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| **City of Salem Animal Control Shelter**  **Standard Operating Procedure**  **Animal Intake** |

**I. PURPOSE**

The purpose of this procedure is to establish guidelines for impounding animals taken into custody by Animal Control Officers (A.C.O.’s) and/or the Animal Shelter staff on site at the Animal Shelter.

**II. POLICY**

It is the policy of the Salem Animal Control and Shelter that A.C.O.’s and other staff members follow established procedures for the transportation, unloading, and sheltering of animals taken into custody. Such procedures are designed to provide for the lawful impoundment of animals, as well as the safety and well-being of the animals, the public, and personnel.

**III. PROCEDURE**

**A. Transportation of Animals**

1. After an animal has been placed in an A.C.O.’s vehicle, the compartment shall be secured to prevent the escape, release, or theft of the animal.

2. Caution shall be used while driving to ensure the safety of the animals.

3. The A.C.O. should periodically check the condition of animals being held in any vehicle.

4. No animal shall be left in the vehicle for extended periods during seasons of either extreme heat or cold.

1. No animal that has an apparent medical condition requiring immediate attention shall be left in any vehicle.
2. At the completion of each call, the A.C.O. shall complete an impound record for each animal he/she has picked up. All information required by applicable laws, ordinances and regulations shall be included on this initial record.
   1. **Unloading of Animals at Shelter**
3. The A.C.O. shall unload all animals before completing paperwork, returning phone calls, or attending to other office business.

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2. If possible, animals shall be unloaded inside the sally port.

3. The A.C.O. shall use caution when unloading any animal. Every animal is to be secured by leash, snare pole, carrier, or trap until being placed in an appropriate cage or run.

1. An A.C.O. unloading any vicious or wild animal shall take additional precautions.
   1. Such animals shall be unloaded inside the sally port with the door closed.
   2. The A.C.O. shall determine if assistance is required.
   3. Assistance may consist of physical assistance or the presence of a shelter staff member or police officer to insure the safety of the A.C.O.
   4. If the A.C.O. determines that such assistance is required, he/she shall not attempt to unload the animal until assistance arrives.
   5. After office hours, or when no other staff member is available, the A.C.O. shall contact the Emergency Dispatch Center to request the assistance of an additional officer.
2. After unloading, the A.C.O. shall properly clean and disinfect the animal holding compartment and move his/her vehicle as soon as possible to allow other A.C.O.’s to unload.
3. If any feces, vomit or other body waste is spilled in the garage or parking area while unloading, the A.C.O. shall promptly clean and disinfect the area.

**C. Intake of Animals at the Shelter**

1. When an animal is brought to the Shelter, if it is not already, it is to be immediately secured in a carrier or on a leash.

1. If the animal is or potentially, fractious, then the animal will be unloaded in the sally port with the proper personnel and safety equipment necessary.

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1. After animal is safely secured, an impound record is to be completed immediately and a relinquish form is to be signed by the citizen turning in the animal. A hard copy of both forms and any accompanying paperwork shall be immediately filed in the designated active animal folder.
2. A cage card shall be printed immediately and placed on the cage where the animal is housed.
3. **Housing of Animals**

1. Animals impounded shall be placed in appropriate cages or runs according to size and species.

2. Food and water, appropriate for the age and species, shall be provided for all animals unless otherwise indicated due to medical conditions.

3. Litter pans shall be provided for cats and bedding will be provided for all animals as per state requirements.

1. Any animal with a suspected illness will be housed in the designated appropriate isolation areas.
2. When putting dogs in runways, personnel shall ensure both front and back gates are closed and secure.
3. All personnel shall follow all procedures and complete appropriate medication forms for any animal that has been prescribed medication or treatment to be given.

**E. Identification of Animals**

1. All leashes, chains, choke chains, or collars that are too small are to be removed from animals.

2. All collars shall initially be removed by the impounding personnel and inspected for any attachment, compartments, or writing that may provide information about the animal’s owner.

1. If the animal is wearing tags or other forms of identification, the identification shall be noted on the intake form.
2. The impounding personnel shall attempt, or ensure the attempt by other personnel, to
3. trace any identification for the purpose of ascertaining the identity of the animal owner.

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1. The impounding A.C.O. shall attempt, or ensure the attempt by other personnel, to contact any known owner as provided by applicable laws, ordinances and regulations.
2. Any attempt to contact an owner or contact of the shelter by an owner shall be noted as a remark on the impound record.
3. A.C.O.’s, impounding office staff, or caretaking staff shall:
   1. Employ the microchip scanner on all stray animals for the purpose of locating any possible microchip identification.
   2. Check dogs for tattoos.
4. If personnel has any problem tracing any type of identification he/she shall ask for assistance from the Supervisor or Animal Shelter Manager.
5. The cage card shall be secured to cage or runway and noted if:
   1. The animal is fractious or feral
   2. The animal is nursing
   3. The animal is a neonate
   4. The animal is under quarantine