

**CITY OF HOPEWELL
ANIMAL CONTROL
POLICY & PROCEDURE
MANUAL**

JULY 1, 2011

(Revised 12/2013)

ANIMAL CONTROL UNIT

INTRODUCTION TO MANUAL

This manual is an official publication of the City of Hopewell Police Department. It is issued with the authority of the Chief of Police and contains policies, procedures, rules and regulations for the department members assigned to the Animal Control Division of the City of Hopewell. Revisions, supplements and pages changes will be issued as necessary.

It will be the responsibility of every member assigned to the division to have knowledge of and abide by all of the policies, procedures, rules and regulations contained in this manual.

In addition to this manual, all personal assigned to this unit are to be fully aware of all employee stated responsibilities as outlined in the Hopewell Police Department Police Manual. Violations of any of the policies, procedures or rules and regulations contained in the manual and/or the Hopewell Police Department Police Manual are grounds for disciplinary action.

ASSIGNMENT OF THE MANUAL

All personnel assigned to the Animal Control Division will be provided with a copy of this manual.

- A. Each recipient will provide certification that they have read and understand the policies and procedures set forth in this manual.
- B. Contents of the manual will not be disclosed to unauthorized personnel without direct permission from the Division Commander.
- C. Revision, supplements and page changes will be distributed to each person who possesses a manual.
- D. Loss of the manual or any of its parts will immediately be reported to the Animal Control Supervisor.

ANIMAL CONTROL DIVISION MISSION AND PURPOSE

A. MISSION STATEMENT:

To humanely enforce the City of Hopewell Ordinances and the Commonwealth of Virginia Laws as they pertain to domestic animals and the public's health, safety and welfare.

To serve the citizens of the City of Hopewell by enforcing those laws and ordinances, and to educate the public concerning the ordinances, their importance to the community and animals, and not to punish, or assume the responsibility of the court system.

To strive toward the reduction and prevention of animal related problems in the community through reasonable and responsible application of education, warning / citation system, and the impoundment of domestic animals.

B. PURPOSE:

The purpose of this manual is to assist Animal Control Officers in performing their job responsibilities and to be tools in the decision making process. This manual will not answer every question or aid in solving every problem that arises. It will, however, be a guide to Animal Control Officers. Changes, additions, and deletions will be made from time to time. Animal Control Officers are encouraged to make recommendations for such changes.

CHAPTER 1

CODE OF CONDUCT

1.1. Code of Conduct:

- A. *Animal Control* is a professional career. It is your duty to represent both the Department and your fellow officers as such. Maintain this professionalism in appearance and conduct at all times.
- B. *Humane treatment of animals* is demanded of each officer and staff member at all times. Intentional animal abuse will not be tolerated.
- C. *Sick, injured and distressed animals* are the responsibility of all officers and staff members.
- D. *Courtesy:* All officers and staff members are to provide courteous, efficient and friendly service to all parties you come in contact with – public and other City employees. Curtness, rudeness, and display of temper / anger will not be permitted.
- E. *Integrity and honesty* is expected of each officer and staff member in dealing with the public, fellow officers and all aspects of the Department.
- F. *Gratuities, gifts, and tips* are not to be accepted by officers or staff for job-related services performed. Officers and staff shall, instead, encourage those persons to make a donation to the Hopewell Animal Control or to S.A.F.E.
- G. *Good housekeeping:* Each officer and staff member is in charge of keeping their vehicles, work areas neat and clean at all times, as well as community-shared areas such as restrooms, office, the fenced dog area, kennels and parking lot.
- H. *Grooming and hygiene:* Each officer and staff member is to be in proper attire (as specified) whenever on duty. Personal cleanliness is a necessity for your protection and appearance. All personal grooming habits (hair style, shave, jewelry, etc.) shall project the professional image.
- I. *Security:* each officer and staff member is to be security conscious at all times. Be certain that restricted areas are locked and/or properly secured. Be sure drugs/syringes/needles are kept locked when not in use and disposed of in the proper containers.
- J. *Press and/media inquiries:* Are to be referred to your Supervisor or the Police Department Public Information Officer.

- K. *Team work*: Work cooperatively with other officers and staff. Good communication is important.
- L. *Problems* that you cannot solve should be brought to your supervisor's attention along with the methods and possible solutions that you have already thought of or used.
- M. *Attitude* has a direct impact on your effectiveness. An open mind and inquiring nature will help solve any problems you are confronted with. Displaying a bad attitude toward the division, supervisor, coworkers or the public has a detrimental effect on the division, and reduces the division's effectiveness.
- N. *Policies, rules and regulations*: all officers and staff member are responsible for being aware of these, and for any posted changes to the above mentioned.

CHAPTER 2

GUIDELINES FOR ANIMAL CONTROL ORDINANCE ENFORCEMENT PROCEDURES

- 2.1. PURPOSE OF GUIDELINES: To enable the Animal Control Division to effectively work as a team, the members of the Division must be playing by the same rules, and the public must be given consistent information from all members of our Division.
- 2.2. ANIMAL CONTROL OBJECTIVE: To strive toward the reduction and prevention of animal related problems in the community through the reasonable and responsible application of education, warning/citation system, and impoundment of animals.
- 2.3. ANIMAL CONTROL APPROACH:
 - 2.3.1. At all times while working, ACOs are providing a public service, and are to carry out their duties in a courteous, professional manner, showing concern for the complainants, the suspects, and the animals that are involved, while maintaining an objective view of the situation being handled.
 - 2.3.2. Each ACO is to keep in mind that they are part of a team, and are not working totally independent of the other members of the Animal Control Division. Therefore, open effective communication must be maintained among the entire staff.
- 2.4. METHODS:
 - 2.4.1. ACOs must use good judgment and professional, objective discretion in evaluation the violations they observe, and those reported to them which they investigate. Each individual situation is different; however, basic methods should be consistent, unless extenuating circumstances warrant otherwise.
 - 2.4.2. The ACO's job is to enforce the animal ordinances, and to educate the public concerning the ordinances, their importance to the community and animals, and not to punish, or assume the responsibility of the court system.

CHAPTER 3

RESPONSIBILITIES

- 3.1. Animal Control shall undertake the following responsibilities in providing an Animal Control program for the City of Hopewell.
 - 3.1.1. Enforce animal-related City ordinances, provide various field services and administer a general program to reduce domestic animal nuisances and surplus pet population.
 - 3.1.2. Provide sheltering for stray and unwanted animals and provide various shelter services such as redemption, adoption, and receiving.
 - 3.1.3. Provide community education and information programs to acquaint citizens with the operation of the Division of Animal Control and to secure support for the Division's goals and objectives.
 - 3.1.4. Assist other governmental agencies and groups in the administration of animal related programs.
- 3.2. Other governmental agency responsibilities in relationship to Animal Control activities.
 - 3.2.1. The Hopewell Police Department shares animal-related law enforcement authority concurrently with the Animal Control Division. HPD Officers will assist ACOs in emergency situations and vice-versa.
 - 3.2.2. The Hopewell City Attorney will provide advice of a legal nature to the AC Division when necessary. The City Attorney assists the AC Division in formulating and revising the City Code pertaining to animal matters.
 - 3.2.3. The City of Hopewell Combine Court administers the citation system and processes all formal complaints delivered to them by the AC Division.
 - 3.2.4. The City of Hopewell Health Department is the primary agency responsible for communicable diseases such as rabies. The Animal Control Division will work with, and at times under the directions of the Health District, in matters pertaining to communicable diseases.
 - 3.2.5. The Virginia Department of Game and Inland Fisheries is responsible for all matters associated with wild animals. However, if a wild animal is sick, injured or rabid.

CHAPTER 4

REPORTS

- 4.1. Animal Control members are responsible for proper completion of all report formats, the use of proper forms and the proper filing of these reports.
- 4.2. All impound sheets are to be legible, accurate and contain all necessary information in accordance to state law.
- 4.3. Animal Control reports are to be submitted using the RMS/Pistol program.
Animal Control reports are mandatory for:
 - animals picked up
 - citations issued
 - traps being set
 - barking dog
 - bite or injury cases
 - any incidents involving a Dangerous Dog Declaration
 - most cruelty cases, especially those that qualify and are designated as a Felony
- 4.4. Witness Statements: Witnesses should be asked their name, address, and phone numbers for day and evening. This information is vital to subpoena witnesses.
- 4.5. Report Detail: Reports should be detailed for the following reasons:
 - A. Discovery is facilitated.
 - B. Key elements/information needs to be brought out.
 - C. The ability to testify to key admissions or other evidence.
 - D. Detailed report allows prosecutor to assess the strength of the case and plea bargaining decisions.
- 4.6. Report Organization: Report organization will follow the format established for the Department Incident Report. Refer to Report Writing Instruction Manual.
- 4.7. Each animal will have a Intake Evaluation and Care Plan and a Dailey Observation sheet attached to the impound sheet. These forms will be done for each animal coming into the shelter and for the time frame in which the animal is held at our pound.

CHAPTER 5

OPERATIONS

5.1. DEALING WITH THE FIRST OFFENSE OF A NON-DANGEROUS NATURE:

- 5.1.1. *Non-Dangerous Nature* includes violation of ordinances other than Dangerous Dog, Dog Fighting, Cock Fighting, Intentional Animal Cruelty, or other ones that pose definite risk to the life/safety of animal / person, and dog bite case.
- 5.1.2. *First Offense*, for purposes of these enforcement guidelines, shall mean the first instance known by or reported to Animal Control Division concerning a particular individual/animal involved or allegedly involved in a violation of an ordinance.
- 5.1.3. The way the ACO handles the first offense may establish a basis for all future ACO contacts with that person.
- 5.1.4. The first offense situation provides the ACO opportunity to educate the person, to inform the person of our local ordinances, and the reason for them, in a friendly, helpful way.
- 5.1.5. Contact with *first offenders* should be documented, filed in the office, even if a written warning is not issued to the offender, so that other officers will be aware that the *first offense* contact has been made.

5.2. POINTS TO CONSIDER WHEN MAKING CONTACT WITH OWNER IN FIRST OFFENSE SITUATIONS:

- 5.2.1. Follow the ordinances – it is your job. The owner might know them, but he/she doesn't know them as you do. Explain the ordinances to the person, as you would like something explained to you, in a friendly, helpful manner.
- 5.2.2. You will leave a lasting impression of Animal Control with the person – that of assistance rather than to punish.
- 5.2.3. Many first offenders go on to be second, third, etc. time offenders. But for now, the first offender is just that, so treat them accordingly. If future problems develop, deal with them accordingly.

5.3. PROCEDURES FOR FIRST OFFENSE VIOLATIONS OF ORDINANCES RELATED TO:

- 5.3.1. *At large:*

- A. If possible, determine the owner of the dog and address, and **return the dog home rather than impounding it**. Explain our ordinances relating to *At Large* (and licensing and Rabies vaccination requirements if necessary) and the reason the animal was picked up (for the animal's safety as well as for violation of the ordinance) in a friendly, courteous manner. Issue a citation or a written warning at the end of your conversation.
- B. If the address is known and there is no owner or responsible person to take custody of the animal, post notice of impoundment, stating where the animal was observed at large and/or impounded, the date, time and the ACOs identity. When contact is made later with the owner, our ordinances should be explained, not just the impoundment /redemption procedure.

5.3.2. *Failure to License:*

- A. Explain the reason for the licensing and Rabies vaccination requirement such as for identification, that a license could save a pet's life by providing owner information in event of injury, etc. Explain briefly other ordinances. ACOs may issue a citation or a written warning, allowing the owner to purchase a license at the present time or giving the owner up to 10 days to purchase the license and vaccinate the dog or cat against Rabies. Explain that the written warning will be followed up at that time, and failure to comply will result in a citation. Advise the owner that they may return the written warning within 10 day period along with a copy of the license receipt and the name of the Veterinary Clinic where the dog or cat was vaccinated against Rabies for confirmation.
- B. After a written warning is issued, follow up after the 10-day period and issue a citation if no compliance.

5.3.3. *Failure to Confine Female in Season:* Upon observing the female in season, unconfined, attempt to contact the owner and explain the ordinances, benefits of spaying, etc. Explain how to properly confine the animal. Issue a citation or a written warning following your conversation. Check BACK within 2 – 5 days for continued violation.

5.3.4 *Barking:* Contact the owner, explain that a complaint was received, and that you believe the owner should be aware that someone was disturbed about barking dogs in the area. Discuss the barking complaint with the owner and possibly suggest some advice on how to control it or books on the subject, obedience classes, etc. **Never give out the** complainant's information in any complaint. Explain the Barking Dog Ordinance and the procedure should the barking continue to disturb persons in the neighborhood and that future violations could result in the issuance of a citation. Leave a written warning after your conversation and explain that it is simply documentation of your visit showing your response to a complaint received.

5.4. DAILY PATROL LOGS: Daily patrol logs will be maintained in the Animal Control office for inspection and as an investigative resource.

5.5. FIELD PROCEDURES AND TOPICS:

5.5.1. *Abandoned/Neglected Animals*: Shall mean a domestic animal that has received no food, water, or care from its owner, or the owner's authorized caretaker, for 24 hours or more.

5.5.2. *Animal Rescues*: Officers must use good judgment when acting to rescue an animal. IN general, officers will not climb trees and/or crawl under houses to rescue standard animals. There are businesses that offer such service for a fee and the complainant or pet owner can be instructed to contact them. The rescue of animals on the interstate or in heavy traffic should not be attempted without assistance from Police Officers to control traffic. The progress of the animal can be monitored and rescue may be attempted as soon as it is in a safe position.

5.5.3. *Barking Dog Calls*: ACOs will leave a writing warning notice if owner is not home or issue a correction notice on the first complaint received regarding barking dogs. If contact is made with the complainant in the field, explain that if the barking continues a citation could be issued. When a barking dog complaint is received, the owner of the dog should be contacted in person or by leaving a warning notice. Discuss the problem with the pet owner and offer possible solutions. Issue a written warning, explaining that it is policy that we contacted the pet owner about the complaint, and is not a statement of guilt on the part of the owner. Explain to the owner that if the problem continues, the disturbed person(s) may file a citation against them. If, after a 24 hour period, the complainant wishes to pursue further action, he / she should be given a copy of the Barking Dog Ordinance and a copy of the Case Number.

5.5.4. *Bites –Recording the Complaint*: Complete an Animal Control Report. Instruct the complainant that any wound caused by an animal bite should be cleaned to its greatest depth with soap and water or an appropriate antiseptic, and the victim's physician or the Hopewell Health Department should be contacted to determine if a tetanus shot or other further treatment is needed.

5.5.5. *Bites – Investigation of Dog or Cat Bite – Victim Contact*: If the animal is at large, attempt to locate and apprehend as soon as possible. Contact the victim. Discuss circumstances of the bite with the victim. Determine if there are other witnesses to the incident. Make a determination if the bite was provoked or unprovoked. Get physician, hospital and / or treatment location information. Verify the identity and / or location of the biting animal.

5.5.6. *Pet Owner Contact*: Contact the owner of the animal, if known, and issue a Notice to Contact within 24 Hours if the owner is not home. Determine the conditions are such

that the animal can be quarantined at home successfully (provided the dog is not going to be declared a Dangerous Dog due to this incident) or if the animal must be quarantined at the City's Shelter for the 10 day quarantine period. The animal is not to be taken from the owner's property or to be in contact with other animals or people for the 10 day quarantine period. *If the dog is to be declared Dangerous due to this incident, the dog must be quarantined at the City's Shelter for the duration of the 10 day quarantine period.*

- 5.5.7. An *Animal Control Report* should be filled out with the normal information along with noting that the animal bit, the date the bite occurred, the location of quarantine and whether or not the owners intends to claim the animal at the end of the quarantine period. If the animal is to be surrendered at the end of the quarantine period, the animal's owner is required to fill in and sign the surrender information area. The animal owner will be responsible for all cost incurred during the quarantine period. The board for the quarantined animal is to be paid in advance to the City. The ACO will advised the owner that eh quarantined animals is not to be vaccinated, sold, removed from the City limits (owner's property if quarantined at home) or destroyed during the 10 day quarantine period. The ACO is to advise the animal owner to immediately contact AC if the animal becomes sick or dies during the quarantine period. If the animal is to be redeemed by the owner at the end of the quarantine period, the animal must be picked up by the date given to the owner by the investigating ACO also advising that all fees are to be paid by the time of redemption.
- 5.5.8. The investigating ACO is to contact the pet owner at the end of the home quarantine period to determine the health of the animal and to note that in a supplementary Animal Control report.
- 5.5.9. If the owner of the animal is unknown, the animal is to be held at the City's shelter for the duration of the quarantine period.
- 5.5.10. Animals that have bitten are not to be put up for adoption without the consent of the AC Supervisor. The AC Supervisor will be given copies of all pertaining reports and other information for review prior to such a decision. Complete and file all reports, Bite report, Quarantine Notices, Witness Statements, etc.
- 5.5.11. *Wild Animals:* If the animal is confined, immediately euthanize and contact the Health Department to determine if the animal is required to be tested for rabies. Wild animals are *not* held for the 10 day quarantine period by AC. If the animal is to be tested by the Health Department, the animal must be euthanized and transported to the Animal Hospital to remove the head. If it is after hours, the animal is to be placed into the refrigerator until the next open business day. (DO NOT FREEZE)
- 5.5.12. *Impounding Animals:* it is the Department policy that, if possible, animals be returned home rather than impounded. Upon impounding an animal, the Animal Control Report

must be filled out as completely as possible noting the species of the animal, the breed or assessed combination of breeds, sex, collars, identification, etc.

5.5.13. *Microchip Scanning*: All dogs and cats impounded by the City of Hopewell Animal Control shall be scanned upon impoundment.

5.5.14. *Citations*:

- A. A citation may be issued at the officer(s) discretion if the officer observed a violation.
- B. Information necessary to the completion of the citation, including suspect name, address, DOB, etc. must be entered on the citation.
- C. If the citizen refuses any cooperation, gives no ID, your options include:

Call HPD for BACK up and obtain ID. Remember that the HPD Officer knows little information about the citation and must be informed upon his arrival.
- D. An Animal Control Report must be generated for citations issued.

5.5.15 *Complaints*:

- A. Complaints are called into the Hopewell Police Department or Hopewell Animal Shelter and/or the answering machine. ACOs are to check the answering machine each time that they arrive at the animal shelter and prior to leaving for the end of duty. ACOs should respond as soon as possible to messages according to their priority.
- B. Complaints that request contact should be made either in person, telephone, or by posting the door of the residence.

5.5.16 *Complaint Priority*:

Vicious animals posing an **immediate threat** to the safety of person(s) or animal(s)

Injured animals

Bite Reports. If the biting animal is at large and/or a threat, this becomes a priority 1

Confined Strays

Animals in **danger** from abuse, neglect, or other conditions

Observed leash law violations

Routine leash law violations

Neglected or abandoned animals

Barking dog

Unusual circumstances may warrant increasing the priority of a complaint. Use the priority list as a basic guide and use common sense/good judgment when making a decision to deviate from that list.

5.5.17 *Warning Notices:*

- A. Warning Notices should be issued in lieu of verbal warnings. The Warning Notices clarifies the nature of the violation to the suspect.
- B. ACO should complete as much information as possible on the Notice.
- C. Warning Notices should be entered on an AC Report.

5.5.18 *Dangerous Dog:* A Dangerous Dog Affidavit must be filled out completely prior to going to the magistrate for a summons to be issued. Once summonses are obtained, the originals and copies must be given to the telecommunication division. Summons can only be served by a HPD Officer. ACOs are to explain to the owner of the dog, prior to taken out the summons at the magistrate the procedures of a Dangerous Dog hearing and the requirements for keeping a Dangerous Dog within the City.

5.5.19. *Found Animals:* Found animals should be reported to the Animal Control Agency in the jurisdiction for which the animal was found. If the citizen requests to keep the animal for the holding period, the citizen shall give a complete description of the animal including collars, identification, etc. ACOs will complete a *Found Report* on the appropriate forms and attach it to the *Found Animal Folder*. ACOs will advise the citizen finding the animal they must surrender the animal to the legal owner or Animal Control Officers upon demand.

5.5.20. *Hot Pursuit:* An ACO is entitled to follow an animal onto private property while in Hot Pursuit in order to impound, issue a citation or written warning. The ACO ***MAY NOT enter into enclosed property or any structure without the owner's permission secured or a legal search warrant.***

5.5.21 *Inadequate/Inhumane Conditions:* Upon observing an animal that appears to be without adequate water, food, shelter, or an animal that appears to be suffering and in need of veterinary care:

- A. Attempt to contact the owner or custodian of the animal and explain the problem in a manner that suggests you are there to assist, not threaten. Your main objective is to have the problem corrected as soon as possible for the welfare of the animal.

- 1) After discussing the situation with the owner/custodian, issue a warning or citation outlining the points discussed and record the time period agreed upon for correction of the situation.
 - 2) Keep your copy for follow up to verify the corrections.
 - 3) If the follow up inspection shows the corrections to the situation, note them in an AC Supplement Report. If improvement has not been made or if the situation has not been entirely been corrected, determine whether a second warning should be issued or a second citation. Enter the results of the inspection on an AC Supplement Report.
- B. If unable to locate the owner or custodian, take steps to temporarily correct the problem such as fill the empty water bowl or untangle the chain/rope. If the animal's life is not in immediate danger, attach a written correction notice to the door poster with date, time and explanation of the violations/observations. Direct the owner/custodian to contact you within 24 hours.
- 1) If the owner/custodian contacts you within the 24 hour period, obtain their name, address, phone number, DOB. Explain the situation and violations, obtain a time period to correct the situation/violations, and issue a warning or citation obtaining the owner/custodian's signature if possible.
 - 2) Continue with the same follow up procedure.
- C. If the animal's life appears to be in immediate danger, and you are unable to contact an owner/custodian or other person responsible for the animal, do what is necessary within the law to save the animal.
- D. *Points to Consider When Observing What Appears To Be Inadequate/Inhumane Conditions:*
- 1) **No Water:** The possibility that the animal is given water at other times during the day/night, sufficient to the animal's needs. Because water is not available at the time(s) you are present, does not necessarily mean the animal is always without water, or that the animal does not receive sufficient water.
 - 2) **Shelter:** Animal is observed outside with no shelter or inadequate shelter. Is the animal housed indoors at times or is it always outside without shelter? Check for corroborating testimony from neighbors that the animal is most often without shelter during the inclement weather.

3) **Vehicle:** No food or water observed in a vehicle holding an animal does not necessarily mean the animal has not been recently fed or watered. Use a thermometer to ascertain the temperature inside the vehicle and obtain the official temperature of the day for your report.

4) **Thin:** Because an animal is thin does not necessarily mean it has not been fed an adequate diet. There is the possibility that the thinness is due to old age, parasites, or an illness currently treated by veterinarian.

- E. When working an alleged inadequate/inhumane conditions case, remember that what you observe may not be the entire picture or situation. Investigate. Ask questions of neighbors, witnesses, and the owner. Make sure that the owner/custodian has had custody of the animal for the period in question or prior to the animal reaching the present condition. Document.
- F. Do what is possible to correct the situation prior to issuing a citation. If a citation is issued you may still have lost the battle. The animal's condition may have not been corrected and will not likely be corrected in the near future.
- G Initially approaches the owner/custodian in a helpful manner rather than accusing or threatening. You want the cooperation from the owner/custodian to correct the problem for the animal. A person viewing you as concerned for the animal is more likely to be willing to listen and take advice.
- H. **Before Removing an Animal from the Premises of the Owner or Private Property for Inadequate/Inhuman Conditions:** Investigate, then:
- 1) Be certain that the situation is life threatening to the animal.
 - 2) Make all reasonable attempts to contact the owner/custodian.
 - 3) Determine if the removal of the animal requires a warrant.
- I. **If the animal is in a hot car:** Contact HPD and have the Police Officer stand by or assist with the removal of the animal, securely post the vehicle with a detailed notice of impoundment showing the date, time, AC Case number and reason for impoundment. Direct the owner/custodian of the animal to contact HPD immediately.
- J **If the animal is unenclosed on private property:** Impound the animal, leaving a detailed notice of impoundment securely fastened to the front door of the residence. If there is no residence, attempt to secure the same to the doghouse, chain, tree or other area where the animal was seized and/or where the owner is believed to reside. Include the

date, time, reason for impoundment and requesting owner/custodian contact within 24 hours.

- K. **If the animal is enclosed on private property:** Attempt to secure a warrant by notifying the City's legal department immediately.

5.5.22. *Injured Animals:*

- A. Injured animal calls should be handled as a priority call.
- B. When responding to injury calls, vehicles will be operated in accordance with all prevailing traffic regulations.
- C. When responding to injured animals on roadways the ACO's first concern is personal safety then that of the animal. Vehicle warning lights and flashers should be used as necessary. Safety vest are to be worn when hazard exists.
- D. If the owner is present, it is their responsibility to provide the veterinary treatment. Arrangements with the vet must be done by the owner.
- E. If the owner is not present or unavailable, the ACO must decide if the animal requires immediate medical attention, euthanasia or if the animal can be taken to the shelter and made comfortable there. Animals showing server pain, uncontrolled bleeding, respiratory distress, shock, severe fractures or wounds should be taken to the veterinarian or euthanized. Minor fractures and wounds can often wait for medical attention.
- F. If the owner of the animal is known, an immediate effort should be made to contact them.
- G. If alone or the animal is uncooperative or vicious, approach it with caution and try to muzzle it unless the animal is unconscious, having trouble breathing, injured mouth or requires medication. If the animal can stand but refuses a muzzle, attempt to secure the animal against a fixed object so the animal cannot effectively move its head.
- H. If you have assistance and the animal is cooperative, always approach with caution. Restrain before administering first aid.

5.5.23. *Leash Law Violations:*

- A. Leash law violations are observed through response to complaints and through general patrol.
- B. When possible, loose dogs should be returned to their owners and owner should be warned or cited for the violation.

- C. When it is not possible to return the dog home, the dog should be impounded and proper reporting completed.
- D. When responding to leash law complaint, the ACO should patrol the area and deal with any stray dogs observed.

5.5.24. *Licensing:* See City of Hopewell Municipal Code Chapter 6-46, Dog and Cat Licensing.

5.5.25. *Releasing Animals to Minors:*

- A. Do not license an animal to a minor unless they are emancipated or are living alone without an adult.
- B. Returning an animal home to the custody of a responsible minor is permissible.

5.5.26. *Monetary Transactions:* All monies collected or received in the Animal Control Division will be properly accounted for and transferred to the City Treasurer in a secure and timely manner. ACOs will be responsible to collect fees or charges for each transaction and properly prepare all paperwork needed for each.

5.5.27. *Owner Surrenders:* Owner Surrenders are performed on Thursday mornings between 07:00AM-08:00 AM. Owners Surrendering and animal must read and fill out a property release form and ACO's are to attach the form to the report. This time frame is due to the date of our disposal being removed.

CHAPTER 6

EQUIPMENT & UNIFORMS

6.1. *Equipment:* ACOs are responsible for the inventory, routine maintenance, and repair, and cleaning of all authorized equipment that is issued to them. ACOs reporting for shift duty should be equipped with, but not limited to, the following equipment:

- Working radio
- Dog bite stick/Batons
- Electronic Control Weapon
- Leash (nylon or cable)
- Capture stick
- Summons book
- Cameras
- Dazers II
- Glock
- Magazines
- Flashlights

All equipment except for the camera and clipboard will be carried on the ACO's person at all times. The capture stick provides the ACO with an added defensive tool in the event of an unexpected dog attack when approaching a residence.

6.2. *Uniforms:* The ACO uniform as mandated by the Animal Control Division shall be the standard uniform for all ACOs. Exemptions to standards shall be authorized by the Hopewell Police Department. Only authorized uniforms will be worn by employees.

6.2.1. The uniform shall consist of black pants as authorized.

6.2.2. The shirts (long sleeve for winter and short sleeve for summer) with epaulets will be tan. Hopewell Animal Services patches shall be sewn on both sleeves just below the shoulder. An authorized cloth badge will be sewn over the left pocket or an Animal Control Division metal badge will be used in place of the cloth badge.

- 6.2.3. Authorized jackets will have the HAC patches on the shoulder(s).
- 6.2.4. Name plates are mandatory and will be displayed above the right pocket.
- 6.2.5. ACOs will not carry firearms as part of their uniforms until qualified with HPD Policy.
- 6.2.6. Rain gear will be authorized by the Animal Control Supervisor.
- 6.2.7. Ties will be black and worn with the Class A uniforms.

The above will be purchased by the City of Hopewell. The following equipment is purchased by the employee.

- 6.2.8. Shoes/boots shall be black and appropriate for the job.
- 6.2.9. Socks shall be black if observable.
- 6.2.10. Black turtlenecks are optional and may be worn in place of ties with the long sleeve shirts and white t-shirts under short sleeves.
- 6.2.11. Belts shall be black.
- 6.2.12. For training or special details, a AC Supervisor may approve a polo shirt with the embroidered HAC logo on the left pocket area of the shirt may be worn.
- 6.2.13. The uniform shall be kept in a neat, presentable condition at all times. It is the responsibility of the ACO to inform management if an item of their uniform needs replacements.
- 6.2.14. All items provided by the City shall remain the property of the City. Reasonable wear and tear shall be taken into account.
- 6.2.15. Any lost equipment or uniform part, damages or changes to the uniform must be reported to the ACO Supervisor immediately. A diligent effort must be made to locate, repair or restore the item. If the item is not recovered, repaired or restored the employee may be asked to pay for its replacement.

CHAPTER 7

VEHICLES

7.1. Vehicles:

- 7.7.1. ACOs are responsible for the routine maintenance and cleaning of all assigned vehicles. This includes, but not limited to, gas, oil, air in tires, water, etc. The outside and inside of the vehicles shall be washed and kept clean. The vehicle cages shall be washed and disinfected with bleach at the end of each shift when used to transport animals.
- 7.7.2. A thorough check of the vehicle including equipment, cages, catch poles, etc. shall be conducted by each ACO at the start of their shift.
- 7.7.3. Report a finding of damage or needed repair to the ACO Supervisor.
- 7.7.4. Report any accidents involving City vehicles to HPD immediately. Do not leave the scene of the accident until HPD has made contact and reviewed the situation and/or scene. Leave the vehicles in position of collision unless there is an urgent reason such as safety, to move them. The ACO Supervisor should be notified as soon as possible. A report must be made. If you are injured, go to the nearest emergency care facility. Indicate that you are a city employee and fill out the appropriate forms.
- 7.7.5. Vehicles should be equipped with, but not limited to, the following equipment:
 - Catch Poles
 - Blanket(s) and towels
 - Emergency gear (reflective triangles, etc.)
 - Surgical gloves
 - Leather gloves
 - Leashes
 - At least 1 small animal cage or carrier
 - ACO's personal equipment
- 7.7.6. Vehicles must be operated with due care and all traffic regulations must be adhered to. ACOs are not authorized to drive under code. This means that all traffic regulations, including speed limits, must be obeyed regardless of the nature of the call.

- 7.7.7. Vehicles are to be checked out by the assigned ACO at the end of each shift. The vehicle should be properly equipped and maintained for the next shift. Make sure that the fuel level is at no less than the half full mark.
- 7.7.8. Transporting animals in Animal Control Vehicles shall be monitored closely by the employee. Animals shall not be kept inside vehicles for more than 45 minutes. If animals need to be contained longer than 45 minutes, then the animal is to be detained outside and provided shade and water. Every effort is to be made to keep the animal(s) comfortable.

CHAPTER 8

ANIMAL TRAPS & TRAPPING

8.1. *Humane Trapping:*

- A. *Wildlife:* HAC does not live-trap wildlife nor loan traps for trapping wildlife because, it is NOT legal to trap wildlife live and move it to another location (www.dgif.virginia.gov/wildlife/nuisance/). All wildlife concerns should be referred to Virginia Game and Inland Fisheries. If the Game and Inland requests assistance with trapping an injured wild animal, ACOs will provide as much assistance as they are able to under the circumstances.
- B. *Domestic Animals:* The City of Hopewell does not have a leash law for felines. A citizen does have a right to detain cats for HAC impound for the following: cats that are believed to be strays (no license/rabies tags); sick or injured; and/or cats that are causing property damage from urine, feces, soiling, clawing, etc.
- C. Complaints are to be investigated by the ACO and if determined that a trap is appropriate, the callers information is obtain and added to the trap list. The ACO will give full instructions on setting the trap, monitoring the trap and contacting HAC when a cat is caught in the trap.
- D. It is the responsibility of the complainant to monitor the traps closely and to protect the trapped animal from the elements, etc. The complainant is subject to the ordinances and laws pertaining to confined animals once the animal is trapped and should be informed of this by the ACO issuing the trap.
- E. Traps are to be entered on the Trap Log and left with the complainant for no longer than on week. If the complainant still needs a trap, they may be put on the Trap Request List to wait for the next available trap.

CHAPTER 9

WILDLIFE CALLS

9.1. ALL CALLS ON INJURED/SICK WILDLIFE WILL BE ANSWERED

9.2. *Wildlife Nuisance Complaints:*

- A.** General Calls for wildlife around citizen's homes shall not be answered. Citizen should be advised on deterrent methods, the number provided to Game and Inland Fisheries, and/or referred to wildlife removal companies.
- B.** Deterrent methods recommended by the department of Game and Inland Fisheries
- Keep trash inside until the morning of trash pick-up or place trash in an animal proof container, such as a metal trashcan with latches on the lids.
 - Do not leave pet food (cat or dog) outside overnight.
 - Close up all openings under and into your buildings. These animals look for places to den.
 - Encourage neighbors to do the same. If anyone in the neighborhood is feeding these animals it can cause trouble for everyone.
- C.** A few more active methods for discouraging this group include the following:
- Soak a rag in ammonia and place the rag in or on the trash can(s) or building(s) that are the problem areas. This smell will discourage future visits. Remember, you will need to repeat this after a rainstorm or two.
 - Moth balls placed in trashcan or around buildings will achieve the same results.
 - Reflective tape, lights, or noise sometimes works, but they will eventually grow accustomed to these methods, so this is only a temporary solution.

9.3. *Wildlife Exposure to Humans/Domestic Animals Procedures:*

- 9.3.1. Any wildlife that is involved in a bite or other exposure (scratch, handling the animal, etc.) to a human or domestic animal shall be euthanized if capture, placed in the refrigerator (do not freeze) at the shelter, and the Hopewell Health Department shall be notified immediately.
- 9.3.2. If the animal cannot be caught all information on the exposure will be noted in the report and the Health Department shall be notified immediately.
- 9.3.3. If the exposure is to a domestic animal then the responding Officer shall verify rabies vaccination and quarantine the animal according to the City of Hopewell Ordinance. The Health Department shall be notified immediately of what actions were taken.

9.4. *Calls Concerning Dead Wildlife on Personal Property:*

- 9.4.1. After confirming that there has been no type of exposure (human or domestic animal) the citizen may be advised to bag the animal and place it on the curb to be picked up by the City. They should also be advised to handle the animal with gloves, or a shovel while placing in the bag to prevent possible exposure.
- 9.4.2. If the officer has responded to the location then they may assist the citizen in disposing of the animal.

Providing there has been no reported exposure it is **NOT** necessary to contact the Health Department.

9.5. *Snakes:*

- 9.5.1. Complaints of snakes inside of a residence shall be answered. The snakes are to be removed to the outside of the residence and released.
- 9.5.2. Complaints of snakes outside of residence may not be answered unless the snake is life threaten to the citizen.

- 9.6. *Bats:* If a bat is found indoors with people, the Virginia Health Department of Health recommends capturing the bat and having it tested for rabies. While less than ½ of 1% of all bats actually carry rabies, this is a time for caution. Heavy leather work gloves should be worn if you must handle the bat in any way.

CHAPTER 10

CRUELTY INVESTIGATIONS

- 10.1. All animal cruelty shall be handled in the following manner:
 - 10.1.1. Established if the complaint is valid.
 - 10.1.2. If it is valid, and the animal is not in immediate danger, refer back to chapter 5.5.21.
 - 10.1.3. If the animal(s) is in immediate danger (life/health threatening) then the animals shall be seized (by legal means) and taken to a vet. A written report shall be done and include all findings, witness information, vet reports, and pictures. All findings are to be summated to Property/Evidence.
 - 10.1.4. The Commonwealth Attorney may be notified prior to the seizure for advice and shall be notified if the animals are seized.
 - 10.1.5. ACO's must petition the courts for custody on all seized animals within 7 days of the seizure unless the owner agrees to surrender ownership to the city.

CHAPTER 11

EUTHANIZING ANIMALS

11.1. *Euthanasia:*

- A. *Use:* Use of Sodium Pentobarbital is to be restricted for use o euthanizing injured, sick, homeless and unwanted domestic pets and domestic or wild animals. Intra cardiac injections of Sodium Pentobarbital are to be given only to an unconscious animal.
- B. *Product t Restriction:* Only State Board of Pharmacy approved products will be used (presently, FATAL-PLUS manufactured by Vortec Pharmaceuticals).
- C. *Storage:* The bulk of the Sodium Pentobarbital will be stored in a securely locked box in a locked cabinet in the Record Office. The Animal Control Supervisor will dispense the Sodium Pentobarbital one bottle at a time. The current bottle being used is to be kept inside a locked cabinet (unless in actual use) at the Hopewell Animal Shelter. The Animal Control Supervisor will audit the Euthanasia Logbook after each bottle is finished and date/initial the ending bottle entry.
- D. *Records and Reports:* The Euthanasia Record book is a bound book solely for recording the use of Sodium Pentobarbital and Legend Drugs. This record is kept by the Animal Control Supervisor.
- E. Each animal will be scanned for microchip identification the second time prior to euthanasia. The ACO will enter their ACO number in the appropriate area on the Animal Control Report along with the date.
- F. Each animal will be checked for a description match with its Animal Control Report prior to euthanasia. The amount of Sodium Pentobarbital used to euthanize the animal and the date the animal is euthanized will be entered in the appropriate area on the Animal Control Report. No less than one cc of Sodium Pentobarbital is to be used for record-keeping purposes.
- G. ACOs are to receive eight hours class room instruction and demonstration prior to administering Sodium Pentobarbital. The instruction will be on the proper use of the drug including handling and administration, the potential hazards, and the proper techniques of the various ways of administering the drug.
- H. ACOs must demonstrate to the satisfaction of the ACO Supervisor that they are capable of properly administering Sodium Pentobarbital in a humane fashion prior to administering the drug alone.

- I. ACOs must have the ability to successfully complete a Certified Euthanasia Training Course within one year of hire.
- J. Do not recap needles after use. Dispose of needle in proper needle receptacle.

CHAPTER 12

CLEANING THE SHELTER

12.1. The shelter shall be kept in a clean and sanitary manner in accordance Virginia Department of Agriculture and Consumer Services Rules and Regulations.

A. **Dog Runs:**

Morning cleaning: put dogs outside, pick up the food bowls and place them in the dishwasher (any remaining food is to be thrown away in the trash can). Water bowls are to be dumped, washed in dawn, rinsed, and then bleached before putting back. Kennels being used, remove fecal, urine and food on the floors, walls and/or fencing. Kennels are then to be cleaned using dawn dish soap. Dawn dish soap is to set for a minimum of ten (10) minutes, rinsed, dried, then bleach shall be applied for a minimum of ten (10) minutes, rinsed, then dried. After all kennels are dried, the dogs may be let back inside. The outside dog runs are to be cleaned in the same manner as the inside dog runs. As needed, for stains apply foaming cleaner and scrub with brush. Rinse with plain water.

DOG RUN LIGHTS ARE TO BE LEFT ON DURING THE DAY OF OPERATION.

Evening Cleaning: Check to see if inside of any runs are soiled. For any runs that are soiled, put dog outside and wash out inside of run. Dry inside with squeegee and put dogs back inside. Lock all dogs inside for the night and then feed the dogs with the appropriate food according to each animal needs. While dogs are eating, check the outside kennels for any runs that are soiled. If runs are soiled, clean the kennels. Once each dog has finished eating, remove food bowls (unless it is an animal that needs food all night), and place them in the dishwasher and start the dishwasher.

DOG RUN LIGHTS ARE TO BE TURNED OFF AT THIS TIME.

B. **Cat Cages:**

Morning cleaning: Remove bedding from cat cages and shake them to remove all spilled cat litter and/or food. Place bedding in the wash machine. Remove cats from the cages. Remove litter pan and scoop out any waste and soil litter replacing the litter scoop in the bucket of bleach water after every use (to avoid spreading any diseases). Remove, wash, dry and refill water and food dishes (water and food from cages shall not be dumped down the drain in the cat room)Cages are to be cleaned of any litter, food, dust, etc., washed with dawn, dried, and then bleached for a minimum of 10 minutes, rinsed then dried. Place new bedding in cage after drying and all other removed items and replace cat. Once all cages have been cleaned, the floor is to be swept of any loose cat litter and food. Then the floors are to be sanitized.

CAT ROOM LIGHTS ARE TO BE LEFT ON DURING THE DAY OF OPERATION.

Evening Cleaning: Scoop the litter pans. (Cat litter scoops are to be dipped into bleach/water each time to prevent disease transmission). Wash and refill water and food bowls as needed. Change any bedding that is soiled and start the wash machine. Floors are to be swept to remove any debris.

CAT ROOM LIGHTS ARE TO BE TURNED OFF AT THIS TIME.

C. **MICELLANEOUS:**

1. *Other Animals:* Cages of other animals shall be cleaned twice daily and all waste removed. Food and water bowls/bottles shall be washed and refilled every morning as needed.
2. *Floors:* All inside floors shall be washed and disinfected daily. Floors shall be kept clean and free of water hoses and other debris.
3. *New Animals:* All new animals shall be provided clean/sanitized cages to include litter boxes (if needed) and food/water bowls.
4. *Feeding and Watering:* All dogs, cats and other animals shall be fed at least once daily or more, as required by size, age, species or health. Each animal shall have access to fresh water at all times. During summer months ACOs shall check to ensure that the animals have adequate water when cleaning staff is not on duty.
5. *Temperature Logs:* Temperatures in the shelter shall be recorded morning and evening by the shelter cleaning staff and recorded on the monthly log.
6. *Animals being released:* If kennel staff is still on duty, it shall be their responsibility to clean and sanitize the cages/kennel of the animal that has been released. If kennel staff is off duty, it shall be the responsibility of the Animal Control Officer that released the animal to clean and sanitized the cages/kennel.
7. Latex gloves shall be worn and hand sanitizer shall be applied each time an animal is handled. This will also assist in the means of reducing disease transmission.

CHAPTER 13

PET ADOPTION POLICY

13.1. Adoptions:

13.1.1. Any citizen that comes to the animal shelter may fill out a City of Hopewell Animal Control adoption application.

13.1.2. Application is to be given to the Animal Control Supervisor to review.

13.1.3. The Animal Control Supervisor will check the Virginia Court Case information system to see if the person(s) applying for an animal has ever by charged with Animal Cruelty.

13.1.4. The Animal Control Supervisor may also contact the jurisdiction that the person(s) resides in and confirm that Animal Control has not had any problems with the people(s).

13.1.5. Any animal may be adopted with the exception of those that have been declared dangerous by the courts and/or have been involved in animal bite cases.

13.2. Adoption Contract:

13.2.1. The Animal Control Supervisor will make contact with the person(s) that have applied for adoption to schedule an appointment with them to pick up the animal(s).

13.2.2. Hopewell Animal Control will require that all pure breed animals, toy breed animals, and/or bully breed animals be fixed prior to the new owner picking them up from the Animal Shelter. The new owner may pick the animal up from the vets' location.

13.3. Sterilization Agreement Form:

13.3.1. All new owner(s) shall sign and date the Sterilization Agreement form.

13.3.2. All new owner(s) shall return the Sterilization Agreement form within seven days of sterilization date.

13.4. City of Hopewell Animal Control Officers shall comply with State Code 3.2-6546. County or city pounds; confinement and disposition of animals; affiliation with foster care providers; penalties; injunctive relief.

CHAPTER 14

PATROL PROCEDURES

14.1. These procedures should be followed when ACO's are not working.

14.2. CALLS THAT SHOULD BE HANDLED IMMEDIATELY:

1. *Animal Bites*- All animal bites are required to have a report; only exception would be if it occurred in another jurisdiction.
2. *Dangerous/Vicious Animals*- Shall be handled as they come in.
3. *Injured Animals/Animals in Distress/Sick Animals*- Shall be handled as they come in.
4. *Dogs and Cats Caught in Traps* – Shall be handled when they come in, Patrol officers will only release the animal from the traps they will not pick up the animal.
5. *Wild Animals in Contact with Humans/Domestic Animals (bites, scratches, etc.)* – Wild animals (raccoons, possums, ground hogs, foxes, skunks, bats, etc) which had had **ANY** contact where an exposure may have occurred (bite, scratch, fight with domestic animal, etc.) should be picked up, if possible, for rabies testing. If picked up, the carcass should be placed in the refrigerator at the shelter (not freezer). If it is necessary to shoot the animal then it should **NOT** be shot in the head (the brain is tested). The Health Dept. On-Call person shall be notified immediately. Report is required.
6. *Wildlife Complaints* – Calls concerning wildlife shall be answered if the animal is reported to be sick or acting strangely. Snake calls where the snake is inside the house and the location of the snake is known shall be answered. (catchpoles and snake tongs are in the animal control trucks). General nuisance complaints concerning wildlife may be referred to animal control on the next business day. ****Bats in house shall be picked up and AC supervisor shall be notified****
7. *Barking Dogs* – Shall be handled as they come in.

14.3. CALL THAT CAN BE HELD FOR ANIMAL CONTROL

1. Stray Animals in Custody – Should only be handled if the supervisor gives prior approval, if not it should be held until Animal Control comes in.
2. Nuisance Stray Cat Complaints – Obtain phone number for call back by ACO.
3. Nuisance Wildlife Complaints – Obtain phone number for call back by ACO.

*******ALL CALLS RECEIVED OF A DOG ATTACKING A PERSON SHOULD BE DISPATCHED TO BOTH ANIMAL CONTROL AND POLICE OFFICERS*******

CHAPTER 15

ATTENDANCE/VACATIONS/SHIFT EXCHANGING

15.1. PROCEDURES:

Good attendance by all employees is essential to the operations of the animal shelter. Each employee's position is important and everyone is expected to report on time on their normal scheduled hours and accepted overtime. Failure to do so places an immediate unfair burden on fellow employees, is costly, and can have an adverse effect on the humane care of our animals.

15.2. ABSENCES: (Sick)

1. Employees must notify their supervisor in as advance time as possible, but in no case later than two (2) hours prior to the start of any shift assignment. When making notification employees must give a specific reason for their absence, phone number where they can be reached at, an address where they will be and an estimate of when they will return to work. Supervisors must record all such information on their Shift Report.
2. A physician's note will be required for an employee to return to work if the employee is absent for three (3) or more consecutive working days. Employees returning to work without a physician's note will be sent home subject to loss of pay or being charged with additional sick leave.
3. Employees absent for more than five (5) days, or anticipating an absence of more than five (5) days, must be evaluated for placement on medical leave. Documentation from a physician describing the medical problem and estimated length of time employee will be unavailable for work must be provided to the supervisor as soon as possible after it is determined that absence will exceed five (5) days.
4. If any time the Supervisor of Animal Control detects any recurring pattern in the use of sick leave they will meet and discuss the matter with the employee. In the absence of a reasonable explanation for such a pattern the employee will be referred for action that could include requiring a physician's note for one (1) incident of calling in sick.
5. Employees absent for a "switched" shift will lose their privilege to switch for 90 days.
6. Employees absent from an overtime shift will be disciplined accordingly.
7. The Animal Control Unit reserves the right to contact an employee when he/she has called off due to illness, to check on the validity of the call off. Call-offs found NOT to be valid will be handled as per the Unit's disciplinary policy.

15.3 LATENESS:

Animal Control Officer/Staff will be considered late when they are not in their assigned position and prepared to carry out their job responsibilities on the starting hour of their scheduled shift.

15.4 VACATION ELIGIBILITY IS DETERMINED:

Because of the nature of the service provided by Animal Control/Animal Shelter, minimum staffing levels are absolutely necessary. Therefore, vacation time will be granted at the discretion of the unit supervisor based on established minimum staffing levels and seniority.

15.5 VACATION REQUEST:

1. Vacation request must be presented in writing to the proper supervisor.
2. This request will be made 14-days in advance.
3. Vacation days will not overlap.
4. All Animal Control Officer/Staff can have one vacation during a major holiday. Ex. Thanksgiving, Christmas, New Years, July 4th, Memorial Day and Labor Day.

15.6 TEMPORARY SHIFT EXCHANGING:

The definition of a shift exchange is any change in Hopewell Police Department schedule whereby two or more personnel exchange shifts among them.

1. All requests for permission to exchange shifts shall be submitted to the Animal Control Supervisor.
2. All request shall be submitted on Hopewell Police Memorandum, shall be legible, be written in ink, or typed, and be submitted at least 24 hours prior to the start of the requested shift exchange.
3. Each request shall be contain the dates, shifts, and name of the other person(s) involved in the exchanged.
4. Each request shall have attached a statement from the other person(s) agreeing to the exchange.
5. All shift exchange request will be approved based upon the needs of the Hopewell Animal Control Unit, and with the understanding that shift exchanging is a privilege, not a right.

CHAPTER 16

DISCIPLINARY POLICY

Disciplinary policy is designed to provide consistent and equitable treatment of disciplinary matters with the goal of assisting the employee in developing a positive plan of action to correct the deficiency in the job performance or behavior standard in question.

16.1 PROCEDURES

1. **LEVEL ONE** – Oral Reminder:

An oral reminder will be issued to an employee for a First time performance or behavior deficiency by his/her immediate supervisor. The purpose of this oral reminder will be to insure the employee is fully aware of the nature of the discrepancy and to discuss how the problem can be corrected and prevented from occurring again. A record of the oral reminder will be noted on the Supervisor's Shift Report and in the personnel discipline log book. This book will then be monitored by the Chief of Operations.

2. **LEVEL TWO** – Counseling Conference with Supervisor:

A repeated discrepancy discussed in a previous oral reminder or three or more oral reminders issued within any ninety day period will be referred to the Supervisor of Animal Control. The objective of this conference will be to (a) explain how discrepancy is in variance with division policies, procedures and performance expectations; (b) to discuss the employee's plan of action to deal with discrepancy.

The results of this conference will be recorded on a department approved Employee Counseling Report. The employee will be given a copy of this report and asked to sign and acknowledgement of receipt.

3. **LEVEL THREE** – Counseling conference with Office of Professional Standards:

This level conference will be conducted by the Office of Professional Standard if previous discussions have failed to produce the desire changes. The Lt. will review reasons why the rule of standard must be observed, discuss the employee's failure to abide by his original agreement and gain the employee's commitment to solve the problem.

Together they will develop an action plan to eliminate the gap between actual and desired performance. The results of this conference will be recorded on a department approved Employee Counseling Report. The employee will be given a copy of this report

and asked to sign an acknowledgement of receipt. This report will then be placed in the employees personnel file and will be removed after twelve (12) months as long as no further disciplinary actions take place.

16.2 **SEXUAL HARASSMENT**

SEXUAL HARASSMENT: Sexual harassment is considered a type of discrimination. It is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is, either implicitly or explicitly, a term or condition of employment.
2. Submission to or rejection of such conduct is used as the basis or employment or job assignment decisions; or
3. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating and intimidating, hostile, or offensive working environment.
4. Maintaining close proximity to an individual, staring, leering or any other form of nonphysical act or conduct has the purpose or effect of creating an intimidating, hostile, or offensive work environment.
5. Physical touching in any form without consent.
6. Verbal comments, "Jokes" or any form of communication in the work place involving sexual matters.

16.3 **REPORTING SEXUAL HARASSMENT**

1. Hopewell Police Department will not tolerate any form of sexual harassment. Any employee who experience or observes any act of sexual harassment should immediately report the incident to his or her immediate supervisor or any staff member to who he or she may feel more comfortable reporting the incident.
2. In all cases the strictest confidence of all reports must be maintained and all incidents initially investigated under the direction of the unit director or if circumstances warrant, the department director.

16.4 **DISCIPLINARY POLICY: Animal Control Officers will follow the disciplinary policy of the HPD Police Manual, section PER 9-1, which list in detail, offenses and punishments. ACO officers should also familiarize themselves also with the City grievance procedures which can be found in section PER 8-1.**

16.4.1 COMMON CAUSES FOR DISCIPLINARY ACTION

1. Late for work
2. Failure to comply with dress code
3. Late returning from post
4. Any other actions the Supervisor of Animal Control determines to fall into this.
5. Failure to complete assignments
6. Failure to pass on information
7. Leaving work area without permission
8. Improper use of computer system
9. Failure to follow chain-of-command
10. Damaging any equipment
11. Any other actions the Supervisor of Animal Control determines to fall into this.
12. Relaying improper information
13. Rudeness on the phone or radio
14. Arguing with supervisor or any other employee
15. Attempting to cover up errors
16. Failure to handle calls properly
17. Revealing information to outside sources
18. Failure to handle radio traffic properly
19. Failure to follow general policies
20. The use of any substance which may impair your ability to do your job
21. Insubordination
22. Failure to show up for work
23. Misuse of sick leave
24. Any other actions the Supervisor of Animal Control determines to fall into this.

CHAPTER 17

HEALTH AND SAFETY

17.1 **PRURPOSE:**

The purpose of this is to establish guidelines and procedures to be followed when a member of the Unit is exposed to a communicable disease with a risk of major illness or death, and for handling evidence or property that may be contaminated.

17.2 Animal Control Officers and Kennel staff will notify the Animal Control Supervisor immediately of any and all injuries and/or animal bites that occur at the animal shelter and/or out in the field.

17.3 It will be the responsibility of the Animal Control Supervisor to fill out all paperwork involving such incident.

17.4 It will be the responsibility of the Patrol Shift Supervisor to fill out all paperwork involving an injury or animal bite if the occurrence occurs when the Animal Control Supervisor is off duty and/or vacation.

17.5 All animal bites/scratches that have caused an open wound, will be documented and reported to the Hopewell Health Department by the Animal Control Supervisor.

17.6 **HEALTH AND SAFETY POLICY: Animal Control Officer will follow the health and safety policy of the HPD Police Manual, section PER 10-1, PER 10-1a, which list in detail, the guidelines and procedures.**