace pest control and the ACO should refer the complainant to contact a pest control or wildlife removal company for nuisance issues.

Wildlife trapped in personally owned traps will only be removed by the ACO and relocated as a courtesy to the trap owner.

#### **Orphaned Wildlife:**

Impound and contact a licensed wildlife rehabber for that species for treatment or euthanize.

#### **Snakes:**

ACO will respond to any snake call where the snake is inside the residence during regular business hours. The Director also may request that an ACO respond and remove a snake if it doesn't meet this guideline if they feel it is necessary for public or animal safety. After hours-see call out policy

#### **Bats:**

All bats found inside a building will be removed and handled according to rabies exposure SOP

Bats found outside of a building may be left on site if they are in an area that cannot be reached by people or pets ( ex: high exterior wall or ceiling) or removed and handled according to rabies exposure SOP.

#### **Other Wildlife Inside a Residence:**

ACO will attempt to capture and remove the animal. ACOs will not enter attic spaces to remove or trap wildlife and will not remove rodents. For attic spaces and rodent species, the ACO will refer the complainant to contact a pest control agency for assistance.

#### **Trapped or Distressed Wildlife:**

Wildlife that has become trapped in an area such as a retention pond, between fences, or on a fence will be removed and relocated or euthanized by the ACO.

#### **Injured Deer:**

The ACO will request a patrol unit or Texas Parks and Wildlife Game Warden to dispatch the deer.

# Rabies Control

---

## Animal Bites: SOG

### R.01.G

All animal bites, scratches and possible rabies exposures must be reported to Animal Services and must be investigated.

When a report of an animal bite to a person is received, the primary concern is to determine if there is a possibility of rabies transmission. If there is, the animal must be either tested or quarantined.

The Texas Department of State Health Services categorizes animals in the following risk categories:

High Risk: fox, raccoon, bat, coyote, and skunk

Low Risk: opossum, mice, rabbits, squirrels, most small rodents

Dog, Cat, and Ferret

Other: larger mammals such as horses, sheep, cattle, deer, etc

Handling bites/exposures from these risk categories:

High Risk: Mandatory euthanasia and rabies testing

Low Risk: Testing only at discretion of the Local Rabies Control Authority

Dog, Cat, Ferret: 10 day quarantine or rabies testing

Other: 30 day Quarantine or rabies testing at the discretion of the Local Rabies Control Authority

A bite/exposure refers to a bite or scratch from an animal to a person that breaks the skin and causes bleeding or infectious material (saliva, brain matter, spinal fluid) entering the mucous membranes or a fresh open wound.

When a bite report is received by Animal Services, the ACO who receives the report will be the primary investigator unless the case is reassigned by the Director. Once the report is received, the ACO will make all attempts to have the animal placed into quarantine or submitted for rabies testing within 24 hours of the bite. The bite report should be completed within 48 hours of the report being received as well as an email sent to the Director containing the link to the report and the disposition of the animal (quarantine & location or test) . The ACO who closes out a bite report, either by clearing the quarantine or by receiving the rabies test result, will complete a supplement report.

# Animal Bites: SOP

## R.01.P

A report of an animal bite to a person is received by ACO:

1. Determine if a bite/exposure occurred according to exposure criteria
  - a. Infectious material (Saliva, brain matter, spinal fluid) enters into mucous membrane of victim or into a fresh open wound.
2. Investigate the bite
  - a. Make contact with the bite victim
  - b. Identify the animal involved
  - c. Make contact with the animal owner (if one exists)
3. Place the animal into quarantine or submit it to the DSHS Rabies Lab for testing
  - a. Based on the type of animal involved, determine if it should be placed into quarantine or be submitted for testing.
  - b. If an animal is to be quarantined, the following types of quarantine are allowed
    - i. Home Quarantine: Must meet all criteria to be eligible
      - (a.) Animal not at large at the time of the bite
      - (b.) Animal is currently vaccinated for rabies at the time of the bite
      - (c.) The animal owner can securely confine the animal at their residence so that future exposures won't occur, and
      - (d.) is approved by the Local Rabies Control Authority
    - ii. Shelter Quarantine: Shall be quarantined at shelter if any of criteria is met
      - (a.) The animal was not currently vaccinated for rabies at the time of the bite
      - (b.) The animal was at large at the time of the bite
      - (c.) The animal owner cannot securely confine the animal at their residence.
      - (d.) The Local Rabies Control Authority orders it
    - iii. Veterinary Quarantine
      - (a.) The animal was not currently vaccinated for rabies at the time of the bite
      - (b.) The animal was at large at the time of the bite
      - (c.) The animal owner cannot securely confine the animal at their residence.
      - (d.) The Local Rabies Control Authority orders it
  - c. If the animal is to be submitted for testing, follow the Rabies Specimen Preparation and Submission SOP
  - d. If the animal cannot be located, the ACO will recommend to the victim to seek counsel with their doctor.
4. Complete the bite report in Shelter Luv and submit for approval within 48 hours of when bite was reported.
5. When the animal completes quarantine or test results are received, the ACO on duty will
  - a. Make contact with the bite victim and advise them of the results
  - b. Make contact with the animal owner and advise them of the results
  - c. Complete a supplement report in Shelter Luv.

## **Home Quarantine: SOG**

### **R.02.G**

Dogs, cats, and ferrets may be placed in home quarantine if all of the following criteria are met and if the LRCA gives approval for home quarantine.

- Animal was currently vaccinated for rabies at the time of the bite
- If a dog, the dog was not running at large at the time of the bite
- The animal did not inflict serious injury to the head or neck of a person
- The person supervising the animal in quarantine is able and willing to follow procedures for the quarantine as required by State Law and City Code
- A home quarantine agreement is completed and signed by the animal owner

If the animal does not qualify for home quarantine or is not approved for home quarantine, the animal shall be quarantined at a state approved rabies quarantine facility (shelter or veterinary clinic).

# Shelter Intake for Rabies Suspect Cats, Dogs, and Domestic Ferrets: SOP

## R.03.P

Anytime an animal is impounded for quarantine by an ACO or Shelter Staff, the following procedure will be followed.

1. On intake into the shelter, the animal will be entered into Shelter Luv
2. The animal will be marked as "Unavailable"
3. A quarantine hold will be placed on the animal
4. The date and time the quarantine will end will be noted in the animal record
5. If known, the animal owner will complete and sign a Rabies Quarantine for Owned Animal form
  - a. The white and pink copies go to ACO
    - i. The white copy is to be attached to case file
    - ii. The pink copy is attached to the daily observation log and kept at the shelter
    - iii. The yellow copy goes to the Animal Owner
6. At the end of the quarantine, the ACO on duty will clear the animal and notify the shelter staff that the animal can be released.

# Rabies Specimen Preparation and Submission: SOP

## R.04.P

Rabies suspect animals must be submitted to the Houston Health Department Rabies Lab using the following procedures.

Tissue required for testing includes complete transverse cross section of the brain stem and either the cerebellum or the hippocampus. For small and medium animals (dogs, cats, raccoons, etc), the whole head with brain intact is preferable. Large animals (livestock) the brain should be excised from the head by a veterinarian with the required tissues intact.

### Preparation

1. Rabies specimen must be euthanized prior to preparation for submission.
  - a. Bats- Inhaled Isoflurane
  - b. All other animals – Injectable Sodium Pentobarbital
2. Bats may be submitted whole while all other animals must have head removed.
3. Prepare submission bags prior to beginning decapitation process
  - a. Log animal in Rabies Submission Log kept in ACO office
  - b. Using specimen ID number from Submission log, label two ziplock bags of appropriate size to fit the specimen. Label will include:
    - i. Date specimen collected
    - ii. Bayou Animal Services
    - iii. Specimen ID number
  - c. Complete a HDHHS-R Form and place in one of the labeled bags
4. Don PPE prior to decapitation process
  - a. Eye protection
  - b. Face shield
  - c. Two pairs of latex or nitrile gloves
5. Begin decapitation process of specimen
  - a. Using a scalpel, cut around the base of the skull all the way through to the vertebra
  - b. Incision will go around the entire neck, full thickness to the vertebra
  - c. Using loppers, cut the vertebral column to separate the head from the body
6. Once head is separated from the body, rinse the head and place it in the Ziplock that does NOT contain the HDHHS-R form
7. Spray Adams Flea/Tick spray onto the head while it is in the bag and then seal bag.
8. Ensure the bag that contains the head is clean and dry on the outside prior to placing it inside the bag that contains the HDHHS-R form.
9. Place the specimen in the fridge until ready for transport to the Rabies Lab.

### **Transport to Rabies Lab**

1. ACO will transport rabies specimens to the lab within 24 hours from collection, unless collection occurs over the weekend or a holiday when the Lab is closed.
  - a. Specimen will stay stored in the refrigerator until it can be transported
2. ACO will during low traffic times to limit time outside of jurisdiction.
3. If only one ACO on duty or call volume is too high to facility transport, ACO request assistance from the Director, who may reach out to area agencies to see if they are willing to transport specimen.
  - a. If other agencies are not available to assist, and the ACO can not transport, the specimen shall be shipped.
  - b. Rabies specimen submission is a time sensitive priority and should be handled as such

### **Receiving Results**

1. Rabies test results will be received by phone by the shelter staff
2. When the results are called in, the staff member receiving the call will email ALL ACOs and the Director,
  - a. Submission ID number
  - b. Result
    - i. Positive
    - ii. Negative
    - iii. Decomposed
    - iv. Destroyed
3. The ACO on duty, whether they are the one who took exposure report or not, will contact the victim and advise them of the result.
4. All results other than NEGATIVE will be investigated in conjunction with DSHS Regional Zoonosis Control Program.

## Quarantine: Cats: SOP

### R.05.P

A cat that has bitten a person or otherwise potentially exposed a person to rabies will be presumed to be and handled as being rabid until proven otherwise. When placed at the Bayou Animal Services Shelter under rabies quarantine, the quarantine will be 10 days (240 hours) from the time of the bite/exposure in accordance with Texas Health and Safety Code Ch.826.042.

The following procedures will be followed for all cats placed in quarantine at the Shelter.

1. The cat will be placed in an available Cat Isolation kennel with food, water, and litterbox.
  - a. The cage will prevent physical contact with other animals and persons.
2. A "QUARANTINE" sign will be affixed to the kennel door
3. A kennel card will be printed and a log will be attached to the kennel card for twice daily inspections of the cat.
  - a. The cat will be inspected twice daily by an on duty ACO
  - b. The ACO will initial on the kennel card each time the cat is observed
4. Contact with the animal will be limited to what is necessary to provide adequate care for the cat.
5. The cat will be removed from the kennel, using a feral box, at least once a day to facility cleaning and disinfection of the kennel.
  - a. Fresh food, water and litter will be provided daily.
  - b. Food and water containers will be either disposed of after use or cleaned and disinfected before reuse.
6. If the cat becomes ill and/or shows signs or symptoms of rabies, it will be euthanized and submitted for rabies testing in accordance with the Rabies Specimen Preparation and Submission SOP.
  - a. If known, the Animal Owner will be contacted and advised of the need for testing PRIOR to euthanasia
  - b. Euthanasia will be approved by the Director before being carried out.
7. At the completion of the quarantine period, the cat will be released by the on duty ACO
  - a. The ACO will notify shelter staff of the release
  - b. The ACO will update the kennel record in Shelter Luv to reflect the release of the cat from quarantine.

# Quarantine: Dogs: SOP

## R.06.P

A dog that has bitten a person or otherwise potentially exposed a person to rabies will be presumed to be and handled as being rabid until proven otherwise. When placed at the Bayou Animal Services Shelter under rabies quarantine, the quarantine will be 10 days (240 hours) from the time of the bite/exposure in accordance with Texas Health and Safety Code Ch.826.042.

The following procedures will be followed for all dogs placed in quarantine at the Shelter.

1. The dog will be placed in an available Dog Quarantine kennel with water.
  - a. The cage will prevent physical contact with other animals and persons.
2. A "QUARANTINE" sign will be affixed to the kennel door
3. A kennel card will be printed and a log will be attached to the kennel card for twice daily inspections of the dog.
  - a. The dog will be inspected twice daily by an on duty ACO
  - b. The ACO will initial on the kennel card each time the dog is observed
4. Contact with the animal will be limited to what is necessary to provide adequate care for the cat.
5. The dog will be removed from the kennel, using a catchpole, at least once a day to facility cleaning and disinfection of the kennel.
  - a. Fresh food and water will be provided daily.
  - b. Food and water containers will be either disposed of after use or cleaned and disinfected before reuse.
6. If the dog becomes ill and/or shows signs or symptoms of rabies, it will be euthanized and submitted for rabies testing in accordance with the Rabies Specimen Preparation and Submission SOP.
  - a. If known, the Animal Owner will be contacted and advised of the need for testing PRIOR to euthanasia
  - b. Euthanasia shall be approved by the director prior to being carried out.
7. At the completion of the quarantine period, the dog will be released by the on duty ACO
  - a. The ACO will notify shelter staff of the release
  - b. The ACO will update the kennel record in Shelter Luv to reflect the release of the dog from quarantine.

# Shelter Services

---

## **Adoption: SOG**

### **S.01.G**

#### Adoption Application

\*Adopters must be 18 years of older to submit an application\*

Anyone wishing to adopt a pet from the Shelter will submit an adoption application. The application will be reviewed by Shelter staff. Landlord approval is required for rental properties. All household members should meet the pet prior to adoption. An application does not guarantee an approval and the process may take up to 48 hours.

#### **Dog/ Cat Adoptions**

Dogs and cats will be spayed/neutered, microchipped, and up to date with all vaccines. Cats will be FIV/FeLV negative prior to moving to adoption. Dogs over 6 months of age will be heartworm tested and started on heartworm preventative. Heartworm positive dogs placed in adoption will be placed in a foster-to-adopt home prior to adoption in accordance with heartworm treatment protocol. Dog meet and greets are required when applicable. The Shelter will not adopt out puppies or kittens under the age of six months to anyone whose intention is to keep them strictly outdoors. The shelter will not adopt a cat to anyone who intends to have the cat de-clawed. Staff will provide adopters with information about the de-clawing process. No de-clawed cats will be adopted to a person who intends to allow the cat outdoors unattended. Staff will give preference to potential adopters that will keep the pet indoors. Outdoor only homes will be based on the animal's individual needs, behavior, and quality of life.

#### **Small Animal Adoptions**

Small animal application will be filled out by adopter and reviewed by staff. Small animals will not be altered prior to release due to the shelter's medical limitations. When possible, Shelter will provide adopter with as much supplies as available. Small animals will not be given vaccines or microchip by the shelter excluding ferrets which are required to be vaccinated for rabies by state law. Small animals will not be placed into homes where they will be used for food or bait purposes.

#### **Livestock Adoptions**

A contact list will be maintained by reception staff containing list of applicants who have submitted a livestock adoption application. Livestock will not be altered, vaccinated, or microchipped. Livestock will be rehomed in accordance with Ordinances. The Shelter reserves the right to waive any adoption fees for livestock.

#### **Adoption Fees**

See fee schedule. The Shelter manager reserves the right to lower adoption fees for pets at any time due to length of stay, age, shelter capacity, medical reasons, or other reasons they see fit.

## **Adoption: SOP**

### **S.01.P**

Animals will be placed in adoption once the Pre-Adoption Process has been completed. Application will be submitted by potential adopter and they will meet the pet prior to application entering approval process.

#### **Approval Process**

1. Reception staff will review answers on the application for 'red flags' for that particular animal.
2. Reception staff will consult with other staff members to gather more information on the applicant's interaction with the pet and clarify any questions on the application.
3. Staff will include notes on the back of applications to prevent communication gaps with other staff members.
4. Staff will place an "Adoption Pending" sign on the animal's kennel.
5. If applicant is renting, landlord/property owner approval must be obtained by staff.
  - a. Young adults living with a parent will require parent approval first then landlord approval will be obtained if the parent is not the property owner.
  - b. University approval is required for applicants residing in a dorm or on campus student housing. The applicant must provide all applicable documentation from the university.
  - c. Emotional Support Animals: Applicants that reside where pets are not allowed or breed restrictions apply but emotional support animals are permitted, the applicant will provide all applicable ESA paperwork to shelter staff. Landlord approval will still be obtained by staff to ensure all paperwork was submitted to the landlord by the applicant. If the applicant does not have the required documentation prepared at the time of the application, the process may be exceptionally lengthy while they get their paperwork together and the Shelter reserves the right to adopt the animal to another applicant.
  - d. If another application is received that is a good fit, the Shelter reserves the right to adopt to the subsequent application.
6. Meet and greet for dogs will be conducted by shelter techs when applicable.
  - a. Staff reserves the right to waive the meet and greet requirement for extenuating circumstances.
  - b. If applicant agrees to waive the meet and greet, they may waive the right to a refund based on Return and Refund Policy.
  - c. If applicant refuses to do meet and greet and no extenuating circumstances exist, staff reserve the right to deny the application.
7. When possible, all members of the household will meet and interact with the pet.
8. The applicant will be notified of approval/denial by phone or email.

- a. When an applicant is approved, an “Adopted” sign will be placed on the pet’s kennel and a pickup time will be set up with the adopter.
  - b. When an applicant is denied, the application will be filed accordingly:
    - i. If application is denied because they are not a good fit for any animal, the application will be filed in “Denied Application” file.
    - ii. If application is denied because they are a backup application or are not a good fit for that particular pet, the application will be filed in “Backup Approved” file.
9. When the animal is picked up, the adopter will be provided with an adoption packet that includes, but is not limited to:
- a. 2 copies of medical records
  - b. Rabies certificate and tag
  - c. Vet voucher
  - d. Microchip information
  - e. Web address to “Online Adoption Packet”
  - f. Bag of food
  - g. City license when applicable
  - h. Social Media update page
  - i. Microchip or rabies voucher when applicable
  - j. Any other supplies needed for that pet
10. Reception staff will go over the adoption packet with the adopter.
11. Reception staff will take payment and provide receipt to adopter.
12. The shelter tech will be notified to bring the pet to the front of the Shelter.
- a. The shelter tech will examine the surgical site of all recently (within past 7 days) altered pets prior to bringing the animal to the adopter.
  - b. The shelter tech will show the adopter the incision site and discuss aftercare and any applicable medical follow ups.
  - c. The shelter tech will discuss any medical concerns with the adopter such as dental care, allergies, or any other concerns that they have identified in the course of the animal’s stay at the Shelter.
13. Adoption photo will be taken of pet and adopter to be uploaded on social media.

# Animal Assessment Rounds: SOP

## S.02.P

Animal Assessment Rounds are regular inspections of the Animal Shelter to assess the health and temperament of shelter animals and to ensure accuracy in the Shelterluv operating system.

Rounds will be completed twice daily by members of the Animal Care Team.

### Morning:

- Completed between 8:00AM and 10:00 AM
- Visually inspect all animals in the shelter
- Correct any discrepancies found in Shelterluv
- Identify any animal needing medical care
- Notify Animal Care Supervisor of any immediate medical concerns observed
- Review adoptability of animals
- Medical tasks will be assigned to a staff member by the Shelter Coordinator. Those tasks will be completed daily

### Afternoon:

- Completed between 2:00PM and 6:00PM
- Visually inspect all animals in the shelter
- Correct any discrepancies found in Shelterluv
- Notify Animal Care Supervisor of any immediate medical concerns observed
- Review temperament and adoptability of animals and document any concerns in Shelterluv
- Perform behavior assessments as needed
- Move dogs and cats to adoption areas as needed
- Check and refill water bowls
- Check that all afternoon medications have been given

Hourly checks will be completed throughout the shelter and waste will be promptly removed from kennels when found.

# Animal Handling: SOP

## S.03.P

### Friendly/ Tame Animals

1. Always be calm and gentle when handling friendly, cooperative Animals
2. Use the least amount of force necessary to restrain an animal when it is required
3. Always transport cats through the shelter in carriers or feral boxes
4. Dog not drag dogs by a leash
  - a. If a dog refuses to walk on a leash, pick it up safely and carry it.
5. Always be mindful of public perceptions when handling any animal in the shelter or field

### Wild/ Fractious Animals

1. Act so as to cause the least amount of stress in a frightened animal
2. Handle wild animals as little as possible to lessen their stress levels in the shelter
3. If restraint of a wild or fractious animal is necessary, use the least amount of force necessary to safely handle the animal
4. Be quiet and calm while in the presence of wild/fearful animals
5. When using a restraint pole on a dog, use caution as to not cause injury to the dog.
  - a. Never lift a dog by its neck
  - b. Never drag a dog on a restraint pole
6. Never use a restraint pole on a cat
  - a. Use a net
7. Request ACO assistance if needed

# Animal Intake: SOP

## S.04.P

Jurisdiction intake area:

1. Animal brought to the shelter by a citizen
  - a. If a stray, location animal was found must be within the Service Area.
  - b. If owner surrender, the animal owner must provide proof of residency showing they reside within the Service Area
    - i. Current Driver's license
    - ii. Photo ID with recent utility bill showing address
    - iii. Schedule an appointment for surrendering the animal
  - c. If previously adopted from another agency
    - i. Direct the owner to return the animal to the agency they adopted from
    - ii. If unwilling or unable to return the animal, Bayou Animal Shelter will take the animal if the owner lives inside the Service Area
  - d. If previously adopted from Bayou Animal Shelter, the animal will be taken in regardless of where the owner resides.
  - e. Any animal that has been found outside or is being surrendered from outside the Service Area will be directed to the appropriate agency.
2. Once jurisdiction has been verified, the finder or owner will complete an Animal Intake form
  - a. Shelter Staff will request a driver's license from the person filling out the form and document the number in Shelter Luv.
  - b. Form must be completed to the best of the finder or animal owner's ability
  - c. Form must be signed by the finder or animal owner
3. The animal will be entered into Shelter Luv
  - a. Scan the animal for a microchip (if possible) while paperwork is being filled out
  - b. Enter the microchip into Shelter Luv to be researched for owner information
    - i. All microchips will be researched including owner surrenders
  - c. The animal's hold period will be set in Shelter Luv
    - i. Owner Surrender: 1 day
    - ii. Stray without identification: 3 days
    - iii. Stray with identification: 7 days
    - iv. Quarantine: 10 days from time of bite
  - d. Take a photo of the animal
  - e. Print the kennel card
4. Animal Care Staff will be contacted to transport the animal to be triaged
  - a. If the animal is sick or seriously injured, notify the Animal Care Staff immediately of the animal's condition
  - b. Animal Care Staff will triage the animal according to Intake Triage SOP

5. If the animal appears to have been cruelly treated, or is abandoned at the shelter, contact the on duty ACO immediately through Police Dispatch so that Animal Cruelty SOP can be initiated.
  - a. If ACO is unavailable, and person with animal in question is still at the shelter, request a patrol officer or the animal cruelty detective to respond immediately.
6. After triage, Animal Care Staff will place the animal in an appropriate kennel and ensure all medical notes and the location of the animal is up dated in Shelterluv.

### **ACO Intake**

1. The ACO who impounds an animal in the field is responsible for the intake of the animal
2. While in the field, the ACO will scan the animal for a microchip and check for any identification.
  - a. If identification is located, they will make attempt to contact the animal owner and return the animal in the field. If they are unable to return the animal in the field it will be impounded and transported to the Shelter
  - b. If no identification is located, the animal will be impounded and transported to the Shelter
3. Once the ACO has transported the animal to the Shelter, they will enter the animal into Shelterluv.
  - a. Take a photo of the animal and attach it to the kennel record
  - b. Enter all identification into kennel record
  - c. Enter any notes regarding contact/no contact with animal owner
  - d. The animal's hold period will be set in Shelterluv
    - i. Owner Surrender: 1 day
    - ii. Stray without identification: 3 days
    - iii. Stray with identification: 7 days
    - iv. Quarantine: 10 days from time of bite
  - e. The ACO will notify the Animal Care Staff of the intake
    - i. Animal Care Staff will either
      1. Direct ACO to place animal in an appropriate kennel, or
      2. Take the animal for triage and then place it in an appropriate kennel
  - f. The ACO will print a kennel card for the animal to be placed on the animal's kennel

# Care of Injured/Sick Animals in the Shelter: SOP

## S.05.P

All staff members will immediately report a significant injury/illness that they become aware of in any shelter animal to the Director. When the Director becomes aware of an injury or illness, he/she will attempt to assess the seriousness of the injury/illness and the level of pain and suffering of the animal in question and do the following:

1. If the animal in question has been in the shelter longer than the applicable minimum holding period, and:
  - a. The injury/illness appears to be immediately life threatening such that the animal in question will die within a short time without significant medical treatment, and
    - i. **no** compelling reason exists to attempt extraordinary means to save the animal, the Director will, through direct action or delegation, have the animal in question immediately be humanely destroyed by the method currently employed by Animal Services.
    - ii. If compelling reason exists to attempt extraordinary means to save the animal, the Director will, through direct action or delegation, immediately transport the animal in question to a Veterinary facility where emergency treatment will be sought.
  - b. The injury/illness does **not** appear to be immediately life threatening,
    - i. Does appear to cause **significant** pain or suffering, the Director will, through direct action or delegation, either, schedule timely treatment by a Veterinarian, or a qualified staff member under the supervision of a Veterinarian, intended to end the pain or suffering of the animal in question, or schedule timely humane destruction of the animal in question by the method currently employed by Animal Services.
    - ii. Does **not** appear to cause **significant** pain or suffering, the supervisor will either, have the animal in question to be examined by a Veterinarian at a convenient opportunity and the advice of the Veterinarian to be followed, or treatment intended to alleviate or cure the injury/illness to be given by a qualified staff member under the direction of a veterinarian, or the animal in question to be humanely destroyed by the method currently employed by Animal Services in a timely manner.
2. If the animal in question has not been in the shelter longer than the minimum holding period, and:
  - a. If the injury/illness appears to be immediately life threatening such that the animal in question will die within a short time without significant medical treatment, and:

- b. If the owner/caretaker of the animal in question has been identified, contact will be attempted by every means possible.
    - i. The Director may make the decision to euthanize the animal; or the Director may make the decision for Animal Services to take financial responsibility for further treatment of the animal.
  - c. If **no** owner/caretaker for the animal has been identified, the Director will
    - i. through direct action or delegation, either, have the animal in question immediately be humanely destroyed by the method currently employed by Animal Services, or
    - ii. The animal in question immediately be transported to a local Veterinarian for emergency treatment.
      - 1. **The Veterinarian will be asked to attempt to keep the animal in stable condition and reasonably comfortable** until:
        - a. The animal's owner takes over responsibility for its care;
        - b. The Director makes the decision to euthanize the animal; or
        - c. The Director makes the decision to take financial responsibility for further treatment of the animal.
  - d. If the injury/illness **does not** appear to be immediately life threatening, but does appear to cause **significant** pain or suffering,
    - i. The Director will schedule timely treatment intended to end the pain or suffering of the animal in question to be provided by a Veterinarian or by a qualified staff member under the supervision of a Veterinarian.
  - e. If the injury/illness **does not** appear to be immediately life threatening, and does **not** appear to cause **significant** pain or suffering, no action will be taken by Animal Services until the minimum holding period has expired.
3. Incidents where animals that incur an injury or die, as a result of employee error or neglect, while in the care of Bayou Animal Services will be investigated by the Director and/or an Animal Cruelty Investigator.
- a. All injuries or death of an animal while in the care of Bayou Animal Services will be reported to the Director immediately.
  - b. Disciplinary action, up to and including termination, may be taken against the employee responsible for the injury to or death of an animal in the care of Bayou Animal Services.

## **Children at the Animal Shelter: SOG**

### **S.06.G**

For the safety of animals and people, all children under the age of 16 require direct adult supervision while at the Animal shelter.

No children under the age of sixteen years will be allowed to walk dogs that are in custody of Bayou Animal Services, including children accompanied by volunteers.

# Contagious Disease in Shelter Animals: SOG

## S.07.G

Any member of Animal Services staff that observes an animal in the shelter that has or appears to have an illness that is or could be contagious to other animals or humans is responsible for either, moving the animal in question into an appropriate isolation area and documenting the move and the observation of illness in the Shelter Luv operating system or, reporting the observation to their supervisor. The kennel or holding area where the animal was removed from will be properly disinfected.

When any pet is moved into an isolation area, the date of the move will be documented in the medical notes section of the Shelter Luv operating system.

### **Ringworm**

When a cat or dog is diagnosed as having a ringworm infection, the first attempt will be to find a foster or rescue who can take the animal as soon as possible. If none are found, euthanasia may be recommended by the Director. At the time a cat or dog is diagnosed with ringworm, "RINGWORM" will be written immediately in large block letters on the pet's ID card, followed by the date.

### **Parvovirus**

After a parvo test has been administered and shows to be positive, the Director may recommend humane euthanasia of the animal or have animal sent for veterinary treatment at a facility of their choosing.

### **Distemper Virus**

If distemper virus is suspected, the animal care team will advise the Director and arrangements will be made have the animal seen by a vet for diagnosis or if the animal is exhibiting neurological signs/symptoms, it will be humanely euthanized and specimen submitted for rabies testing to rule rabies out.

### **Canine and Feline Upper Respiratory Infections/Illness**

Animals exhibiting signs/symptoms of a respiratory illness or infection shall be immediately isolated from the general population and the Director shall be notified so that diagnosis by a veterinarian and treatment can be begin as soon as possible.

# Daily and Weekly Cleaning and Maintenance: SOP

## S.08.P

( Will be updated once in the new shelter)

Daily and weekly cleaning of kennels is to be done to prevent buildup of chemicals, organic matter, and limit the spread of disease with in the Shelter.

### Daily

#### Dogs

1. Dogs will be cleaned in the following order after feeding
  - a. Adoption
  - b. Stray
  - c. Quarantine
  - d. Isolation
2. Move to holding kennel for the cleaning process
3. Remove all solid waste materials (feces, food, etc)
4. Spray the kennels and walkways with AQ cleaning solution
5. Scrub the kennels
  - a. Floor
  - b. Beds
  - c. Walls
  - d. Door
6. Rinse thoroughly with water
7. Squeegee excess water from the sidewalks and kennels
8. Return the dog to the appropriate kennel

#### Cats

*\*Animal Care Staff will wear gloves for entire cleaning process and change gloves between cats to limit cross contamination and spread of disease\**

1. Cats will be cleaned in the following order
  - a. Cat adoption (if not being done by a member of the volunteer team)
  - b. Cat stray
  - c. Cat Isolation/Quarantine
2. Close the cat inside its feral box and remove it from the kennel
3. Remove all items from the kennel
  - a. Litter box
  - b. Food dish
  - c. Water dish
  - d. Newspaper
  - e. Bedding
4. Wipe out any loose debris
5. Spray kennel with AQ cleaning solution
  - a. Scrub doors and all sides of kennel as needed

6. Wipe all surfaces and allow AQ solution to dry
7. Cover the floor of the kennel with fresh newspaper
8. Provide fresh food, water, and litter
  - a. Change out bowls and litter box if heavily soiled
9. Place cat back inside kennel and open the feral box
10. Once all cat kennels are clean, sweep the floors in that section

## **Weekly**

### **Drain/ Grate Cleaning –Dogs and Cat areas**

1. Remove all drain grates
2. Remove all solid matter and dispose of in trash
3. Spray with AQ solution
4. Scrub all grates thoroughly with a brush
5. Rinse grates and troughs
6. Replace grates

### **Hair Trap Cleanout**

1. Pull hair trap out of waste water access
2. Empty it of any solid matter into a trash can
3. Dispose of in dumpster
4. Replace hair trap and cover with lid

### **Intake room and Staff Office**

1. Sweep floor thoroughly
2. Spray with AQ solution
3. Scrub floor with brush
4. Rinse with water
5. Squeegee excess water from the floor.

### **Miscellaneous/As Needed**

- Treatment room and Staff office- Clean and keep tidy
- Clean feral boxes as needed
- Keep up with laundry daily
- Sort donations from donation bin as needed
- Clean and put away dishes daily
- Take out all kennel trash daily

## **Disinfectants: SOG**

### **S.09.G**

The Shelter uses Beta technology AQ disinfectant for all disinfection purposes.

Dog kennels

- Self-diluting spray bottles that hook to hoses

Cat areas

- Handheld spray bottles with 1 cup perG

Odor eater solutions to control animal odor inside the facility:

Betazole & Pacific Moon

Deep cleaning solution when animals are fully removed from the area:

Wipe Away for Cats

Bleach for Dogs

## **Email and Employee Communication Channels**

### **S.10.G**

Employees will check their emails daily as well as the Band App and Shelter Luv tasks. All animals that have been processed with Bayou animal Services, must be on the band app. The person who processed the animal is to ensure, that a clear picture and location has been posted on to the band app intake board.

## Euthanasia: SOG

### S.11.G

#### Decision to Euthanize

The decision to destroy an animal in the custody of Bayou Animal Services will be made by the Director using the following criteria and input from staff members (when applicable). In the case of domestic animals, the following applies only to animals that have been in shelter custody beyond the minimum holding periods defined by policy. Animals identified for euthanasia will be humanely destroyed within 24 hours of decision.

Reasonable attempts to find alternatives to euthanasia for pets meeting the “**may** be destroyed” listed conditions will be made where/when resources are available for treatment, transfer, rescue, training, socialization, etc...

The decision to destroy any animals will be documented through the Shelter Luv operating system. A list of animals to be euthanized will be generated using the Shelter Luv operating system. The euthanasia will be assigned to, and carried out by qualified staff as soon as is practical, without undue delay.

An emergency euthanasia to end unreasonable pain and suffering in an animal is an acceptable exception to the above decision-making procedure. The decision to perform an emergency euthanasia will be made by the director and carried out by trained and qualified staff member.

Species/Condition/Temperament	Euthanasia Potential
<ul style="list-style-type: none"> <li>• A dog that is considered to be a danger to persons due to its temperament and potential to cause injury.</li> <li>• A cat that has been diagnosed by a Veterinarian as having Feline Infectious Peritonitis.</li> <li>• A cat or dog that is deemed not adoptable due to its temperament or health conditions.</li> <li>• Wildlife with an injury/illness more serious than superficial and there is no wildlife rehab/rescue resource immediately available.</li> <li>• Wildlife that is moderate or high risk for rabies virus and has possibly exposed another animal or person to rabies (it will be tested for rabies if a victim is identified).</li> <li>• It has an injury/illness that will require treatment to ensure a reasonable quality of life and will take significant time/space/financial resources to treat and no foster/rescue is available.</li> <li>• A pet with a chronic health condition that would require treatment to ensure a reasonable quality of life and would cost a significant amount of money for ongoing treatment and no foster/rescue is available.</li> <li>• A pet that is fearful or fractious to the point that it is a danger to itself or others, see temperament test SOG for time frame.</li> </ul>	<p>Animal <b>will</b> be humanely destroyed.</p>
<ul style="list-style-type: none"> <li>• A dog, cat or domestic ferret that is in rabies quarantine/observation and no owner is identified after the pet has been in the shelter for at least 72 hours. The circumstances of the bite or other possible rabies exposure and the potential for the pet to be adopted into a new home will be considered in the decision to destroy.</li> <li>• A cat or dog with a significantly contagious disease.</li> </ul>	<p>Animal <b>may</b> be humanely destroyed to ensure the health and safety of staff and other animals in the shelter.</p>

# Euthanasia: SOP

## S.11.P

All euthanasia of animals in the custody of Bayou Animal Services will be done in a way so as to, first, maximize the safety of all staff members involved in the process and to, second, minimize the stress/discomfort of the animal being destroyed.

### Personnel Authorized to Perform Euthanasia

Per Chapter 821 of Texas Health and Safety Code, only persons having completed a Department of State Health Services (DSHS) approved euthanasia training course within the last three years will perform euthanasia.

“Perform euthanasia” is defined as the person handling the controlled substances and their documentation, performing the lethal injection, administering any pre-euthanasia sedation or anesthesia and confirming the death of the animal.

Personnel properly trained in animal restraint techniques may assist the euthanasia technician in holding/restraining the animal during the euthanasia process, in disposal of deceased animal bodies and in the cleaning of the euthanasia area.

The Director will keep on file the records of DSHS approved Euthanasia Technician Training for all personnel involved in euthanasia.

Personnel with euthanasia technician training will attend a refresher course approved by the DSHS every three years as required by Chapter 821.

It is recommended to have two persons during the euthanasia when available.

1. Identify the animal
  - a. Confirm the identity of the animal on the euthanasia list
    - i. Photo ID on kennel card
    - ii. Scan for a microchip
    - iii. Check identification tags
    - iv. Check for tattoos
    - v. If new identification is located or animal does not match the animal scheduled for euthanasia, the process shall stop immediately and the Director will be notified
2. Choose the method of euthanasia
  - a. All routine, non-emergency, destruction of dogs and cats at the Bayou Animal Shelter will be done by means of a lethal injection of Denatured Sodium Pentobarbital as recommended by the Texas Department of State Health Services. The procedures outlined in the *Euthanasia Training Manual* published by the Humane Society of the United States will be followed in all cases. A copy of this manual will be kept with the pharmaceuticals used for euthanasia.
  - b. After confirmation of identity of the animal to be euthanized is accomplished the method of euthanasia will be selected from the table below.

Species/Temperament/Condition	Preferred Injection Route/Method
Dogs, non-fractious*	Intravenous injection into the cephalic vein (foreleg) without sedation.
Dogs, fractious*	Pre-euthanasia anesthesia followed by injection.
Cats	Route determined by temperament, health status and age of cat
Wildlife	Route compatible with species in accordance with AVMA and HSUS guidelines.

\* Fractious will be defined here as unsafe for staff members to handle without extraordinary means due to the animal's temperament.

3. Administer Pre-Euthanasia Anesthetic or Sedative
  - a. When no vet is available to prescribe anesthetic: Xylazine (100mg/ml) at a dose of 1ml/20lbs will be given by IM injection as a pre-euthanasia sedative
  - b. Fractious cats will be transferred to a squeeze cage and anesthesia or sedative administered to cat in the cage.
  - c. Fractious dogs will be handled by at least two staff members. One staff member will restrain the dog with a restraint pole while a second staff member uses a syringe pole to inject pre-euthanasia anesthetic or sedative drugs into the dog.
4. Move Animal to Euthanasia Area When Possible
  - a. Moving of dogs to the euthanasia area by means of a restraint pole or dogs that have been anesthetized or sedated will be done so as not to be viewed by any non-staff members.
  - b. All animals will be taken individually to the euthanasia area currently in use at the shelter. (Exception: litters of kittens or litters of very young puppies should be kept together.)
  - c. The animal being euthanized will be the only animal in sight in the euthanasia area. Any other animals in the area will be kept from sight of the animal being euthanized in order to relieve as much stress and fear as possible. (Exception: litters of kittens or very young puppies.)
  - d. Animals will be moved to the euthanasia area as gently as is safely practical in such a way so as to not cause fear or stress.
  - e. When an animal to be euthanized is present in the euthanasia area, maintain a calm and quiet demeanor in order to minimize stress and excitement in animals being euthanized.
5. Determine Dosage of Drug
  - a. Weigh animal or read weight from animal record when possible.

- b. Intravenous and intra-cardiac injections of Denatured Sodium Pentobarbital will be done at the rate of 1ml per 10 lbs of body weight for cats and dogs.
    - i. If animal weighs less than 10 lbs, 1 cc will be issued.
  - c. Intraperitoneal injections of Denatured Sodium Pentobarbital will be done at the rate of 3-4 times the IV dose.
6. Select Proper Equipment
- a. A syringe large enough to contain the correct dosage of drug, but not larger than necessary to contain the correct amount of drug, will be used. (For example: do not use a 10cc syringe to inject 2ml of drug. Use a 3cc syringe. Smaller syringes give more accurate measurements and larger syringes are more expensive. Help conserve our limited resources.)
  - b. A new needle will be used for each injection.
  - c. Inspect each needle to ensure that the needle is sharp and not bent or defective in any way.
  - d. Needles/syringes will not be re-capped after use as re-capping could cause needle sticks in staff members.
  - e. All syringes used in the euthanasia process will be disposed of after use in the “sharps” container with the needle attached.
7. Restrain/Prepare Animal for Injection
- a. Place the animal on the table/surface to be used for the euthanasia.
  - b. Ensure there is a towel or other padding on the table surface for the comfort of the animal being euthanized.
  - c. If animal is not sedated or anesthetized, take care to keep animal steady and stable and as calm as possible.
  - d. Scan animal for presence of microchips and examine for tattoos. Scan entire body. If previously undetected microchip or tattoo is found, discontinue euthanasia process and contact Director immediately. If no identification found, proceed.
  - e. Use the least amount of force/restraint necessary to ensure that animal remains still enough for the injection to be safely accomplished.
  - f. If animal cannot be restrained properly by physical means, administer anesthetic (with veterinarian prescription) or sedative and wait for drug to take effect, then proceed.
  - g. Make best effort to calm animal for the process and relieve any fear and stress. Move slowly and quietly to keep stress and excitement of animals at a minimum.
  - h. The person restraining will ensure, first, that the person performing injection is safe from an injury the animal could cause (bite), and, second, that animal is calm and still and not fearful.
  - i. If animal is **pre-anesthetized**, and IC injection will be done, position animal on the table with its left side facing up. Pinch web between toes to confirm anesthesia. If animal responds to pain stimulus, wait several minutes, and repeat this step, if animal does not respond to pain stimulus, then touch both corners of the eyes to check for blink reflex. If no response, proceed with euthanasia procedure. Only administer more anesthetic if necessary and prescribed by the veterinarian.
8. Perform Injection
- a. For IV injections, the person restraining the animal will hold off the vein.
  - b. Wet injection site with alcohol swab.
  - c. Locate vein, insert needle.
    - i. Aspirate syringe to ensure proper placement of needle.

- ii. If blood is present on aspiration, ask holder to release vein, then depress plunger smoothly and perform injection.
  - iii. Withdraw needle.
  - d. If vein is blown, repeat process at another site with a new needle or immediately anesthetize animal and proceed with IC injection.
  - e. For intraperitoneal injections,
    - i. Insert needle into the abdomen.
    - ii. Depress plunger smoothly to perform injection.
    - iii. Withdraw needle.
    - iv. Place animal in dark, quiet place while drug takes effect.
    - v. When euthanizing litters, place animals together for comfort while drug takes effect. Monitor progress of euthanasia. Confirm death prior to disposal.
  - f. Pre-anesthetized animals
    - i. Locate the area between the 3<sup>rd</sup> and 5<sup>th</sup> intercostal space then insert needle between ribs into heart.
    - ii. Aspirate syringe to ensure proper placement of needle in heart chamber.
    - iii. When blood is present, depress plunger smoothly to perform injection.
    - iv. Leave in place to confirm death.
9. Confirm Death
- a. Employ a stethoscope to ensure there is no heartbeat, or insert a needle into the heart of animal and wait for motion of heartbeat to cease, to confirm animal is dead. When death is confirmed, proceed with disposal.
10. Dispose of Body
- a. The bodies of destroyed animals will be handled with the appropriate gentleness and respect due to deceased companion animals.
  - b. After confirmation of death, bodies will be placed in an opaque plastic bag large enough to completely enclose the body. Seal/close bag.
  - c. The body will then be transported either to, and placed in, a freezer for storage.
  - d. Transportation through “open access” areas of the shelter will be done with discretion and the bodies of deceased animals will at no time be in view of persons not employed by Animal Services.
11. Document Results and Controlled Substance Use
- a. The euthanasia of all animals will be documented using the Shelterluv operating system. Personnel performing the euthanasia will be responsible for this documentation.
  - b. The use of any controlled substances designated DEA schedule 2 or 3 will be documented in a controlled substance log in the manner outlined in the *Euthanasia Training Manual*.
  - c. The controlled substance log will be stored in close proximity of the drug it is used to log.
  - d. The person performing euthanasia will document the amount of drug used, the type/species of animal euthanized, the date of use, and the ID number of the animal euthanized for every animal that is euthanized.

## **Controlled Substances**

All controlled substances designated DEA schedule 2 or 3 will be stored in the following way:

1. Inside a locked safe that is inside a locked closet that is in a room with doors that are locked to prevent access to all persons except employees. The box/safe will be physically secured inside the cabinet to prevent it from being removed from the cabinet. Only staff members that are authorized to perform euthanasia will have keys to the cabinet and box/safe.

## **Euthanasia of other Species.**

Animals other than cats or dogs will be euthanized following the procedures described for the animal in question in *Appendix A of the Humane Society of the United States Euthanasia Training Manual*. If no procedures are given for the animal in question, a licensed Veterinarian will be consulted for proper procedures and the recommended procedures will be followed.

## **Foster: SOG**

### **S.12.G**

Animals will be placed in foster care for the following reasons/conditions

- Under weight (surgical)
  - Cats: < 2.5 to 3 lbs
  - Dogs: <2.4 to 3 lbs
  - Health and temperament will be assessed as well
- Under Age
  - Un-weaned kittens and puppies
- Medical
  - Heartworm Treatment
  - Nursing mother (either wet nurse or with own litter)
  - Injury recovery (Foster Coordinator and Animal Care Supervisor approval)
- Custody for a criminal case
  - Cruelty with medical needs
  - Staff only as a foster

Anything else outside of the above reasons or conditions the Foster Coordinator and the Director will make decision.

Animals meeting above guidelines will be released at the approval of the Foster Coordinator or the Director.

## **Foster: SOP**

### **S.12.P**

When placing an animal into foster care, the Foster Coordinator or their designee will follow the below process:

1. Contact available foster
  - a. No special needs/circumstances- Check Shelter Luv for available foster and contact by phone or email
  - b. If special needs/circumstances exist, Foster Coordinator will contact a foster who can meet the animal's needs
2. Arrange pick up with the foster
  - a. Animal will be picked up within 24 hours
3. When animal is picked up, the Foster Coordinator will provide
  - a. The animal in a carrier (feline or small dogs)
  - b. Initial food supply
  - c. Any supplies we have available that the animal might need
4. A follow up appointment will be set with the Foster Coordinator, if needed, prior to the foster leaving with the animal
5. The animal will be moved in Shelter Luv
6. Follow up appointments will be conducted with the Foster Coordinator
7. Foster Coordinator will make contact with fosters on a weekly basis by phone or email, at a minimum.
  - a. Contact can be made more often based on the needs of the animal and the foster

# Guidelines for Housing Animals Together: SOG

## S.13.G

Shelter capacity will be determined by number of cages/kennels

### Cats In Stray Hold

- Cats under the age of four months may be housed with same litter in cages of sufficient size to accommodate the number of kittens kept in the cage.
- Cats over four months of age will be housed separately.

### Cats In Adoption

- Cats under the age of four months maybe housed together in the Kitten Community Room (with the door to Community Cat Room closed) after they have been altered.
- Cats over four months of age will be housed together in the Community Cat Room if the cats do not display significant aggression toward each other and after they are altered
  - Cats who show significant aggression toward other cats in the community room will be removed and placed in a solitary Lobby Kennel.
- Preference will be to house bonded cats originating from the same owner/household together unless otherwise indicated.

### Dogs In Stray Hold

- Dogs under the age of four months may be housed together in the same kennel if they are of the same litter or originated from the same owner/household/location.
- Dogs over the age of four months may be housed together in the same kennel as long as
  - They are from the same owner/household
  - Altered or of the same sex
  - And kennel is sufficient size to accommodate the dogs

### Other

- Animals will be placed in species appropriate housing and with the same species
- Livestock
  - Fowl will be kept in a dog kennel
  - Small livestock will be placed in an outside covered pen and provided with appropriate food and bedding
- Small mammals will be placed in a species appropriate cage and kept separate from dog and cat areas
- Reptiles will be placed in a species appropriate cage and kept separate from dog and cat areas
- Avian species will be housed in an appropriated sized bird cage and kept separate from dog and cat areas

## **Heartworm Treatment: SOG**

### **S.14.G**

Heartworm treatment is provided by the Shelter as an incentive through generous donations by our supporters. It is not required by law.

Heartworm treatment will only be provided to animals that have an adopter or a foster lined up to care for them through the entire three month treatment process.

# Heartworm Treatment: SOP

## S.14.P

Heartworm treatment will be completed with a licensed veterinarian using the following process.

1. Month One
  - a. Administer Doxycycline for 30 days beginning the day the animal leaves the shelter
    - i. Dosage: 10mg/kg BID for four weeks
  - b. First Immiticide treatment will be scheduled for 30 days after the first dose of Doxycycline
2. Month Two
  - a. Immiticide will be administered by the Veterinarian
  - b. The dog will be sent home the following day
    - i. If it has a reaction to the treatment, it will be kept at the shelter for several days
  - c. Prednisone will be administered for 30 days
    - i. Dosage: 5mg/kg BID for four weeks
  - d. The second Immiticide treatment will be scheduled for 30 days from first injection of Immiticide
3. Month Three
  - a. Immiticide will be administered by the Veterinarian
  - b. The dog will be sent home the following day
    - i. If it has a reaction to the treatment, it will be kept at the shelter for several days
  - c. Prednisone will be administered for 30 days
    - i. Dosage: 5mg/kg BID for four weeks
  - d. After the final 30 day round of Prednisone, the dog will be officially adopted out or returned to the Shelter by the foster to be placed up for adoption
  - e. A follow up heartworm test is recommended for six months after the completion of the heartworm treatment

## Intake Triage: SOP

### S.15.P

Animal Care staff will perform the following procedures as quickly as possible (within 24 hours) from the time the animal enters the Shelter. If the animal is injured/sick refer to Care of Injured/Sick Animals in the Shelter.

If unable to safely complete triage procedures due to the animal being fractious, document in Shelter Luv Medical notes. Make note of any injuries or illness observed.

Do not vaccinate or handle a rabies quarantine animal without supervisor approval. Refer quarantine procedures.

1. Weigh the animal and document in Shelter Luv
2. Examine the teeth and general appearance to determine an estimated age.
  - a. Document the age in Shelter Luv
3. Scan the animal for a microchip and document if one is found or not
4. Thoroughly examine the animal from head to tail to detect hair loss, wounds of any sort, swelling, tumors, sore/tender areas, external parasites such as fleas or ticks, etc
  - a. If hair loss is present, use a black light to check for ringworm
  - b. If fleas are detected, treat with Capstar
5. Confirm gender of the animal and whether or not the animal is spayed or neutered
  - a. Examine the animal for spay/neuter tattoos or scars and any other identification markings
6. Administer de-worming medication
  - a. Panacur & Marquepaste : .25 per 5 lbs
7. Administer age/species appropriate vaccinations
  - a. Dogs: DHPP, Bordatella
  - b. Cats: FVRCP
8. Place the animal in an appropriate housing area
9. Document all procedures and findings in Shelter Luv

## **Lost Pet Reporting: SOG**

### **S.16.G**

All customers wishing to view shelter animals in search of a lost cat or dog will fill out a lost report in Shelter Luv before they are shown shelter animals.

Members of the Animal Care Team or the Reception Staff will review the reports daily and compare them to animals currently at the shelter. The reviewing person may dispose of reports after 3 months from the date the animal went missing. If the owner of the lost pet informs Animal Services that their pet has been found, the report will be removed by the staff member who spoke to the animal owner.

## **Playgroup: SOG**

### **S.17.G**

Dog playgroups will be conducted when staffing levels allow for it with the goal to socialize the dogs and improve their adoptability.

The playgroup will be supervised by the Behaviorist and the Director's Designee every day. One person will be with the dogs in the play yard, the other person will be in charge of running dogs to and from the kennels.

#### **Tools needed**

Water spray bottles

Canned air

Shaker

Airhorn

Basket muzzles

Leashes

Printed kennel inventory for the day

**\*TOOLS THAT YOUR BEHAVIORIST DEEMS NECESSARY\***

Dogs will be selected by the Behaviorist based on temperament tests and interactions with the dogs during the stray hold.

All findings will be documented in Shelter Luv.

# Pre-Adoption Evaluation: SOP

## S.18.P

The following process will be completed to assess the health and behavior of pets before they are offered for adoption.

### Health Evaluation

1. Dogs
  - a. Heartworm test for all dogs over six months of age
  - b. Heartworm preventative given to all dogs regardless of test result
    - i. If test is positive, document in Shelter Luv and notify the Director
    - ii. Document the administration of heartworm preventative and test in Shelter Luv
  - c. Implant microchip
    - i. If animal is already spayed/neutered, microchip will be given at the time of the heartworm test
    - ii. If the animal is not altered, the microchip will be implanted after surgery
  - d. Log microchip in Shelter Luv and store information with the medical records at the front desk
2. Cats
  - a. FeLv/FIV test for all cats and kittens
    - i. If positive, notify the Director and write "FeLV" or "FIV" on the kennel card
    - ii. Log test results in Shelter Luv
  - b. Implant microchip
    - i. If animal is already spayed/neutered, microchip will be given at the time of the FeLv/FIV test
    - ii. If the animal is not altered, the microchip will be implanted after surgery
  - c. Log microchip in Shelter Luv and store information with the medical records at the front desk

### Behavior Assessment

1. The assessment program currently in use by the Shelter will be conducted by the Behaviorist and results will be logged in Shelter Luv.
2. A disposition decision will be made by the Behaviorist and the Director using the results of the behavior assessment
  - a. If extenuating circumstances exist, the Director will make the disposition decision.

# Rickettsia Risk and Exposure

## S.19.G

The Texas Department of Health Services requires reporting of Typhus within one week of diagnosis. 1 Murine typhus is increasing in prevalence in the Houston-Galveston areas.

The murine typhus bacteria are carried by the rat flea (*Xenopsyla cheopis*), cat flea (*Ctenocephalides felis*), and mouse flea (*Leptopsyllia segnis*).

The building currently occupied by Bayou Animal Services is not fully enclosed and the intrusion

of rats, feral cats and wildlife who can carry the bacteria has been noted and steps are being taken to remedy the situation.

Any staff or volunteers are to follow the protocols to reduce the risk of exposure at all times.

Report of any of the following symptoms to Sarah Haywood, shelter manager

ASAP:

Symptoms of flea-borne typhus begin within 2 weeks after contact with infected fleas or flea dirt. However, people may not know they have been bitten by a flea or exposed to flea dirt so tell your healthcare provider about time spent outdoors or contact with animals. Signs and symptoms may include:

- Fever and chills
- Body aches and muscle pain
- Loss of appetite
- Nausea
- Vomiting
- Stomach pain
- Cough
- Rash (typically occurs around day 5 of illness) 2

Failure to report symptoms could result in corrective action, including dismissal from the volunteer program and for staff, the corrective measures outlined in the shelter employee manual.

1. <https://www.gchd.org/public-health-services/environmental-health-services/notifiable-conditions>

2. <https://www.cdc.gov/typhus/murine/index.html>

# Prevention of Rickettsial Exposure in the Shelter

## S.20.G

### Identification:

Rickettsial exposures often occur where humans and host animals can come into regular contact, including areas of low sanitation where rats are abundant. Most cases are reported from spring to early fall. Several flea species have been identified as potential vectors for murine typhus, including the rat flea (*Xenopsylla cheopis*), cat flea (*Ctenocephalides felis*), and mouse flea (*Leptopsyllia segnis*). Opossums, dogs, and cats living in urban or suburban areas have also been implicated. In the United States, most cases of murine typhus occur in TEXAS, California, and Hawaii.

### Prevention:

The most effective preventative is to discourage habitation in the shelter, by making the environment less hospitable to rodent habitat.

#### Animal Care Areas:

1. All animal foods in unopened bags are to be stored out of the building in a conex box that is resistant to rodent intrusion.
2. Opened bags of food are to be kept in rodent proof, sealed containers. Lids are to be tightly replaced after accessing food.
3. Food preparation areas are to be cleaned, swept, and mopped daily.
4. Food bowls in animal areas are to be removed and emptied at the end of the day. No food is to be left in animal kennels overnight.
5. Cat kennels are to be kept as free of urine odor as possible. (the smell of some cat urine can act as an aphrodisiac to male mice)
6. All water faucets and hoses are to be checked for leaks and shut off tightly to prevent water pooling/dripping. If needed, replace washers or valves to allow for full shut off.

#### Offices:

1. No food is to be stored in office areas. No snacks are to be stashed in desk draws or left open in cupboards.
2. Waste cans are to be emptied at the end of each day.

#### General:

1. Stacks of newspapers, piles of laundry, and other nesting materials need to be made inaccessible to rodents. Store newspapers in conex building until needed.
2. Laundry should be washed, dried, folded and put away each day.
3. Materials that cannot be permanently removed should be stored at least one foot away from walls and 8 inches off the floor.
4. Feral cats are to be fed well away from the buildings.
5. Floors are to be swept and mopped each day. Aromas of spilled kibble, foods, and other enticing bits are to be removed as much as is possible.
6. Keep weeds kept cut back from building foundations. Other areas of high weed growth should be kept cut back. 2

7. Yards and grassy areas occupied by Bayou Animals Services will be sprayed monthly for fleas by a certified pest control company.

**Protection:**

Staff and Volunteers:

1. All staff and volunteers are to wear enclosed shoes, long pants, shirts.
2. Upon start of shift, clothing is to be sprayed with a permethrin-based insect repellent.
3. Exposed skin is to be sprayed with a DEET-based insect repellent, with repeat application every 6 hours (or as recommended by the manufacturer).
4. When cleaning the garage areas, PPE (personal protective equipment) is to be worn, including gloves, mask, safety eye protection, and hair cover.
5. Mandatory classes on the use of PPE will be offered all staff and volunteers.
6. These classes and the use of PPE should be extended to the employees of the Public Works Department to lessen their exposure.
7. Hands are to be washed with soap and water after removing PPE.
8. Staff and volunteers will be encouraged to bring clean clothing to change into before going home, and a plastic bag to put soiled clothing in with recommended wash in hot water upon return home.

Animals:

1. All animals (above the age of 8 weeks) are to receive commercial flea treatment upon entry into the shelter.
2. Those animals under the age of 8 weeks will receive treatment recommended for their ages and species.
3. Fleas treatments are to be repeated monthly while the animal is in custody.

Building/Offices:

1. All areas will receive an animal/human safe flea prevention spray at the interval recommended by the pest control company under contract.

These protocols will be reviewed on an annual basis or sooner if indicated.

1. <https://www.cdc.gov/typhus/murine/index.html>
2. [https://www.dshs.state.tx.us/IDCU/disease/murine\\_typhus/Information.aspx](https://www.dshs.state.tx.us/IDCU/disease/murine_typhus/Information.aspx)

## **Reclaim by Owner: SOG**

### **S.21.G**

Releasing of impounded animals to their owners will required the owner to display a photo I.D. which will be documented in Shelter Luv, Rabies certificate or prepaid receipt and required payment of any and all applicable fees (refer to Fee Schedule).

A person's claim to ownership will be verified to the best of Animal Services ability beyond a reasonable doubt by one or more of the following methods:

- Identification on the pet such as tags or microchip
- Description the owner provided in a lost pet report matches the description of the pet
- Photos or medical records that provide a reasonably unmistakable description of the animal and identifies the person as the owner
- Animal Services staff have knowledge beyond a reasonable doubt of the pet's ownership through prior encounters with the pet and/or the owner
- The animal owner, without seeing the animal, can provide a detailed description of the pet such as identifying markings, scars, or injuries, collar color, gender of pet and whether they are spayed/neutered

## Rescue Evaluation: SOG

### S.22.G

Animals will be evaluated by the Animal Care Team which includes the Animal Care Technicians and the Animal Care Supervisor. The Animal Care Technicians will conduct a temperament test on all dogs over 6 months of age prior to moving them to adoption. If a dog fails the temperament test, they will be evaluated for placement into a rescue group. The Animal Care Supervisor will advise the Animal Services Manager on their recommendation for a dog to be sent to rescue and the Director has final say for the animal's outcome. Once an animal has been recommended for rescue, the Animal Care Supervisor will advise the Rescue Coordinator and they will reach out to appropriate rescue organizations.

The following scenarios will be grounds for rescue evaluation.

#### **Space:**

When the shelter is low on kennel space, the Animal Care team will evaluate and recommend dogs that would be quick to get into rescue in order to free up the most space as quickly as possible. Best candidates would include purebred dogs, puppies, and highly adoptable dogs.

#### **Aggression:**

A dog that has failed the animal to animal portion of the temperament test will be evaluated by the Animal Care team to determine if the level of aggression is manageable by staff as well as volunteers. They will also determine if the dog needs further training or care that would need to be provided by a rescue group. If the dog is determined to be a danger to the public, euthanasia will be recommended.

Dogs entering the shelter due to circumstances that would make it eligible to be deemed Dangerous or Aggressive according to Bayou Animal Services Ordinances, will not be eligible for placement into adoption.

Dogs already placed in adoption who become involved in an attack on another animal will be evaluated by the Animal Care Team prior to remaining in adoption. Euthanasia may be recommended based on circumstances and severity of attack.

#### **Animal to Person Aggression:**

A dog that shows aggression to persons while in the shelter will be evaluated by the Animal Care team to determine if the animal is a danger to the public. Animals entering the shelter with a bite history will be temperament tested. If they fail the temperament test, euthanasia may be recommended. If they pass the temperament test, the dog may be placed in adoption or recommended for rescue at the discretion of the Animal Care Supervisor.

#### **Health**

A dog entering the shelter with medical needs will be evaluated by the Animal Care Team to determine the financial impact on the shelter and the quality of life for the dog. If providing the required medical care improves the dog's quality of life but the financial burden is too great for

the shelter, rescue will be recommended by the Animal Care Supervisor. The shelter may be able to provide some medical care (prescription food, medicine, etc) for a dog if it increases their chance at rescue and the cost is feasible for the shelter.

In cases where medical care is cost prohibitive or not available but the dog has good quality of life without treatment, they may be a candidate for hospice adoption. Medical needs could include heart conditions, cancer, immune disorders, etc.

In cases where the animal has no quality of life and medical intervention will not improve their condition, compassionate euthanasia will be recommended.

Animals with contagious but treatable illness, such as ringworm, will be considered for rescue if a foster is not available.

## **Returns and Refunds: SOG**

### **S.23.G**

No refunds will be issued for payments received by Bayou Animal Services, including adoption fees in the event the animal is returned. All fees paid are considered final sales.

## Social Media

### S.24.G

As a Bayou Animal Services employee, you are not only representatives of the city but also the shelter as a whole. Negative comments about Bayou animal services, other shelter, rescues, employees, volunteers, or anyone connected to the city or the city it's self will not be permitted.

This includes but is not limited to personal social media pages, the official Bayou Animal Services Facebook page, the volunteer pages, or any private/public groups on any form of social media.

Social media is not private and can be screen shot by any member of the public or other agency. Employees are representatives of the city of Dickinson and Bayou Animal Services, and as such are public servants. While we all have strong passionate thoughts on animal welfare, our goal is to help others, and be the leading example.

#### **Bayou Animal Services Facebook page:**

Be mindful of the pictures that are put on the page. All pictures should have a clear shot of the body of the animal and the face of the animal. Please see the marketing packet in your handbook in order to know what pictures should be posted on the page and are appropriate.

We are working to make the BAS Facebook page uniform. Please post what you need to in the volunteer group but be very mindful of the BAS Facebook page.

## Staffing Levels: SOG

### S.25.G

In order to ensure the Shelter operations, run smoothly, minimum staff levels are listed below.

- Minimum daily staffing for animal care/routine maintenance will be one full-time shelter technician. This can be in the form of 1 person working an 8 hour shift or 2 persons working 4 hours shifts.
- Minimum daily staffing levels for medical care/ evaluation of animals will be one half shift for a shelter technician (4 hours).
- Minimum daily staffing for management/administration will be one full-time manager or supervisor (8 hours).
- Minimum daily staffing for customer service will be one full-time receptionist (8 hours).
- Minimum daily staffing for Animal Control Officers will be one full-time Animal Control Officer (8 hours).

This represents minimum staffing levels and by no means is optimum for Animals Services. Extended periods of operating at minimum staffing levels will result in lowering of the quality of services provided to both animal and human customers of Animal Services and failure to progress with development of staff members and programs.

To ensure staffing levels are kept at or above minimum levels, leave requests should be made in writing in the form of a calendar invite with the appropriate supervisor and the Animal Services Manager will be CC'd on the invite. **When possible, requests should be made at least four weeks before the date to be requested off.**

Emergency and sick leave requests shall be addressed with the Director by phone or in person so that alternate staffing can be arranged as needed as soon as possible.

## Staffing non permissible Offences

### S.29.P

The following will be issues that will be and could result in immediate termination of employment. The investigation will be conducted by the Shelter Director, and any professional she may need to bring in due to severity.

- If an animal is left in a cruel confined area with no food or water for more than 12 hours. (I.e: a Cat trap, a small crate, or a kennel.) \*\*If this animal is found to be deceased: Termination and cruelty charges may be brought on to the responsible party.
- Failure to report, document, or give treatment to a sick or injured animal.
- Tampering with Bayou Animal Services documents that are considered open records.
- Euthanizing an animal without the explicit permission from the Shelter Director or designee.
- Using a heart stick method of euthanizing without sedatives. (This SHALL result in an added cruelty pursuit).
- Allowing the public or anyone not on the staff to walk a staff only animal and this action results in an injury.
- Leaving an animal on your truck domestic/nondomestic for more than 4 hours. 2 hours if there is a weather advisory.
- Leaving a dead animal on your truck for more than 12 hours.
- Leaving an already deceased animal in the public's view.
- Assaulting, cussing, or threatening the public.

## Staff Breaks

### S.26.G

Staff shall not smoke while in the presence of a member of the public, while on an animal control call, or in areas viewable by the public. Employees shall not smoke or use tobacco products inside city owned vehicles.

Breaks shall be taken in a timely manner and with staffing levels in mind so as to not to hinder job performance and the safety of animals and the public.

## **Sterilization of Adopted Pets: SOG**

### **S.27.G**

*Texas Health and Safety Code Sec. 828.002. REQUIREMENTS FOR ADOPTION. Except as provided by Section [828.013](#), a releasing agency may not release a dog or cat for adoption unless the animal has been sterilized or the release is made to a new owner who signs an agreement to have the animal sterilized.*

All dogs and cats adopted from the Shelter will be surgically altered (sterilized) to prevent them from reproducing. There will be no exceptions to this, as State Law requires it.

Unless there is compelling reason that the pet in question cannot have surgery for weeks or months, the pet will be altered before it leaves the Animal Shelter. If the animal cannot be altered before leaving the Shelter, the animal will be placed in a foster home or foster to adopt home until it can be altered. Once the animal is altered, adoption will be finalized.

Species other than cats and dogs are not required by law to be sterilized prior to release from the Shelter.

## **Sterilization of Adopted Pets: SOP**

### **S.28.P**

Shelter animals are spayed/neutered every Thursday unless surgery day falls on a holiday or the Veterinarian has prior arranged days off.

The Shelter Operations Coordinator will make the surgery list, and have it completed by end of day before surgery. This list consists of the animals to be altered, their current weight, and any vaccines or tests the animal still needs. There is a limit of 9 animals per surgery day, however that amount may fluctuate up or down by a few depending on number of animals needed surgery in the shelter or foster care. The Shelter Operations Coordinator will discuss the surgery amount with the Veterinarian and pull animals off the list if needed.

**BAYOU ANIMAL SERVICES  
CORPORATION**

**ITEM 6**

**Adjourn**