# LOWNDES COUNTY ANIMAL SERVICES

**Standard Operating Procedure** 

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EMPLOYEE AGREEMENT		
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guidelines in this manual are an e	extension of those set fo	el to abide by the guidelines set forth in this manual. The orth in the Personnel Policy Manual by the Lowndes Count ntities. Failure to abide with these guidelines may result in
employee's responsibility to inse to be kept in good condition a	rt new material and tur and returned to the A	aployment. Revisions may be issued when needed. It is the rn in the out dated material to the Director. This manual i Animal Welfare Director at the time of separation fron neetings when requested to do so by the Director of Anima
Linda Patelski, Director		
Mike Brown, Field Supervis		
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#### General Guidelines

The guidelines set forth in this manual have been written for your safety and for the well-being of the animals at the shelter. When in doubt ask questions, failure to follow the guidelines set forth in this manual could result in disciplinary action against the employee according to the Lowndes County Personnel Policies Manual here in referred to as LCPPM

- 1. Sick Leave: If you are unable to report to work when scheduled you must make direct contact with the Director. If the Director is unavailable leave a voice mail at 229-671-2761. Leaving messages with other employees will not be accepted.
- 2. Tardiness: You are expected to be on time each day and work every day you are scheduled.
- 3. Personal Phone use: Personal telephone calls should be kept to a minimum and should be handled during your breaks or lunch period. Please keep in mind that telephone lines at the animal shelter are for business purposes. Texting and internet surfing during business hours should be business related only. Excessive personal phone use will be dealt with according to the LCPPM.
- 4. Overtime: All staff members must get approval from the Director prior to working any overtime. This includes working through lunch periods. On-Call Officers must seek approval for additional help afterhours.
- 5. Breaks: Your lunch hour and two 15-minute breaks during the day are available for you to take care of personal business. At this time, you may use your phone, text, and surf the net with-in reason. Keep your personal phone conversations at an appropriate level and language context. When on break be sure to keep the break area clean and neat. Be sure you can hear the paging system in case of emergency.
- 6. Professional Attitude: All staff members are expected to take their commitment seriously and conduct themselves in a professional manner with the animals, public, and co-workers.
- 7. Veterinarian Recommendations: No staff member will recommend a particular veterinarian or any veterinary advice to any customer. If asked for your opinion, simply give the customer a copy of the Veterinarian List and suggest that they speak with family and friends to see what veterinarian they use or recommend.
- 8. Tobacco: Smoking and Tobacco products are not permitted within the shelter. Tobacco use is allowed outside the shelter in designated areas only. Violations will be dealt with according to the LCPPM.
- 9. Proper Attire: Employees are asked to convey a professional public image at all times. Overall appearance should be clean and neat, including apparel, hair, and personal grooming. Uniforms must be worn during all working hours. There are no jeans allowed unless otherwise specified by the Director. Violations will be dealt with according to the LCPPM.
- 10. Supplies and Goods: Under no circumstances is any employee permitted to remove any supplies or goods from the shelter's property without the approval of the Director. Violations will be dealt with according to the LCPPM.
- 11. Parking. Please park in areas away from the building, leaving the closer spots for the customers. During Rabies clinics please park around back.

# **Business Telephones**

Employees will answer the telephone promptly. If we give the caller prompt attention, we are off to a good start. The conversation cannot begin until the caller knows they have reached the right place. Answer the phone saying, "Hello, Lowndes County Animal Shelter, then your name, how can I help you." The telephone should never go unanswered.

Take calls for others courteously. When someone is unavailable to answer a phone call, offer a sufficient explanation such as, "I am sorry, the intended party is talking on another line." Offer a choice between waiting, calling back or taking a message. Transfer calls carefully. Be careful by telling the caller that you will transfer them to the person they are calling for. Be sure to transfer the call to the correct person.

To promote citizens' satisfaction, take messages accurately. This reduces the need for "call backs." Include: the date and time of the call. Spell the caller's name correctly. Record the phone number where the caller can be reached. Put the message where the person called will see it. Handle citizen complaints tactfully. We speak as a representative of Lowndes County. A good reputation is founded on a pleasant, helpful attitude. Be a good listener and remain calm and friendly.

Be considerate when checking information. Avoid saying 'just a minute" or hold on." Explain why the person must hold as "please hold while I look up that information." If it will take some time to get the information, offer to call the person back.

Reflect a cooperative personality, be polite, and show a sincere interest. The callers' point of view may not be your own, but desire to be helpful. We create an image by not only what we say but also how we say it! Speak distinctly and with a smile, the caller can read your expressions.

End the call pleasantly even if the caller is not pleasant.

Do not continue conversations where the complainant becomes abusive or continually uses offensive language.

Handle the situation in the following manner:

- 1. Inform the person that the call cannot continue if they cannot speak in a calm, professional manner.
- 2. Inform the person that they may wish to speak to the Director.
- 3. Inform the person that you will have to end the call and hang up.
- 4. Immediately inform the Director of the incident.

Excellent, professional and courteous customer service is to be one of our highest priorities. The right attitude goes a long way in promoting our positive public image and garnering community support.

# CHAIN OF COMMAND

It is the policy of the Lowndes County Animal Welfare Division to provide staff with a clear understanding of the Chain of Command and duties associated with each position.

"Chain of Command" is defined as following the proper structure for giving and/or receiving instruction or information.

Chain of Command: Resolving internal issues.

<u>Shelter and Animal Control staff</u> are responsible for the various duties involved with animal intake, animal care, and animal disposition. Animal Welfare staff reports to the Director.

The <u>Director of Animal Welfare</u> is responsible for directing the Animal Welfare staff in their duties as well as various administrative requirements. The Director reports to the County Manager.

The <u>County Manager</u> is responsible for directing and coordinating the activities of Lowndes County Government. The County Manager reports to the Board of Commissioners.

The <u>Board of Commissioners</u> are charged with the responsibility of providing a system of local government services designed to "protect the health, safety, and welfare" of their citizens. County Commissioners are empowered to make policy and pass laws if necessary in order to meet their responsibilities.

An employee seeking remedy with regards to an internal issue must use the chain of command "sequence" without bypassing their direct supervisor. An individual using the proper chain of command will not be retaliated against for voicing concerns.

Personnel should never "bypass" the chain of command. Infractions of this type will be dealt with through disciplinary actions according to the LCPPM.

#### "GDA" INSPECTION RULES

#### DEPARTMENT OF AGRICULTURE: ANIMAL SHELTER PREMISES INSPECTIONS LIST

- 1. Check that current license is displayed. The license should be prominently displayed in the place of business or kept with records.
- 2. An operational fire extinguisher is required in all buildings and separated rooms of a business.
- 3. The premise must be in a good state of repair. Make sure all cages, runs, enclosures, surrounding areas, etc. are in good condition. There should be no obstructions that may harm, injure or jeopardize the health of the animals.
- 4. The premise should be clean and sanitary. All areas should be cleaned on a routine basis to aid in the health and well being of all animals, and proper disposal of waste.
- 5. Check to see how often and what type of disinfectants are used at facility. Each area should be disinfected on a routine basis to aid in the control and suppression of disease.
- 6. Make sure adequate ventilation is available to all inside animals at all times. The ventilation should provide fresh air; minimize drafts, odors, and moisture condensation.
- 7. Make sure adequate heat and/or cooling are available for indoor animals at all times. The temperature should range between 45° and 85° to protect animals from excessive heat, chilling, freezing or any physical damage.
- 8. Animal housed outside must be provided with suitable shelter to protect them from cold, rain, snow or excessive sun.
- 9. All animals should be provided with food and water, according to needs, species and situation to prevent starvation, dehydration or a risk to animals' health from lack of food or water.
- 10. All animals should be provided with adequate and humane care at all times. To include medical treatment when needed.
- 11. Records must be kept for each type of establishment. The records shall include, but are not limited to: complete name, address, phone number, species and date of each animal purchased, sold and/or adopted. The records must be maintained for a (1) year period and made available to the Department of Agriculture upon request.
- 12. Each establishment must establish & maintain an effective pest control program.

# The Cleaning Process

The most important reason an animal shelter must be kept clean is to prevent the spread of disease. Cleaning and disinfecting also helps eliminate odors and parasites.

A clean shelter lets visitors know you take pride in your job. But most of all, a clean shelter is compliant with the Department of Agriculture rules and humane for the animals.

Clean every morning using proper procedures as outlined below Spot clean floors, kennels and cages throughout the day as needed Disinfect once daily and when required for disease control

# Before you start to clean:

ALL STAFF MEMBERS ARE TO WEAR SAFETY ITEMS DURING THE CLEANING PROCESS. A BACK SUPPORT MAY ALSO BE REQUIRED TO CARRY OUT SOME TASKS. HEARING PROTECTION IS ALSO AVAILABLE FOR YOUR USE.

Place liners in garbage cans if no liner is in place.

Remove the food and water bowls. Discard any remaining food and water.

Remove any towels, blankets, toys and beds. Place them in the laundry room or outside to be washed and sanitized.

# Dog Bedding:

Dog beds and towels are to be used in the adoption rooms only, and in rare cases in the stray and isolation rooms. Dog beds are allowed in the other rooms when an animal is old, very thin, or a large dog with pressure point sores or calluses. *Very young puppies* should not be housed in the back rooms unless brought in with their mother. Towels and or blankets may be laid down for new mothers. Young puppies without mothers may be put in a Stainless Steel cage in "F" room or the intake area if space allows. Young dogs may be given sanitized hard plastic beds to lie on. Puppies quickly destroy fabrics by chewing them and can pick up diseases housed with-in the fabric.

Dog beds cannot take up more than 30% of the floor space with-in the entire kennel. Dogs must be able to move freely without walking on top of beds to urinate, defecate, eat and drink.

# Dog Toys:

Toys are for adoption animals and dogs that may need to stay at the shelter for an extended period of time only. Remember toys can be ingested and cause death.

Dogs in the adoption rooms may have hard toys only; Kong rubber toys, nylon-bones or nylon-toys. Hard toys are more easily disinfected and tend to stay out of the drain.

Soft toys, Tennis balls, and Rope toys should be used out-side only as they are hard to disinfect and are easily destroyed clogging the drainage system.

# Cleaning Dog Rooms and Kennels

- 1. **Community service** and **volunteers** are never allowed in the dog Isolation room. This area is to be cleaned by Staff or a well-trained Trustee only.
- 2. WASTE-BASKET/PAPER-TOWELS/DISH-SOAP/HAND-SANITIZER/GLOVES: Each room has supplies that need to be checked each morning. You should monitor the amount of product in the rooms throughout the day and empty the waste can when necessary. Place food waste from bowls into a lined garbage can, not in the drain.
- 3. MOVING DOGS: Check cage cards before you move dogs when doors are down. Sometimes dogs are isolated due to incompatibility. Close the guillotine door. If dogs will not move-over use caution entering the pen. Humanely move the dogs over by walking or herding them over. Never wet dogs to move them. Dogs must be kept dry during the cleaning process.
- 4. **HOSE**: Use hose to flush solid waste and any food waste on the floor from the kennels. Any feces that are not removed with the hose spray must be scrubbed off with a stiff bristle brush. Make sure the hose is in good working order, unkinked, and connected to the water supply without leaking. Lift drain covers and clear any feces, food, toys, and hair build-up. Do not flush toys and bedding down the drain.
- 5. QUICK CONNECT: Prepare the hose for spraying disinfectant. Make sure the brass quick connect is in good working order and is fully connected to the sprayer to avoid spilling chemicals. It is common for the quick connect to fail; dropping the sprayer to the ground.
- 6. **DISINFECTANT**: Spray "hose cleaned" runs with disinfectant. The disinfectant cannot work through heavy organic materials. Scrub kennel: Walls, Floor, All Bars, Guillotine door, and walk way. Rinse with water and spray final disinfectant on all surfaces LET SIT FOR 10 MINUTES.
- 7. **FLUSH VALVE**: Turn on the center drain flush valve only between sides. Do not let flush valve run for long periods of time as the County pays for water use and it decreases the water pressure to the other kennel areas.
- 8. **FOOD BOWLS**: During the 10 minute wait for disinfection; the food bowls must be cleaned, disinfected, and placed on a clean towel to dry for the evening's feeding.
- 9. **COUNTER TOP & SINK AREA**: The entire counter top area must be kept clean as well as the areas below the sink on a daily basis.
- 10. WATER BOWLS: During the cleaning process, the water bowls must be cleaned, disinfected, and re-filled with fresh water.
- 11. SQUEEGEE: After the disinfectant has set for 10 minutes, squeegee the kennel floor and walkway.
- 12. MOVE THE DOGS: Move the dogs to the opposite side after drying with squeegee.
- 13. REPEAT PROCEDURES ON THE OPPOSITE SIDE.
- 14. **SPOT CLEAN:** Spot cleaning should be done just before the shelter opens. Also the kennels should be checked at the top and bottom of every hour for cleanliness.
- 15. **DISINFECTANT:** Disinfectant need only be used once per day and is not to be used for spot cleaning. Disinfectant is only to be used during specific occasions calling for disinfection.
- 16. **ODOR:** All rooms when cleaned properly will have little odor. Odors come from drain build-up and from waste on the animal's hair coat. Sufficient cleaning methods, frequent spot cleaning, and feeding the appropriate amount of food all keep odors to a minimum. At times other odor control methods must be instituted. Make sure chemicals are mixed properly and placed in the appropriate locations.
- 17. **VERMIN CONTROL:** If there are any signs of pests please contact the Director or Senior Staff member. Appropriate methods will be used for vermin removal; no poisons or snap traps will be used on the shelter grounds. Poisoned mice can be ingested and in turn poison the animals. A pest control service is contracted through the county, be sure to ask the pest control vendor to leave glue traps for mice if present.

# Breaking Up Dog Fights in a Shelter Setting Jacque Lynn Schultz, CPDT

Breaking Up Dog Fights in a Shelter Setting

If you house more than one dog in your facility, there is a potential for a dogfight to occur. While prevention is essential, having an action plan and the proper tools on hand will be invaluable if, despite all precautions, a dogfight breaks out.

#### **How to Avoid Fights**

Some dog breeds are more pack-friendly than others are. Hounds, sporting dogs and many toy breeds are quite good around other dogs – both their own breed and others. Terriers, some spitz breeds (Akitas, Chows), and guarding breeds are often combative with other dogs, particularly those of their own sex. That said, there are always individual exceptions. Genetics, maternal nurturing, litter experience and early socialization all contribute to dog-to-dog social behavior.

The safest course is to kennel adult dogs in separate cages unless they came in together as bonded companions. If space limits demand that cages be double occupancy, avoid the following volatile combinations: a female in heat with another adult female (It goes without saying she should not be caged with an intact male either.); two dominant adult males; two unneutered males near a female in season; a second dog in the kennel with a cageaggressive dog; a second dog with an easy-to-arouse dog; or a second dog with a dog who guards its possessions.

Always remove dogs from cages on leashes or kennel ropes. Do not allow dogs to run loose in kennel rooms, as they will arouse the other caged dogs. Aroused dogs are more likely to direct their aggressive energies towards whoever is available. When passing another handler and dog face-to-face, make sure the dogs are both on the outside of their handlers to avoid contact.

If your shelter exercises dogs in groups, the make-up of the playgroup should be carefully considered. Dogs of similar play styles, ages and sizes should be grouped together – except when this would result in a highly aroused pack. For instance, once pit bulls reach late adolescence (> 15months, some even younger), they should not be in same sex, same breed groupings. However, they may do fine in a playgroup including Boxers, retriever mixes and other sturdy, hard-playing social dogs. All playgroups need proper supervision. No fewer than 2 animal handlers should be on hand, so that if a fight breaks out, it can be quashed immediately. Better still, experienced handler/observers should actively monitor play and identify dogs that need to be redirected or removed before fights erupt.

# When Dogs Fight

Not all dogfights are the same. Some fights among male dogs employ much posturing – lots of noise and spit flying everywhere –- but little real injury. While females don't fight as frequently as males, they are likely to do serious damage when they do engage. Fights between mixed sexes aren't common but may result when a mature female reprimands a younger male upstart and he doesn't offer the appropriate submissive response. There are predatory attacks meant to quickly dispatch a smaller animal. And then there are the bloodbaths where two dogs engage in mortal combat.

In light skirmishes, a booming "cut that out!" or a blast of the citronella aerosol spray Direct Stop! may stop the action before it gets heated. (Anyone chaperoning a play group should always have a can of Direct Stop! on hand.) Unfortunately, more serious fights may demand more painful intervention. Smelling salts, pepper spray or a blast from a pressure hose (without detergent, please) may stop a serous fight. When considering pepper spray, keep in mind that it may inflame aggression in some cases and can be detrimental to the handler if breathed in. Shouting

Breaking Up Dog Fights in a Shelter Setting cont.

or a bucket of water thrown on the competitors will not have any effect on serious aggression. In some cases, even the aforementioned tools will be ineffective. Only the separation of the two combatants will ensure the battle ends.

Any time humans get near fighting dogs, humans can get seriously bitten. Most dogs in fight mode will strike out at anything within their reach — even the people with which they usually have a good relationship. There is no failsafe method of breaking up a dogfight. To engage is to take on a certain amount of risk to personal safety. However, the method that appears safest requires two handlers to simultaneously grab the rear legs of the combatants and lift their rear ends up off the ground while moving backward in an arc away from the other dog. Instead of twisting around and redirecting aggression toward the handler, the dogs will be forced to focus on sidestepping with their front feet to keep their chins from hitting the ground. Move the dogs to different rooms or cages, making sure more than chain link separates the two opponents. These dogs should never have access to one another again, as they are likely to resume where they left off.

Should you find yourself in the unfortunate situation of having to break up a fight alone, start by getting a slip leash around the loin (waist) of one of the fighters, tighten it and then tie the leash to a fence, cage door or other immovable object. Second, grab the rear legs of the second dog and lift up and move away in a backward arc until he can be secured. Then, return to the first dog and secure him.

Always wait until the dogs have settled down before attempting to assess injuries unless bleeding is profuse and injuries appear life threatening. Muzzle the dog with the leash, rolled gauze or whatever is readily available before handling any dog in pain or you may end up another victim of the melee.

# Breaking Up a Pit Bull Fight

Unlike other dogs, the traditional fighting pit bull should not redirect his aggression toward people when in the heat of battle. (The same may not be true of the urban street fighter.) The use of a break stick is often necessary to "break" the pit bull's hold on his adversary. A break stick is an 8-10 inch wooden lever, a little thicker than a broomstick with a pointed end. (Break sticks are available for purchase at (www.pbrc.net/breaksticks.html). In order to use one effectively, the dog must be straddled and the collar grabbed, at which point the break stick can be inserted ½ - 1-½ inches into the dog's mouth just behind the molars. This will open the mouth enough to remove the flesh of the opponent. This is very risky and should only be attempted when there are two experienced handlers working in concert to break up the fight.

By Jacque Lynn Schultz, CPDT

ASPCA Companion Animal Programs Advisor

National Shelter Outreach

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# **Cleaning Cat Rooms and Stainless Steel Cages**

Cat rooms are to be cleaned in a manner consistent with disease control and safety. Sick or feral cats should never be placed into any cat room cage where it endangers workers, the public or other animals. At times feral cats must be quarantined; sick, feral cats will be considered diseased and may be euthanized to prevent the spread of disease. Quarantined animals are to be placed in "Bite Case" cages to prevent rabies exposure. Animals are not to be handled during the quarantine period.

Community service/Volunteers/Pregnant women: Non-employees are never allowed to move bite/scratch case cats in quarantine cages. Women that are pregnant should not be allowed to clean cat cages due to Toxoplasmosis.

WASTE-BASKET/PAPER-TOWELS/DISH-SOAP/HAND-SANITIZER/GLOVES: Each room has supplies that need to be checked each morning. You should monitor the amount of product in the rooms throughout the day and empty the waste can when necessary. Place food waste from bowls into a lined garbage can, not in the drain.

MOVE CATS and THEIR CAGE CARDS. Make sure a clean cage is available and has been set up with newspaper, litter pan, appropriate amount of food and water. Move each cat and its toys, etc. into the assigned, clean cage using the Top to Bottom Method. This means that two cages are assigned to each cat or litter of kittens - the one above and below. Bite case cages and the cages above them will move side-to-side. Be careful to follow the pattern to minimize confusion. Sanitize all toys before giving them to any new animal. Put appropriate bedding into cage if needed.

**FEED AND LITTER BARRELS:** The Georgia Department of Agriculture rules state all feed and bedding must be kept in an enclosed container away from possible contamination.

# Cleaning Cat Rooms.

- 1. Food and Water bowls. Empty and Spray each food and water bowl thoroughly with disinfectant and place at the sink.
- 2. Discard soiled newspaper into a lined waste receptacle.
- 3. Empty soiled cat litter and "stuck-on" waste from litter pans into a lined waste receptacle.
- 4. Spray each litter pan thoroughly with disinfectant and place at the sink. Allow litter pans to sit at least 10 minutes while completing other tasks.
- 5. Brush any loose cat litter from the cages. Spray the cages and cage doors thoroughly with disinfectant. Let the disinfectant sit for 10 minutes.
- 6. Clean litter pans, food and water bowls. Place on clean dry towel.
- Spray cages again lightly if dry. Using a separate cloth for each cage, wipe all surfaces: the cage floor, sides, shelf, under the shelf, cage ceiling, and front door bars – inside, outside, and under each bar.
- 8. Allow to air dry.
- 9. Set up cage with clean newspaper and litter pan.
- 10. Wipe counter tops free of dust, dander, and hair on a daily basis.
- 11. Keep the areas under the sink free of feed bags. Use plastic containers with tight fitting lids to prevent vermin.
- 12. Sweep the floor, apply disinfectant, leave for 10 minutes, and squeegee dry.

# **Cleaning of Other Areas**

Tech Room and Intake. If you are assigned to the euthanasia duties then you are also responsible for cleaning the Tech Room and Intake areas. These rooms need to be sanitized thoroughly with disinfectant as they are high traffic areas and in constant use. Make sure all animals staying in these areas are held for an appropriate reason. Animals going to the back are to be held for short periods of time only. The cages these animals come out of need to be cleaned and disinfected between each animal to minimize disease contamination.

**Storage / Prep Room.** The storage area is to be kept clean and in good repair. Old feed stuffs are to be rotated out and placed into the dumpster. Alert the Director of any signs of pest activity.

Hallways: The hallways should be cleaned last thing before the lunch period. Disinfectant should sit for 10 minutes while scrubbing. Squeegee dry and place "Floor Wet" cones out for safety.

**Reptile enclosures**: Care should be taken during the cleaning of reptile enclosures. Many reptiles carry *salmonella* which can be passed onto humans through feces, bites, and scratches. Reptile enclosures need to be cleaned every other day or when necessary to provide a sanitary environment. Heat lamps should be dusted and heat rocks should be carefully cleaned to remove feces. Make every effort to avoid animal and human injury through proper restraint methods. Remove old bedding and replace with fresh bedding. Clean water bowls and fill with fresh water.

**Rodent enclosures**: Rodents have a pungent odor and the enclosures should be cleaned daily to avoid unpleasant odors. Exercise wheels need to be washed to remove urine. Provide chew sticks and proper feed types for each species of Rodent. Guinea pigs require Vitamin C.

Lagomorphs: Rabbit enclosures should be cleaned daily. Cat litter maybe provided in a pan for house trained animals. Fresh roughage and or pellets should be provided along with fresh water.

# After Cleaning

Check to see if any food storage barrels are empty and need refilling. Keep feed as fresh as possible; do not put new feed over top of old feed. Empty all older feed into one barrel and fill the other barrels with fresh food. Once you have completed your tasks, check with the rest of the staff to offer assistance to others who have not completed their tasks. Everyone has a different pace at which they work. We work together as a team to complete all the tasks.

# Feeding

We feed the animals sheltered at our facility at least once every day. Measure all of the food provided carefully as specified below to avoid waste and stomach up-set. Unused food is never to be kept and fed to another animal. All unused food is to be discarded daily in a trash receptacle or other used food can provided. We do not need to be wasteful that is why it is very important not to over feed animals. Our purpose is to provide a maintenance diet for healthy adults, and an appropriate amount of food for the growth or recovery of the other animals.

Water is the most important nutrient and the least expensive nutrient to provide. Always make fresh water accessible to all animals unless medically advised to with hold it. Pull water before surgery.

**Adult dogs** are fed at the end of the workday, usually at 4:00pm. Use the aluminum food pans in the dog kennels. The amount of dry food provided should coincide with the size and weight of the animal. Make sure an adequate amount of food is provided for the number of dogs in the kennel; separate animals when possible. We can soak the food or offer canned food to older dogs that show signs of difficulty chewing dry food.

**Adult cats** and kittens are provided with food at cleaning time each morning. The amount of food provided should coincide with the cat's weight. Offer wet food to older cats that may have trouble chewing dry food. Flat nosed cats should be fed from shallow pans placed on the floor of the cage.

# **Feeding a Starved Animal:**

Shelter staff must use self-control when nursing starved animals back to good health. The natural tendency is to overfeed the animal because it is thin, but serious consequences will be expected. Re-feeding Syndrome happens when an emaciated "starved" animal is suddenly overfed. Signs of Re-feeding Syndrome are muscle weakness, muscle cramps, heart muscle damage and rhythm irregularities, seizures, red blood cell rupture and respiratory failure 3 to 5 days after the first feeding. A sudden load of carbohydrates in a large meal fed to a starved animal can create serious shifts in potassium and phosphorus concentrations in all body cells and create life-threatening Re-feeding Syndrome.

In each case were animals have body score of 2.5 to 2; they are to be isolated and fed 1/3 the normal amount of food the first evening. Split the next day's feeding in half; feeding ½ in the morning and ½ in the evening. Continue feeding ½ meals, twice per day for the first week. A prolonged lack of food does not "shrink the stomach" but it does make the stomach much more sensitive to stretch receptor nerve impulses. The animal may feel as if full when the stomach has only a small quantity of food in it. The increased sensitivity to gastric expansion will dissipate over 3 to 7 days. Check with a Veterinarian for cases involving dehydration and cruelty.

**Livestock**: Feed according to the nutritional needs of the species.

**Equine:** Horses are to be provided with sufficient roughage to maintain health. Grains maybe added as needed for health. Mineral is to be made accessible as well as a clean source of fresh water. Starved Horses are to be fed per Veterinary guidelines.

Reptiles: see page 2 Rodents and Crickets

Wildlife is rarely kept at the shelter. Check with a Veterinarian for the nutritional needs of each species.

# Feeding guidelines – feed storage:

The shelter is under a "Shelter Feeding" contract with Science Diet. Food is ordered and delivered fresh weekly. The contract includes free adopter bags for adoption animals only. All bags of donated feed are to be used by the public (altered animals only) or other registered rescue agency animals. Never feed or give away moldy or spoiled feeds. Throw all compromised feeds away immediately in the outside dumpster. All feed containers MUST have the lid tightly closed when not in use (see page 9, rule #12 "GDA" INSPECTION RULES).

Any animal food that is stored at the shelter must be stored as follows:

Dry food: If the dry food is in its original package and the package is undamaged and sealed the food may be stored in the food storage areas. Watch for pin holes due to feed pests such as moth beetle larvae. If original package is damaged or unsealed, food bags must be placed in a lidded container or taped closed to seal them. Make sure containers are marked properly indicating what kind of food it holds. Place only one kind of food per container; do not mix different types of feed.

**Canned food** should be kept in an area that is temperature controlled to prevent freezing and heat expansion from breaking the can's seal.

**Hays and other roughages** should be stored off the ground on a pallet. Roughages should be checked before feeding to identify if any molds are present.

**Grains, poultry mashes, and pellet type feeds** are to be off the ground or kept in a barrel with a tight fitting lid.

# AVMA guidelines for euthanasia of live foods:

Rodents and lagomorphs to be fed to reptiles – All live food is to be kept under humane conditions. If the rodent is not euthanized immediately and fed to the reptile, it MUST be provided with an appropriate type of food and water. It is preferred that all live food be humanely euthanized before being fed to avoid injury to the reptile.

- CERVICAL DISLOCATION is a technique used to euthanatize mice, and immature rats and lagomorphs. For mice and rats, the thumb and index finger are placed on either side of the neck at the base of the skull or, alternatively, a rod can be placed at the base of the skull. With the other hand, at the base of the tail or the hind limbs; quickly pull causing separation of the cervical vertebrae from the skull. For immature lagomorphs, the head is held in one hand and the hind limbs in the other. The animal is stretched; the neck is hyper extended and dorsally twisted to separate the first cervical vertebra from the skull.
- Blow to the head—Stunning by a blow to the head is used primarily in small laboratory animals
  with thin craniums. A single sharp blow must be delivered to the central skull bones with sufficient
  force to produce immediate depression of the central nervous system. When properly done,
  consciousness is lost rapidly.

**Crickets and meal worms** fed to reptiles must be provided with a food source and should have a sponge provided within the water dish to prevent drowning. Meal worms may be kept in the refrigerator until ready to feed.

# Georgia Department of Agriculture Animal Protection Section—information sheet Animal Control

(ALL ANIMALS IN SYSTEM MUST BE GIVEN AN IDENTIFICATION NUMBER AND THE DESCRIPTION OF EACH ANIMAL MUST BE RECORDED ON EACH FORM)

# A. Incoming Records

- 1. Files for each animal at the facility and in foster care on inspection. Files must contain the following information:
  - a. Who turned in the animal or agency transfer/adoption information Date, Name, Physical Address, \*Phone Number, \*Drivers License Number or Shelter License Number
    - b. If the animal was abandoned/left at the shelter
    - c. If the animal was born at the shelter
    - d. Physical address where animal was picked up

# B. Outgoing Records

#### Reclaims

a. Document the Name, Physical Address, Date, \*Phone Number, \*Drivers License Number or Shelter License Number of the person reclaiming the animal. The Department recommends asking for personal ID to verify identity.

# 2. Adoptions

a. Document the Name, Physical Address, Date, \*phone Number, \*Drivers License Number or Shelter License Number of the person reclaiming the animal. The Department recommends asking for personal ID to verify identity.

#### Transfers

- a. Can only be made to another licensed animal shelter facility
- b. Verify if facility is licensed
- c. Verify by a signed foster home agreement to prove membership of a humane society, rescue group or animal control.
- d. Documents must be kept in file which must include the Name, Physical Address, Phone Number, Date and Shelter's License Number.

# 4. Escapes/Stolen

- a. ID Number, Date of Escape/Theft
- b. Police report, if applicable

#### 5. Euthanasia

- a. Chamber
  - 1. ID Number & Date of Euthanasia
- b. Veterinarian
  - 1. Veterinarian or Clinic Name & Date of Euthanasia
- c. Injection at shelter\*\*

# 6. Operation Agreement

a. If the licensed county or city government allows the other government to act as an agent for the licensee, there must be a signed agreement. Each governmental entity must have a copy of the signed agreement.

#### 7. Contracting Services

a. Governments are allowed to contract animal control services to any person or group. Each party must have a copy of the signed contract.

# (ALL SHELTERS MUST COMPLY WITH THE TERMS OF THE STERILIZATION ACT §4-14-1 et. al)

- \* These items must be asked for but can be refused.
- \*\* See daily euthanasia sheet, drugs received and drugs returned sheets

#### Animal Intake:

#### Paperwork

When someone brings an animal(s) to leave at the shelter:

Ask the person to place the animal into the appropriate temporary holding kennel or cage. Do not try to take an animal from the holder as this may unsettle the animal and result in a bite or scratch case.

Ask the person the following questions to determine how to fill out the tracking sheet:

# Why are they turning the animal(s) into the shelter?

# Where was the animal found?

- Determine the holding period. How long have they had the animal? 30 days is considered an Owner-turn-in
  - Owner turn-in. No hold, the animal can be evaluated immediately.
  - Stray animals are held three (3) business days.
  - Stray "Owned" animals with traceable ID tags, Rabies tags, Microchips, and tattoos are held five (5) business days.
- Department of Agriculture and Sheltering contract with other counties.
  - Animals brought in from Counties with sheltering contracts must be entered on specific paperwork and filed appropriately.
  - Write at the top of the tracking sheet under impound location.

Scan animal for a Microchip: Initial that you scanned the animal, write the results in the space provided

Complete animal description with accurate color, breed, body features, and collar information. (See animal descriptions page)

# Tag number

Cage location

# Relinquishing of Animals to Lowndes County:

#### Staff:

- a) Write down their NAME, ADDRESS (include city/state/zip), PHONE.
- b) Ask the Rabies control information: "Has this animal bitten or scratched anyone; where is has drawn blood?"
  - ) "NO" have them initial the line
  - ii) "YES" do not initial and fill out a bite report. See animal quarantine procedure.
- c) Date
- d) Tracking number of the animal being taken in at the top.

# Owners:

- a) Check the "I OWN BOX" have them Read and initial.
- b) Sign the signature line.
- c) Initial the Rabies control line.

# Liaisons:

- a) Write owner's information
- b) Write down their NAME, ADDRESS (include city/state/zip), PHONE. Have them initial the Rabies control line.
- c) Sign the signature line

<u>Echols County Animals: Exhibit A- Animal intake form:</u> We have a "contract for services" for Animal Sheltering with Echols County. If an animal comes in from Echols County we must fill-out the Exhibit A form and attach it to a copy of the tracking sheet (remember some Lake Park addresses are located in Echols County). Fill-out the form completely. This is placed in the Echols County Folder, in the Director's box, on top of the small refrigerator, in the front office.

<u>Cage Card</u>: Fill-out completely with: Tracking Number, Tag /Microchip Number, Applicable Dates, Complete Animal description, Cage location.

If the animal is a stray, then move it to the appropriate stray holding room. Place a completed cage card on the cage or kennel and file the paperwork.

If an owner turns in the animal, keep the animal in the Intake Office until the Vet and/or staff can evaluate it. Place the paperwork on the clipboard attached to the cage or kennel where the animal is being temporarily held. Once the animal has been surrendered to the Animal Shelter no information may be released regarding the animal disposition. If the animal is selected for adoption and the owner returns wishing to get their pet back they must complete the regular adoption process and be approved.

The animal should be scanned for a microchip before the animal is moved from the Intake Office. IMPORTANT NOTE: If the person has brought in a litter of puppies or kitten make sure to offer them the form for a free spay or neuter from the Valdosta/Lowndes County Humane Society.

The general condition of each animal should be determined upon the animal's arrival to the Animal Shelter. We should continue to observe the condition of each animal every day. Animals that appear to be sick should never be placed with healthy animals; determine if the animal needs medical attention and notify the Director or The Veterinarian immediately.

If an animal arrives with obvious signs of illness make note of your observations on the animals tracking sheet and cage card. Any one of the following can indicate health problems.

- 1. Ocular (eye) or nasal discharge
- 2. Diarrhea (with or without blood in it)
- 3. Sneezing
- 4. Coughing
- 5. Temperature elevated above 102 degrees
- 6. Bad odor (skin disorder, bad breath, infections, etc.)
- 7. Lethargy
- 8. Body score of 2 or below (see body score chart)
- 9. White gums
- 10. Dehydration
- 11. Parasites: Internal and/or external
- 12. Sores and/or open wounds
- 13. A decreased appetite

Rabies Quarantines protocol: also see page 38 - Bite case form

#### **Domestic Animal to Human**

At times during the intake process, animals will bite and/or scratch the person handling them. Lowndes County Animal Welfare Staff will follow rabies control and prevention guidelines set forth in the Georgia Rabies Control Manual (September 2007, 5th Edition). Lowndes County Rabies Control ordinance calls for all dogs, cats, and ferrets which bite humans to be micro-chipped and registered. Rabies Control regulations do not distinguish between vicious animals and those that do not pose an immediate threat to public safety. Rabies control is about controlling the spread of rabies.

A complete bite report must be filled out and the ten day quarantine (from the day of the incident) will be imposed. It is our policy to quarantine manageable animals with a ten day quarantine period. If the animal is determined to be too dangerous to hold, and the owner has relinquished their rights of ownership; euthanasia and sending a rabies sample for testing is the safest option.

Unvaccinated animals quarantined at the shelter will not be considered for release until the observation period has ended or arrangements have been made to quarantine the pet at the owner's Veterinarian's Office. Vaccinated animals may be home quarantined with a home-quarantine agreement.

All quarantined animals will be checked morning and evening for behavioral changes or symptoms consistent with rabies. If a determination is made that clinical symptoms exist for either mad or dumb rabies staff will notify the Health Department so that a specimen may be prepared.

At the end of all quarantine periods, if no symptoms have been observed, the Rabies Coordinator will release the animals from quarantine and if the animal is owned, contact owners for immediate pick-up. Bite/scratch case follow up includes the victim's notification. Ask how the victim is doing, if the wound is healing.

For a complete set of quarantine protocols follow the published decision trees within the rabies control manual:

Domestic Animal to Domestic Animal

Domestic Animal to Livestock

Wild Animal to Domestic Animal

Wild Animal to Livestock

# Coat descriptions:

Length: Short – hair length of 2 inches or less.

Shaved - a coat that has been groomed.

Medium - hair length of 2.5 inches and up to 4 inches.

Feathered – a mixture of short to long hair lengths in a pattern.

Long - hair length of over 4 inches.

Texture: Straight - no wave

Curly – hair of medium length or longer with a prominent wave or curl

Wirehair - harsh outer coat with a softer under coat.

# Color: Dogs

• Bicolor a dog that has some shade of darker coloration; black or brown and also white.

- Blue/Gray a coat color that is typically a solid grey which can range from light to very dark in shade.
- Brindle a pattern of alternating stripes of red based colors and black based colors.
- Chocolate/Liver/Cinnamon a coat color that is typically brown but is occasionally used to describe a shade of brownish orange or tan.
- Dilution has an effect on a coat color that causes it to become a paler shade Black turns blue / red turns cream
- Grizzle a term used for a wire or longer coated dog that has a broken brindle type color.
- Mask a pattern in which the muzzle and perhaps as far back as the ears are pigmented by a darker color.
- Merle/Dappling (Dachshund) a pattern over white areas and consists of patches of medium color with darker spots (blue/black or Tan/Choc) or lacey white markings over a black or red coat as in a Dappled Dachshund.
- Red a coat color that is typically dark brown to deep mahogany red.
- Tan/Fawn/Buckskin/Wheaten a diluted red pigment, medium or lighter color. Wheaten is a color specific to the wirehair coat
- Crème/Yellow/Lemon without red pigment; diluted yellow color.
- Smoke a color of dark guard hairs with a lighter under coat
- Roan a pattern of intermingled white and colored hairs on some part of the body
- Ticked a pattern of many small pigmented spots on a white or roan background
- Tricolor a combination shade of black/brown/white; may be diluted to blue/crème/white, Choc/tan/white.
- Sable/Boar a two tone hair pattern with a dark colored tip on individual hairs.
- . Salt & Pepper characterized by banded hair, and may be any shade of grey; as in Schnauzers
- Tan Pointed can be used to describe a Black/Tan type color pattern as seen in Rottweiler's, and Hounds.

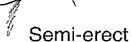
#### Color: Cats

- Solid White, black, grey, brown.
- Bi-colored two solid colors.
  - o Tuxedo Bi-colored with a distinctive pattern of white on the feet and chest.
- Tabby This is the most common coat pattern in the wild and it has four varieties: striped (Mackerel), blotched (marbled), spotted, and ticked (agouti).
  - o Brown tabby any coat with tan base
    - Dilute diluted brown base tabby. Appears blue and crème
  - o Orange tabby a darker orange tabby pattern over a lighter orange base
    - Dilute buff in color, stripes may appear vary light
  - Silver tabby any coat with gray base
  - o Torbi a two tone tabby pattern with orange tabby and brown tabby.
    - Dilute form is a Blue/Crème torbi pattern
- Tortoiseshell A consistent mix of orange and black (or their diluted versions of cream and blue) creates this unique coat pattern that appears to look like a Tortoise's shell. Also may be combined with white.
- Calico The tricolor pattern comes in white, black and orange, or their diluted versions of cream and blue. The larger patched pattern is known as calico.
- Colorpoint In this pattern, the face, paws and tail (tips/points) are of a darker color than the rest of the body. This pattern is actually temperature-related the cooler parts of the body develop a darker color.
  - Lynx a tabby-pointed coat
  - o Torti Orange/Black -pointed coat
    - Dilute form is Blue/Crème torti pointed
  - Torbi Tortoiseshell pointed orange tabby and brown tabby
    - Dilute form is Blue/Crème torbi pattern pointed
  - Smoked Most of the hair is dark, with a light undercoat that shows through as the cat is moving.
  - **Tipped** only the tips of the hair are dark. This gives the effect of the Chinchilla coat, where the cat appears almost white, with an all over silvery shimmer.
  - Shaded Roughly half of the hair is light and half is dark.

#### Ears:

Four general types are:

- Semi-Erect: Ear folds over at the tip.
- Tulip/Erect: Ear stands and held erect.
- Cropped: Ear has been cut to shape.
- Drooping: Ear hangs from the head.





Cropped



# Tail length:

- Long tail: Naturally long tail length of any shape.
- Short: Naturally short tail length as seen in some working, herding, toy, and hunting breeds. ¾ and ½ tails are included.
- **Docked**: A tail portion that has been removed through surgical or natural amputation. Usually a bare or scared end is present.

# Lost pet protocol:

Avoiding theft by deception of animals within our control is of the highest priority. Never allow community service or the general public to photograph animals in the stray and isolation rooms. Gather as much information about lost pets as possible. Ask specific questions about the circumstances and the animal's description if the person seems unsure of all of the details.

When someone comes to the animal shelter to look for their lost pet the following protocol will be followed:

- 1. If this is their first time looking, ask them to complete an identification card. Be as detailed in the descriptions as possible. Good color photos are their best chance for a positive ID.
- 2. Take the person to the room where their pet would be housed. Remember to look in all areas as their pet may not have been moved into general housing.
- 3. If the animal is located, return to the front office with the cage card to complete the necessary paper work and collect payment for reclaiming the animal. After all fees are paid and all paperwork is completed the animal owner may retrieve their animal. The animal must be taken out of the animal shelter through Intake. Never bring animals through the front office area as there may be other customers present.
- 4. If the animal is not located, place the identification card on the lost board. Advise the person that unfortunately we are not able to check the board regularly and that they need to keep checking with us to locate their pet.

# Reclaiming fees and paperwork: Owners and liaisons with the owner's permission may reclaim animals.

Current impound and boarding fees can be found in Section 9 Administrative service fees. Make sure the owner has some form of ID. Check for previous impounds under the owner's drivers license.

Tracking Sheet: Staff member to fill out reclaim information at the bottom of the tracking sheet:

- 1. Check "Reclaim" box
- 2. Date of reclaim
- 3. Name/ physical address/ phone number of owner
- 4. Driver's license and date of birth of owner
- 5. Receipt number
- 6. Staff member's initials
- 7. Date the animal is leaving the shelter.

Voucher: Vouchers for services rendered by Vet: White copy to owner/Yellow on tracking sheet

- 1. Date
- 2. Tracking number
- 3. Species box
- 4. Gender box
- 5. Breed and color
- 6. Size of animal
- 7. Hair coat length
- 8. Check box in Services to be given by Veterinarian
- 9. Rabies Vaccinations all dogs and cats must have a current vaccination.
- 10. Write the total amount for the voucher
- 11. Cross out other services box unless required.
- 12. Write owner's information
- 13. Have owner sign bottom
- 14. Staff member signs bottom

# Receipt: Staff member fills out receipt for reclaim fees:

- 1. Date
- 2. Received From: Name/ physical address/ phone number
- Mark payment method. We only accept checks from Lowndes County. You must initial the check.
- 4. Write Amount paid at the TOTAL line.
- 5. Check Fees collected for box: Reclaim
- 6. check species box
- 7. tracking number
- 8. Breed, age, color
- 9. Sign your name at the bottom as the staff member making the receipt.
- 10. Put microchip sticker on pink copy if receiving a microchip
- 11. Give the date animal will leave the shelter.
- 12. White copy is given to the owner.
- 13. Yellow copy goes with the owner's money into a bank bag and put in safe.

# **County and City Ordinances**

#### Owner:

Sign and date the Ordinance

# Staff member:

Sign and date the Ordinance

# **Evaluations for adoption:**

Unfortunately many of the stray animals brought to the shelter never find their way back to their owners. In this case after the proper holding time, animals may be evaluated for adoption or rescue. Animals found to be physically or behaviorally unsound will be evaluated for rescue or euthanasia.

The evaluation process should progress in the following manner with the least expensive items checked first.

- 1. Temperament During the holding period many animals can be assessed for dominance and aggressive behaviors. If the pet has been turned in by its owner you can groom it to assess aggressive tendencies.
- 2. Nail trimming, bathing, and cleaning the ears are best performed first to find any behavioral and skin health issues.
- 3. Dogs and cats are tested for other health issues such as heartworms and Feline leukemia after they pass the temperament test. Dogs 6 months of age are tested for heartworms, all cats are tested for Felv/Fiv.
- 4. De-worming and Vaccinations are given to healthy adoptable animals. Animals running a temperature of over 102°F are not to be vaccinated and will be monitored for possible health issues by the Veterinarian.

#### De-worming and Vaccinations:

The shelter Veterinarian will set a de-worming and vaccination schedule according to present disease trends.

# Common Canine diseases controlled through vaccination:

Distemper - an airborne viral disease of the lungs, intestines and brain.

Hepatitis - a viral disease of the liver.

Leptospirosis - a bacterial disease of the urinary system.

Parainfluenza - infectious bronchitis.

Bordetella - a bacterial infection (kennel cough)

Parvovirus - a viral disease of the intestines.

Corona - a viral disease of the intestines.

Rabies - a viral disease that attacks the Central Nervous System - fatal to all animals.

#### Common Feline diseases controlled through vaccination:

FVRCP -- Feline Viral Rhinotracheitis and Calicivirus - viral diseases of the eyes, nose and throat (upper respiratory infection) plus Panleukopenia a viral disease of the blood and intestines (feline distemper or infectious enteritis). Cats 13 weeks or older that have not been vaccinated should have an initial vaccine then a booster in 2 to 4 weeks.

FeLV -- Feline Leukemia - a viral disease that impairs immunity. Usually fatal. Cats not previously vaccinated need the two injection series (only if pretest is negative).

Rabies -- a viral disease that attacks the Central Nervous System - fatal to all animals.

#### De-wormers recommended for use at the shelter:

Pyrantel Pamoate liquid- 50mg - Round worms and Hook worms. 1cc per 10 pounds, 1/2cc per 5 pounds.

Worm-Out tablets - 100mg Praziquantel and 450mg Oxibendazole:

Praziquantel - Tape worms. Oxibendazole - Round worms, Hook worms and whip worms.

1 tab per 44 pounds, ½ tab per 22 lbs, ¼ tab per 11lbs, 1/8 tab per 5.5 lbs.

# Adoption, Rescue, and Fostering.

One of our highest priorities is having as many animals leave the shelter alive as possible. To achieve this we must insure adoptable animals are healthy and well-adjusted before being placed into the adoption program. Animals in less than ideal condition should be placed through a rescue as soon as possible.

As in all aspects of shelter operations, acquisition of animals by Animal Welfare staff can be viewed by the public as an impropriety. It is the view of the Lowndes County administration that adoption and fostering of animals by employees should be avoided; consequently adoptions and fostering may be allowed under special circumstances only. All requests will be forwarded to the County Manager for approval.

# Adoptions- assisting customers:

We should assist the adopter with questions about the animals to avoid placing an animal into a home that may return the pet due to a "bad match".

- Each person should be greeted as they enter the shelter.
- Ask if they have visited before. Give them a brochure if it is their first time.
- Ask them to sign-in the register sheet. Make sure they include Date, Phone, and Number in Party.
- Staff members should answer any questions and explain the adoption process and what our fees include.
- If possible, have a Volunteer take the party to the adoption area so they can answer any questions and assist with the getting acquainted process.
- If an owner finds their animal in the adoption room before 5 business days are up; the owner may either adopt or reclaim their pet with fees.

# Dog Get Aquatinted Room:

Dogs in the adoption rooms may be taken to the Dog "Get Aquatinted" Room or to the fenced Dog Walk Area.

- First shut the door to the adoption room to prevent escape.
- Isolate the dog from its kennel mates to prevent escape of several dogs.
- Leash the dog if going outside or a larger dog going to the "Get Acquainted Room".
- Puppies maybe carried into the "Get Acquainted Room". No puppies less than 12 weeks allowed outside in the run area to protect puppies from picking up deadly internal parasites and diseases.
- Only one pen of dogs maybe taken out and let run or put into the "Get Acquainted Room" at a time. Do
  not allow blending of pens to prevent disease cross contamination between pens.
- Clean and sanitize the "Get Acquainted Room" between dogs of different pens.

Cats in the adoption room may be removed from their cage provided an employee or volunteer is present. This will allow the potential adopter to get acquainted with the cat.

- Close cat room door.
- Open the cage and greet the cat to see if it is frightened. Frightened cats may be petted in their cages instead of being picked-up.
- Avoid scratch cases; always hand the cat to an adult. Cats react differently to children and may jump out
  of a child's arms. All scratch case cats must be held for 10 days.

If an animal is selected for adoption the animal should remain in its cage or kennel.

It is important to remember to ask the potential adopter a few important questions before you begin the paperwork.

Do you rent?

Do you live locally? – We accept money orders, cashiers, traveler's checks or credit/debit cards from non-residents. We do not accept cash or checks.

Do you have e-mail? – Shelter Care Insurance is sent through e-mail.

# Adoption Paperwork:

# Adoption Application:

# Adopter:

- 1. Fills out front with family information.
- 2. Initials each line on the back stating they understand the animal's warranty limitations.
- 3. Signs the bottom Adopter's signature that they have read and understand the conditions of the contract.

#### Staff:

- 1. Fill in the bottom half of the backside of the adoption contract with the animal's information.
- 2. Sign and date the bottom half of the backside of the adoption contract.

# Tracking Sheet:

Staff member fills out adoption information at the bottom of the tracking sheet:

- 1. Check "Adoption" box
- 2. Date
- 3. Name/ physical address/ phone number of adopter
- 4. Driver's license and date of birth of adopter
- 5. E-mail address of adopter if available
- 6. Emergency contact name and phone number for microchip.
- 7. Microchip number of animal
- 8. Receipt number
- 9. Staff member's initials
- 10. Date the animal is leaving the shelter.

**Voucher:** Vouchers for services rendered by Vet: White copy to Vet goes in folder/Yellow on tracking sheet (prices may change please use current pricing schedules)

- 1. Date
- 2. Tracking number
- 3. Species box
- Gender box
- 5. Breed and color
- 6. Size of animal at time of adoption
- 7. Hair coat length
- 8. Services to be given by Veterinarian:
- 9. Examination: all adopted cats and dogs
- Rabies Vaccination: (if less than 12 weeks a separate dated rabies voucher) all cats and dogs
- 11. Spay or Neuter
- 12. Write the total amount for the voucher
- 13. Cross out other services box unless required.
- 14. Write owner's information
- 15. Have owner sign bottom
- 16. Staff member signs bottom

# Receipt - Staff member fills out receipt for adoption fees:

- 1. Date
- 2. Received From: Name/ physical address/ phone number
- 3. Mark payment method. We only accept checks from Lowndes County. You must initial the check. Credit/debit cards must be called into the finance department during normal business hours.
- 4. Write Amount paid at the TOTAL line.
- 5. Check Fees collected for box: Adoption
- 6. Animal's information:
- 7. check species box
- 8. tracking number
- 9. Breed, age, color
- 10. Sign your name at the bottom as the staff member making the receipt.
- 11. Put microchip sticker on pink copy
- 12. Give the date animal will leave the shelter.
- 13. White copy is given to the Adopter
- 14. Yellow copy goes with the adoption payment into a bank bag and put in safe.

# Surgery notice and map:

Veterinary Statement /directions to Veterinary Care Signed on each line of statement by adopter. Date of surgery by staff member.

# County and City Ordinances for local adopters/Shelter Care Insurance please read list for new adopters:

Adopter:

Sign and date the Ordinance

Staff member:

Sign and date the Ordinance

Read the adopter the Shelter Care insurance check list

Sign and date the Shelter Care insurance check list.

- Once the adoption is finished microchip the animal to avoid confusion with similar animals.
- Enter the tracking sheet with the adopter's information into the **PetPoint data base** system to activate the Shelter Care Insurance.(see entering PetPoint Data)
- Enter Adoption information on the Dept. of Ag "OUT" side for animal's disposition
- Animals that need to be spay/neutered will need to be counted at the end of the day. Veterinary Care will
  need this number to know how many are coming for surgery.
- Place the animal's **Voucher for surgery in the** next business day's **folder in the Tech room**. The person bathing animals for surgery needs to know who, and where the animals are located.
- Adoption animals to be altered will need to have their food and water pulled after the evening meal in preparation for surgery the next day.

If the animal is already spayed or neutered they can go home the same day. Don't forget to microchip them before they leave.

Lowndes County Animal Welfare has adopted the following guidelines. These guidelines have been derived from various sources such as the Georgia Department of Agriculture, the American Veterinary Medical Association, and the Humane Society of the United States. The guidelines regarding euthanasia methods apply mainly to dogs and cats, if other types of animals are to be euthanized and you are unsure of a safe or humane method check with a the Director or the Veterinarian.

Our responsibility as animal caretakers is to provide the most humane death as possible when euthanasia is necessary. The term "euthanasia" is derived from Greek, meaning "good death." in order to be considered humane; every euthanasia technique must be as painless as possible and result in a rapid unconsciousness, followed by cardiac or respiratory arrest, and ultimately death.

# **GDA - Euthanasia Guidelines**

- § 4-11-5.1. (For effective date, see note.) Euthanasia of dogs and cats by animal shelters or facilities operated for collection of stray, neglected, abandoned, or unwanted animals
- (a) Except as provided in subsection (b) of this Code section, the use of sodium pentobarbital or a derivative of it shall be the exclusive method for euthanasia of dogs and cats by animal shelters or other facilities which are operated for the collection and care of stray, neglected, abandoned, or unwanted animals. A lethal solution shall be used in the following order of preference:
  - (1) Intravenous injection by hypodermic needle;
  - (2) Intraperitoneal injection by hypodermic needle; or
  - (3) If the dog or cat is unconscious, intracardial injection by hypodermic needle.
- (b) Notwithstanding subsection (a) of this Code section, any substance which is clinically proven to be as humane as sodium pentobarbital and which has been officially recognized as such by the American Veterinary Medical Association may be used in lieu of sodium pentobarbital to perform euthanasia on dogs and cats, but succinylcholine chloride, curare, curariform mixtures, or any substance which acts as a neuromuscular blocking agent may not be used on a dog or cat in lieu of sodium pentobarbital for euthanasia purposes.
- (c) In addition to the exception provided for in subsection (b) of this Code section, in cases of extraordinary circumstance where the dog or cat poses an extreme risk or danger to the veterinarian, physician, or lay person performing euthanasia, such person shall be allowed the use of any other substance or procedure that is humane to perform euthanasia on such dangerous dog or cat.
- (d) Under no circumstance shall a chamber using commercially bottled carbon monoxide gas or other lethal gas or a chamber which causes a change in body oxygen by means of altering atmospheric pressure or which is connected to an internal combustion engine and uses the engine exhaust for euthanasia purposes be permitted.
- (e) A dog or cat may be tranquilized with an approved and humane substance before euthanasia is performed.
- (f) Euthanasia shall be performed by a licensed veterinarian or physician or a lay person who is properly trained in the proper and humane use of a method of euthanasia. Such lay person shall perform euthanasia under supervision of a licensed veterinarian or physician. This shall not be construed so as to require that a veterinarian or physician be present at the time euthanasia is performed.
- (g) No dog or cat may be left unattended between the time euthanasia procedures are first begun and the time death occurs, nor may its body be disposed of until death is confirmed by a qualified person.
- (h) The supervising veterinarian or physician shall be subject to all record-keeping requirements and inspection requirements of the State Board of Pharmacy pertaining to sodium pentobarbital and other drugs authorized under subsection (b) of this Code section and may limit the quantity of possession of sodium pentobarbital and other drugs authorized to ensure compliance with the provisions of this Code section.

HISTORY: Code 1981, § 4-11-5.1, enacted by Ga. L. 1990, p. 1686, § 1; Ga. L. 2010, p. 164, § 1/HB 788.

# EUTHANASIA S.O.P.

There is to be no cell phone use and no unauthorized personnel present during the euthanasia process. As per law, no uncertified person shall perform euthanasia without a Veterinarian being present. Your name must appear on the approved layperson list as directed by the Department of Agriculture.

#### Pulling Paperwork:

Tracking sheets are to be pulled only after all supporting data is met: Dates are correct, notes are read, bites followed-up, no other holds are pending such as HOLD FOR FINDER, OWNER WILL RECLAIM, HOLD FOR COURT.

# **Pulling animals:**

- 1. After checking the tracking sheet for items listed under "Pulling Paperwork" Take tracking sheet; place it in your pocket to protect it from damage.
- 2. Locate animal by looking for the tag number and description matching the cage card.
- 3. Pull the cage card.
- 4. Pull the animal.
- 5. Give tracking sheet and cage card to person who is to euthanize for ID and hold date conformation.

#### **Euthanizing:**

Each bottle and page has a sequential number and must be recorded. (See page 5 of 7 rule for REGULATED DRUGS STORAGE (B)(2)). You must note the beginning amount of euthanasia solution is correct and recorded at the top of the log before you begin. You must note the ending amount of euthanasia solution is correct before you finish. If the amount of euthanasia solution is not correct at any time during the euthanasia process, notify the Director or Dr. Thornhill immediately.

- 1. By law every animal must be scanned for a microchip before euthanasia. This can be done in the press cage for feral cats and small dogs that bite.
- 2. A positive ID must be made before euthanasia can begin.
- 3. Weigh the animal to calculate the appropriate amount of euthanasia solution. Write the weight of the animal in whole numbers only no fractions of a pound. You may include a < (less than sign) in front of 1 pound to indicate new born animal weights.
- 4. The person who is injecting is the person who pulls and records the euthanasia solution amounts.
  - a. Euthanasia solution amounts for euthanasia are: (IV) 1cc per 10lbs (IP) 3cc per 10lbs (IC) 1cc per 10lbs i.An animal weighing 1 to 5 pounds is given .5cc (IV), 1.5cc (IP) to euthanize
    - ii. An animal weighing 6 to 10 pounds is given 1cc(IV), 3cc (IP) to euthanize
    - iii. An animal weighing 11 to 15 pounds is given 1.5cc(IV), 4.5cc (IP) to euthanize
    - iv. (IP) injections can be given to fractious animals to calm them. Generally the same amount given (IV) can be given as an (IP) injection to calm the animal and make it easier to handle. It may take 5 to 10 minutes.
  - b. The person injecting writes all of the information on the log except where the witness signs.
    - Write your first method and amount pulled on the euthanasia log. If you need more to complete the euthanasia; write the second method and amount pulled. You may split the method cell and additional amount cell if you use a third method and/or amount.
  - d. The ending amount column is used to keep track of the amount remaining for the bottle after each animal is euthanized.
  - e. If you are using more than usual amounts to euthanize an animal you must make a note of your actions.
  - f. Injected animals may not be left alone until a qualified staff member confirms its death.
- 5. You must make sure you sign the log and the witness signs the log.

#### Witnessing:

- 1. If you are holding the animal, you are the witness.
- 2. The witness is responsible for cross checking all information and signing the log with their name on the witness line for on each individual animal or sign the first line, the last line, and a "signed line" between the two signatures.
- 3. All documents must match.
- 4. Cage card is to be stapled to the tracking sheet.

#### Corrections:

- 1. If you make any corrections to the log, draw a single line through it and initial. NO WHITE OUT ON ANY DOCUMENTS.
- 2. If you waste any amount of euthanasia solution by spill or spray. Write down the amount on the next line of the log and notify the Director, or the Veterinarian.
- 3. If your euthanasia solution amount is incorrect at the end of your session, bring the log and all papers to the Director for sign-off. You may be required to write a statement.

# Security:

It is everyone's duty to maintain security of the Tech-room and safe at all times. After confirmation of the correct amount of euthanasia solution it is to be placed back into the safe, the door closed, the latch pulled down, and the safe tumbler turned forward and backward to lock it securely.

#### Guidelines for Lethal Injection

IMPORTANT: The Tech Room area must always remain clean, unobstructed, and most of all, secure. By law any euthanasia solution and or DEA schedule III and IV drugs must be kept under double lock and key. Within the Tech room area we also store medications, microchips, needles, syringes, medical equipment and testing supplies. Your complete attention is required during the euthanasia process NO cell phone use and NO unauthorized personnel are allowed.

#### Safety Issues

- 1. Any type of euthanasia solution is a potentially lethal drug.
- 2. All needles should remain capped unless in use.
- 3. Never recap a dirty needle. Use hemostats to remove from syringe. In order to meet necessary requirements for the disposal of hazardous waste, all used needles will be placed in the "sharps" container.
- 4. All used syringes will be washed in the Tech Room and placed on towels to dry. NEVER place uncapped needle/syringe sets in the sink.
- 5. Absolutely no horseplay or aggressive behaviors will be tolerated in the Tech Room. Everyone is expected to conduct themselves in a professional manner at all times. Video recordings when in use will be monitored.
- 6. All floors and work areas will be kept clean, clear of clutter and standing water at all times.
- 7. To ensure staff safety, a pole syringes may be used on wild animals in traps to administer sedatives.
- 8. Animals that are difficult to handle will be restrained either physically or chemically to insure staff safety. Safety restraints include, but are not limited to, muzzles, capture poles, squeeze cages, nets, towels or manual restraint. Chemical restraint in the form of a sedative may be administered at the discretion of the shelter staff or veterinarian.

#### Management of Controlled substances

- 1. Any controlled substance by law must be kept locked in the shelter's safe and Tech Room must be LOCKED when not in use. THERE ARE NO EXCEPTIONS.
- 2. Never leave Euthanasia solutions or other controlled substances unattended. A strict accounting of all controlled substances must be maintained on the GDA approved euthanasia log.
- 3. Euthanasia solution bottle number and amounts are tracked on the euthanasia log. The person who takes the controlled substance out of the safe is the person who is in charge of its security and accounting.

#### Location

Animal euthanasia should mainly be performed in the Tech room. Under extreme circumstances where the animal poses a threat to your safety if moved, IP injection may be used to sedate the animal with final euthanasia carried out within the same area. Livestock may be euthanized in other secure areas. Dogs with extreme health issues and or injuries may be euthanized on the Animal Control truck.

#### Staffing

At least two staff members must be present during euthanasia or at least one staff member and the shelter veterinarian. Contact the shelter veterinarian if euthanasia is required after hours for an injured animal. If the vet cannot be reached please contact the shelter Director.

# **Duties**

- 1. Prior to beginning euthanasia duties, the staff will ensure that the euthanasia room is set up and all supplies are in place and readily available for use.
- 2. See Euthanasia SOP
- 3. At the end of euthanasia duties, all used syringes will be washed in the sink of the Tech Room and placed on a clean towel to dry. The Tech Room will be properly and thoroughly cleaned and disinfected after every use. Staff should inventory supplies and equipment should there be a need to restock.

Sedation: see Euthanasia SOP page 3 of 7: 4., a., iv.

# Verification of Death

Death must be verified on each animal prior to removal from the euthanasia area. Death is verified after the animal is believed to be dead by lack of all the following:

- Heartbeat (no palpable pulse)
- Respiration is not visible.
- Corneal Reflex (pupils fixed and dilated) no blink response when cornea is pressed.

# EUTHANASIA REQUIREMENTS / INFORMATION SHEET GEORGIA DEPARTMENT OF AGRICULTURE [HEREINAFTER "GDA"] ANIMAL PROTECTION SECTION 404-656-4914 OR 1-800-282-5852 EXT. 4914 FAX 404-463-8195 THE TERM "PET" IS USED AS DEFINED IN THE GDA ANIMAL PROTECTION RULES 40-13-13-.01

#### \*REGULATED DRUGS STORAGE:

- (A) ESTABLISHMENT MUST HAVE A CURRENT D.E.A. LICENSE THAT CONTAINS THE FOLLOWING INFORMATION:
  - (1) LICENSED VETERINARIANS NAME:
  - (2) LICENSED ESTABLISHMENTS PHYSICAL ADDRESS.
- (B) REGULATED DRUG STORAGE MUST COMPLY WITH THE FOLLOWING:
  - (1) APPROVED BY ANIMAL PROTECTION INSPECTOR:
  - (2) EACH BOTTLE OF REGULATED DRUGS MUST BE GIVEN AN I.D., #.

#### \*DRUGS RECEIVED & DRUGS RETURNED:

(A) THE ESTABLISHMENT MUST USE THE GDA APPROVED DRUGS RECEIVED & DRUGS RETURNED FORMS.

#### \*CERTIFICATION OF LAY PERSON PERFORMING EUTHANASIA:

- (A) EUTHANASIA CERTIFICATION LETTER MUST CONTAIN THE FOLLOWING INFORMATION:
  - (1) NAME OF EACH LAY PERSON THAT IS CERTIFIED TO PERFORM EUTHANASIA;
  - (2) LIST THE METHODS OF EUTHANASIA EACH LAY PERSON IS CERTIFIED TO PERFORM:
  - (3) SIGNATURE OF THE VETERINARIAN THAT CERTIFIED EACH LAY PERSON [ALSO PRINT THE NAME].
- (B) EACH NEW EUTHANASIA CERTIFICATION LETTER SUPERSEDES THE PREVIOUS LETTER. THE EUTHANASIA CERTIFICATION LETTER MUST BE KEPT ON FILE AT THE GDA LICENSED ESTABLISHMENT AND A COPY FAXED / MAILED TO THE GDA ANIMAL PROTECTION OFFICE.

#### \*LAY PERSON PERFORMING EUTHANASIA BY INJECTION:

- (A) DAILY USAGE OF REGULATED DRUGS MUST BE RECORDED ON A GDA APPROVED FORM:
- (1) THE REQUIRED INFORMATION MUST BE ENTERED IN EACH CATEGORY ON THE DAILY USAGE OF REGULATED DRUGS FORM [SEE THE GDA APPROVED FORM AND EXAMPLE FORM].
- (B) SIGNATURE REQUIRED FOR LAY PERSON AND WITNESS NO INITIALS:
- (1) IF A CONNECTING LINE IS USED FOR THE SIGNATURE THERE MUST BE A SIGNATURE ABOVE THE LINE, BELOW THE LINE AND ON THE CONNECTING LINE.
- (C) REQUIREMENTS FOR THE DAILY USAGE OF REGULATED DRUGS FORM:
  - (1) A SEPARATE FORM MUST BE USED FOR EACH TYPE OF REGULATED DRUG;
  - (2) IF MORE THAN ONE BOTTLE OF THE SAME DRUG IS IN USE, EACH BOTTLE MUST HAVE A FORM;
  - (3) A NEW FORM IS STARTED EACH DAY FOR A OPEN IN USE BOTTLE OR NEW UN OPENED BOTTLE;
- (4) THE DAILY DRUG USAGE FORM MUST BE CLOSED OUT AT THE END OF EACH BOTTLE AND A NEW FORM STARTED FOR THE NEW BOTTLE;
- (5) IF THERE IS A OVER OR UNDER AMOUNT AT THE END OF THE BOTTLE, THE AMOUNT MUST BE RECORDED ON THE DAILY DRUG USAGE FORM.

ALL ESTABLISHMENTS MUST COMPLY WITH ALL APPLICABLE EUTHANASIA REQUIREMENTS IN THE GEORGIA ANIMAL PROTECTION ACT, O.C.G.A. § 4-11-1, ET SEQ. AND THE ANIMAL PROTECTION RULES (CHAPTER 40-13-13).

<sup>\*</sup>ALL INFORMATION MUST BE RECORDED ON GDA APPROVED FORMS

# **GDA Records Retention**

Citation: Rule 40-13-13-.04(h) Premise Requirements and Performance Standards.

Rule 40-13-13-.04(h)

(h) Record keeping: Complete and accurate records must be maintained reflecting all acquisitions, purchases, sales, releases, natural additions, exchanges, adoptions, custodial care, and health records of all animals. Retail sale records for fish, rodents, and invertebrates are exempt from record keeping requirement. These records must be maintained for a *period of twelve months* and must be made available to the Commissioner or his authorized representative upon request. In addition, records for dogs, cats, birds, and equine shall include, but are not limited to, name, address, and phone number of individual(s) involved in the transaction, date of transaction or activity, type and number of animals, and Georgia Department of Agriculture animal protection/ stable license number, if applicable.

Regulating Agency: Commissioner of Agriculture.

Requirement: To keep complete and accurate records of acquisitions, purchases, sales, releases, natural

additions, exchanges, adoptions, custodial care, and health records of all animals.

Persons Affected: All stables, animal shelters, kennels, and pet dealers.

Retention Period: A period of one year.

Related Code Sections: O.C.G.A. Sections 4-10-1 and 4-11-1 and the sections following.

Citation: Rule 40-13-13-.08(12) Euthanasia.

Rule 40-13-13-.08(12)

(12) Euthanasia records shall be maintained for a *period of one (1) year* and shall be made available to the Commissioner of Agriculture or his duly authorized representative for inspection upon request.

**Regulating Agency:** Commissioner of Agriculture and the State Board of Pharmacy.

**Requirement:** To keep and maintain records signed by the person performing euthanasia and the witness on forms approved by the Georgia Department of Agriculture and the State Board of Pharmacy.

**Persons Affected:** Animal shelters or other facilities which are operated for the collection and care of stray, neglected, abandoned, or unwanted animals and the supervising veterinarians of such shelters or facilities.

**Retention Period:** A period of one (1) year.

**Related Code Sections:** O.C.G.A. Section 4-11-1 and the sections following.

No records are to be destroyed without first recording the following information:

- 1. Type of record
- 2. Date range From mm/dd/yy to mm/dd/yy
- 3. Number range from no. \_\_\_\_\_ to no. \_\_\_\_
- 4. Any other important information or notes.

# MANDATORY NOTIFICATION & LICENSE INFORMATION GEORGIA DEPARTMENT OF AGRICULTURE [HEREINAFTER "GDA"] ANIMAL PROTECTION SECTION 404-656-4914 OR 1-800-282-5852 EXT. 4914 - www.agr.georgia.gov

THE TERM "PET" IS USED AS DEFINED IN THE GDA ANIMAL PROTECTION RULES 40-13-13-.01 LICENSE RENEWAL IS THE ESTABLISHMENTS RESPONSIBILITY. PLEASE BE AWARE OF THE EXPIRATION DATE ON THE LICENSE. FOR A RENEWAL APPLICATION GO TO THE ABOVE WEB SITE OR CALL ONE OF THE ABOVE PHONE NUMBERS. FOR LICENSE & EXPIRED LICENSE INFORMATION READ ANIMAL PROTECTION RULE 40-13-13-.02 AND BIRD DEALER LICENSING RULE 40-13-12-.02. FOR A COPY OF THE ANIMAL PROTECTION RULES 40-13-13 AND THE BIRD DEALER LICENSING RULES 40-13-12 GO TO THE ABOVE WEB SITE.

THE GA. DEPT. OF AGRICULTURE MUST BE NOTIFIED IMMEDIATELY ABOUT THE FOLLOWING: PLEASE CALL 404-656-4914 OR 1-800-282-5852 EXT. 4914

- (1) IF FOR ANY REASON A LICENSED ESTABLISHMENT NEEDS ASSISTANCE IN ORDER TO PROVIDE THEIR PET(S) WITH HUMANE CARE [FOOD, WATER, SHELTER, SANITARY ENVIRONMENT, ADEQUATE TEMPERATURE CONTROL & VENTILATION FOR INDOOR HOUSING, ETC.];
- (2) ANY CLINICAL DIAGNOSIS, LABORATORY CONFIRMATION OR CLINICAL SIGNS OF ANY REPORTABLE DISEASE [ALL ESTABLISHMENTS MUST HAVE A REPORTABLE DISEASE LIST];
  - (3) ANY QUESTIONS ABOUT MAINTAINING COMPLETE AND ACCURATE RECORDS;
  - (4) ANY CHANGE IN THE PHONE NUMBER;
  - (5) ANY CHANGE IN THE MAILING ADDRESS;
  - (6) PRIOR TO ANY CHANGE IN THE PHYSICAL ADDRESS;
  - (7) PRIOR TO ANY CHANGE OF OWNERSHIP;
- (8) ANY TIME AN ESTABLISHMENT ADDS AN ADDITIONAL PET LOCATION [THIS INCLUDES FLEA MARKETS, MOBILE GROOMING VEHICLES, ETC.];
- (9) IF THE GEORGIA DEPARTMENT OF AGRICULTURE LICENSE RENEWAL APPLICATION IS NOT RECEIVED PRIOR TO THE EXPIRATION DATE ON THE FRONT OF THE LICENSE;
- \*(10) ANY ADDITION OR DELETION OF A LAY PERSON ON THE EUTHANASIA CERTIFICATION LETTER [FAX OR MAIL A COPY OF THE NEW CERTIFICATION LETTER];
- \*(11) ANY ADDITION OR DELETION OF A LICENSED ANIMAL SHELTER FOSTER HOME [FOR AN ADDITION FAX OR MAIL A COPY OF THE FOSTER HOME AGREEMENT, CURRENT INSPECTION REPORT AND CURRENT PET INVENTORY TOTAL BY PET TYPE].

\*THIS INFORMATION MUST BE FAXED OR MAILED

TO THE GEORGIA DEPARTMENT OF AGRICULTURE \*[FAX # 404-463-8195]

\*MAIL TO:

GEORGIA DEPARTMENT OF AGRICULTURE 19 M.L. KING, JR. DR. ANIMAL PROTECTION – ROOM 122 ATLANTA, GA. 30334 GENERAL FIELD POLICIES - ANIMAL CONTROL - based on Fulton and Cobb County policies.

#### Regular Service Call Hours

Regular business hours for in-field ANIMAL CONTROL service requests shall be 8:00 am to 5:00 pm Monday through Sunday. If the animal control evening shift is initiated, calls will be forwarded after 4:30pm to 911 dispatch and worked until 9:00pm. On-call after hours emergencies are handled during the remaining hours on a priority basis.

# RESPONDING TO SERVICE CALLS

# **Priority Response List**

Officers cannot be in multiple places at once, and service requests often outnumber the availability of responding officers. Because some calls for services pose a greater risk of injury to animals, people or property, the notion that calls are handled in the order received does not apply. This information should be explained to callers so that they do not draw unreasonable inferences or conclusions, or hold the agency to unwarranted expectations. The key is to educate and inform. The following are guidelines of the priority of calls for service. They may be altered by the individual officer but only if good judgment and adequate justification warrants it. The greater the risk, the higher the priority the call should take. As a general rule, the priority of calls is as follows:

- 1. Dog bites and vicious animal attacks.
- 2. Sick/injured or animals.
- 3. High priority Cruelty/neglect cases.
- 4. Police, Sheriff, and Fire Department emergency calls.
- 5. Quarantine violations.
- 6. Lesser priority Cruelty/neglect cases and abandoned animals.
- 7. Non-vicious animals posing a hazard to themselves or others due to traffic or on school grounds.
- 8. Animal welfare checks.
- 9. Owner turn-ins.

#### Work Detail

Officers work in one-person details. To ensure the safety of personnel, all field officers are equipped with standard safety and communications equipment. It is the responsibility of officers to ensure that all equipment is in good working order at the start and end of each shift. However, officers should show good judgment if they feel their health or safety is in jeopardy. Under such circumstances, they are to remove themselves immediately from the situation and seek the assistance of another field officer, and/or the police/sheriff's department.

In addition, field officers are required to call in and report from each and every location for safety and accountability purposes. These are recorded on the radio log and maintained by the shelter's dispatcher.

VEHICLES - All vehicles will be inspected monthly according to GDA Pet Transport Vehicle Checklist.

LCAC vehicles should be kept clean and locked at all times. It shall be the responsibility of the driver of any LCAC vehicle to remove all live and dead animals from all compartments prior to vacating the vehicle. It shall also be the responsibility of the driver of any assigned truck to clean out the compartments and disinfect all used compartments. All personal belongings shall be removed from all vehicles prior to going off their shift. This includes trash. All Preventative Maintenance (PM) appointments must be kept on a strict schedule.

To clean out animal compartments:

- 1. Remove animals.
- 2. Using a brush and hose, remove all debris.
- 3. Rinse with water.
- 4. Thoroughly spray compartment, doors, and all surfaces with disinfectant.
- 5. Let stand 10 minutes.

6. Let air dry before placing any animal with-in compartments.



# **PET TRANSPORT VEHICLE - CHECKLIST**

"PET" IS USED AS DEFINED IN THE "RULES OF GDA 40-13-13-.01"

- (1) THIS INSPECTION MUST BE PERFORMED MONTHLY BY THE PET TRANSPORT VEHICLE OPERATOR;
  (2) ALL CATEGORIES MUST PASS INSPECTION PRIOR TO THE PET TRANSPORT VEHICLE BEING PLACED IN SERVICE;
- (3) THIS DOCUMENT MUST BE ON FILE AT THE LICENSED ESTABLISHMENT.

VEHICLE NUMBER:		TAG NUMBER:	
LIGHTS:	<u>PASS</u>	FAIL	
HEADLIGHT	( )	( )	
BRAKE LIGHTS	( )	( )	
TURN SIGNAL	( )	( )	
FLASHING/STROBE LIGHTS	( )	( )	
VEHICLE:			
TIRES	( )	( )	
BRAKES	( )	( )	
FIRE EXTINGUISHER	( )	( )	
REGULATED DRUG STORAGE (ANIMAL CONTROL ONLY)	( )	( )	
PET HOUSING AREA/PET ENCLOSURES:			
ADEQUATE TEMPERATURE CONTROL	( )	( )	
ADEQUATE VENTILATION	( )	( )	
STRUCTURAL STRENGTH	( )	( )	
SHELTER FROM THE ELEMENTS	( )	( )	
SANITATION	( )	( )	
WASTE DISPOSAL	( )	( )	
VEHICLE INSPECTOR (SIGNATURE)			
VEHICLE INSPECTOR (PRINT)			DATE

# Animals in Compartments:

When live animals are in compartments, officers must ensure that temperature and ventilation are appropriate for the health and safety of the animals. At no time are animals to sit in vehicle compartments without positive air flow and temperature control for any but the minimum period of time, and under no circumstances if doing so would jeopardize their health.

#### Hot Weather:

During hot weather, all animals need to be offered water before putting them into a vehicle. Officers need to check frequently to make sure the cages are well ventilated as well as the cab. Officers shall keep a water jug and bowls in trucks during hot weather. If officers run out of water or water is not cool enough, they can stop by a gas station to get more water. During hot weather, animals must be checked on frequently. If an animal appears to be too hot, officers can wet them down and get them to the shelter immediately. If an animal appears to be suffering from heat stroke (labored breathing, listless or not responsive) officers can take the animal to the nearest vet hospital and notify the shelter's dispatch.

# Meeting with Owners:

Officers responding to calls regarding animal control violations will make a diligent attempt to establish personal contact with the animal owner and discuss the problem or complaint with the owner. The officer shall be polite and responsive to the owner's questions. The officer will outline the problem as it is known to the officer, listen to the owner's explanations or concerns, and offer suggestions as to how to solve the problem. The officer should keep both the community's interests and the animal's best interests in mind in offering suggestions. The officer will also advise the owner of the County Ordinance or State Law that pertains to the problem. If the animal owner is not at home at the time the officer responds to the complaint, the officer will leave a "Door Hanger" with the Ordinance violation at the owner's residence.

# Investigations/Citations:

Upon discovery of a possible violation of animal protection laws through complaint, personal observation, analysis of records and data, or other method, Officers will conduct a thorough investigation (including compilation and review of witness reports, suspect statements, photographs, prior complaints and prior case files).

At the scene, the following will be observed:

- Does the animal appear sick, diseased, injured or malnourished?
- Does the animal appear well fed?
- Can the owner/caretaker show you what they are feeding the animal?
- Does the animal have access to water?
- Does the animal have adequate shelter?
- Is there an accumulation of animal feces?
- Can the animal move away from the feces?
- Does it appear to interfere with the animal's well-being?
- Is the animal current on its vaccinations?
- If a dog, is he or she currently licensed?
- If there are other animals under the owner's care, how are their conditions?
- Are there any violations of state law or local ordinance?

If, after a thorough investigation, the officer(s) find just and reasonable grounds that a violation has been committed, then the appropriate citation will be issued. However, it is the policy of LCAC that if the facts and circumstances warrant leniency and the violations can be corrected with a written warning, then a written warning and officer education will be accomplished.

Warnings will not replace citation or prosecution where actual harm has occurred to an animal or an animal's health or safety was placed in jeopardy due to malicious, reckless or intentional conduct. Examples where education and warning may be substituted in lieu of citation or prosecution include: unsanitary conditions; technical violations of ordinances; and violations of an obvious accidental nature. If a written warning is given and a violation of the same

type occurs again, or if in that written warning a condition was stated such as a time period given to correct any non-serious violation and that condition is not met, a citation may be written.

Examples where education and warning should not be substituted in lieu of citation and prosecution include:

- Misdemeanor animal cruelty/neglect violations
- Felony animal cruelty violations
- Abandonment

When confronting individuals in violation of a code, ordinance or law, officers should use a polite and professional approach. There are situations where no amount of pleasantness or tact will make any difference and the assistance of the sheriff or police department may be required. Officers should never be drawn into a shouting match with an irate person. If a confrontation with an individual becomes threatening, the officer should leave immediately and radio for assistance. If any unusual occurrence or circumstance arises when a citation is issued, a written report regarding the aforementioned shall accompany the citation.

In issuing a citation, the officer shall request to see a current driver's license. The owner's name, address, and phone number as well as current driver's license number, expiration date and date of birth will be obtained by the officer. The officer will indicate the Ordinance Section violated on the citation. The officer will verbally advise the owner of the court date, which will also be printed on the citation. The owner will be advised of the penalty for failure to appear in court, and answer all questions related to the citation. If the owner refuses to accept/sign the citation, the officer shall simply write "refused" on the citation and hand it or lay it on the ground in front of the person.

#### Search and Seizure:

Animal Control Officers will seek to minimize the seizure of a person's private property. It if appears necessary to seize an animal, the owner/custodian will be requested to surrender the animal voluntarily. If the owner/custodian will not surrender the animal voluntarily, officers will consider the requirements for a search and seizure warrant, and if appropriate, seek to obtain a search and seizure warrant to obtain the animal.

A request for a search and seizure warrant will be dictated by the nature of the case. If an incident occurs in which County or State law dictates that the animal will be impounded and the owner refuses to cooperate, and if all other avenues have been exhausted, then officers should contact the Director. If it is determined that a warrant is necessary, the officer will apply for a warrant through the courts. If one is obtained, the officer will serve the warrant with the assistance of the police or sheriff's department.

When an animal's life is in immediate jeopardy, or other difficult circumstances exist, officers should immediately contact the Director. Legally exigent (difficult) circumstances exist when an animal is in need of immediate medical treatment to save the animal's life (i.e., severe injury or disease which appears to be life-threatening), in which case the animal will be transported to the Shelter's current Vet clinic without delay, for treatment and Veterinary assessment for a cruelty investigation(see cruelty investigation SOP).

#### Loose Dogs

Upon receiving notification of a loose dog, Officers will attempt to locate and capture the loose dog for the animal's own safety and the safety of the public, as well as to take reasonable steps to return the dog to his/her owner. The animal may be impounded into LCAC if the owner cannot be identified or if it is necessary to maintain public safety. Officers who impound loose dogs in the field should attempt to contact the owner or possible owner whenever possible. This shall be accomplished by scanning for microchips, checking identification and/or speaking to neighbors. If an owner is known, officers should return the animal to the owner, using the opportunity to educate the owner about leash laws and dog safety.

If the animal is in a public street or roadway, the officer shall:

- 1. Pull safely out of traffic flow; utilize vehicle safety lights if the officer feels it is necessary. If there is no safe place to pull over out of traffic, continue to the first available safe location.
- 2. Attempt to impound the animal. Officers will attempt to capture all loose domestic animals by utilizing safe and humane capture techniques for the safety of the animal and the public.

- 3. Catch poles are to be used if other methods fail. When using the catch pole, be aware of the potential for injury to the animal. Ensure that the cable is not too tight around the animal's neck and never use the catch pole as a lifting point to get the animal into the truck.
- 4. Use sound judgment. Chasing an animal that runs into traffic trying to flee an officer may put the animal into added jeopardy. Therefore, officers must not chase animals; doing so would increase the probability of immediate harm.
- 5. Load animal into the compartment preferably away from traffic.
- 6. If the animal has a license, identification tag, of if the officer knows where the animal lives, the owner should be contacted.
- 8. At the Officer's discretion an animal may be returned to the owner if located.

#### Injured and Sick Animals:

If an injured or sick animal is picked up and the officer believes the injury/sickness warrants treatment, they can contact the acting staff Veterinarian to ascertain how to proceed. Superficial injuries may be handled by staff. Animals are not to be left in pain.

The procedure for pick-up of injured or sick animals is as follows:

- 1. Upon receiving information from the general public regarding an injured or sick animal, an officer will respond.
- 2. Examine the animal to determine as nearly as possible the nature and extent of injuries or sickness.
- 3. The officer shall inspect the animal for any identification including license, tattoo, or microchip. If the animal owner can be identified from this information, the officer shall attempt to contact the owner immediately.
- 4. The shelter's dispatcher will make arrangements to contact the owner to inform them of the situation.
- 5. If the owner lives a short distance from the scene of the accident and can be contacted, the animal can be placed in their vehicle, or the officer can make arrangements to transport the animal to their Veterinarian or the Veterinarian on call.
- 6. Officers shall be trained to recognize that injured animals are in pain and therefore prone to bite. Such animals will be handled with extreme care and compassion to reduce further injury and/or biting. Where appropriate, a muzzle shall be placed over the animal's mouth prior to being placed on a stretcher or in a carrier. Control poles shall not be used on injured animals with one exception: when an animal is aggressive, a muzzle cannot be applied, and no assistance to help lift or move an animal is available.
- 7. If the animal has no ID and the injury or illness is severe, the officer will either transport the animal to the shelter for euthanasia or to a veterinarian for assessment to hold.
- 8. The officer shall also conduct an investigation regarding an injured animal including, but not limited to interviewing and gathering witness statements to determine the owner of the animal and whether a violation occurred for warning, citation or prosecution as warranted by the facts and circumstances.

#### Basic First Aid:

It is important that all animal control officers be able to assess and to determine the need for urgent veterinary care for injured or sick animals. Proper handling is advantageous for personal safety and comfort to the animals as well as disease control. An injured animal is apt to bite, therefore, the use of gloves, blanket, muzzle or other protective measures, together with firm but gentle handling will prevent many accidental bites.

Common injures include:

Fractures: a break, crack or split in a bone or occasionally a tear in cartilage.

Symptoms: pain and swelling at the fracture site. If the fracture is in a leg, the animal will generally be unwilling to use the leg for support. With vertebral fractures the animal may be paralyzed.

Compound fracture: a fracture in which broken ends of bone have pierced the skin.

Simple fracture: a fracture in which the broken ends of bone have not pierced the skin.

Heatstroke: Animals confined in close quarters with inadequate ventilation during hot weather.

Symptoms: weakness, exaggerated and loud panting, rapid pulse, muscular tremors, vomiting and the animal may have a staring expression in the eyes.

Hemorrhage: heavy or uncontrolled bleeding

*Symptoms:* gasping increased breathing, falling vision, unsteady gait when attempting to walk. Shock almost always accompanies hemorrhage. Severe bleeding must receive immediate attention no matter what other injuries are present.

Shock: a disorder resulting from ineffective circulation of the blood, produced by hemorrhage or disturbance of heart function. It may be necessary to treat an injured animal for shock prior to attending to the injury.

*Symptoms:* an animal may appear to be unconscious or semiconscious. The animal's mucous membranes will be cold and pale, pulse feeble and rapid, and body temperature below normal.

Wound: any injury accompanied by a break in the continuity of an internal or external surface.

Symptoms: bleeding. Shock usually accompanies severe wounds.

*Poisoning:* presents special problems. If the exact poison can be identified, better treatment can be given. Get the animal medical attention asap.

If an owned animal is sick or otherwise in need of medical attention, the officer shall give the owner a warning to seek vet care within an appropriate period of time (i.e., 24 hours for serious conditions, one or more weeks for minor or chronic conditions). In such cases, the call should be left pending for follow-up after that period of time, when the officer should check on the welfare of the animal. If the owner has been to a veterinarian, to the shelter for vet care, or is otherwise addressing the medical condition (such as through de-wormer, fly ointment or flea treatment), the call may be completed or left pending at the discretion of the officer. The Director or staff veterinarian should be consulted with any questions.

#### Wildlife

Wildlife poses a unique challenge for the progressive animal services program. With increasing urbanization and loss of habitat, human-wildlife encounters are increasing. This requires LCAC to educate citizens about the need to peacefully coexist with wildlife, protect the public from any true threats to people or other animals posed by wild animals, and protect injured or sick wildlife.

Moreover, staff having public contact - including field officers - must educate the public about how to deter wildlife from their property, humanely. There is ample literature available on humane wildlife deterrents that will prevent problems and injuries to wildlife if the public were aware of the alternatives to traditional poisoning, leg hold trapping, and other cruel methods, which are illegal.

LCAC does not assist with every "nuisance" wildlife call. This policy does not, however, apply to sick or injured wildlife, at risk wildlife such as orphaned animals, or animals that have bitten or otherwise exposed a human or domestic animal to the threat of rabies.

If a person or domestic animal is bitten or otherwise exposed to rabies by a high risk animal, officers shall contact. If wildlife needs humane help, such as non-risk baby birds, LCAC will first ask the person to bring the animal in. Otherwise, officers will respond to pick up the animal.

#### Animal Bites and Rabies Exposure Cases:

Enforcing strict guidelines on quarantining, evaluating and responding to bite and exposure cases is the key to avoiding a rabies epidemic. Because of the potential for the spread of rabies all cases must be treated with safety as the number one consideration at all times.

Animal to Human bite case procedure is as follows:

- 1. When the LCAC receives a report of an animal that has bitten a human in Lowndes County, the officer receiving the call will record as the following information on the Bite Case form: The Complaint number is case number.
  - a. Victim's name, complete address (not mailing address), age, sex, telephone number, anatomical location of the bite, and type and extent of the bite.
  - b. Name, address, and telephone number of the person or hospital/clinic reporting the bite including date and time reported.
  - c. The type of treatment the victim received and by whom. If the victim was treated by a physician, indicate his or her name, address and telephone number.
  - d. Circumstances of the bite, date and time of bite, location where bite occurred, and what precipitated the bite (i.e., whether the bite was provoked).

- e. Description of the biting animal (species, color or markings and sex if known). If the animal is a dog, cat, ferret or other type of rabies vector species, whether the animal is a stray or owned. If owned, record the name, complete physical address of the owner, and telephone number. Determine whether the animal has a current rabies vaccination.
- f. Name of the LCAC employee completing the bite report.
- g. Name of officer assigned to the case.
- h. Notation that victim was informed to wash the wound with soap and warm water, consult with their physician or go to a hospital for emergency treatment.
- 2. The assigned officer must speak with the bite victim to submit a voluntary sworn statement for their case to be processed through the court system. The investigating officer must have the sworn statement notarized.
- 3. The assigned officer must physically verify that an actual bite occurred (that is, a human has been bitten or scratched by an animal and blood was drawn, or, a human has been exposed as a result of contact between mucous membranes of the mouth, eyes or nose with saliva or central nervous tissue of the animal).
- 4. The owner of the animal must be contacted immediately and advised that their animal is to be kept quarantined at their home until it can be properly quarantined at a veterinary facility or LCAC. During this period, the animal may not come in contact with other animals or potentially pose a threat to any party unaware of the animal's condition.
- 5. After fully investigating all facts and witnesses, the assigned officer shall complete the bite Investigation Report. The officer shall carefully consider whether a bite is provoked or unprovoked pursuant to the following definitions.
  - a. A bite is considered "provoked" if a domestic animal is placed in a situation that an expected reaction may be to bite or attack. This would include, but not be limited to, an invasion of an animals' territory, attempting to pet or handle an unfamiliar animal, startling an animal, running or bicycling past an animal, assistant an injured or sick animal, trying to capture an animal, removing food, water, or other objects in the animal's possession, or any animal with a litter. If uncertain, a bite should be listed as "provoked."
  - b. A bite is considered "unprovoked" if a bite occurs when an animal bites for no apparent reason, is unusual for the particular animal. A confirmation of chronic aggressive behavior can often be made when interviewing the animal's owner. This will assist in determining whether a bite was indeed "unprovoked."
- 6. Animals that are current on rabies vaccinations may be quarantined at their home so long as said animal is not exposed to other animals nor has access to outdoor/unrestricted areas. The assigned officer shall complete a Home Quarantine Agreement.
- 7. The Health Department coordinates all Rabies Control issues. The bite shall be reported to the Epidemiology Branch, Division of Public Health, through such channels as shall be specified by the Director.
- 8. If the assigned officer believes the animal should be classified as potentially dangerous, dangerous or vicious in view of the circumstances surrounding the bite, said officer shall compile all relevant information and present it to the Director. If the Director deems it appropriate to pursue such a classification under County ordinance and State law, notice thereof and of the appeals process shall be provided to the owner.
- Rabies quarantine protocols shall be followed as per Section 4.10 hereof and the Georgia Rabies Control Manual.
- 10. At the end of quarantine or upon receipt of test results, all involved parties must be informed of the outcome.
- 11. The animal is to be micro-chipped and registered at the owner's expense.

#### Wild Animal to Domestic Animal rabies exposure reports:

Animal Exposure reports are created to assist in proper quarantine measures and follow-up quarantine measures for animals possibly exposed to rabid animals. The Georgia Rabies Control Manual (GRCM) has decision trees to assist in a proper quarantine length and method.

- When a complaint report of a wild animal to domestic animal bite is taken, an Animal Exposure Report is generated using the Complaint number or tracking sheet number as the case number. Fill the report out as completely as possible.
- 2. Consult the rabies control manual for a proper decision tree and follow the recommendations.
- 3. First and foremost is the rabies vaccination history for the animal involved. If the "attacking animal" is not available for testing you must assume the animal that attacked the "victim animal" was rabid.
- 4. If the "victim animal" is currently vaccinated (see GRCM for definition) a 45 day observation is followed.

- 5. If the "victim animal" is un-vaccinated or not current, the strict six (6) month quarantine will be followed.
  - a. A copy of a proper strict six month quarantine pen/facility will be provided and inspected before the animal is released from the shelter or veterinary facility.
  - b. The animal is to be micro-chipped for permanent identification in case of escape.
  - c. Proper rabies vaccination protocols will be followed and documented.
  - d. Monthly visits to check on the animal's health will be scheduled with the owner.

#### **Complaint Reports:**

In order to maintain the integrity of the field services program, all officers will be required to fill out their complaint reports and input the data into PetPoint as soon as possible. The complaint reports will include:

- 1. Nature of the call.
- 2. Address or location of the call.
- 3. Starting and ending time.
- 4. A complete disposition of the call.
- 5. Follow-up needed and due date.
- 6. Cite all people involved in the call. Use proper names; do not use complainant and victim as narratives.
- 7. Cite all animals involved. Impounded animals' tracking numbers should be included for reference and attached to the case data within PetPoint.

#### Filling Complaints:

- 1 Complaints are to be filed in a timely manner.
- 2 Delay in filing can cause a delay and undue stress when locating paperwork for open records requests.
- 3 Complaints are to be kept in monthly file folders for the current year.
- 4 Complaints are to be filed in numerical order.

City / County Health Department Animal Control Division

Lowndes County Animal Services 229-671-2760 ANIMAL EXPOSURE REPORT

Rabies Control Investigation

12	Caco	Number#
Ta.	Case	Number#

Tracking Number #
 1c. Victim Date of Bite:
 1d. Victim Quarantine End Date:

			ender of owner Male 🛭 Female	4 D.O.B.	5 Telephone	26
TEN OWNER & PET ID	□	6 Address (No. & Street) (City)		(State)	(Zip)	2b Victim (Owner's Last Name)
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	ď.	7b Species: DOG / CAT / FERRET - OTHER:				/ner's
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느		9b Gender of pet    Male   Male neutered   Female   Female spay				
B		10 Report Received by	Da	ite		
9	Щ	11 Place of Attack	12 Time and date of attack			
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Attacked	EXPOSURE	14 Location and Description of Wound(s) on the pet				
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-ANIMAI	TREATMENT	17 Details of wound treatment	☐ Veterinar	an		
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19	ΞΑΊ	18 Rabies re-vaccination recommended?  □ immediate □ after quarantine	19 Rabies Quara		C C months (up) (noningtest)	Date
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汉		28 Attacking Animal's Quarantine location:   Owner's home	☐ Veterinary Office			0
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	운	29 Animal not seized - observed OK. Dates: Investigator: Unable to locate				
		30 Cause of death of attacking animal		Symptoms:		
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LCAC will impound animals at the request of a law enforcement officer.

If an owner has been arrested, involved in a motor vehicle accident, or for any other reason where impound of an animal is necessary for the well-being of the animal.

- 1. The field officer must obtain the name and address of the animal owner from the Law enforcement officer. The field officer should also obtain the name of the relative, friend, etc., that could take custody of the animal. All of this information shall be reported on the tracking sheet for follow-up. The officer will attempt to contact this individual immediately and advise them of impound. If contact can be made, the field officer may release the animal to a person designated by the owner.
- 2. If the owner is still at the scene, the field officer shall advise the owner as to where the animal will be housed, The field officer shall provide the owner with all LCAC information to arrange for redemption of the animal and will inform the owner that the animal must be reclaimed within five (5) business days of impound.
- 3. The field officer must give all relevant information to dispatch to enter on to the tracking sheet as to how to contact the owner or his or her designee. The field officer must ensure that an Owner involved "Hold" date is put on the animal's tracking sheet. .

#### Animal Cruelty – Based on Fulton Co. SOP - also see Cruelty Investigation SOP (Cobb Co.)

Animal cruelty and neglect are serious crimes. Officers will work with local law enforcement, the Solicitor and District Attorney's Office to investigate and, where appropriate, prosecute cases of alleged abuse and/or neglect. Where warranted and where the conduct is not severe, officers will educate owners before seeking prosecution.

The investigating officer should document all of the following:

- Ordinance or other code section applicable to the alleged crime.
- 2. Ordinance or other code section title or definition of the crime reported.
- 3. The classification level (infraction, misdemeanor, or felony) of the crime.
- 4. The date and time of the alleged offense.
- 5. The date and time the crime was reported to the agency.
- 6. The location of the occurrence.
- 7. Suspect's name, address and telephone number if known.
- 8. Physical description of the suspect.
- 9. The animal's name and location, including physical description, color and markings, and sex (if known).
- 10. Description of the premises or area where crime occurred.
- 11. Description of how the offense was committee.
- 12. Description of any weapons or instruments used.
- 13. Description of any potential motive.
- 14. Documentation, with photographs, of any injuries or condition of the animal.
- 15. Results of a veterinary examination of the animal.
- 16. Statements of all witnesses, documenting their name, address and telephone number.
- 17. Statements of the suspect, documenting their name, address, and telephone number.

If after an initial investigation, the officer has reason to suspect that a major cruelty or neglect violation has occurred (including, but not limited to, mutilation, shooting, abuse which results in the death of an animal or aggravated injury, extreme neglect, hoarding, or dog-fighting), the officer shall notify the Director immediately.

Use of Recording/Photographic Equipment:

Still pictures, voice recordings and videos of emergency scenes are an important part of documenting and recording occurrences, evidence or events. Images are often used in both criminal and civil legal proceedings well after the incident. These items are considered confidential and are not to be duplicated or used for anything other than official purposes.

Officers have responsibility for scene documentation. All photos, recordings, video tapes or other images taken while on duty are property of the department. Under no circumstances will the press or unauthorized persons be allowed to take pictures inside personal residences without express permission of the property owner. Evidence is not to be shared with anyone other than LCAC personnel. Any and all requests made for the sharing of evidence should be referred to the Director.

When animals are impounded pursuant to a possible cruelty case, the officer must ensure that a "Hold" is put on such animals in Chameleon. No animal impounded on a cruelty case will be euthanized without authorization of the Director (including animals that have been relinquished to LCAC).

# Lowndes County Field Operations Cruelty Investigations S.O.P.

Lowndes County Animal Control, Valdosta, GA

FIELD OPERATIONS: CRUELTY INVESTIGATIONS - BASED ON COBB COUNTY CRUELTY INVESTIGATIONS S.O.P.

- 1. Lowndes County Animal Control's (LCAC) primary objective when investigating cruelties is the welfare of each animal affected or involved. The needs of the animal are the foremost concern.
- 2. When manpower permits, at least one Animal Control Officer will be designated as the Cruelty Investigator.
- 3. The Cruelty Investigator will manage the following complaints:
  - A. Cruelty complaints.
  - B. Animal to animal attacks.
- 4. Cruelty complaints will be classified as:
  - A. High profile cruelties.
    - 1. Cruelties involving cases of extreme abuse, i.e., mutilations, shootings, etc., or abuse which results in the death of an animal or aggravated injury to an animal.
    - 2. Cruelties involving extreme cases of neglect.
    - 3. Cruelties which have a tendency to generate media interest.
  - B. Major cruelties.
    - 1. Cruelties involving large numbers of animals, i.e. collectors, hoarders, etc.
    - 2. Cruelties involving puppy mills, breeders, etc.
  - C. Other cruelties and "welfare check" complaints.
    - 1. Cruelties involving abuse or neglect as a result of failing to provide adequate shelter, water, food, etc.
    - Cruelties that have not yet resulted in injury to an animal but left unaddressed could
      result in injury or death of an animal, i.e. dogs chained with ability to jump over a fence, or
      off a deck that could result in hanging, animals living in conditions that expose them to
      harmful substances or items, etc.
- 5. Cruelty complaints will be considered high priority complaints and will be investigated without delay, and on the day received.
- 6. Cruelty complaints will be dispatched or assigned to the investigating Officer as soon as the complaint is received by this agency.
  - A. If the call indicates that an animal is in distress, is in immediate danger, is being subjected to physical abuse, or suffering from extreme neglect (i.e. starvation), the cruelty investigator will respond immediately.
  - B. If the cruelty investigator is not immediately available, then the ACO closest to the location will be directed to respond.
  - C. If no ACO is available to immediately respond, the Shelter will call Dispatch and request that a law enforcement unit be enroute until an ACO is available.
- 7. Emergency Seizures.

- A. When any animal is found to be severely injured or diseased, and the animal's condition appears to be life-threatening, and immediate medical attention is necessary to lessen the animal's suffering, the animal will be immediately impounded and transported to the shelter's current veterinary clinic without delay for treatment. Following Georgia State cruelty impound protocol.
- B. The emergency seizure of an animal in need of immediate medical treatment will be made if such seizure is necessary to save the animal's life. LCAC will always be concerned with what is in the best interest of the animal.
- C. It is imperative that animals impounded as "emergency seizures" under cruelty investigations be immediately delivered to a veterinary clinic for assessment. These animals will not be brought to the Shelter first and then transported to the veterinary clinic.
- 8. Cruelty investigations will be managed in accordance with the following policies:
  - A. An investigator will respond and assess the situation.
    - The investigator will attempt to get voluntary consent from the owner to enter the
      property and/or residence. If there is any question as to whether or not the individual has
      the right to give consent, the investigator will immediately contact the Director prior to
      conducting an inspection and/or search.
    - 2. If consent is provided, it will be obtained in writing, utilizing the LCAC "Consent to Search" form.
    - 3. If consent is not given, the investigator will advise the Assistant Manager or Manager. If probable cause exists, a search warrant will be obtained.
  - B. When conditions warrant the immediate removal of the animal(s) from the scene or environment, the investigator will attempt to gain the cooperation of the owner to relinquish ownership to LCAC.
    - If the owner enters into a consent agreement with LCAC to relinquish ownership to LCAC, said consent will be provided in writing, and will be accomplished by having the owner sign a written consent agreement form and an animal shelter card for each animal impounded.
    - If the owner refuses to relinquish the animals, the investigator will advise the owner that a
      veterinarian will be brought to the scene to evaluate the environment and/or the
      conditions of the animals, pursuant to the Animal Protection Act of 2000.
      - a. The investigator will immediately advise the Assistant Manager or Manager of the conditions noted and the owner's unwillingness to relinquish the animals.
      - b. The Assistant Manager or Manager will contact a veterinarian to assist with the investigation.
      - c. The Assistant Manager and/or Manager will respond to the scene.
      - d. When the owner has refused to relinquish the animal(s) and it becomes necessary to have a veterinarian called to the scene, and the owner then rescinds their consent to enter, a search warrant will be obtained to make entry onto the property and/or residence.
- 9. Photographic Evidence.
  - A. Photographs will be taken in EVERY cruelty case.
  - B. Photographs will be taken by the Lowndes County Sheriff's Office in major cruelty cases involving large numbers of animals and/or in cases involving deplorable living conditions. The Sheriff's Office will also be utilized to photograph high profile cruelty cases involving severe injuries,

- mutilations, sick animals, animals that have been starved, etc. The Sheriff's Office will also be used to photograph necropsies.
- C. The investigating cruelty officer may take his own pictures of minor cruelties to document inadequate conditions.
- D. Photographs will be taken of the environment the animal is living in or the situation which constitutes the cruelty, i.e. no shelter, water, etc. prior to the animal being removed from the environment.
- E. Unless the animal is in a life-threatening situation and must be immediately removed to save the animal's life, each animal will be assigned an identifying number or letter, and photographed in the environment prior to removing the animal.
- F. Once removed from the environment, the animal will again be photographed with the identifying letter or number while being processed in at the Shelter, or while being examined at the veterinary clinic.
- G. Any injuries noted on the animal(s) will be photographed. The identifying number will again be used to identify the animal.
- H. Conditions indicating neglect, i.e. skin conditions, emaciation, etc., will be photographed. The identifying number will be used to identify the animal.

#### 10. Animal Identification.

- A. Animal information will be gathered at the scene. The following minimum information will be included on the animal:
  - 1. Animal breed, sex and age.
  - 2. Animal color and name (if known).
  - 3. Photograph identification ( call in for a possible tracking sheet number )
- B. A tracking Sheet will be completed on each animal impounded.
- C. It is imperative that the above minimum information for each animal be documented on scene to keep track of each animal impounded. It is also necessary in the event the owner voluntarily surrenders the animals. The owner must sign a waiver to acknowledge ownership of the animals impounded, and to relinquish ownership to LCAC.
- D. The remainder of the required information can be completed after leaving the scene, i.e. address location, date, time, owner name, etc.
- E. The original complaint, waiver, and tracking sheets will be maintained in the cruelty case file until the case is disposed of in Court. A copy of each document will be provided to keep in the shelter's folders.
- F. The Animal Control Officer will enter each animal in the computer. The impound type will indicate cruelty confiscation. The evaluation date will be adjusted to indicate that the animal is not up for adoption.

#### 11. Impounded Animals.

- A. No animal impounded in a cruelty case will be euthanized without authorization from the impounding Officer. This includes animals that have been relinquished to LCAC.
- B. All impounded animals will be processed into the Shelter in accordance with S.O.P.
- C. Animals that have been left at a veterinary clinic for treatment will be processed into the Shelter when released by the veterinary clinic.
- D. Animals being held by this agency on cruelty cases will not be viewed by the public.
- E. The owner of any animal impounded on a cruelty will not be allowed access to the animal for any reason.

- F. Animals being held on cruelty cases will not be photographed by anyone other than LCAC for any reason.
- G. Employees will not be permitted to take personal photographs of any animal impounded on a cruelty or any cruelty scene.

#### 12. Cruelty Case Files

- A. It is imperative that cruelty case files be managed appropriately and includes all supporting documentation necessary to successfully prosecute a case.
- B. The case Officer will immediately complete an incident report on any cruelty case. The initial incident report will contain basic information only. All other information regarding the case will be documented via a supplemental report.
- C. The case Officer will enter the report in the PetPoint computer database system.
- D. The case Officer will compile two case files. One case file will be maintained by LCAC and will include ALL original documents. The second case file will be compiled for the prosecuting attorney's office and will include copies of all documents. At a minimum, cruelty case files will include the following:
  - 1. All incident reports and supplemental reports generated by LCAC personnel.
  - 2. A copy of the call complaint.
  - 3. Any prior history on the defendant or defendant address, including all prior animal related complaints.
  - 4. Any history of prior cruelty complaints, cases, convictions, similar transactions, etc. (if applicable).
  - 5. Veterinary records for each animal impounded.
  - 6. A copy of the total veterinary bill for treatment.
  - 7. A copy of the veterinary bill for on-scene services (if applicable).
  - 8. A copy of the citations issued (if applicable).
  - 9. A copy of the arrest warrant (if applicable).
  - 10. A copy of the search warrant (if applicable).
  - 11. A copy of any police/sheriff reports (if applicable).
  - 12. A copy of any witness statements (if applicable).
  - 13. A copy of each tracking sheet/waiver. If the waiver contains the owner's signature relinquishing ownership of the animal, then a copy of the waiver must be included.
  - 14. A copy of the Notification of Impoundment (if applicable).
  - 15. A copy of the certified mail receipts for the Notification of Impoundment (if applicable).
  - 16. A copy of the envelope of the "Notification of Impoundment" posted at the residence (if applicable).
  - 17. A copy of all photographs taken.
  - 18. A summation of all boarding costs incurred by LCAC, i.e. boarding costs for LCAC, per day per animal.
  - 19. A cover letter to the prosecuting attorney's office summarizing the case, file contents, costs that need to be repaid to LCAC through restitution, and any other information that pertains to the case or defendant.

#### 13. Veterinary Evaluations.

- A. Every animal seized as a result of a cruelty investigation will be immediately evaluated by a veterinarian.
- B. Animals that have been physically abused will be treated for their injuries.

- 1. In the event the animal's injuries are so grievous that the animal is suffering needlessly and the humane thing to do would be to euthanize the animal and the veterinarian has recommended euthanasia, the investigator will immediately contact the Director.
- 2. The Director will make the final decision regarding euthanizing any animal impounded.
- C. Animals that were seized due to unsanitary living conditions will be thoroughly evaluated by a veterinarian.
  - Diagnostic procedures will be conducted to determine health issues, i.e., parasite
    infections, flea infestations and/or skin conditions, heartworms, feline leukemia, feline
    aids, etc., or any other condition(s) that could be life threatening or detrimental to the
    health of the animal if left untreated.
- D. Any animal that requires additional treatment, further evaluation, or additional observation for any reason, will be housed at the veterinarian's clinic.
- E. If a cruelty results in the impoundment of a large number of animals, a veterinarian can conduct the evaluations at the Shelter. The Animal Care Specialist and the Cruelty Investigator should be available to assist the veterinarian.
  - 1. Any animal in need of further evaluation or treatment recommended by the veterinarian will be immediately transported to the veterinarian's clinic for boarding and treatment.
- F. Documentation to be completed by the evaluating veterinarian.
  - 1. The on-scene veterinarian will document his assessment of the living conditions of the animals, or any findings noted while on the scene of a cruelty with LCAC. These findings will be included in the cruelty case file.
  - 2. The veterinarian's evaluation of each animal's health will be documented and included in the file, including all diagnostic procedures and results, and prognosis for recovery for each animal.
  - 3. The veterinarian's records of treatment on each animal will be included in the file.
  - 4. A copy of all veterinary bills incurred will be included in the case file.
    - a. LCAC will ask the presiding Court for restitution to recoup veterinary bills, boarding costs, etc., if the defendant is adjudicated guilty of cruelty.
- G. In cases of abuse or neglect with no known owner, LCAC will treat the animal if feasible.
  - 1. Exception. The veterinarian recommends euthanasia.
  - 2. Exception. The costs to treat the animal would be excessive and there is no guarantee that the animal would recover enough to regain some quality of life.
- H. Animals that have been relinquished to LCAC by the owner will be considered on a case by case basis regarding extensive costs to treat. The Director will be advised prior to authorizing extensive treatment or euthanasia.

#### 14. Deceased Animals.

- A. When an animal is found deceased and cruelty is suspected, the animal will be seized as evidence.
- B. The deceased animal will be placed in a black bag. The bag will be marked with the case number and the investigating officer's name, and placed in the back tech-room refrigerator.
- C. The Investigating Officer will make arrangements to have a necropsy performed within 24 hours of receipt of the animal.
- D. Deceased animals that require a necropsy will not be left in the refrigerator for more than 24 hours.
- E. Deceased animals that do not require a necropsy will be immediately disposed of. The Investigating Officer will advise the Director that the specimen needs to be disposed.

- F. Once the necropsy has been completed, the deceased animal's body will be disposed of.
- G. Photographs will be taken of necropsies where the suspected cause of death is physical abuse.
- 15. The Investigating Officer may consult with the Director regarding how individual(s) will be charged in a cruelty investigation to decide whether the individual(s) will be charged under the County Ordinance or whether state warrants will be taken. There are many determining factors to consider prior to making application for a warrant. Listed below is a list of factors to be considered. This list is not all inclusive:
  - A. Prior history of offender (similar transactions, prior convictions, etc.)
  - B. Severity of the abuse or neglect.
  - C. Amount of money expended during the investigation.
  - D. How cooperative the offender was with investigating officers.
  - E. Whether the offender owned the victim animal or not.
  - F. Whether or not proper procedure was followed to make legal entry onto the property or into the residence.
  - G. Mental capacity of the offender (i.e., collectors).

#### 16. Animal to animal attacks.

- A. Animal to animal attacks will be managed in accordance with the policies pertaining to cruelty investigations. In addition, the following policies apply to animal to animal attacks:
- B. If the victim animal is in need of medical treatment, the investigating officer will either assist the owner with getting the animal to a veterinarian or will transport the victim animal to a veterinarian. It is imperative that the victim animal receive immediate medical care. It will be the responsibility of the owner to pay for medical treatment. The owner will be advised that the Court will be asked to direct the offender to pay restitution for any veterinary costs incurred.
- C. Photographs will be taken of the victim animal to document injuries.
- D. The investigating officer will charge the offending animal's owner with Vicious Animal(s), and any other ordinance violations that apply.
- E. The investigating officer will obtain copies of any veterinarian bills incurred as a result of the attack.
- F. An animal bite report should only be initiated in wild animal to domestic animal attacks. (Bite reports for domestic animal to domestic animal incidents will only be generated when rabies is suspected.)
- G. If the victim animal dies, the investigating officer will obtain replacement costs for the animal from the owner. This information will be included in the case file for Court purposes (restitution).

### **CONSENT TO SEARCH FORM**

Lowndes County Animal Control 337 Gil Harbin Industrial Blvd. Valdosta, GA. 31601 229-671-2760

			wndes County Animal Control and other
Law enforcement office	er(s), namely		which have been designated to
assist, to search my pro	pperty or property over wh	ich I currently have c	ontrol located at:
		and/or my n	notor vehicle or the motor vehicle over
which I currently have	control, namely a - MAKE:		MODEL:
COLOR:	located at:		
and bearing the license	e of:	for the year of	and issued by the State of
I further authorize said	officers to remove from th	ne above place, prope	erty, or motor vehicle(s), whatever
documents, or items of	property whatsoever which	ch they deem pertine	ent to their investigation, with the
understanding that said	d officers will give me a rec	eipt for whatever is r	removed.
I am giving this written	permission to these office	rs freely and voluntar	rily, without any threats or promises having
been made, and after h	naving been informed by sa	aid officer that I have	a right to refuse this search.
Signature:		<del>.</del>	
Officer Signature:		<del></del>	
Witness Signature:		· · · · · · · · · · · · · · · · · · ·	
Date:	Time:		
Item (s) seized:			

## **MAGISTRATE COURT**

Georgia, Lowndes County

#### SEARCH WARRANT AFFIDAVIT

SEARCH WARRANT AFFIDAVII
The Undersigned being duly sworn deposes and says: That he/she has reason to believe that on the (person), (premises), (vehicle) described as follows:
there is now being concealed certain property, namely:
the unauthorized possession of which is unlawful under the laws of the State of Georgia. The facts tending to establish the foregoing grounds for issuance of a search warrant are as follows:
Deponent shows that based on the above and foregoing facts and information he/she has probable cause to believe that the aforesaid property is concealed upon the aforesaid (premises), (person), (vehicle), (curtilage thereto) and is subject to seizure and make this affidavit so that a search warrant may be issued for the aforesaid (premises), (persons), (vehicle)(curtilage thereto).
Sworn to and subscribed before me this
Officer
day of, 20 at o'clock M

Judge – Magistrate Court Lowndes County, Georgia Court Issuing Affidavit for Search Warrant

# **Magistrate Court**

Georgia, Lowndes County

# ORDER FOR SEARCH AND SEIZURE

TO: and any lawfully authorized officer of said County.
Affidavit having been made before me by the aforesaid officer that she has reason to believe that on the ( <u>persons</u> ), ( <u>premises</u> ) and ( <u>curtilage thereto</u> ) described as follows:
The entire premises, and persons, including the curtilage located at what is believed to be *****************************, Valdosta, Lowndes County, Geor which is a (describe the premises). The dwelling in constructed with *** list property details **** The dwelling is the ***location of property  The dwelling is located *********. The apartment in question is ***** and is located ******. Said property is constructed with a ****. (Example) number '600" is dark in color and is fixed to the south side of the dwelling to the right of door to apartment "A" and is positioned diagonally from left to right of door to apartment structure.
There is now being concealed certain property, namely:
(Findings) ***** Example****Cocaine, Packaging Materials (to include plastic baggies and scales), and U.S. Currency (possible proceeds from illegal narcotics sales), Records/Documentation (of possible illegal narcotics activity)
which is contraband, and the unauthorized possession of which is unlawful under the laws of the State of Georgia. As I am satisfied that the is probable cause to believe that the property so described is being concealed on the person and premises above described and that foregoing grounds for application for issuance of the search warrant exist. You are hereby commanded to search forthwith the (person (premises)) and (curtilage thereto) named for the property specified, and in making the search, at any time in the day or night, if the property found there to seize it and leave a copy of this warrant and a written inventory of the property seized, and return this warrant to me as required by law.
This day of, 20 at o'clockM
JudgeMagistrate Court Lowndes County, Georgia Court Issuing Affidavit for Search Warrant
"NO KNOCK PROVISION" (NOT VALID UNLESS INITIALED BY THE JUDGE)  It appearing from affidavit docketed in this case, and such sworn oral testimony as may have been noted, if any, on the Application for this search warrant, that there are reasonable grounds to believe that the giving of verbal notice would:
greatly increase the peril to officers executing this warrant;  Judge's Initials
Judge's Initials lead to the immediate destruction of any of the list of property articles and instruments ordered to be seized.
Thisday of, 20 at o'clock M
JudgeMagistrate Court Lowndes County, Georgia Court Issuing Affidavit for Search Warrant

# **RETURN**

I received the attached warrant on,	, 20 and h	nave executed it as follow	rs: On	_, 20 at	o'clock P.M.,
I searched the person and the premises describe	ed in the warra	nt and I left a copy of the	warrant with		together with a receipt for
the items seized.					
The following is an inventory of property taken	*				
This inventory was made in the presence of all property taken by me on the warrant.		and I s	wear that this inv	ventory is a tr	ue and detailed account of
					Officer
Subscribed and sworn to and returned before ma	e this	day of		20	,
JudgeMagistrate CourtLowndes C Court Issuing Order for Search and Seizure	County, Georgi	a			

IMPORTANT: This Search Warrant Must Be Served Within Ten Days From The Date It Is Issued.