

EXHIBIT I



San Marcos Regional Animal Shelter Manual of Standard Operating Procedures

Revised 11/03/2023

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COVER LETTER TO STAFF

First off, thank you all for your ongoing dedication to the shelter, community, and the animals. I am proud to be a part of this team. Please use this SOP as your guide to the “why and how” of what we do here. Never be afraid to ask for clarification or help from your Leadership Team and never stop learning.

This is your personal copy of the Standard Operating Procedures (SOPs) Manual. SOPs are a key tool for the operation and management of the San Marcos Regional Animal Shelter. SOPs establish a baseline for how all staff and volunteers perform routine shelter tasks. The consistency and predictability that SOPs can provide helps make life less stressful for the animals — and for people, too.

The Standard Operating Procedures were written with the input of everyone and all staff will be accountable for following them. These SOPs enable us to be consistent about expectations for every employee and to determine whether performance meets, exceeds, or falls short of expectations. Be sure to read the entire manual. Discuss any questions that you have with your supervisor.

The SOP manual is a ‘living’ document that will be updated as we identify better ways of doing our jobs and responding to the needs of the animals in our care and of the human community we serve. The formal procedure for suggesting and making changes to SOPs is outlined below. The Animal Services Manager will have the master and current copies of the SOPs.

Process for changes, updates or clarifications to the SOPs:

To avoid confusion and inconsistency, only the Animal Services Manager can make the actual written changes to the SOPs. However, all staff can suggest changes as described below:

- The Animal Services Manager evaluates the requested change and discusses it with the Animal Shelter Supervisor and Animal Protection Supervisor.
- If the Animal Services Manager and Supervisor(s) agree to make the change, that section of the master SOP manual (both electronic and physical copy) is updated with the new wording and instruction.
- A memo then goes out to the entire staff with a summary of the update, and the page and section number that was updated. Each staff person also receives a printed copy of the new revised section for the staff member to update their own manual.

This manual is the foundation for the continued excellent performance of our staff and the organization. The manual will be used as a training document throughout the agency. We strongly encourage you to review SOPs on a regular basis. The Supervisors are responsible for ensuring that their staff understand and follow the SOPs that apply to their roles in the agency.

Thank you for all the hard work you do each day for the animals in our care.

Sincerely,

Christie Banduch
Animal Services Manager
San Marcos Regional Animal Shelter

Section 1 – General Information

1.001 - Media Contacts

If you are contacted by a reporter or representative of any TV, radio, newspaper, or magazine reporters, or by other media reps, you need to direct him or her to the City of San Marcos Communications Department. Any unauthorized communication with a representative of the media is not allowed and will be subject to disciplinary action. Refer any media contacts to CommunicationsInfo@Sanmarcostx.gov

1.002 - Hours of Operation

The hours of operation are designed to ensure that all domestic and wild animals are properly and humanely cared for and that the public has adequate and ample opportunity to conduct business at the San Marcos Regional Animal Shelter.

Adoption Center Business Hours:

12:00 p.m. – 7:00 p.m. Monday, Tuesday, Thursday and Friday.

12:00 p.m. – 5:00 p.m. Saturday

CLOSED on Wednesdays and Sundays

Receiving / Reclaim Business Hours:

8:00 a.m. – 6:00 p.m. Monday through Friday

CLOSED on Saturdays and Sundays

Animal Protection On-Duty Hours:

8:00 a.m. – 6:00 p.m. Monday through Friday

9:00 a.m. – 1:00 p.m. Saturdays

9:00 a.m. – 1:00 p.m. Sundays

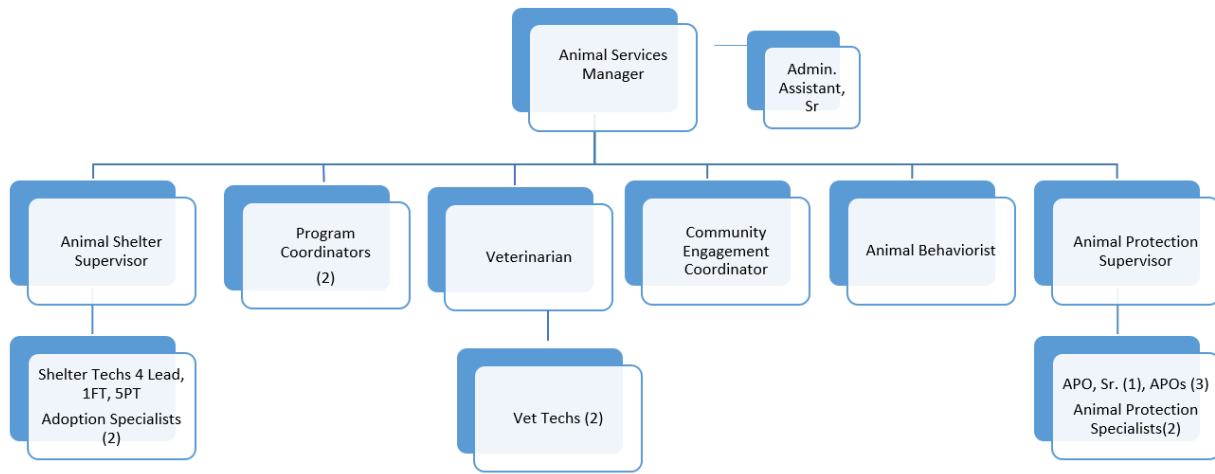
ON-CALL for Emergencies during off-duty hours

The Animal Protection Supervisor will provide an on-call schedule to the Animal Services Manager and Animal Shelter Supervisor monthly. During off-duty hours, the San Marcos Police Department will dispatch for Animal Protection.

1.003 - List of Approved City Holidays

New Year's Day	January 1
Martin Luther King's Birthday	Third Monday in January
Presidents Day	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19th
Independence Day	July 4
Labor Day	First Monday in September
Indigenous People's Day	Second Monday in October
Veteran's Day	November 11
Thanksgiving	Fourth Thursday and Friday in November
Christmas	December 24 and 25
Floating Holiday	Employee's discretion with supervisory approval

1.004 - SMRAS Staff Organization



THE LEADERSHIP TEAM CONSISTS OF THE ANIMAL SERVICES MANAGER, THE ANIMAL SHELTER SUPERVISOR, THE ANIMAL PROTECTION SUPERVISOR, BOTH PROGRAM COORDINATORS, THE COMMUNITY ENGAGEMENT COORDINATOR, THE VETERINARIAN, THE ANIMAL BEHAVIORIST, AND THE ADMINISTRATIVE ASSISTANT, SR.

THE ANIMAL PROTECTION TEAM CONSISTS OF THE ANIMAL SERVICES MANAGER, THE ANIMAL PROTECTION SUPERVISOR, ANIMAL PROTECTION OFFICERS AND ANIMAL PROTECTION SPECIALISTS

THE SHELTER TEAM CONSISTS OF THE ANIMAL SERVICES MANAGER, THE ANIMAL SHELTER SUPERVISOR, THE ANIMAL ADOPTION SPECIALISTS, AND THE ANIMAL SHELTER TECHNICIANS (LEADS, FULL-TIME AND PART-TIME)

THE VETERINARY TEAM CONSISTS OF THE ANIMAL SERVICES MANAGER, THE VETERINARIAN, AND THE VETERINARY TECHNICIANS

ALTHOUGH WE ALL HAVE DIFFERENT ROLES TO FILL, WE WILL WORK TOGETHER AS ONE TEAM AND WILL STRIVE TO HAVE A WORKPLACE CULTURE WHERE WE HELP ONE ANOTHER MEET OUR GOALS AND ACCOMPLISH OUR COLLECTIVE MISSION OF SAVING LIVES AND PROVIDING OUR COMMUNITY WITH EXCELLENCE IN ANIMAL SERVICES.

1.005 – PROFESSIONAL CONDUCT

ALL EMPLOYEES ARE EXPECTED TO ADHERE TO THE CITY OF SAN MARCOS' CORE VALUES: INTEGRITY, TEAMWORK, PROFESSIONALISM, CUSTOMER EXPERIENCE AND INNOVATION.

AS A CITY EMPLOYEE, YOU ARE EXPECTED TO MAINTAIN A HIGH LEVEL OF PROFESSIONAL CONDUCT, BOTH ON AND OFF DUTY. YOU HAVE A RESPONSIBILITY AS A PUBLIC SERVANT TO REPRESENT THE CITY OF SAN MARCOS AND THE SAN MARCOS REGIONAL ANIMAL SHELTER IN A POSITIVE LIGHT AT ALL TIMES.

THE CITY OF SAN MARCOS EMPLOYEE HANDBOOK, CHAPTER 7, OUTLINES CONDUCT THAT IS PROHIBITED BY ALL CITY EMPLOYEES. THE EMPLOYEE HANDBOOK IS AVAILABLE TO ALL CITY EMPLOYEES ON THE EMPLOYEE PORTAL / INTRANET. VIOLATIONS OF ANY POLICIES SET FORTH IN THE EMPLOYEE HANDBOOK WILL RESULT IN DISCIPLINARY ACTION.

[HTTPS://SANMARCOSTX.GOV/72/INTRANET](https://sanmarcostx.gov/72/intranet)



1.006 – FEE SCHEDULE

THE FEE SCHEDULE IS SET BY SAN MARCOS CITY COUNCIL, AND MAY BE AMENDED FROM TIME TO TIME. THE CURRENT FEE SCHEDULE IS BELOW. THE ANIMAL SERVICES MANAGER MAY, AT HIS OR HER DISCRETION, WAIVE OR REDUCE THE FEES BELOW.

Schedule of Fees

Description	Adopted Fee FY20	Proposed Fee FY 21
Neighborhood Enhancement - Animal Shelter		
Impound Fees		
First Impoundment	\$22.00	\$23.00
Second Impoundment	\$42.00	\$43.00
Third + Impoundment	\$84.00	\$86.00
Unsterilized Pet Fee	\$16.00	\$17.00
Kennel Vaccination	\$16.00	\$17.00
Rabies Vaccination	\$11.00	\$12.00
Microchip Fee	\$22.00	\$23.00
Kennel Fee	\$11.00	\$12.00
Quarantine Fee	\$13.00	\$14.00
Rabies Test Submittal	\$42.00	\$43.00
Adoption Fees		
Dog/Cat	\$94.00	\$97.00
Ferret	\$47.00	\$49.00
Small Animal	\$22.00	\$23.00
Registration Fee		
Sterilized Pet	\$6.00	\$7.00
Unsterilized Pet	\$27.00	\$28.00
Volunteer Program	\$16.00	\$17.00
Drop off Out of Coverage - Individual	\$47.00	\$49.00
Drop off Out of Coverage - Litter 3 month or less	\$78.00	\$80.00
Owner Requested Euthanasia and Disposal		
Small (less than 25 lbs)	\$16.00	\$17.00
Medium (25 - 50 lbs)	\$27.00	\$28.00
Large (51 - 100 lbs)	\$37.00	\$38.00
X-Large (101 lbs +)	\$47.00	\$49.00
Disposal Fee	\$16.00	\$17.00
Commerical Kennel Fee		
1 - 10 Animals	\$120.00	\$123.00
11 - 20 Animals	\$172.00	\$176.00
> 20 Animals	\$328.00	\$336.00
Commerical Animal Dealer Permit		
1 - 10 Animals	\$120.00	\$123.00
11 - 20 Animals	\$172.00	\$176.00
> 20 Animals	\$328.00	\$336.00
Other Fees		
Grooming Facility	\$68.00	\$70.00
Animal Exhibition Permit	\$120.00	\$123.00
Multi-Permit Fee	\$42.00	\$43.00
Responsible Ownership Program	\$68.00	\$70.00

1.007 – DRESS CODE

ALL STAFF WILL WEAR LONG PANTS OR SHORTS THAT ARE AT THE KNEE OR BELOW. NO SHORTS ABOVE THE KNEE WILL BE PERMITTED.

NO HOOP JEWELRY WILL BE PERMITTED FOR SAFETY REASONS.

ONLY CLOSED TOE SHOES OR BOOTS WILL BE PERMITTED (NO FLIP FLOPS, SANDALS, OR CROCS). SHOES / BOOTS MUST ALSO BE SLIP RESISTANT.

DURING CLEANING, STAFF MAY WEAR OLDER CLOTHING THAT THEY CAN GET DIRTY IN. ONCE THE SHELTER OPENS, STAFF MUST WEAR A CLEAN, STAIN-FREE T-SHIRT OR POLO THAT IDENTIFIES THEM AS A STAFF MEMBER TO THE PUBLIC. STAFF T-SHIRTS AND POLOS WILL BE PROVIDED BY THE CITY.

AFTER CLEANING, STAFF MUST CHANGE INTO CLEAN CLOTHING.

DURING CLEANING, NON-SLIP RUBBER BOOTS WILL BE PROVIDED TO THE STAFF. STAFF MAY PROVIDE THEIR OWN RUBBER BOOTS FOR CLEANING IF THEY DO NOT DESIRE TO USE THE PROVIDED BOOTS.

NO CLOTHING OR JEWELRY WITH PROFANITY, NUDITY, DRUG RELATED IMAGES OR MESSAGES, OR ANY OTHER OFFENSIVE MESSAGING MAY BE WORN AT ANY TIME WHILE AT WORK.

FACIAL PIERCINGS ARE ALLOWED, HOWEVER, NO HOOP-STYLE JEWELRY MAY BE WORN FOR SAFETY REASONS.

HAIR COLOR AND STYLE ARE NOT RESTRICTED IN ANY WAY.

ANIMAL PROTECTION OFFICERS WILL WEAR A UNIFORM THAT CONSISTS OF BDU PANTS, A UNIFORM SHIRT, BADGE, NAME PLATE OR NAME EMBROIDERY, DUTY BELT, AND DUTY BOOTS. UNIFORM COMPONENTS AND DUTY BOOTS WILL BE PROVIDED BY THE CITY.

1.008 – EMPLOYEE PARKING

ON DAYS WHEN THE SHELTER IS OPEN TO THE PUBLIC, STAFF MUST PARK ON THE BACK SIDE OF THE SHELTER SO THAT CUSTOMERS CAN USE THE PARKING LOT. THE EXCEPTIONS TO THIS ARE FOR PART-TIME STAFF THAT WILL BE LEAVING THE SHELTER BEFORE IT OPENS, OR, FOR STAFF WHO WORK UNTIL 7PM DURING MONTHS WHEN IT IS DARK OUTSIDE BEFORE 7PM.

1.009 – EMPLOYEE BREAKS AND LUNCHES

IN GENERAL, EMPLOYEES ARE ALLOWED TWO (2) FIFTEEN (15) MINUTE BREAKS PER EIGHT (8) HOUR SHIFT, TIME AND WORK-LOAD PERMITTING. BREAKS ARE NOT GUARANTEED AND MUST BE APPROVED BY YOUR IMMEDIATE SUPERVISOR, WHO WILL DO THEIR BEST TO ACCOMMODATE BREAK REQUESTS. WHEN EMPLOYEES ARE NOT ON AN APPROVED 15 MINUTE BREAK, THEY ARE EXPECTED TO WORK ON ASSIGNED TASKS.

FULL-TIME EMPLOYEES ARE ENTITLED TO A ONE (1) HOUR LUNCH BREAK EACH SHIFT.

1.010 – VACATION AND TIME OFF REQUESTS

VACATION: VACATION REQUESTS SHOULD BE MADE AS EARLY AS POSSIBLE AND BEFORE YOU SOLIDIFY ANY VACATION PLANS. YOUR IMMEDIATE SUPERVISOR WILL CONSIDER EACH REQUEST FOR APPROVAL OR DENIAL BASED ON AVAILABLE STAFFING AND OTHER VACATION REQUESTS RECEIVED DURING THE SAME TIME FRAME. OUR GOAL IS TO BE ABLE TO FAIRLY APPROVE TIME OFF REQUESTS SO THAT ALL STAFF MEMBERS CAN SPEND TIME AWAY FROM WORK FROM TIME TO TIME. HAVING SOME FLEXIBILITY ON YOUR VACATION DATES IS HELPFUL IF YOUR SUPERVISOR FINDS THAT THERE IS A CONFLICT. TO REQUEST VACATION OR PERSONAL TIME, SEND A MICROSOFT OUTLOOK CALENDAR INVITE TO YOUR IMMEDIATE

SUPERVISOR REQUESTING THE TIME. YOUR SUPERVISOR WILL WORK WITH YOU TO SCHEDULE THE TIME OFF THAT YOU ARE REQUESTING.

SICK LEAVE: YOU MUST NOTIFY YOUR SUPERVISOR AT LEAST ONE HOUR BEFORE THE START OF YOUR SHIFT IF YOU ARE CALLING IN SICK. IF YOU ARE GOING TO BE OUT SICK FOR MORE THAN THREE (3) CONSECUTIVE DAYS, YOU MUST PROVIDE A DOCTOR'S NOTE TO YOUR SUPERVISOR UPON RETURN TO WORK. YOUR SUPERVISOR MAY ALSO REQUEST DOCTOR'S NOTES IF YOU FREQUENTLY CALL IN SICK.

OTHER TYPES OF LEAVE: SEE THE CITY OF SAN MARCOS EMPLOYEE HANDBOOK ON THE INTRANET FOR MORE INFORMATION ON TYPES OF LEAVE THAT ARE AVAILABLE AND CITY POLICIES ON TAKING LEAVE. [HTTPS://SANMARCOSTX.GOV/72/INTRANET](https://sanmarcostx.gov/72/intranet)

1.011 – ON-BOARDING AND OFF-BOARDING OF EMPLOYEES

SUPERVISORS WILL COMPLETE ON-BOARDING AND OFF-BOARDING CHECKLISTS FOR EACH NEW EMPLOYEE, AND FOR EACH EMPLOYEE ENDING THEIR EMPLOYMENT WITH SMRAS. PHYSICAL COPIES OF THE ON-BOARDING CHECKLIST WILL BE KEPT IN THE EMPLOYEE'S INTERNAL FILE FOR THE DURATION OF THE EMPLOYEE'S EMPLOYMENT AT SMRAS. PHYSICAL COPIES OF THE OFF-BOARDING CHECKLIST WILL BE KEPT FOR A MINIMUM OF TWO (2) YEARS AFTER THE EMPLOYEE ENDS EMPLOYMENT.

SUPERVISORS WILL ADMINISTER A TRAINING MODULE TO EACH NEW EMPLOYEE THAT WILL HELP THE EMPLOYEE FAMILIARIZE WITH SMRAS POLICIES AND PROCEDURES, SHELTER OPERATIONS, AND CITY POLICIES. EMPLOYEES WILL COMPLETE THE FULL TRAINING MODULE WITHIN THE FIRST MONTH OF EMPLOYMENT AND A COPY WILL BE PLACED IN THEIR INTERNAL EMPLOYEE FILE. SUPERVISORS WILL VERIFY THAT ALL ASPECTS OF THE TRAINING MODULE HAVE BEEN COMPLETED AND WILL SIGN OFF ON THE COMPLETED TRAINING MODULE PRIOR TO IT BEING PLACED IN THE EMPLOYEE'S FILE.

1.012 – EMPLOYEE UNIFORM PROVISIONS

NEW STAFF WILL BE PROVIDED WITH THE FOLLOWING: THREE (3) STAFF T-SHIRTS, THREE (3) STAFF POLO SHIRTS AT THE TIME OF HIRE. EACH YEAR, EXISTING STAFF WILL BE PROVIDED WITH THREE (3) ADDITIONAL STAFF T-SHIRTS AND THREE (3) ADDITIONAL STAFF POLO SHIRTS. SUPERVISORS MAY REPLACE TORN OR STAINED STAFF SHIRTS AS NEEDED THROUGHOUT THE YEAR TO MAINTAIN A PROFESSIONAL IMAGE.

RUBBER BOOTS WILL BE PROVIDED FOR STAFF USE DURING CLEANING. EMPLOYEES WISHING TO PROVIDE THEIR OWN CLEANING BOOTS IN LIEU OF USING THE PROVIDED BOOTS MAY DO SO.

NEW ANIMAL PROTECTION OFFICERS WILL BE PROVIDED WITH FIVE (5) SETS OF UNIFORM PANTS, FIVE (5) UNIFORM SHIRTS, ONE (1) PAIR OF DUTY BOOTS, ONE (1) BADGE, AND ONE (1) DUTY BELT. AT THE TIME OF HIRE. EXISTING ANIMAL PROTECTION OFFICERS WILL BE PROVIDED NEW SETS OF PANTS, SHIRTS AND BOOTS AS NEEDED TO MAINTAIN A PROFESSIONAL IMAGE.

1.013 - FACILITY MAINTENANCE AND ORGANIZATION

ALL STAFF IS RESPONSIBLE TO REPORT ANY BROKEN OR MALFUNCTIONING EQUIPMENT AND FACILITIES MAINTENANCE ISSUES TO A SUPERVISOR SO THAT THE ISSUE CAN BE ADDRESSED IN A TIMELY MANNER.

SUPERVISORS WILL CONDUCT WEEKLY FACILITY MAINTENANCE WALK-THROUGHS AND REPORT ANY NEEDS TO THE FACILITIES MAINTENANCE DEPARTMENT AND SCHEDULE REPAIRS AS NEEDED.

ALL STAFF IS RESPONSIBLE TO MAINTAIN ALL EQUIPMENT AND SUPPLIES IN AN ORGANIZED FASHION. THIS IS IMPORTANT FOR SAFETY, EFFICIENCY, AS WELL AS SUPPLY INVENTORY. SUPERVISORS WILL BE RESPONSIBLE TO CREATE A SYSTEM OF ORGANIZATION AND ENSURE THAT ALL STAFF ADHERES TO ORGANIZATIONAL REQUIREMENTS.

WE SHOULD ALL TAKE PRIDE IN OUR WORK AND IN THE APPEARANCE OF OUR WORK SPACES. THE WAY THE SHELTER LOOKS IS A DIRECT REFLECTION OF YOUR WORK AND SENSE OF PRIDE IN OUR MISSION. THE

COURTYARD, HALLWAYS, LOBBIES, ANIMAL HOLDING SPACES, LAUNDRY AND DISH AREAS, AND PLAY YARDS SHOULD ALWAYS BE FREE OF CLUTTER, TRIP HAZARDS, FECES AND URINE, AND MALODOR.

- CRATES MUST BE CLEANED AND PUT AWAY IN CRATE STORAGE DAILY AND NOT LEFT SITTING OUT.
- EQUIPMENT USED DURING CLEANING NEEDS TO BE SANITIZED AND PUT AWAY DAILY.
- INSPECT EACH AREA AFTER CLEANING TO ENSURE THAT IT IS PRESENTABLE TO THE PUBLIC.
- STORAGE AREAS MUST BE KEPT ORGANIZED.
- FECES AND URINE MUST BE CLEANED UP THROUGHOUT THE DAY.
- SWEEP UNDER CAGES AND REMOVE ANY FOOD, FECES, LITTER OR DEBRIS.
- MOP ALL AREAS DAILY.
- INSPECT FACILITIES AND EQUIPMENT FOR DAMAGE AND REPORT TO A SUPERVISOR.
- LOOK FOR DUSTY VENTS, DUST ON TOP OF CAGES, CLUTTER, BIRD FECES ON SURFACES, BUGS IN LIGHT FIXTURES, AND OTHER GENERAL HUSBANDRY ISSUES AND TAKE MEASURES TO CORRECT THEM.

1.014 – INVENTORY (ANIMAL AND SUPPLY)

ANIMAL INVENTORY:

ALL STAFF IS RESPONSIBLE TO MAINTAIN AN ACCURATE INVENTORY OF ANIMALS IN THE CARE OF THE SHELTER. IF YOU MOVE AN ANIMAL, YOU ARE RESPONSIBLE TO MOVE THE ANIMAL'S KENNEL CARD WITH IT, AS WELL AS UPDATE THE ANIMAL'S LOCATION IN PETPOINT. THIS IS ESSENTIAL FOR US TO MAINTAIN A SAFE AND ORGANIZED ENVIRONMENT FOR BOTH OUR ANIMALS AND FOR PEOPLE.

SUPPLY INVENTORY:

FOR THE PURPOSES OF THIS SECTION, "SUPERVISOR" MEANS EITHER THE ANIMAL SHELTER SUPERVISOR, THE ANIMAL PROTECTION SUPERVISOR, OR THE VETERINARIAN.

SUPERVISORS ARE RESPONSIBLE TO CONDUCT WEEKLY INVENTORY OF ALL GENERAL USE SUPPLIES NEEDED BY THEIR RESPECTIVE TEAMS. THIS TASK MAY BE DELEGATED, HOWEVER, THE SUPERVISOR IS RESPONSIBLE TO VERIFY THE ACCURACY OF THE INVENTORY AND ORDER REQUESTS.

THE ADMINISTRATIVE ASSISTANT WILL PLACE ORDERS FOR GENERAL SUPPLIES ONCE WEEKLY (TYPICALLY EACH WEDNESDAY). THE SUPERVISOR WILL PROVIDE A LIST OF SPECIFIC NEEDED ITEMS, INCLUDING THE AMOUNT NEEDED AND ANY OTHER INFORMATION REQUESTED BY THE ADMINISTRATIVE ASSISTANT TO ENSURE ORDER ACCURACY NO LATER THAN THE END OF DAY EACH TUESDAY.

UTILIZING AVAILABLE STORAGE SPACE, ENSURE THAT WEEKLY ORDER REQUESTS MAINTAIN THE STOCK LEVELS NECESSARY TO CONTINUE OPERATIONS UNINTERRUPTED.

GENERAL STAFF MAY PLACE ORDER REQUESTS ON THE EOD, HOWEVER, A SUPERVISOR MUST VERIFY THE NEED AND INCLUDE THESE ITEMS ON THE WEEKLY GENERAL SUPPLY ORDER.

SPECIALTY OR EMERGENCY NEEDS ITEMS MAY BE ORDERED AS NEEDED AT THE REQUEST OF A SUPERVISOR OR ANIMAL SERVICES MANAGER.

THE ADMINISTRATIVE ASSISTANT WILL PLACE ALL ORDERS TO ENSURE THAT TRACKING OF ORDERS AND INVOICES IS STREAMLINED. EXCEPTIONS CAN BE MADE FOR P-CARD PURCHASES, HOWEVER, RECEIPTS

MUST BE SENT TO THE ADMINISTRATIVE ASSISTANT THE SAME DAY AS PURCHASE WITH AN EXPLANATION OF WHAT THE PURCHASE WAS FOR, FOR BILLING/CODING PURPOSES.

IT IS THE RESPONSIBILITY OF THE SUPERVISORS TO ENSURE THAT ANY REQUESTED ITEMS ARE BUDGETED FOR PRIOR TO REQUESTING THE ORDER.

SECTION 2 – ANIMAL INTAKE

2.001 – Intakes in General

As an open-admissions shelter, we will accept any animals from the agencies/jurisdictions that we have interlocal agreements with (referred to as the Regional Partners). The shelter has Regional Partnerships with the City of Kyle, City of Buda and unincorporated Hays County. Animal Protection Officers, Police Officers or other City or County Officials from the Regional Partnerships may bring in legally impounded animals to the shelter. Citizens wishing to surrender their own animal must live within Hays County. Stray animals brought in by private citizens must have been *found* inside of Hays County limits. Private citizens bringing in a stray must provide intake staff with the location that they found the animal and will sign a surrender document certifying that they are being truthful about the location the animal was found.

Although we are an open-admissions shelter, we strive to be of assistance to pet owners within Hays County. If we can reasonably work with a pet owner to try and keep the pet in their home or assist them in rehoming their own animal, we will try to do this. **See Section 2.017 - Intake Diversion Program** for more information on ways we can proactively assist pet owners in Hays County.

2.002 - Stray Animal Intakes and Stray Hold Periods

The stray hold period pertains to domestic animals (i.e., cats, dogs, livestock, animals typically kept as pets or for food/farming). Stray animals are domestic animals that are found to be roaming at large / free of restraint off of the property of an owner (if an owner is known). Stray animals will be held on a stray hold for 0-5 days to allow any owner the chance to reclaim. Use the following methods to determine the stray hold period for an animal:

Stray animals with no identification or known owner will be held for three (3) business days.

Stray animals with microchips, tags or other means of owner identification will be held for five (5) business days. The Animal Protection Team will be responsible to make daily attempts to contact all known owners for any animals on a stray hold period and to document those attempts in a memo in Petpoint.

Severely injured, sick or neonatal stray animals may be released for euthanasia or rescue prior to the stray hold period ending at the discretion of the Animal Services Manager.

To calculate the stray hold period:

- The day of intake is Day ZERO.
- Count the following three to five full business days (depending on above criteria). You will not count Sundays due to both sides of the shelter being closed to the public on Sundays, or any city holiday closures that fall within the count.

- The day AFTER the final day in the above count will be the first day that the animal is eligible to be considered for adoption, euthanasia or transfer to rescue.

2.003 - Wildlife Intakes

Wildlife that is trapped, injured or sick may come to the shelter and be dispositioned according to their needs. This may include release back to the wild, transfer to a state approved wildlife rehabilitation center or humanely euthanized.

Examine the animal for injuries or symptoms of illness. If none are present and the animal can be safely released back to the wild, then release the animal back in a safe place away from any roadways or other immediate dangers to the animal.

If the animal does have symptoms of injury or illness or is neonatal and cannot be released, then have the animal examined by the Veterinary Team to determine the best course of action for the animal's wellbeing.

2.004 - Owner Surrender Intakes

Owners wishing to relinquish their animal(s) to the shelter must be current residents of Hays County. The owner will fill out and sign a release form that includes their name, address, phone number, driver's license number (or other government issued ID) and issuing agency, date of birth, information about the animal(s) being surrendered, and authorization for the shelter to take custody of the animal and disposition the animal as necessary (including euthanasia as a possible outcome).

Owners surrendering their animals must show proof of Hays County residency. This can be in the form of a government issued ID, or a bill in their name with a Hays County address.

When appropriate and possible, we should try to defer owner surrender intakes by offering resources and other alternatives to surrender to owners. **See Section 2.017 – Intake Diversion** to learn more about ways we can assist Hays County pet owners.

2.005 - Returned Adoptions Intakes

Animals that were adopted through our shelter may be returned at any time, for any reason. The adoption fee will be refunded at the discretion of the Leadership Team if the animal is returned within the first 2 weeks (14 days) after finalization of the adoption. After 2 weeks (14 days) refunds for returned adoption will not be issued.

When appropriate and possible, we should try to defer returned adoption intakes by offering resources and other alternatives to surrender to owners. **See Section 2.017 – Intake Diversion** to learn more about ways we can assist Hays County pet owners.

2.006 - Owner Requested Euthanasia Intakes

Hays County residents may surrender their pet and request euthanasia as the disposition for the animal in the case of severe, chronic or debilitating medical conditions for the animal OR aggression issues. The Leadership Team will examine each owner requested euthanasia on a case-by-case basis to determine if complying with the euthanasia request is appropriate or not. Based on the findings of the Leadership Team, the euthanasia request may be honored, or the animal may be considered for other dispositions as appropriate. A letter of recommendation supporting euthanasia by the owner's vet is preferred, but not required. The Leadership Team will

consider all documentation provided by the owner, including vet records, documentations of bites or other aggression incidents, or letters of recommendation from veterinarians in their decision making process. The fees for owner requested euthanasia are available in **Section 1.006 – Fee Schedule**. A member of the Leadership Team may waive these fees at their discretion.

2.007 - Seized / Protective Custody Intakes

Animals may be seized from a legal owner if legal precedent exists to seek the seizure of the animal through a court of competent jurisdiction. This may include Bite Quarantine, animal neglect or cruelty situations or dangerous dog situations. Seized animals will be held for the duration of any associated court proceedings, including an appeals process. At the end of the court proceedings, the Animal Protection Supervisor will be responsible to obtain documentation from the court on the final disposition of the court case and authorization from the court for the shelter to proceed with final disposition of the animal(s).

Animals may also be placed into protective custody if other justifiable cause exists, such as incarceration or incapacitation of the owner/guardian or a declaration by a court of competent jurisdiction that the animal presents a danger to public health and safety. The Animal Protection Supervisor will be responsible to maintain all records associated with animals placed into protective custody and to comply with all laws pertaining to seized animals. Animals in protective custody due to owner incarceration or incapacitation will be held for five (5) business days. If not reclaimed by the owner or their authorized agent/representative within five (5) business days, the animal will become the property of the city.

2.008 - Bite Quarantine Intakes

Cats or dogs that have bitten a human within the past 10 days will be taken into custody and placed into Bite Quarantine for a minimum of 240 hours (10 days) from the time of the bite incident. The Animal Protection Supervisor will be responsible to maintain all records associated with animals placed into bite quarantine custody and to comply with all laws pertaining to animals who bite humans.

Home Quarantine of owned animals who bite may be considered at the discretion of the investigating Animal Protection Officer, providing that the circumstances adhere to current state law pertaining to home quarantine. Home Quarantine animals will be entered into Petpoint and staged as Home Quarantine.

Owners may opt to complete the quarantine period at their private vet. The Animal Protection Team will be responsible to follow up on any animals in quarantine at a private vet to ensure completion of the bite case satisfactory to current state law.

Refer to Section 7.002 for bite quarantine procedures

2.009 - DOA Animals Intakes

Some animals may not be in a live state at the time of intake. These animals must be recorded as DOA at the time of intake in Petpoint.

2.010 - Responsibilities of employees performing an animal intake

- 1) It will be the responsibility of any person performing an intake to fully assess each situation to determine if intake or intake diversion is the best option for the animal and to provide all available resources to the person who is in custody of the animal.
- 2) It will be the responsibility of any person performing the intake of any animal to ensure that the animal is examined at the time of intake for signs of illness or injury and to report those findings to the Veterinary Team or a member of the Leadership Team promptly.
- 3) It will be the responsibility of any person performing the intake of any animal to ensure that the animal is promptly scanned for a microchip and checked for all other forms of identification. If identification is found or by any other means an owner can be identified, the person performing the intake shall immediately take all reasonable actions to attempt to notify the owner that their animal is at the shelter, including but not limited to:
 - a) Calling all known or possible phone numbers for the owner
 - b) Texting all known or possible phone numbers for the owner
 - c) Emailing all known or possible email addresses for the owner
 - d) Request an Animal Protection Officer to leave a door hanger at all known or possible addresses for the owner. If the address is local to San Marcos, then an Animal Protection Officer will leave a doorhanger. If the address is outside of San Marcos city limits, then request that a partner or other local agency leave a doorhanger. If the address is not local to the greater Hays County area (i.e., out of state), then no action will need to be taken.
 - e) Document all attempts at contacting the registered owner in an animal memo in Petpoint.
- 4) For owner surrenders, it is extremely beneficial to obtain a full medical and behavioral history for each animal so that the best possible decisions can be made for the health and wellbeing of the animal as it moves through the shelter system. It is also important to public health and safety that we have as much background on animals as we can to ensure safe placement for the animal in the future. It will be the responsibility of any person performing an owner surrender intake to provide the owner with an animal profile form for them to fill out and to ensure that the owner provides us with as much information as possible on the animal.
- 5) It will be the responsibility of any person performing an intake to ensure that all photographs, appropriate intake vaccines, preventative care and examinations are completed and recorded properly in Petpoint.
- 6) It will be the responsibility of any person performing an intake to ensure that the animal is originating from the Hays County jurisdiction and to clearly enter the location found into Petpoint, including the city and jurisdiction the animal was found.
- 7) It will be the responsibility of any person performing an intake to ensure that all steps of the intake process are completed in Petpoint.
- 8) It will be the responsibility of any person completing an intake to enter in any relevant memos regarding the animal so that we can maintain effective communication amongst

the staff. This includes but is not limited to: owner contact information, medical and/or behavioral memos for anything abnormal noted during intake examination, detailed intake information (reason for surrender, information given by the finder, etc.

2.011 - Intake Photographs

All animals entering the shelter will have at least one intake photo uploaded to Petpoint. At a minimum, the photograph(s) should show the animal from a front facing angle and clearly show the animal's face and as much of the body/markings as possible.

2.012 - Animal Staging at Intake

Stray DOGS over 3 months of age will be staged as Lost and Found for the duration of their stray hold period. If an owner contacts the shelter and expresses intent to come in and reclaim the dog, the stage can be changed to Pending Owner Reclaim. Stray dogs who are injured or sick must still be listed as Lost and Found.

Stray PUPPIES under 3 months of age may be listed as Adoption Assessment if they are healthy, over 8 weeks of age and over 2 pounds. If under 8 weeks of age, under 2 pounds, or unhealthy, they will be listed as NA Hold.

Stray CATS over 3 months of age are subject to a stray hold period and should be listed as either Lost and Found or TNR Surgery (if eligible for TNR).

Cats are eligible for TNR if they are:

- Over 3 months of age (friendly kittens will be kept for adoption)
- Under 10 years of age
- In a good state of health at the time of intake
- Not owner surrendered
- Not nursing kittens
- From a location that is safe and legal for the cat to go back to

Stray KITTENS that are under 3 months of age may be listed as Adoption Assessment if they are healthy, over 8 weeks of age and over 2 pounds. If under 8 weeks of age, under 2 pounds, or unhealthy, they will be listed as NA hold.

Owner Surrenders may be staged as Adoption Assessment if there are no obvious physical or behavioral concerns noted at the time of intake. If there are medical or behavioral concerns, stage the animal as Evaluate.

Returned Adoptions may be listed as Available right away if their vaccinations are still current and they need no updating to their medical records. If a returned animal needs updated vaccinations or other routine care, stage them as Adoption Assessment. If a returned animal has behavioral or medical concerns that require evaluation or treatment before they can be adopted again, stage them as Evaluate. **Refer to Section 6.003** for detailed vaccine and booster protocols or ask the Veterinary Team for advice if you are unsure whether or not an animal requires booster vaccines at the time of return.

Seized and/or Protective Custody animals will be staged as NA Hold. Animals in protective custody due to owner incarceration or incapacitation may be staged as Lost and Found if there is sufficient reason to believe that a) it will not endanger the animal to be viewable online, and b) the owner may not know the whereabouts of their animal.

Bite Quarantine animals entering the shelter after biting a human will be staged as Bite Quarantine. For animals that will be completing a quarantine at home, the stage will be Home

Quarantine. For animals that will be completing a quarantine at their personal vet, the stage will be Vet Quarantine.

2.013 - Scanning for Microchips

All animals will be scanned for a microchip immediately upon impoundment. To scan an animal, activate the scanner according to manufacturer instructions and then move the microchip scanning wand over the entire body of the animal, including back, neck, chest/torso, front and back legs.

Animal Protection Officers should scan stray animals in the field and make all reasonable attempts to locate the animal's owner prior to bringing them into the shelter. If an owner is located prior to bringing the animal into the shelter, then all reasonable attempts to return the animal to its home should be made. Document attempts to contact the owner in the field notes of the call for service.

Any animals coming in over the counter should be scanned for microchips immediately, including owner surrenders. Verify that the information associated with the microchip matches owner information provided at the time of an owner surrender.

If a microchip is found, contact the microchip company and obtain owner name, phone number(s), address, emergency contact info and implant agency name and contact information. Promptly make all attempts to contact the owner associated with the microchip, including but not limited to:

- a) Calling all phone numbers
- b) Texting all phone numbers
- c) Emailing all emails
- d) Sending an Animal Protection Officer to all listed addresses that are local to leave a doorhanger
- e) Document any and all attempts at contact into a memo in Petpoint.

Steps for scanning animals

Sanitize the microchip scanner between use / from animal to animal

- 1) Scan the animal. If possible, make sure the wand is making contact to the animal's body. Slowly move the wand down the back, the sides of body, the legs, and around the neck. (Note: make sure the battery is not low on the scanner)
- 2) If a microchip is found, first search the microchip number in Petpoint to see if it is associated with an animal already in our system. If no record exists, then record the microchip number in Petpoint under Identifications. Record all owner information obtained in an animal memo.
- 3) Record all scans of an animal in Petpoint under Identifications. Record whether or not a single microchip was found, multiple microchips were found or no microchips were found.
- 4) If the animal has already been scanned and has a microchip in Petpoint, follow up on the microchip each day that the animal remains on a stray hold period and add memos to document the steps taken to contact the owner (i.e., called, texted, emailed, and left door hanger)

Steps for calling on microchips:

- 1) Look up all microchips in the Petpoint to see if the animal has been here before. If they have been here before, intake the animal using the existing ID number. If an animal is accidentally duplicated, contact the Animal Protection Supervisor or an Animal Protection Specialist to merge the ID's for the animal.
- 2) If the microchip number does not already exist in Petpoint, then enter a new animal in Petpoint and record the microchip number.
- 3) For new microchips, search for the number on petmicrochiplookup.org. This website is connected to all the major microchipping companies and will be a great indicator of where the chip is registered and who has the most current registration of the chip. (Some microchips can be registered with multiple companies and be current.)
- 4) Contact the microchip company that you have identified as associated with the microchip number.
- 5) Collect the following information from the microchip company when you call:
 - a) Name of owner
 - b) Phone number(s) of owner
 - c) Address
 - d) Email
 - e) Alternate contact name and phone number
 - f) Implant facility name, Phone number and lot number.
 - g) Animal info including; name, age, altered status and known medical info

***If the microchip is unregistered, the implant facility may have owner information in their records that we can contact them to obtain. Promptly contact the implant facility to attempt to obtain owner information and then proceed with the following steps.

- 6) Start by calling all associated phone numbers with the microchip. This may be the fastest way to contact the owner. If the phone calls are answered, ask to speak to the owner listed on the microchip. State that you work for the San Marcos Regional Animal Shelter and that you believe that their pet may be here at the shelter. If the call is not answered, leave a voicemail for the owner asking them to contact the shelter regarding their pet. Be sure to leave contact information for the shelter in the voicemail.
- 7) If phone calls are not answered, send a text message from a city owned phone line stating that you work at the San Marcos Regional Animal Shelter and are trying to reach (owner's name) to let them know that (pet's name and/or description) are at out shelter.
- 8) If both phone calls and text messages are not quickly answered by the owner and the address is local to the greater Hays County area, request that an Animal Protection Officer leave a notice at the owner's address to inform them that their pet is at the shelter.
- 9) If upon making contact with a registered owner, they inform you that they rehomed the animal, ask them for the new owner's information if they have it so that we may contact them.

- 10) If you find that any of the contact information associated with the microchip is invalid (i.e., a wrong phone number or address), document the erroneous information in a memo in Petpoint.
- 11) Document all pertinent information in a memo in Petpoint, including the owner information you obtain from the microchip company, any and all attempts at contacting the owner, and any erroneous information associated with the microchip.
- 12) While the animal is on stray hold status the Animal Protection Team will conduct follow up calls, texts, emails and leaving door hangers to make every attempt to contact the owners. All attempts will be placed into a memo in pet point. If the information for the animal owner is from out of San Marcos, please have the Animal Protection Supervisor reach out to the proper jurisdiction's supervisor to request assistance in leaving a door hanger.
- 13) After the animal comes off stray hold all animal services employees who see the animal still needs contact made, can and will reach out to owners and add memos of the actions taken in Petpoint.
- 14) When the animal is scheduled to be fully vetted, the Veterinary Team will do a final scan to ensure the animal does not have a microchip that was missed at the time of intake.

2.014 - Intake Vaccines and Preventatives

In general, the following vaccines and preventatives will be given at the time of intake. Whenever possible, vaccinate the animal fifteen (15) minutes prior to the animal entering the building.

DOGS:

Modified Live DAPP Vaccine– administer in left hind leg, upper thigh

- **Administer to all dogs and puppies, regardless of age**
- Distemper, Adenovirus, Parvovirus, Parainfluenza

Bordatella Vaccine– oral or intranasal vaccine

- All dogs and puppies over 8 weeks of age
- Kennel cough vaccine

Flea/tick preventatives – dosage and administration instructions will be provided by the Veterinary Team. Some age and weight restrictions may apply depending on product used.

Pyrantel Pamoate – oral dewormer, administered at dosage of 1ml per 10 pounds of body weight to all animals over two weeks of age

CATS/ KITTENS:

Feline RCP Vaccine – administer in left hind leg, upper thigh

- **ONLY administer to kittens over 4 weeks of age and weighing 1 pound**
- Rhinotracheitis, Calicivirus, Panleukopenia

Flea/tick preventatives – dosage and administration instructions will be provided by the Veterinary Team. Some age and weight restrictions may apply depending on product used.

Pyrantel Pamoate – oral dewormer, administered at dosage of 1ml per 10 pounds of body weight to all animals over two weeks of age

***Animals will be vaccinated at intake REGARDLESS of their health or pregnancy status

***All vaccines and preventatives given at intake will be properly documented in Petpoint as part of the intake process.

2.015 - Housing Decisions After Intake

New intake cats and kittens that appear healthy will be placed into Cat Stray

New intake cats and kittens that appear sick will be placed into Cat ISO at the Veterinary Team's discretion.

New intake dogs will be placed into Dog Adoption

Puppies under 6 months of age should be placed strategically in the Dog Adoption kennel, spacing their kennels by at least 4 kennels apart.

During times of potential disease outbreak or spread, refer to the Leadership Team's guidance on where to place animals.

2.016 - Counseling Owners on Owner Surrender Intakes

In general, only the legal owner of an animal can sign an animal surrender contract. Exceptions can be made if a person has legal power of attorney for the animal owner, written consent of the legal owner to surrender on their behalf, or for landlords who have control of a property on which an animal is being kept after a legal owner has vacated the property.

The person handling the intake must inform the owner that there is no guarantee that the animal will be placed for adoption and could be euthanized. We must always strive to have honest, yet compassionate conversations with pet owners.

Ask the owner what the reason for the surrender is and if there are ways that we might be able to help them keep their pet. If they are interested in receiving help to keep their pet, refer them to the available resources that can assist them. **See Section 2.017 - Intake Diversion** to learn more about ways we can assist Hays County pet owners.

Encourage owners to provide truthful and comprehensive information on their pet, to include full medical and behavioral history. Assist the owner in filling out an animal profile form and ask questions to clarify any answers that are not clear. The more information we can gather at the time of intake, the more we increase the chances of finding appropriate placement for the animal.

2.017 - Intake Diversion Program

As an open-admissions shelter, we are not able to turn away animals needing to enter the shelter. We can, however, *encourage* the public to assist us in the following ways:

Owner surrender diversions:

Owners asking to relinquish their pet to the shelter can be *encouraged* to consider alternative options to surrendering. These include but are not limited to:

- Seeking assistance (medical, financial, supplies or behavioral) to keep their pet in their home
- Seeking rescue placement for their pet rather than shelter placement
- Rehoming their pet on their own
- Returning their pet to the agency that they adopted it from
- Foster their own pet while the shelter markets the pet for adoption
- Filling out our online intake diversion form so that we can assist with rescue placement <https://sanmarcostx.gov/1559/Surrendering-a-Pet>

We can guide owners through the various resources and programs that are available at the time they contact us to surrender. If an owner is unable to or unwilling to participate in the intake diversion program, then we will accept their animal as a surrender. Every owner asking to surrender their pet should be informed about the intake diversion options available to them and should be counseled regarding the surrender of their pet.

Stray intake diversions:

Citizens who find stray animals can be encouraged to retain custody of the animal to try and locate the owner of the animal on their own. This is particularly beneficial if they found the animal near where they live and can spend time searching for the owner in their neighborhood. If they are unwilling to or unable to retain custody of the animal, then we will accept the animal as a stray intake. If a finder does agree to keep the found pet and search for an owner, be sure to obtain all contact information for the finder and retain it in a record at the shelter so that if an owner contacts the shelter we can get them into contact with the finder.

Fur-Get Me Not Program (FGMN):

FGMN is an INTAKE DIVERSION program funded by SMRAS. The goal of the program is to prevent pet surrenders by providing assistance to pet owners. The GOAL of the FGMN program is to prevent surrenders. Funding is limited for this program, so it should only be offered as an intake diversion program at this time, not as general assistance to pet owners who are not considering surrender.

The assistance that we can offer is:

- Helping with veterinary bills (routine and urgent care)
- Helping with spay/neuter assistance
- Helping with temporary boarding costs

At this time, our maximum limit per applicant is \$700. Before applying for assistance, it should be considered whether or not their request can be reasonably accommodated with a \$700 limit. Chronic conditions, veterinary specialty care, hospitalization, care at an emergency clinic, extended boarding periods, and animals with a poor prognosis or quality of life will not be approved for assistance. For situations where the amount will exceed \$700, owners will be required to pay the service provider the balance up front if their application is approved.

FGMN assistance can be offered to any Hays County resident who contacts the shelter to surrender a pet. It is particularly helpful for owners who need help affording their pet's supplies, vaccines, veterinary care, or who are homeless or in between houses.

We are contracted with local veterinary clinics, boarding facilities, and spay/neuter clinics that provide these services to applicants. If an application for assistance is approved, the owner will be given a voucher to be used at an approved service provider. The service provider will then bill SMRAS for the agreed upon services that they perform.

Approval process for FGMN applications:

- 1) Have the owner fill out the FGMN Application and give it back to you.
- 2) Check the application to make sure it is fully filled out and signed.
- 3) Shelter staff will email the application to animalservicesinfo@sanmarcostx.gov
- 4) The Leadership Team will review the application.
 - a. If APPROVED: A voucher for the approved services will be emailed to the owner, and the service provider. The employee who emailed the application in will be cc'd.
 - b. If DENIED: The Leadership Team will advise the owner of the denial and the reason for the denial in writing. The employee who emailed the application in will be cc'd.
- 5) The service provider will email the completed voucher and a billing invoice to SMRAS for payment.

SMRAS collects donations of pet food and pet supplies that can be offered to any Hays County pet owner who asks for help. There is no need to fill out a FGMN application to receive donated food or supplies. Any supplies or foods used for these programs MUST be donated items and MUST be OTC (over the counter) medications. NO prescription foods or medications may be given out to the public, regardless of whether or not the person can show you a prescription.

SECTION 3 – ANIMAL OUTCOMES

3.001 – OUTCOMES IN GENERAL

Disposition of animals in the care of SMRAS may be as follows: Adoption, return to owner, transfer to an approved rescue partner or humane euthanasia when deemed necessary to prevent suffering, protect public health and safety or due to lack of available kennel space.

The San Marcos Regional Animal Shelter strives to maintain a 90% or higher live outcome rate as part of our Pawsitive Outcomes Implementation Plan. While our goal is to seek live outcome for as many animals in our care as possible, we must also consider the quality of care that we can provide and the health and safety of staff, animals and the public.

3.002 – Adoption Program

One of the most important goals of SMRAS is to facilitate the adoption of animals into new homes so as to further the human-animal bond.

Animals are available for viewing by the public, provided they appear to be healthy, non-aggressive and are not on a stray, evidence, medical, bite or other type of hold.

All adoptions from San Marcos Regional Animal Shelter include, but may not be limited to:

- Spay or Neuter surgery
- Intake Vaccinations (FVRCP for cats and DAPP and Bordetella for dogs)
- Rabies Vaccination
- Microchip
- City License for San Marcos residents only*
- General Health Examination

Adopters who are not residents of San Marcos should be advised to review and comply with their local ordinances regarding pet ownership and registration.

Adoption options for animals on hold (stray or other):

In general, potential adopters cannot view animals on hold and should be referred to our webpage Lost & Found and Adoptable Animals listings. Potential adopters interested in animals on any type of hold should be advised of the date that the hold ends and suggest they either return on that date or check our webpage Lost & Found and Adoptable Animals listings to check availability. Advise potential adopters that adoptions are on a first come first served basis and we cannot guarantee that the animal will be available to adopt (may be reclaimed, transferred to a rescue partner, adopted by another party first, or be deemed unadoptable for various reasons).

Adoption of Animals with Bite Histories or Histories of Aggression:

If an animal with a known bite history is available for adoption, it is the duty of the staff member completing the adoption to counsel the adopter regarding the bite history. All known details of the bite incident(s) must be fully disclosed to the adopter and a copy of any memos related to the bite incident(s) must be provided to the adopter. Be sure to redact any personal information that is not subject to disclosure (i.e., previous owner / bite victim name/information) from any memos before providing copies to the adopter. The adopter must sign a Bite History Adoption waiver at the time of the adoption. This waiver can be located by selecting "Bite History Adoption" as the adoption subtype on the Details tab of an adoption process in Petpoint.

If an animal with a known history of aggression toward humans or other animals is available for adoption (this may include, but is not limited to, animals who have "nipped" at someone but not bitten and broken skin and animals that have attacked or tried to attack other animals), it is the duty of the staff member completing the adoption to counsel the adopter regarding the aggression history. All known details of the aggression incident(s) must be fully disclosed to the adopter and a copy of any memos related to the aggression incident(s) must be provided to the adopter. Be sure to redact any personal information that is not subject to disclosure (i.e., previous owner or victim name/information) from any memos before providing copies to the adopter. The adopter must sign an Animal Aggression Adoption waiver at the time of the adoption. This waiver can be located by selecting "Animal Aggression Adoption" as the adoption subtype on the Details tab of an adoption process in Petpoint.

Additional adoption counseling is required for dogs with a history of aggression to other animals regarding avoiding of dog parks and other areas where other animals are likely to be found. If the adopter lives in an apartment or other "communal living" type setting, additional counseling should be provided to ensure that the adopter understands how to avoid potential danger to other animals and humans living in their complex.

Transfer of ownership:

All adoptions are final and ownership of the animal transferred to the new owner upon completion of the adoption process, evidenced by: contract/paperwork completed, adoption fee paid, microchip implanted, sterilization complete and rabies vaccination administered. All medical or behavioral needs following the adoption are the responsibility of the adopter unless other arrangements have been made before or at the time of adoption. Adopters may return their pet to SMRAS within two (2) weeks after the date of adoption and may be refunded the adoption fee at the discretion of the Leadership Team. Adopters may return their pet to SMRAS at any time for any reason, but no refund will be issued if the pet is returned after fourteen (14) days following the adoption. Adopters should be encouraged to make every attempt to keep or rehome their pet on their own before returning it to the shelter. At the time of return or surrender to SMRAS, ownership

of the pet transfers back to the City of San Marcos and disposition of the animal is at the discretion of the Animal Services Manager or designee.

Requirements for Adoptions:

- 1) Adopters must be 18 years of age or over and have a valid photo ID
- 2) Restrictions due to animal behavior concerns or bite history (i.e., not going to homes with children or other pets) must be strictly enforced and communicated.
- 3) Pets available for viewing by the public must appear to be healthy, non-aggressive, and not on a stray, evidence, medical, bite, or other type of hold.
- 4) Adoptions from SMRAS include, but are not limited to:
 - a) Spay or Neuter surgery
 - b) Intake Vaccinations (F-RCP for cats and DHLPP and Bordetella for dogs)
 - c) Rabies Vaccination
 - d) Microchip
 - e) City License (for San Marcos residents only; urge others to review and comply with their local ordinances regarding pet ownership and registration)
 - f) General Health Examination
- 5) Staff are to conduct the adoption experience and transaction according to the Adoption Procedures and Conversation Guide
- 6) All animals must have a facilitated interaction with the adopter(s) prior to adoption; strongly encourage other family members to participate
- 7) If the adopter has dogs at home, they must bring their dog(s) for an interaction with the dog they wish to adopt prior to completing the adoption process. (does not apply to cats).

Goals of the Adoption Process:

- 1) To make all visitors feel welcome and comfortable.
- 2) To maximize the chance that an adoption results in each pet's forever home.
- 3) To educate toward creating a community of responsible pet owners.
- 4) To make adoption decisions objectively.

Landlord/Property Manager Approvals:

- 1) Ask for confirmation that the address on the adopter's ID is current.
- 2) If the adopter does not own their home, verify that there are no barriers preventing the pet from living with the adopter; issues could include the property's policy, lease agreement, breed, weight, number of pets, and pet deposit.
- 3) Verification options include viewing the property's pet policy on their website, obtaining written permission, and/or communicating with the landlord directly.
- 4) A letter from a landlord or property manager is required for all ESA adoptions that would otherwise be prohibited by a pet policy. The letter must state that the adopter has met all of the landlord's requirements for the keeping of an ESA.

5) Communicate to the adopter that adoption fees will not be refunded if a pet must be returned due to being disallowed by their landlord/property manager.

Adoption Denials:

Denying an adoption can only be done due to objective and true concern (“red flags”) for the pet, adopter, and/or their compatibility. Denials may not be decided based on personal bias or discrimination, examples of which are listed below. If you identify concerns, attempt to educate the adopter and resolve the concern first.

Examples of concerns or “red flags” which MAY result in the denial of an adoption:

- 1) The adopter states they are going to keep the dog chained to the tree in the back yard
- 2) The adopter has no fence and wants to just let the dog roam loose
- 3) The adopter states or indicates previous noncompliance with local ordinance and/or State law; this includes, but is not limited to, abuse as defined by the State of Texas, abuse as defined by city ordinance, using a pet as bait for fighting or hunting, using a pet for fighting other animals, eating a pet, using a pet as target practice, maiming a pet, using or selling a pet for fur products, bestiality, using a pet expressly for the intent of taxidermy, hitting, maiming, or killing a pet
- 4) The adopter has no plans to take the adopted pet to see a veterinarian
- 5) The adopter refuses to first meet the pet they are interested in adopting
- 6) The adopter seems “wishy-washy” or plans to gift the pet to another person
- 7) The adopter gets violent or belligerent with staff or a pet they are interacting with
- 8) The landlord/property manager will not allow the pet
- 9) The adopter is on the Do Not Adopt list
- 10) The adopter makes statements indicating that they do not plan to comply with the animal control laws in the area that they live in
- 11) The adopter has a history of adopting animals and then surrendering, rehoming, or losing them due to negligence
- 12) The interaction does not go well and there is reason to believe that the adoption would be unsafe for either the adopter or the pet
- 13) The pet has a medical need that the adopter is unwilling or unable to provide proper veterinary care
- 14) If the behavior notes indicate that the animal cannot be with kids or other animals, then those restrictions must be followed - NO EXCEPTIONS

Examples of bias and/or discrimination which often do not justify denial of an adoption:

- 1) You feel the adopter may be too young to be a responsible pet owner
- 2) You feel the adopter’s income may be too low to afford a pet

- 3) You feel the adopter is too old to adopt a puppy or kitten
- 4) You feel that certain ethnicities are better or worse pet owners than others
- 5) You think that big dogs shouldn't live in apartments
- 6) You think the adopter works too much to have time for a pet
- 7) The person has never owned a pet or that species of pet
- 8) You think the adopter has too many family members/too many children to give the pet proper care and attention

Placing a person on the Do Not Adopt list:

If an employee feels that a person represents a risk of harm to an animal, staff member, themselves or the public, they may place the person on the Do Not Adopt List by going under the Details tab on the person in Petpoint and selecting the Association "Do Not Adopt". A memo must also be entered under the Memos tab detailing why the employee feels that the person is unsuitable for adoption of an animal. A member of the Leadership Team may override a Do Not Adopt designation on a person if they feel that the person has demonstrated that they have become suitable as an adopter since the designation was created. It is important to remember that we should never place a person on the Do Not Adopt list unless we have a tangible reason to assume that they are unfit to adopt. We should never place someone on the Do Not Adopt list for biased reasons and we should only do so in good faith that we are acting in the best interest of the animals. It is also important to remember that situations, circumstances, and even people can change. A designation of Do Not Adopt may or may not be permanent depending on the individual factors of each case.

3.003 - Return to Owner

Owners claiming a stray animal as their own may be asked to provide evidence of ownership such as a bill of purchase, photographs that document ownership over time, proof of rabies or licensing and/or medical records. The owner's name, address, telephone number, driver's license number (or other government issued ID) and issuing agency, date of birth, and the date of return should be noted on the computer record. The fees associated with Return to Owners / Owner Reclaim can be found in **Section 1.006 – Fee Schedule**. A member of the Leadership Team may waive these fees at their discretion.

There may be situations where an owner who surrendered an animal to the shelter changes their mind or has a change in their circumstances and requests to reclaim their animal. In the event that an owner returns to reclaim an animal that they voluntarily relinquished to the shelter, have a compassionate conversation with them about what has changed in their situation. Check for memos in Petpoint and check with the Leadership Team to see if they have any concerns about the animal being returned. The Leadership Team will give the approval or denial to return the animal and also determine what, if any, fees will be applied.

If at any point that an animal remains in the custody of the shelter (ownership has not yet been legally transferred to an adopter or rescue agency) and a verified legal owner comes forward, the shelter must allow reclaim of the animal. Regardless of the animal's stage or adoption interest at the time an owner is found, the legal owner has the right to reclaim their pet.

The shelter has the responsibility to make all reasonable attempts to contact a known owner of an animal prior to transferring ownership of that animal to another person or party.

Owners must provide proof of current rabies vaccination at the time of reclaim. If proof of rabies cannot be provided, then a compliance notice or citation shall be issued at the time of reclaim.

Owners reclaiming their pet are required to microchip their pet at the time of reclaim. Reclaim fees will apply at the time the owner reclaims their pet from the shelter. These fees are set by City Council and can be found on the most recent fee schedule issued by the city. In the event that an owner cannot afford to pay all the associated reclaim fees, a member of the Leadership Team may authorize a reduction in the fees to assist the pet owner with the reclaim process. If a reduction in fees is authorized, a memo should be placed on the animal's record indicating the reason for the reduction in fees and how much the fees were reduced. While it is our goal to assist pet owners in any way we can to keep their pets, we must also be mindful that we need to hold irresponsible pet owners accountable for their actions when their pets end up at the shelter. It is important to be aware of each animal and animal owner's history and individual circumstances when making the decision to reduce fees. The Leadership Team member who is called to make a decision on fee reduction should consider how many times the animal has been impounded in the past, if any fee reductions have been issued to the pet owner on past impoundments, what steps the owner must take to become compliant in the future and how the shelter might be able to assist them in becoming compliant. Any reductions in fees should come with a good faith effort on the part of the owner to reach compliance so that the animal does not end up back at the shelter.

3.004 - Euthanasia

When deemed necessary for medical, behavioral, or space reasons, domestic and wild animals may be chosen for euthanasia. Unweaned, critically ill, or seriously injured domestic animals may be euthanized prior to conclusion of the stray holding period to prevent suffering. The date, time, reason for euthanasia, and the technician's initials are recorded in the computer record. A drug log will be maintained to document usage of controlled substances as required by federal law.

Euthanasia Decisions:

SMRAS Euthanasia for Behavioral Problems or Aggression Protocols:

Sadly, some animals that enter the San Marcos Regional Animal Shelter system may be designated as unsafe for adoption due to severe behavioral or aggression issues. When an animal that enters the shelter is designated by the Leadership Team as unsafe for adoption, the following protocols should be followed:

Reasons that an animal may be deemed unsafe for adoption:

- 1) A history or observed aggression toward humans or other animals that the staff feels cannot be safely mitigated in the shelter environment
- 2) A history or observed behavior issues that the staff feels may present a threat to human or animal safety and that cannot be safely mitigated in the shelter environment
- 3) A history of multiple bites to humans
- 4) A history of severe bite(s) to humans
- 5) The animal is known to have caused the death of a human or another animal

6) The animal's physical or mental health declines significantly in the shelter environment and it cannot be safely housed

At a minimum, the following should be considered:

- 1) Does the animal have documented or known history that gives the staff reason to believe that the animal may harm a human or another animal?
- 2) Has the staff observed any behavior and/or aggression problems that make them feel uncomfortable in handling the animal or allowing the public to handle the animal?
- 3) Is there a cause for the behavioral problems and/or aggression that can be treated through positive reinforcement behavioral modification training or medical treatments?
- 4) Are there reasonable accommodations that can be made for the animal that will allow them to find an appropriate home able to meet the needs of their behavioral problems and/or aggression while maintaining the safety of the community?

In the event that an animal is deemed unsafe for adoption by leadership staff after all the known facts have been considered, the following options may be considered for the disposition of that animal:

- 1) Humane Euthanasia
- 2) "Rescue Only" Designation

Rescue Only Designation:

In the event that an animal deemed unsafe for adoption is designated as "Rescue Only", the Rescue Program Coordinator will reach out to the rescue community regarding placement of the animal. All known facts regarding the animal's behavioral or aggression problems will be disclosed to the rescue community. A deadline may be assigned to the placement of the animal with rescue at the discretion of the Leadership Team. Reasons to assign a deadline for placement may include but are not limited to: space considerations, the safety of the staff or other animals at the shelter, and the overall physical and mental health of the animal needing placement. The deadline may be reduced or extended by the Animal Services Manager in the event that justification of such reductions or extensions is discovered (such as a rapid decline in the animal's health or pending rescue interest). If the deadline expires without rescue interest, and once the Leadership Team feels that all means of obtaining a live outcome through rescue placement have been exhausted, then humane euthanasia may be designated as the appropriate choice for the animal.

Humane Euthanasia Designation:

In the event that an animal is deemed by the Leadership staff to be an immediate danger to staff, the public, or other animals at the shelter, humane euthanasia may be designated as the appropriate choice without seeking rescue placement first.

Personnel that are authorized to perform euthanasia:

Only staff that are trained and currently certified by the State of Texas as Certified Euthanasia Technicians may participate in or perform a euthanasia. Refer to Texas Health and Safety Code Chapter 821.055 for current state requirements for euthanasia technician training.

3.005 – Rescue Program

An integral cornerstone of the lifesaving mission employed by the San Marcos Regional Animal Shelter is a robust animal rescue network from which animals housed at the San Marcos Regional Animal Shelter are offered rescue by participating Rescue Alliance Partner organizations. The following Standard Operating Procedures have been established to facilitate the rescue process, which will assist animal placement from plea to final transport. All rescue decisions should be guided by a lifesaving philosophy and supported by a call for utmost animal welfare.

Becoming an Approved Rescue Alliance Partner:

Before a shelter animal can be rescued by an interested organization, they must first become an approved Transfer Partner.. All interested Partners must submit a completed Rescue Alliance Partner Application prior to rescuing animals from the San Marcos Regional Animal Shelter, and must have been approved by the Leadership Team.

Guidelines applicable to all animals and Rescue Alliance Partners:

Should an animal included on the plea submission be adopted at the shelter before going to rescue, it is vital that staff communicate relevant information with associated rescues as information becomes available.

Adoptions at the shelter may take precedence over rescue, with some exceptions determined on a case-by-case basis by the Leadership Team. Should an animal designated for rescue be adopted before transport, the receiving organization must be notified in a timely manner.

Representatives from any approved Rescue Alliance Partner organization are welcome -- and encouraged -- to come directly to the San Marcos Regional Animal Shelter to meet with and rescue eligible animals. Partner organizations are asked to notify the shelter or Program Coordinator of their arrival at a particular day and time, particularly if they arrive before or after normal open hours.

Crafting Emailed Plea Submissions:

Large at-risk, emailed plea submissions will occur as determined necessary by the Leadership Team. This general list will include animals deemed at-risk, with animals diagnosed with life-threatening medical and behavioral concerns taking priority.

Individual pleas may be made on a case-by-case basis to select rescues throughout the week, as in the case of breed-specific rescues.

Lists of long-stay animals that have been in the shelter for 30, 60, and 90 days will be compiled on a regular basis. Generally, animals that have been housed at the San Marcos Regional Animal Shelter for more than 60 days will be plead on a routine basis.

Each animal should receive a personalized plea. For each animal, the following details must be included:

- 1) Animal Name and SMRAS ID
- 2) Animal Sex
- 3) Animal Age
- 4) Animal Weight
- 5) Altered Status

- 6) Staff Behavior and Medical Notes, summarized (do not include exact notes)
- 7) Owner Release Notes, if applicable

Deadlines:

Deadlines will generally be established on a case-by-case basis as necessitated by the animal's health, condition, or behavior.

3.006 - Died in Care

Occasionally, animals who enter the shelter with medical needs or who are neonatal may pass away despite attempts at medical treatment or nursing care. This is particularly prominent in neonatal animals who are stillborn or pass away shortly after birth.

Animals may enter the shelter in various medical states, and may also become sick or injured while at the shelter. In the event that an animal dies in care, the person outcoming that animal as Died In Care must enter a memo documenting the date and time of death, as well as any circumstances surrounding the death. Exact cause of death may be unknown in some cases, so if necessary, refer to the Veterinary Team for guidance on how to document deaths where a cause is not immediately known.

3.007 - Trap, Neuter and Return (TNR) Program

Establishing Eligibility for TNR Program:

In an effort to control the stray cat population by effective and humane means, SMRAS participates in a Trap, Neuter & Return program (TNR). Any cat that meets the requirements below, that enters the shelter as a stray, that is not microchipped or wearing any other form of ID or who's owner is otherwise unknown may be considered for TNR.

- Cats must weigh at least 3 pounds, be over 3 months of age, but under 10 years of age to be considered for TNR.
- Cats will be evaluated by the Veterinary Team prior to surgery to ensure they are a healthy surgical candidate.
- Cats showing signs of illness, injury or other defect will be evaluated by the Veterinary Team and will not be eligible for the TNR program unless and until any prescribed treatments are administered and the Veterinary Team feels confident that the animal is a healthy surgical candidate and able to thrive in the wild.
- Cats that are declawed (front, back or both) will not be eligible for TNR.
- Cats with a body condition score of less than 3 (on a 1-5 scale, where 1 is emaciated, 3 is healthy body weight, and 5 is obese) will not be eligible for TNR.
- Cats that have bitten a human within the 10 days prior to intake will not be eligible for the TNR program until after they have completed a mandatory rabies quarantine/observation period prescribed by Texas state law. The Leadership Team will discuss each bite case and determine the best outcome for cats with bite histories based on all known case circumstances. If a stray cat with a bite history is determined to be ineligible for future TNR due to the circumstances of the bite case, the Leadership Team may direct that the cat be humanely euthanized and tested for rabies at the end of a 3 day stray hold period.
- Cats found to have a microchip at the time of intake will complete a 5 day stray hold period (unless the microchip identifies them as a previously TNR'd / unowned cat) and the shelter will take all necessary steps to attempt to contact an owner before the cat will be considered for the TNR program (if unclaimed).

- Cats that are captured with existing left ear tips will be considered visually identified as already altered and will be immediately released back to their origin location unless there is a medical need or recent bite history that requires the shelter to retain the cat.
- Cats that are captured from a location that is not safe or legal for them to return to will be kept at the shelter for a 3-5 day stray hold period and then considered for adoption or other outcome in accordance with city ordinance.
- Cats that are owner surrenders will not be eligible for TNR.

TNR Cat Inventory Management:

- All cats will be vaccinated with an RCP vaccine at the time of intake and entered into Petpoint with the correct information on where the cat was captured.
- A kennel card with the cat's unique Petpoint ID# will be affixed to the cat's cage or trap.
- All cats will have a kennel card with a picture, in a plastic sleeve attached to their cage or trap.
- Cats that are deemed too ill, injured or deformed to be eligible for TNR will be admitted to the shelter and will undergo a 3-5 day stray hold period. After the stray hold period, the cat may be euthanized or treated at the discretion of the Veterinary Team. If the Veterinary Team deems the animal to be in an extreme state of suffering, humane euthanasia may be authorized prior to the stray hold ending at the discretion of the Leadership Team and/or Veterinary Team.
- All cats will be scanned for a microchip a second time by the Veterinary Team when anesthetized for surgery. If a microchip is found at this second scan that was not previously found at the time of intake, then surgery will be postponed for a 5 day stray hold period while the microchip is researched and all necessary attempts to contact an owner are made.
- All cats in the TNR program will have their left ear tipped at the time of surgery to indicate visually that the cat has been altered. They will also receive a rabies vaccination and microchip tracing them back to the shelter TNR program.
- Cats will be held for 24-48 hours post-operative to ensure that they are recovering appropriately. Male cats with no post-operative complications can be released back to their origin location 24 hours after surgery. Female cats with no post-operative complications can be released back to their origin location 48 hours after surgery.
- When possible, cats that are identified as TNR candidates at the time of intake, should stay inside of a trap or transfer cage for the duration of their stay at the shelter. This is to ensure the safety of the staff handling the cats as well as to reduce stress as the cat moves through the program. The trap or transfer cage must be large enough to allow the cat to move freely, sit, stand, turn around, lay down and have adequate space for placing a litter box and food and water dishes. Newspaper, towels or urine pads may be used to line the bottom of the trap or transfer cage and will be changed when soiled. The trap or transfer cage will remain covered with a towel, sheet or blanket at all times, unless staff is actively cleaning the cage or handling the cat for surgery purposes.
- All TNR Surgeries and ear tipping will be performed by a licensed veterinarian and a full medical record for each cat, including rabies vaccination certificates, will be created and retained by the shelter.
- Once a cat has completed its recovery, it may be released back to its origin location by a staff member or volunteer designated by the staff to participate in the TNR program. The cat will be outcomed as a "Service Out" outcome to document that it was returned to its origin location.

Section 4 – Cleaning and Sanitizing

4.001 – General Sanitation

The way we clean and care for our animals and their environments is paramount to our lifesaving mission. It is of utmost importance to provide excellent husbandry to the animals in our care. The way we clean has a direct correlation to our live outcome rates. By following the proper procedures, we can mitigate risk of diseases and also ensure that we are sending happy and healthy animals into adoptive homes.

4.002 - Limiting Disease Transmission

Animals come to the shelter from many different levels of care; some known and some unknown. Many shelter animals may not have not received prior benefit of routine preventive health care. The stress of entering a shelter, the shelter environment itself, and several other factors contribute to an increased risk for developing illness.

When animals arrive at the shelter, they are evaluated with a physical examination, vaccinated, and may be treated for injury and illness. We vaccinate upon intake to limit widespread disease in the population and protect each individual animal as much as possible. Vaccines are not a guarantee against infection.

Disease can be transmitted in several ways and we must work diligently to prevent transmission as much as possible. The 5 main modes of disease transmission are:

- Direct contact (one animal to another, such as nose to nose)
- Fomite transmission (germ transmission on an inanimate object, such as a mop, clothes)
- Aerosol (in the air, such as via a fan)
- Droplet (sneezing, coughing)
- Vector (via a flea, mosquito, tick, etc.)

You must wash your hands & use hand sanitizer between handling each animal and/or wear disposable gloves. Sanitizer bottles are located throughout the building.

Staff or volunteers who observe animals exhibiting any signs of illness (such as diarrhea, vomiting, sneezing, coughing, nasal discharge etc.) should immediately notify the Veterinary Team or a member of the Leadership Team.

Everyday Routine to Help Prevent Spread of Disease

- 1) Report any animal that appears to be sick to the Veterinary Team or a supervisor immediately
- 2) Wash or sanitize your hands between each animal
- 3) Do not let animals housed separately interact or touch noses
- 4) Immediately pick up all feces once a dog has defecated on the grounds
- 5) After picking up the feces, wash & disinfect any cement or solid surface with Rescue disinfectant or Bleach at the appropriate dilution ratio.

- 6) Wash the laundry and dishes according to the protocol
- 7) Change trash liners on a regular basis; don't let the trash receptacles overflow
- 8) Sanitize equipment; disinfect control poles, pooper scoopers etc. between use.

4.003 - Cleaning vs Sanitizing

Cleaning refers to removing all gross organic debris from a surface

Sanitizing refers to using a chemical disinfectant, such as diluted bleach or Rescue disinfectant to kill germs on an already clean surface

ALWAYS CLEAN FIRST AND THEN SANITIZE

Sanitizing agents are often inactivated when they come into contact with organic debris rendering them less effective or even ineffective against viruses, fungi and bacteria. Cleaning should ALWAYS take place prior to sanitizing.

Using soapy water, scrub the surface to loosen all gross organic debris. Use a separate wash cloth or scrubber to clean each separate cage or surface. The surface should be visibly free of organic material before you begin the process to sanitize.

Once the surface is visibly free of organic material, spray the surface with the disinfectant and allow the appropriate minutes of contact time before you rinse or wipe the surface down. Allow the surface to FULLY dry before placing any new items on the surface.

What Cleaners / Sanitizers to Use:

Soapy water should be used during the cleaning process and prior to sanitizing to remove gross organic debris.

For daily sanitizing, Rescue Disinfectant should be used in all cages, and on any surfaces that are in common animal areas after the surface has been pre-cleaned at a 1:64 dilution ratio. Contact time for Rescue Disinfectant is a minimum of 5 minutes.

Rescue Disinfectant can be used at a 1:16 dilution ratio for surfaces contaminated with Ringworm

Rescue Disinfectant can be used at a 1:32 dilution ratio for surfaces contaminated with canine parvovirus or feline panleukopenia.

Bleach can be used at a 1:10 dilution ratio for surfaces contaminated with Ringworm – allow 10 minutes contact time before rinsing

Bleach can be used at a 1:30 dilution ratio for surfaces contaminated with canine parvovirus or feline panleukopenia

Sanitizing Supplies and Equipment:

All supplies used during cleaning of animal areas, or during animal handling must be cleaned and sanitized between uses.

Dishes, dustpans, brooms, animal handling equipment must be cleaned first and then soaked in Rescue Disinfectant at a 1:64 dilution ratio for a minimum of 5 minutes after each use.

4.004 – Dishes and Laundry

Dishes should be washed using the following procedure:

- 1) Wash the dishes using hot water and dish soap, remove all gross debris from the dishes during this process
- 2) Soak pre-washed dishes in a bleach-water solution at a ratio of 1:32 or a Rescue disinfectant-water solution at a 1:32 ratio for 10 minutes.
- 3) Rinse dishes once soaked for 10 minutes in hot water
- 4) Place dishes into the dish washer and run for 1 sterilization cycle

Laundry should be washed using a laundry detergent. Heavily soiled laundry or laundry that may have come into contact with a sick animal should be thrown away. Be sure to shake out all laundry over a trash receptacle prior to washing to remove gross debris.

Heavy toys (such as Kongs, or any other rubber or plastic toys) should never be washed in the washing machines, as this will lead to excess wear and tear on the machines. These types of items should be hand washed only following the dish washing procedure.

The dryer lint screens must be changed daily.

4.005 - Working in Food Prep Areas

Sanitation is the root of a healthy shelter and a key component in maintaining the health of the animals. Without proper cleaning and disinfecting, disease can spread quickly. Thorough sanitation needs to be done because disease transmission is always occurring on a low level.

- Please keep this area clean and neat.
- If food bins or litter run low, restock the area.
- Keep the wet dog & cat food on the shelves together depending on age specific, medical etc.
- Please do not leave open bags of food lying around.
- Keep the top shut tight on the food containers.
- When these food holding containers are empty, wash & refill them. Do not refill until empty, that way the older food gets used before fresh is added. Sweep up any spilled dog or cat food.

4.006 - General Housekeeping

- All employees are responsible for maintaining the general orderliness and cleanliness of their work areas.
- The front desk needs to be kept clean to promote an organized appearance. Keep floors and hallways free of debris at all times. Housekeeping is an important part of maintaining a safe work environment. It reduces the spread of disease harbored by clutter and waste and eliminates tripping and falling hazards.
- Do not eat, drink or apply cosmetics, or store food in areas where animals are handled or are within public view.

ALWAYS wash your hands in between handling animals to minimize the transmission of disease, and after handling chemicals.

Non-hazardous spills are to be cleaned up promptly, and a “Wet Floor/Caution” sign placed in the area until the floor is dry.

4.007 - Cat Area Cleaning Procedures

Visually check for signs of illness in all your cat population BEFORE you start cleaning. If you notice sneezing, nasal discharge, diarrhea or vomit, notify a supervisor or vet staff and clean that bank and cage LAST. If you notice a cat gasping for breath, bleeding, drooling, seizing, or unable to get up, FIND A LEAD TECH OR SUPERVISOR IMMEDIATELY to address its needs.

Cat Kennel Set Up:

All cats should have the ability, at a minimum, to

- Turn freely
- Easily stand, sit, and stretch
- Move his head without touching the top of the enclosure
- Lie in a comfortable position with limbs extended
- Hide if shy
- Move about and assume a comfortable posture for eating, drinking, and elimination
- Hold his tail erect (applies to cats and dogs)

This can be achieved by setting up kennels with:

- litter pan in the back corner
- food & water in the opposite corner (front)
- at least one blanket
- Kuranda bed if cage is tall enough, cardboard box on its side if not tall enough
- If a cat is fearful, drape extra blanket over Kuranda bed to cover under it or offer hiding hole through cardboard box, mammal box, or transfer kennel

Order of Cleaning Cats:

Ideally, one employee should be stationed to clean each cat room. However, when one employee cleans multiple cat rooms, it is important to follow this general order of cleaning:

Kittens under 4 months first, then adults in each section:

- 1) Cat Adoption Room – least vulnerable population
- 2) Cat Pre-Adoption Room – second least vulnerable population
- 3) Cat Stray Room – MOST vulnerable population
- 4) Cat ISO Room (Red Room) – sick animals likely to spread illness to others

Daily Spot Cleaning Procedure for cat cages:

Cats become overly stressed and more inclined to get sick when they are moved around, exposed to loud noises and strong scents (like Rescue and other cleaning products), and do not have something familiar in their space. Because of this, we only spot clean our cat cages so long as that cat is healthy, will remain in the cage and the cage is not soiled with vomit/feces/urine.

Put feral or unfriendly cats in cat boxes for the duration of their kennel spot clean. If the cat box is heavily soiled, transfer the cat into a new cat box.

Wash or Sanitize your hands between cat cages with an alcohol-based hand sanitizer, and be sure to allow them to dry before using any new gloves.

- 1) Empty out litter pan, wipe out debris, and replace with new litter. If box is heavily soiled, replace the entire pan.
- 2) Refill food and water bowls. If dishes are soiled, replace.
- 3) Remove bedding and toys from cage or enclosure and shake out over trash can. If bedding or toys are soiled, replace.
- 4) Use a clean hand broom to sweep up all loose hair and debris in the enclosure.

- 5) Use Rescue cleaner to spot-clean the habitat. Pay special attention to scrub vomit, feces, nasal discharge, litter mud, etc. Spray the Rescue directly onto a clean washcloth and wipe down any visibly dirty areas of the cage, including the bars, ceiling, floor and walls. **BARS SHOULD BE WIPED DOWN DAILY TO STOP BUILDUP OF BACTERIA DUE TO CATS RUBBING ON THE BARS.**
- 6) Use a clean broom to sweep the cattery floor in its entirety and then mop using a disinfectant at the proper dilution ratio.

Deep Cleaning Procedures for Cat Cages:

Cat CAGES must be deep cleaned between cats using the following procedure:

- 1) Remove all bedding, toys, litterbox, and dishes from the habitat.
- 2) Use a hand broom to sweep up all loose hairs and debris from the habitat.
- 3) Using soapy water or a detergent, and a clean wash rag, scrub out the entire enclosure. Be sure to wash all surfaces, including both sides of the cage door/bars, tops and bottoms of shelves, walls, floors, corners, latches, handles, etc. All surfaces must be visibly free of ANY/ALL organic material, dirt, grime, etc.
- 4) Once the enclosure is dry from cleaning, saturate the surfaces with disinfectant. This includes cage doors, tops and bottoms of shelves, walls, floors, etc. Allow disinfectant to remain on the surfaces for ten minutes and then wipe the cage out with a clean washcloth.
- 5) Once the cage is dry, put clean and disinfected bedding, dishes, and a litterbox into the enclosure. It is vital that you allow the kennel to dry completely before adding new materials.
- 6) Each cat room should have its own dedicated supplies to prevent cross-contamination of contagions between populations. Each of these items must be replenished, replaced, or put back prior to leaving for the day.

Deep cleaning of cat rooms (common spaces):

Once weekly staff should perform a thorough deep clean of each cat room. This will include cleaning and then wiping down all walls and surfaces with a disinfectant.

Restocking Supplies and maintaining equipment (cat areas):

Each cat room must be re-stocked daily at the end of cleaning. This includes emptying the trash cans and relining them with a new trash bag, refilling all food and water containers that are empty, refilling litter containers, ensuring that clean litter pans, food bowls, washcloths and bedding are replenished. Each room will have dedicated containers for the items used in that area. Any equipment used during the cleaning process must be cleaned and sanitized after use including laundering all dirty laundry (see laundry SOP), washing all soiled dishes that were removed from cages and cleaning and sanitizing all dustpans, brushes and cat handling equipment.

4.008 - Dog Area Cleaning Procedures

Visually check for signs of illness in all your dog population BEFORE you start cleaning. If you notice sneezing, nasal discharge, diarrhea or vomit, notify a supervisor or vet staff and clean that bank and cage LAST. If you notice a dog gasping for breath, bleeding, drooling, seizing, or unable to get up, FIND A MEMBER OF THE VETERINARY TEAM OR SUPERVISOR IMMEDIATELY to address its needs.

Dog kennel set up:

All dogs should have the ability, at a minimum, to

- Turn freely
- Easily stand, sit, and stretch
- Move his head without touching the top of the enclosure
- Lie in a comfortable position with limbs extended
- Move about and assume a comfortable posture for eating, drinking, and elimination
- Hold his tail erect (applies to cats and dogs)

This can be achieved by setting up kennels with:

- food & water in the side of the kennel nearest the middle walkway
- at least one blanket or Kuranda bed

Order of Cleaning Dogs:

Ideally, one employee should be stationed to clean each dog kennel. However, when one employee cleans multiple kennel areas, it is important to follow this general order of cleaning:

- 1) Dog Adoption Kennel – least vulnerable population
- 2) West and East Kennels - second least vulnerable population
- 3) Any dogs in medical quarantine

Daily Cleaning Procedures:

Dog kennels must be deep cleaned between dogs using the following procedure:

- 1) Remove all beds, toys and dishes from the kennel. Dump water bowls and place upside down
- 2) Poop scoop and remove as much gross organic debris from the kennel surfaces as possible
- 3) Spray the kennel with clean water from the hose to remove as much organic debris as possible
- 4) Clean and remove all accumulated debris from the drains (hair, feces, etc)
- 5) Scrub the kennel floors, walls and doors with a scrubber brush to remove any accumulated debris that is stuck on the surfaces.
- 6) Spray each kennel AND kennel walkways with Rescue disinfectant, being sure to saturate all surfaces that the dog can touch, including walls, floors and kennel doors. Allow 10 minutes of contact time before rinsing.
- 7) Rinse the Rescue disinfectant from the walkways and each kennel after 10 minutes of contact time

- 8) Squeegee all floors (walkways and kennels) until dry
- 9) Refill and replenish water bowls/buckets with fresh water and food bowls with fresh food in the correct amount according to the size of the dog and its nutritional needs.

Each kennel should have its own dedicated supplies to prevent cross-contamination of contagions between populations. Each of these items must be replenished, replaced, or put back prior to leaving for the day.

Restocking Supplies and maintaining equipment (dog areas):

Each kennel must be re-stocked daily at the end of cleaning. This includes emptying any trash cans and relining them with a new trash bag, refilling all empty food and water containers, ensuring that clean food bowls and bedding are replenished.

Any equipment used during the cleaning process must be cleaned and sanitized after use including laundering all dirty laundry (see laundry SOP), washing all soiled dishes that were removed from kennels and cleaning and sanitizing all dustpans, brushes and dog handling equipment.

4.009 - After Cleaning, On-going Duties:

- Spot clean animals after morning clean-up
- Disinfect and set up cages as needed
- Sweep/mop floors
- Restock supplies
- Check water for all animals
- Assist with intake of incoming animals
- Socialize those animals that are frightened or scared
- Keep all areas clean, organized and neat
- Take out trash
- Wash dishes and laundry
- Clean wire kennels, wire carriers and plastic carriers.
- Other duties as assigned

4.010 – Feeding Animals

- Adult dogs over 1 year of age will be fed Hill's Science Diet Adult Dog Food
- Puppies under 1 year of age will be fed Hill's Science Diet Puppy Food
- Adult Cats over 1 year of age will be fed Hill's Science Diet Adult Cat Food
- Kittens under 1 year of age will be fed Hill's Science Diet Kitten Food
- Some animals may be placed on special diets at the discretion of the Veterinary Team. These include, but are not limited to: neonatal animals, geriatric animals, underweight / anorexic animals and animals with special medical needs. Pay attention to any markings

or tags on the kennel cards of each animal indicating if the animal is on a special diet and follow any instructions noted.

- Cats will be free-fed unless directed otherwise by the Veterinary Team.

The feeding chart below will be used to determine the proper amounts to feed dogs. Any deviation from the feeding chart below will be at the discretion and direction of the Veterinary Team.

DOG FEEDING CHART

Based on grey scoop being 2.5 cups

Puppy (under 8 months) – feed puppy food

0-10lbs	1/2 scoop
10-20lbs	1 scoop
20-40lbs	1.5 scoops
40-60lbs	2 scoops
60lbs+	2.5 scoops

Adult- feed adult food

0-10lbs	1/3 scoop
10-20lbs	2/3 scoop
20-40lbs	1 scoop
40-60lbs	1.5 scoops
60lbs +	2 scoops

4.011 - Closing Duties

The last person to leave for the day is responsible to ensure that the following tasks have been completed.

- Check dogs and cats one last time, spot clean cages as needed
- Check water
- Check that all dog and cat kennels are closed and locked
- Check that washers and dryers are turned off
- If the weather is going to be inclement, put down beds and/or blankets
- Adjust thermostat, fans and heaters as needed
- Turn off the lights in the shelter
- Set alarms and check that the door is locked as you exit

Section 5 – Records

5.001 - Using Memos in Petpoint

Our goal is to have information about a specific animal all in one place in the computer record. This helps us to avoid the mistakes that can occur when important information is not available to people when they need it. It is imperative that you use this format to communicate. Before any decision is made about an animal, the Leadership Team will review the computer record for that animal.

The following memo types are INTERNAL and will **not** appear online as part of an animal listing:

- Adoption Interest
- General Animal Note
- Intake
- Medical
- Owner Info
- Rescue Tag
- Supervisor Note
- Foster Notes
- Behavior

The following memo types are EXTERNAL and **may** appear online as part of an animal listing. Staff must be cautious to not include confidential or privileged information if using these memo types:

- Lost and Found
- Happy Tails
- Online Licensing
- Petango/Adoption Description
- Transfer Network
- Twitter

5.002 - Medical Records

Detailed medical histories, including medical care provided at the shelter and any known existing medical records prior to the animal's arrival at the shelter will be maintained in Petpoint.

Medical care provided at the shelter will be recorded on each animal's medical view report in Petpoint. Any person providing medical care to an animal will be responsible to ensure that the medical record is updated at the time to medical care is provided.

Medical care performed prior to the animal entering the shelter system will be scanned and uploaded to the animal's files. A memo will be entered to alert the staff that there are medical records uploaded to the animal's files.

All medical records, including ones uploaded as animal files, will be provided to the new owner at the time ownership is transferred.

5.003 - Intake and Outcome Records

All animals entering the shelter must have detailed and accurate information recorded including the date, time, exact location (including city), person(s) associated with the animal and reason/circumstances for impoundment recorded in Petpoint. Any person associated with the

animal (finder or owner surrendering the animal) must sign a surrender form acknowledging that they are transferring the animal to the care of the shelter and relinquishing their custody and/or legal rights to the animal.

All animals leaving the shelter must have detailed and accurate information recorded including the date, time, type of disposition (adoption, euthanasia, transfer to rescue, return to owner, etc.), person associated with the outcome (adopter, owner reclaiming, rescue representative, etc.). Any person that ownership of an animal is transferred to must sign a contract acknowledging that they are assuming legal custody and/or ownership of the animal.

5.004 - Person Records

Each person that does business with the shelter will be entered into Petpoint as a separate individual and Petpoint will assign a Person ID number. Be sure to search each person in Petpoint to see if they are already entered in the database as a customer before creating a new person record.

Collect the following information for each person being entered into Petpoint:

- 1) Full legal name (First, MI, Last)
- 2) Current address (may be different from address on driver license or ID card)
- 3) Phone number(s)
- 4) Driver's license or government issued ID number, issuing agency
- 5) Date of birth

A scanned copy of their driver's license or other government issued ID must be uploaded to the person files.

5.005 - Open Records Requests

As a public entity, the City of San Marcos is subject to the Public Information Act. Any and all information that we collect and store is subject to open records requests by any member of the public at any time. It is important to ensure that we are collecting and keeping accurate data at all times and documenting daily procedures at the shelter so that we can provide transparency to the public.

If you receive a request for information that is not typically information that we would provide to a customer freely, refer that person to your immediate supervisor so that they can determine if we need to refer the requestor through the proper channels to make an open records request for the information.

Remember that we may have information stored that is privileged, and we must always be good stewards of this type of information. Never give out personal information about a customer, co-worker or any other person to anyone not authorized to receive that information. When in doubt, your supervisor can provide guidance on what information may be privileged or subject to open records requests. For more information on the Public Information Act, visit www.texasattorneygeneral.gov

5.006 - Confidentiality of certain information

Information that is considered confidential includes, but may not be limited to:

- 1) Names, home addresses, personal phone numbers or other contact information of customer, employees, volunteers or any other person.
- 2) Driver's license or government issued ID numbers

- 3) Dates of birth
- 4) Human medical records
- 5) Information of persons who are minors

Be prudent to ensure that any forms that we provide to a customer are redacted if confidential information exists. An example of this would be redacting previous owner information from a rabies certificate before giving the certificate to an adopter.

Information that is confidential may, in some cases, still be subject to open records requests, however, we can not freely give this information out to an unauthorized person without a ruling from the Texas Attorney General stating that the information is subject to the Public Information Act.

5.007 - Finance Records and Money Handling

Making a Receipt

All financial transactions will have a receipt made in Petpoint and the money will be deposited the next business day. This includes credit card, debit card, check and cash transactions, as well as small bill or cash donations made in donation jars.

Refunds

Refunds for adoption fees or other transactions will be considered by the Leadership Team on a case by case basis for reasons of medical or behavioral issues that the shelter did not know about or did not disclose to the adopter.

Money Handling

All staff members may be required to handle money. It is the responsibility of each staff member who handles money to handle it with integrity. Theft of any kind will never be tolerated. Staff members who will have access to the cash drawer keys are the Lead Shelter Technicians, Animal Adoption Specialists, Animal Protection Specialists, and Members of the Leadership Team.

Section 6 - Veterinary Services

6.001 - Security of Controlled Substances

The shelter maintains licensures through the DEA (Drug Enforcement Agency) to possess certain controlled substances. Possession, use and documentation of these medications are strictly controlled by federal laws that MUST be followed at all times.

All controlled substances in the shelter's possession must be kept behind a minimum of TWO differently keyed locks at all times.

If kept in a keyed lock box, the keys must not be stored near the lock box and the keys for each separate lock must not be stored together.

If kept in a combination lock box, only the registrant on the DEA license and as few responsible individuals as possible should know the combination. Whenever anyone who knows the combination is terminated from employment, the combination(s) must be changed.

Schedule I and II controlled substances (such as sodium pentobarbital) must be stored in a safe or steel cabinet of substantial construction. If the safe or cabinet is less than 750 pounds in weight, it must be mounted or secured to a structure of substantial construction (e.g., bolted to the wall or floor, or embedded in concrete). The safe or cabinet should have an inner and outer door with the locks for each door keyed differently.

Schedule III, IV and V controlled substances should not be stored in a wall mounted controlled substance lock box with two doors and two locks, each keyed differently.

Each controlled substance will have a separate log book to record usage of the drugs. Each log will be kept in a bound book and will include the following information: bottle number, starting amount, amount used, remaining amount after use, purpose of use, animal ID number associated with the use and initials of person administering the drug.

All controlled substance logs MUST be accurately maintained and regularly audited by the Animal Services Manager, the Veterinarian or their designees. Any inaccuracies with a controlled substance log must immediately be reported to the Animal Services Manager.

Only employees certified in the use of certain drugs and/or authorized by the Animal Services Manager may handle controlled substances.

Failure to adhere to DEA regulations on the possession and use of controlled substances will result in disciplinary action, up to and including termination and may result in criminal penalties.

6.002 - Spay/Neuter Surgery

Spaying and neutering should be viewed as part of the basic wellness program. All animals should be altered before being adopted. State law requires that all animals adopted from an animal shelter be spayed or neutered. It also sets a great example for the community. Animals scheduled for surgery are not to be fed the night before or the morning of surgery. Water should not be withheld.

Recovering animals will need a blanket/towel over the kennel until they have completely recovered from anesthesia. The person returning the animal to the cage/kennel is responsible for setting the kennel up with clean food & water, litter boxes & clean blanket/towel.

Spay/neuter surgeries will be performed by the attending Veterinarian and the Veterinary Team following AVMA (American Veterinary Medical Association) and TVME (Texas Board of Veterinary Medical Examiners) guidelines and protocols.

6.003 - Vaccination protocols

Animals in the care of the shelter will receive vaccinations as boosters as recommended by the AVMA and TVME, and at the discretion of the Veterinary Team.

A general vaccination schedule is as follows:

At the time of Intake:

Dogs over 4 weeks of age will receive a Modified Live DAPP Vaccine

Dogs over 8 weeks of age will receive a Modified Live DAPP Vaccine and a Bordatella Vaccine

Cats over 4 weeks of age will receive a Feline RCP Vaccine

Prior to adoption:

All cats, dogs and ferrets over 4 months of age will receive a Rabies Vaccine

Booster schedule:

All dogs and cats under one year of age that remain in the care of the shelter will receive boosters of the DAPP or Feline RCP Vaccines in intervals of 2 weeks (14 days) apart until they have received a minimum of 4 boosters altogether. At the time of adoption, reclaim or other transfer of ownership, the booster schedule will be provided to the owner and it will be their responsibility to ensure that they follow the schedule at the veterinary care facility of their choosing.

Dogs that remain in the care of the shelter will receive Bordatella Vaccine boosters once every 6 months.

Dogs that remain in the care of the shelter will receive annual DAPP Vaccine and Rabies Vaccine boosters.

Cats that remain in the care of the shelter will receive annual Feline RCP Vaccine and Rabies Vaccine boosters.

6.004 - Monitoring of Animal Health

It will be the responsibility of all employees to provide ongoing health monitoring for all animals in the care of the shelter and to report any health concerns to the Veterinary Team and / or Leadership Team in a timely manner. The following checklist will assist staff in their daily monitoring of animal health:

Is the animal eating?

Is the animal drinking?

Is the animal coughing or sneezing?

Is there nasal discharge? What color is it? Clear? Green? Yellow?

Is there eye discharge? What color is it? Clear? Green? Yellow?

Is the animal vocalizing in pain?

Is the animal vomiting?

What does the animal's stool look like? Loose stool? Diarrhea? Not defecating? Blood in stool?

What does the animal's urine look like? Foul smell? Dark in color? Not urinating? Blood in urine?

Is the animal: Bright? Alert? Responsive? Lethargic?

Are there noticeable wounds?

Is there noticeable hairloss?

Is the animal scratching/pawing at its ears or mouth?

Is the animal drooling?

Is the animal limping / seem lame on any legs?

Does that animal's overall appearance seem thrifty (does it appear groomed/clean vs greasy/matted)?

6.005 - Contagious Illness Isolation

Any animals identified to have a contagious illness or who have been exposed to a contagious illness will be placed into isolation by the Veterinary Team or Leadership Team. Animals in isolation should only be handled by authorized staff and proper PPE should be worn at all times to protect the employee and to minimize the risk of disease spread among the shelter animals. Animals will be released from isolation at the end of treatment and once they are determined to no longer be contagious by the Veterinary Team.

A full clean procedure should be done daily in isolation areas (not a spot clean).

Animals in isolation areas must be monitored multiple times daily to ensure that their health is not declining.

Any and all decisions made regarding contagious illness management will be at the discretion of the Veterinary Team. The Veterinary Team has the authority to amend any and all protocols in real time and as they deem necessary to promote the health and wellbeing of the animals in the shelter.

6.006 – Zoonoses

Zoonoses, otherwise known as Zoonotic Diseases, are diseases that may be transmitted from animals to people and/or from people to animals. Examples of zoonoses include:

- Rabies
- Salmonella
- Brucellosis
- Leptospirosis
- Anthrax
- Toxoplasmosis
- Bartonella (cat scratch fever)
- Lyme Disease
- Ringworm
- Cryptosporidiosis
- West Nile
- Q fever
- Psittacosis
- Giardiasis
- Tularemia
- Avian and Swine Influenzas
- Listeriosis
- Ebola
- Rocky Mountain Spotted Fever
- Trichinellosis
- Toxocariasis

Many of these diseases are very serious in nature and can be fatal or disfiguring if left untreated. It is the responsibility of all employees to wear appropriate PPE, encourage and enforce the use of proper PPE by others (volunteers or other employees), limit zoonoses exposure to themselves and others by following all correct procedures and protocols for the areas they are working in, report medical concerns to the Veterinary Team and / or Leadership Team, report all bites and scratches immediately their supervisor.

It is important for all professional animal handlers to seek training in zoonoses and to understand and mitigate their own individual risks. For more information on zoonoses, visit the Department of State Health Services website at www.dshs.gov

Section 7 -Animal Protection

7.001 – Animal Protection In General

The City of San Marcos Code of Ordinances Chapter 6 pertains to animal control and animal welfare within the incorporated city limits of San Marcos. The Animal Protection Supervisor and the Animal Protection Team are responsible for the enforcement of animal ordinances, as well as state laws pertaining to animal welfare.

The goals of our Animal Protection program are not only to enforce animal laws, but to help our community in all aspects of responsible pet ownership and care. Ultimately, we want to create programs that will foster the human-animal bond in our community, and address animal welfare concerns at their core. The Animal Protection Team will take a proactive approach to animal law enforcement, addressing issues in the community with outreach and compassion over standard enforcement.

Although standard enforcement of laws is often necessary to gain compliance, the Animal Protection Team will proactively examine all available resources and avenues to help pet owners gain compliance before proceeding to enforcement. We must always be cognizant of ways that we can work with the community to prevent problems from happening in the first place and from a place where proactivity takes precedent over reactivity.

7.002 - Bite Quarantine

Any dog, cat or domestic ferret suspected of biting a human will be placed into a mandatory rabies quarantine for 10 days (240 hours) from the time of the bite incident regardless of the circumstances or vaccination status of the animal. The animal will be confined for the rabies quarantine period in a kennel that has three walls, a ceiling, a gate that can be secured by lock, is out of the view and reach of the public, and is reasonably secure to prevent the animal from escaping.

During the rabies quarantine period, the animal may not be handled by staff or removed from the kennel except to provide necessary medical care as deemed necessary by a veterinarian. If the animal must be handled by staff during the quarantine period, all efforts should be made to limit the number of people authorized to handle the animal and documentation of the staff members, dates, times and reasons for the handling must be well documented in a memo on the animal's record.

A daily log will be kept affixed to the animal's kennel where the Animal Protection Team will document the animal's health status twice daily (morning and afternoon) to observe for clinical signs of rabies. If an animal displays and changes in health or behavior during the rabies quarantine period, the LRCA will consult with the Leadership Team and Veterinary Team to determine if humane euthanasia and rabies testing are appropriate.

This rabies quarantine SOP will be displayed on the kennel with the daily log.

A RED sign that marks the animal as a Rabies Quarantine will be displayed on the animal's kennel

The kennel gate will remain locked with a keyed padlock at all times during the rabies quarantine period.

Home quarantine may be considered only if the following criteria are met:

- 1) The bite occurred while the animal was legally confined on the owner's property and not running at large; **and**,
- 2) The animal is currently vaccinated for rabies at the time of the bite.

Decisions on whether or not to allow a home quarantine if the above criteria are met will be at the discretion of the investigating Animal Protection Officer.

Owner relinquishment for bite quarantine:

Owners of biting animals will fill out and sign a Quarantine Release form. This form will state the following:

- 1) That they are voluntarily relinquishing their pet for rabies quarantine.
- 2) The date and time that the quarantine ends and the animal needs to be picked up
- 3) Authorization for the shelter to humanely euthanize and test the animal for rabies if the animal displays health or behavioral changes during the rabies quarantine period that the LRCA and/or Veterinary Team deem possible clinical signs of rabies.

If the owner chooses to permanently surrender a biting animal, have them fill out an Owner Surrender form and authorize euthanasia of the animal. The Leadership Team will determine if euthanasia or quarantine is appropriate on a case-by-case basis.

Owners will pay the full amount due for the rabies quarantine at the time they sign the Quarantine Release form. A member of the Leadership Team can authorize any waivers or reductions in the quarantine fee as determined necessary. If an owner is permanently surrendering the animal, they will still be required to pay the full quarantine fee at the time of surrender.

Documentation of bite histories on animal records:

Any animal known to have been involved in a biting incident must have the incident documented in the animal details record in Petpoint.

Reporting of bites that occur at the shelter:

All staff members are responsible to report any bites or scratches that occur on city property to their supervisor, a member of the Leadership Team or a member of the Animal Protection Team immediately. If any person is bitten or scratched at the shelter, direct that person to immediately wash the wound with antibacterial soap and warm water for at least 60 seconds. If the bleeding is not profuse, allow the bleeding to continue while the wound is being washed. A member of the Animal Protection Team or Leadership Team will fill out a bite report and a First Report of Injury immediately after the victim is finished washing the wound and determine whether or not additional medical treatment is needed or requested by the victim. A copy of the First Report of Injury will be emailed to the Animal Services Manager and to Risk Management (riskmanagement@sanmarcostx.gov) within 24 hours of the incident occurring. If the wound was a bite (tooth to skin contact with skin broken) the biting animal will be immediately placed into bite quarantine. If the wound was a scratch (toenail to skin contact with broken skin), the Animal Protection Team and/or Leadership Team will determine if there was any risk of rabies through the contact and quarantine the animal accordingly.

7.003 - Citizen Contacts

At a minimum, each citizen contact shall include the following:

- 1) Verifying proof of rabies vaccination and/or city license
- 2) Asking whether the animal is microchipped, spayed / neutered
- 3) Providing resources for microchipping, spay / neuter for animals

7.004 - Citations

Animal Protection Officers are authorized to issue citations for violations of city ordinance as determined by their own discretion, however, they are *encouraged* to make every possible attempt to work with citizens to obtain compliance without issuing citations beforehand. The first goal of the Animal Protection program should be to educate the public on responsible pet ownership to obtain compliance.

7.005 - Humane handling of animals

It will be the duty of all staff to practice humane animal handling at all times and to obtain sufficient training and knowledge on humane animal handling practices and equipment.

7.006 - Use of catchpoles and other handling equipment

The responsible use of animal handling equipment, such as catchpoles, is authorized on an **as needed** basis (necessary to prevent injury to the staff member) for any staff that has received competent training on the use of such equipment. Staff will make all attempts to make the experience as stress free as possible for the animal and take necessary steps to reduce chances of injury to the animal. Catchpoles should be placed around the animal's shoulder whenever possible (not the neck only) and should not be tightened so much so that the animal's airway is obstructed. Animals shall not be "dragged" on catchpoles, but should be carried either by two people (muzzled) or placed onto a wheel cart for transport if the animal is unable or unwilling to walk.

7.007 - Animal Cruelty Investigations and criminal cases

Animal Protection Officers are authorized by State Law to conduct animal cruelty investigations, seek warrants for cruelly treated animals, and file criminal charges in a court of competent jurisdiction. All procedures listed in the Texas Health and Safety Code Chapter 821 shall be adhered to during the course of an investigation.

7.008 - Animal Protection Officer required training

As a condition of employment, all Animal Protection Officers are required by city policy and state law (Texas Health and Safety Code Chapter 829) to obtain and maintain certification as an Animal Control Officer through the Texas Department of State Health Services (DSHS). It is the responsibility of every Animal Protection Officer to keep track of their required continuing education hours (CEU's) and report any training needs to maintain their certifications to the Animal Protection Supervisor so that they can schedule needed training. The Animal Protection Supervisor will maintain records on all CEU's for all members of the Animal Protection Team and will periodically audit the education records of staff to ensure that CEU's are kept current. If an Animal Protection Officer lapses in their required CEU's, they will not be able to perform their job functions until they become re-certified through DSHS.

7.009 - Field Notes and Reports

Animal Protection Officers are required to keep detailed field notes on every call for service that they respond to. These notes should include at a minimum; the date and time they made location, what they observed (using all 5 senses), description and identifying information for any animal(s) involved, documentation of any conversations that they had with citizen contacts, contact and identifying information for all citizen contacts, details on how the call was resolved, notes on any follow ups needed.

A full incident report will need to be written for any case where a citation is issued, criminal charges are being filed, a seizure warrant is applied for, or bodily injury to a person or animal has occurred. This report will be a chronological and factual recounting of all details regarding the incident (date/time of incident, location of incident, identifying information for all parties involved, identifying information for all animals involved, detailed description of officer's findings at the scene, detailed account of statements given by all involved parties, documentation of any evidence collected, conclusion of investigatory findings by officer). This report will be submitted to the municipal, county or JP court that has competent jurisdiction over the case to be included in any prosecutorial proceedings.

7.010 - Return to owner in the field

Animal Protection Officers should make any and all prudent attempts to locate the owner of an impounded animal while still in the field, including scanning for microchips, checking for tattoos, leg bands and ID tags, speaking with people in the area to see if the animal is known to live in the area and where. When possible and determined to be in the best interest of the animal, the officer should take the animal home and work to educate the owner on the importance of keeping their animal restrained. At times, citations may be deemed appropriate at the officer's discretion.

7.011 - Portable Audio/Video Recorders

This policy provides guidelines for the use of portable audio/video recording devices by members of this Department while in the performance of their duties. Portable audio/video recording devices include all recording systems whether body-worn, hand-held, or integrated into portable equipment.

TERMS AND DEFINITIONS

Portable Audio/Video Recorders - Any Department issued audio/video recording device designed to be worn on the uniform when on-duty. The portable recorders include the:

A) Body Worn Camera (BWC) - A Department-issued device which can be worn on the body (uniform) and is designed to capture digital multimedia documentation of an event.

1. The BWC should be activated in combination with the Mobile Audio/Video (MAV) device.
2. The BWC is the back up to the MAV device in the event of a malfunction.

B) Digital Voice Recorder (DVR) - A Department-issued device which can be worn on the body (uniform), and is designed to capture digital audio documentation of an event.

1. The DVR does not have to be activated in combination with the MAV or BWC devices.
2. The DVR is the backup to both the MAV and BWC devices in the event of a malfunction.

USE:

SMRAS will provide members with access to portable recorders, either audio or video or both, for use during the performance of their duties. The use of recorders is intended to enhance the mission of the Department by accurately capturing contacts between members of the Department

and the public. All Department officers shall use the portable recording devices consistent with this policy.

MEMBER PRIVACY EXPECTATION:

All recordings made by members on any Department-issued device at any time, and any recording made while acting in an official capacity of this Department, regardless of ownership of the recording device used, shall remain the property of the Department. Members shall have no expectation of privacy or ownership interest in the content of these recordings.

MEMBER RESPONSIBILITIES:

- (a) Prior to going into service, each uniformed member will be responsible for making sure that he/she is equipped with the portable recorders issued by the Department, and that the recorders are in good working order.
 - 1. Each officer should have adequate recording media for the entire duty assignment.
 - 2. At the end of the shift, each officer will follow the established procedures for classifying, downloading, and assigning of recordings in the Department authorized data storage system.
- (b) If either portable recorder is not in working order or the member becomes aware of a malfunction at any time, the member shall promptly report the failure to his/her supervisor and obtain a functioning device as soon as reasonably practicable.
- (c) Uniform and non-uniform members:
 - 1. Uniformed members should wear the recorders in a conspicuous manner or otherwise notify persons that they are being recorded, whenever reasonably practicable.
 - 2. Any member assigned to a non-uniformed position should have the Department issued portable recorders available for use while on duty.
- (d) All members shall follow the recording requirements contained in this policy.
- (e) Unless conducting a lawful recording in an authorized undercover capacity, non-uniformed members should wear the recorder in a conspicuous manner when in use or otherwise notify persons that they are being recorded, whenever reasonably practicable.
- (f) No notice is required when conducting a lawful recording in an authorized undercover capacity.

Members should document the existence of a recording in any report or other official record of the contact, including any instance where the recorder malfunctioned or the member deactivated the recording. Members should include the reason for deactivation. In addition, members should document instances in which the member did not activate the device at all and the reason for such a decision (Tex. Occ. Code § 1701.657).

REQUIRED RECORDING DEVICE TESTING:

- (a) Officers shall test the BWC and DVR equipment:
 - 1. Prior to the start of the assignment, and
 - 2. When the device has been repaired or replaced for an approved reason.
- (b) The test should include:
 - 1. "Record" button activations;
 - 2. DVR voice activation;
 - 3. Conducting at least a minimum system recording requirement of forty (40) seconds that includes:
 - A. Officer name;
 - B. Officer badge number, and
 - C. The current date and time.
 - 4. Verifying each device has an adequate power source, and
 - 5. Verifying the device is properly affixed/positioned for optimal use:

- (a) The BWC should be worn above the midline of the torso and in a position designed to produce the most effective recording;
 - (b) The DVR should be worn in the chest pocket area for easy activation and to produce the most effective recording;
 - (c) Using the locations above, officers should assess the best location dependent on body shape and size for proper positioning.
6. Officers should review the recordings to verify the BWC, DVR, and related equipment are functioning properly, optimally positioned, and the date and time are accurate.
 7. This pretest can be performed simultaneously with the in-car recording system pretest.

SUPERVISOR RESPONSIBILITY:

- (a) Supervisors shall record all contacts with individuals who are reporting a complaint against a member of the Animal Protection Team.
- (b) As part of the Department established "Tape/Call Review," supervisors should also validate that:
 1. Beginning-of-shift testing procedures are followed;
 2. BWC and DVR systems assigned to their officers are in working order;
 3. Officers are properly using the BWC and DVR systems as required by

Department policy and training;

4. Officers are properly classifying, downloading, and assigning recordings in accordance with current Department procedures for storing digital files and evidence,
5. New officers' operation of the BWC and DVR systems is assessed and reviewed no less than monthly while the new officer is on probationary status.

ACTIVATION OF THE AUDIO/VIDEO RECORDER:

This policy is not intended to describe every possible situation in which the recorder should be used, although there are many situations where its use is appropriate. Members should activate the recorder any time the member believes it would be appropriate or valuable to record an incident. The recorder should be activated in any of the following situations:

- (a) All field contacts involving actual or potential criminal conduct within video or audio range:
 1. Priority responses;
 2. Citations
 3. Physical or verbal confrontations or use of force;
 4. All Citizen Contacts
 5. Crimes in progress, and
 6. Responding to an in-progress call.
- (b) Any contact or incident that would not otherwise require recording, but changes to meet requirements for recording. In those situations, it may be impractical or unreasonable for officers to activate their BWC or DVR system before taking police action;
 1. Officers shall begin recording once the immediacy of the situation is over.
 2. It is expected that the remainder of the situation will be recorded.
- (c) Any call for service involving a crime where the recorder may aid in the apprehension and/or prosecution of a suspect, including:
 1. Animal Cruelty
 2. Animal at Large
- (d) Any other circumstance where the officer believes that a recording of an incident would be appropriate. Activation of the recording system is not required when exchanging information with other officers, during breaks or lunch periods, or when not in service or not actively on patrol. Members should remain sensitive to the dignity of all individuals

being recorded and exercise sound discretion to respect privacy by discontinuing recording whenever it reasonably appears to the member that such privacy concerns may outweigh any legitimate law enforcement interest in recording. Requests by members of the public to stop recording should be considered using this same criterion. Recording should resume when privacy is no longer an issue unless the circumstances no longer meet the criteria for recording. At no time is a member expected to jeopardize his/her safety in order to activate a portable recorder or change the recording media. However, the recorder should be activated in situations described above as soon as reasonably practicable and safe to do so.

CESSATION OF RECORDING:

Once activated, the portable recorder should remain on continuously until the member reasonably believes that his/her direct participation in the incident is complete or the situation no longer meets the criteria for activation. The recording may be stopped during significant periods of inactivity such as report writing or other breaks from direct participation in the incident.

- (a) For the purpose of this section, the conclusion of an incident has occurred when:
 1. All witnesses and victims have been interviewed, and
 2. All arrests have been made, arrestees have been transported.
- (b) The recording may cease if an officer is simply waiting for a tow truck or a family member to arrive, or in other similar situations where no further law enforcement action is likely to occur

SURREPTITIOUS USE OF THE AUDIO/VIDEO RECORDER:

Texas law permits an individual to surreptitiously record any conversation in which one party to the conversation has given his/her permission (Tex. Penal Code § 16.02). Members may surreptitiously record any conversation during the course of a criminal investigation in which the member reasonably believes that such a recording will be lawful and beneficial to the investigation. No member of this Department may surreptitiously record a conversation of any other member of this Department except with a court order.

EXPLOSIVE DEVICE:

Many portable recorders, including body-worn cameras and audio/video transmitters, emit radio waves that could trigger an explosive device. Therefore, these devices should not be used where an explosive device may be present.

PROHIBITED USE OF PORTABLE RECORDERS:

Members are prohibited from using Department-issued portable recorders and recording media for personal use and are prohibited from making personal copies of recordings created while on-duty or while acting in an official capacity. Members are also prohibited from retaining recordings of activities or information obtained while on-duty, whether the recording was created with Department issued or personally owned recorders. Members shall not duplicate or distribute such recordings, except for authorized legitimate Department business purposes. All such recordings shall be retained at the Department. Members are prohibited from using personally owned recording devices while on-duty. Recordings shall not be used by any member for the purpose of embarrassing, harassing or ridiculing another person.

RETENTION OF RECORDINGS:

All recordings shall be retained for a period consistent with the requirements of the established records retention schedule, but in no event for a period less than ninety (90) days.

RELEASE OF AUDIO/VIDEO RECORDINGS:

Requests for the release of audio/video recordings shall be processed in accordance with the City Policy for Open Records Requests.

IDENTIFICATION AND PRESERVATION OF RECORDINGS:

To assist with identifying and preserving data and recordings, members should download, tag, or mark these in accordance with procedure and document the existence of the recording in any related case report. A member should transfer, tag, or mark recordings when the member reasonably believes:

- (a) The recording contains evidence relevant to a potential criminal, civil, or administrative matters;
- (b) A complainant, victim, or witness has requested non-disclosure;
- (c) A complainant, victim, or witness has not requested non-disclosure, but the disclosure of the recording may endanger the person;
- (d) Disclosure may be an unreasonable violation of someone's privacy;
- (e) The recording contains medical or mental health information;
- (f) Disclosure may compromise an undercover officer or confidential informant, or
- (g) The recording or portions of the recording may be protected under Tex. Occ. Code § 1701.660 et seq. or the Texas Public Information Act. Any time a member reasonably believes a recorded contact may be beneficial in a non-criminal matter (e.g., a hostile contact), the member should promptly notify a supervisor of the existence of the recording.

REVIEW OF RECORDED MEDIA FILES:

When preparing written reports, members should review their recordings as a resource for information. However, members shall not retain personal copies of recordings. Members should not use the fact that a recording was made as a reason to write a less detailed report.

All recording media, recorded images, and audio recordings are the property of the Department. Dissemination outside of the Department is strictly prohibited, except to the extent permitted or required by law. To prevent damage to or alteration of the original recorded media, it shall not be copied, viewed, or otherwise inserted into any device not approved by the Department, MAV technician, or forensic media staff. When reasonably possible, a copy of the original media shall be used for viewing (unless otherwise directed by the courts) to preserve the original media.

Recordings may be reviewed in any of the following situations:

- (a) By officers for use when preparing reports or statements;
- (b) By a supervisor investigating a specific act of officer conduct;
- (c) By a supervisor to assess officer performance;
- (d) To assess proper functioning of MAV systems;
- (e) By Department investigators who are participating in an official investigation, such as a personnel complaint, administrative inquiry, or a criminal investigation;
- (f) By Department personnel who request to review recording under established departmental policy and procedures;
- (g) By court personnel through proper process or with the permission of the Animal Protection Supervisor or their authorized designee;
- (h) To assess possible training value;
- (i) For training purposes. If an involved officer objects to showing a recording, his/her objection will be submitted to the command staff to determine if the training value outweighs the officer's objection;
- (j) By a supervisor during periodic reviews for compliance with racial profiling laws (Tex.Code of Crim. Pro. art. 2.132), and
- (k) As may be directed by the Animal Protection Supervisor or the authorized designee. No member of SMRAS shall obtain, attempt to obtain, convert, or attempt to convert any information from Department video files for personal use or unauthorized use by another

person. In no event shall any recording be used or shown for the purpose of ridiculing or embarrassing any member

7.012 - Body Armor

The purpose of this policy is to provide officers with guidelines for the proper use of body armor. It is the policy of SMRAS maximize officer safety through the use of body armor in combination with prescribed safety procedures. While body armor provides a significant level of protection, officers must utilize reasonable tactical and safety procedures to reduce the potential for injury.

Body armor shall be issued when an officer begins service at SMRAS and shall be replaced when the body armor becomes worn or damaged to the point that its effectiveness or functionality may be compromised.

BODY ARMOR USE:

Generally, the required use of body armor is subject to the following:

- (a) Members shall only wear Department-approved body armor.
- (b) Members shall wear body armor any time they are in a situation where they could reasonably be expected to take enforcement action (e.g., working in the field, execution of a search warrant).
- (c) Members shall wear body armor when working in the field and in uniform. exercises at the range, or whenever the range master requires this level of protection.
- (d) Members are not required to wear body armor when they are functioning primarily in an administrative or support capacity and would not reasonably be expected to take enforcement action.
- (e) In those instances when body armor is not worn, officers should have reasonable access to their body armor.

BODY ARMOR INSPECTION:

Supervisors should ensure through routine observation and periodic documented inspections that body armor is worn and maintained in accordance with this policy.

CARE AND MAINTENANCE:

The required care and maintenance of body armor is subject to the following:

- (a) Members are responsible for inspecting their body armor for signs of damage or wear, and for cleanliness at the start of each shift.
 - Unserviceable body armor shall be reported to the supervisor.
- (b) Members are responsible for the proper storage of their body armor.
 - Body armor should not be stored for an extended period of time in an area where environmental conditions (e.g., temperature, light, humidity) could potentially degrade its effectiveness.
- (c) Members are responsible for the care and cleaning of their body armor pursuant to the manufacturer's care instructions.
 - Body armor should not be exposed to any cleaning agents or methods not specifically recommended by the manufacturer.
 - Failure to follow manufacturer's care instructions may damage the ballistic

performance capabilities of the body armor. If care instructions for the body armor cannot be located, the manufacturer should be contacted to request the instructions.

(d) Body armor should be replaced in accordance with the manufacturer's recommended replacement schedule, or when its effectiveness or functionality has been compromised.

Section 8 – Foster and Volunteer Programs

8.001 – Foster Program

The Foster Program allows the shelter to place animals into temporary homes while they undergo medical treatment, certain behavioral modification trainings, receive age-related critical care or otherwise await adoption. The foster program should be utilized in a manner that helps the greatest number of animals in a responsibly managed way. The goal of the Foster Program is to increase live outcomes from the shelter by increasing the shelter's capacity to provide care for vulnerable animals. The Program Coordinator who oversees the Foster program will maintain guidelines for staff and foster parents and will communicate any changes in the program guidelines to staff and foster parents as those guidelines are amended from time to time. The Program Coordinator or the Animal Services Manager may place limits on the number of animals that can be placed into the Foster Program at any one time, based on the current needs of the shelter.

In general, animals that are immediately eligible for foster include:

Cats or dogs that have been at the shelter for more than 30 days with no adoption interest
Neonatal animals (under 6 weeks of age)
Geriatric animals
Animals with special medical needs
Animals that are stressed in the shelter environment
Heartworm positive dogs are eligible for foster OR foster-to-adopt
Kittens/puppies over 6 weeks of age but under 2 pounds are eligible for foster OR foster-to-adopt

The Program Coordinators or a member of the Leadership Team may authorize additional animals to go into foster or foster-to adopt on a case by case basis as the need arises.

Animals with bite histories may only go into a foster home with approval by a member of the Leadership Team.

Animals with major behavioral issues or histories of aggression (to humans or animals) may only go into a foster home with approval by a member of the Leadership Team.

Animals with medical conditions that are receiving treatment may go into foster homes at the discretion of the Leadership Team and the Veterinary Team.

Foster Applications, Orientation and Selection

Foster applications will be submitted to the Program Coordinator that oversees the Foster Program. The Program Coordinator will review all applications to ensure that the foster home is a safe environment for our animals. Once the application is approved, the applicant will be scheduled to attend a Foster Orientation class that covers foster basics, such as rules, safety, expectations for fosters and animal care. After attending the orientation, the foster is then eligible

to take home animals to foster. The Program Coordinator will assist foster parents in selecting animals that are a good fit for their home environment to ensure proper placement and will coordinate any upcoming scheduling for medical care or adoption opportunities. The Program Coordinator may also create guidelines for staff to follow when placing animals into a foster situation in their absence. These guidelines may be amended from time-to-time based on the current needs of the shelter.

Foster requirements:

- 1) The primary foster caretaker must be 18 years or older.
- 2) The foster family must live within one hour of the shelter and have reliable transportation in case of emergencies and adopter meet-and-greets.
- 3) Foster must be able to safely house the foster pet completely separate from other pets in the house (e.g. an extra room, a crate): for the first 3 days; when unsupervised; and when sick.
- 4) Cats/kittens are indoor-only fosters.; sick foster pets must be quarantined from your pets for the duration of the foster; all foster pets must be kept completely separate from owned pets for at least 3 days.
- 5) Fosters must care for the foster pet as if it's your own, keeping it in a climate-controlled area and providing fresh food and water daily.
- 6) Fosters may not leave foster animals unattended outside.
- 7) When foster dogs are outside, they must be leashed or contained by a yard; do not tether.
- 8) Foster Dogs may not be walked on flexi-leashes or other retractable leashes.
- 9) No aversive training techniques or tools may be used on foster pets (no prong / pinch / choke / chain / electronic collars, physical reprimands including alpha rolls, spanking, etc.).
- 10) Foster dogs are not permitted at dog parks or other areas where dogs are not confined/leashed.
- 11) Any signs of potential illness (changes in behavior, eating, drinking, or other signs) or aggressive behavior (bites of any kind, scratches, bruises, or dog-dog interaction resulting in injury) must be reported immediately to staff by emailing foster@sanmarcostx.gov.
- 12) Foster parents must respond within 24 hours to communications from shelter staff, foster team members, or potential adopters.

Adoption promotion and finalization:

A foster should strive to get the animal adopted, through their own promotions and by following up, within 24 hours, on interested adopter contact information provided by the shelter. The foster should assess compatibility; if the animal and interested adopter seem like a good fit, arrange an in-person meet and greet with the animal either in their home, at a neutral but quiet public place, or at the shelter. Potential adopter sleepovers are not permitted. If fosters need assistance with dog introductions, they should contact the shelter and plan to meet the adopter at the shelter for our staff to help. Next, contact the Program Coordinator (or other available staff) to relay crucial information and to set up a time for the adopter to finalize the adoption according to SMRAS procedures. Fosters cannot put "holds" on their foster animals at any time and must respond to adoption inquiries in a timely manner. If a foster is interested in adopting their foster pet, they must inform the Program Coordinator (or other available staff) as soon as possible.

8.002 - Foster-To-Adopt Program (FTA)

Foster-to-Adopt (FTA) allows animals who are not quite ready for final adoption to leave into their forever home prior to the final transfer of ownership taking place.

Long Stay animals (animals that have been at the shelter for more than 60 days), heartworm positive dogs undergoing treatment and puppies/kittens over 6 weeks of age but under 2 pounds

are eligible for foster-to-adopt. The Program Coordinator or a member of the Leadership Team may authorize other animals to go into FTA based on that animal's specific needs.

FTA's will be scheduled for their spay/neuter surgeries or other necessary treatments at the time they go home with the foster. Upon completion of the needed medical care, the adoption will be finalized and the foster/adopter will pay the adoption fee to complete the transfer of ownership.

FTA's for Long Stay animals (at the shelter for more than 60 days) should generally be limited to no longer than a 2 week trial run in the home before finalizing the adoption or returning the pet to the shelter. A member of the Leadership Team may make exceptions to the 2 week rule on a case-by-case basis, depending on the needs of the animal and/or the shelter.

8.003 Volunteer Program

Volunteers must be at least 18 years of age. To accompany an adult volunteer, minors must be listed on the application, be at least 8 years of age, and be supervised by the adult at all times while at the shelter. Minors between the ages of 8 and 12 can help with plenty of tasks but cannot interact directly with animals.

All volunteers must complete an online and short in-person orientation prior to their first assignment. To volunteer in adoptions, with dogs, or with cats, SMRAS will provide additional guidance and training through a mentor session to ensure that the volunteers and the pets are safe. Volunteers in surgery, the foster/volunteer office, lost & found, or community outreach will receive hands-on training during their first shift.

Volunteers must sign in and out and wear volunteer identification.

Any items used during the shift, including but not limited to keys and leashes, must be returned prior to leaving the shelter.

It is the volunteer's responsibility to properly record volunteer hours worked.

Dress Code:

Volunteers must wear closed toe shoes at all times, preferably rubber and non-slip.

Volunteers must wear pants that cover the full leg, and a shirt that is full length which covers at least the upper portion of both arms. Exceptions to the dress code will be made for individual volunteer programs or on a case by case basis and approved by shelter staff.

Professionalism:

All interactions must be professional, courteous, and represent the shelter well. Staff assistance must be immediately requested if a situation escalates

.
At no time will pressure sale techniques be used to influence an adopter.

Friends and family who are not current San Marcos Regional Animal Shelter volunteers may not accompany volunteers while they are volunteering at the shelter.

Safety of people and pets must be the primary concern. Volunteers are responsible for reviewing posted information about an animal before interacting with the animal.

Volunteers must report any bites or scratches, of any magnitude, to shelter staff immediately.

Volunteers must sanitize hands between handling each animal, dog or cat.

Animals are not permitted to interact with one another unless staff is handling the pet or the volunteer has received explicit approval by the Volunteer Program Coordinator.

Volunteers must report animal health concerns to a Lead Shelter Technician.

Restricted Areas:

Because the shelter frequently houses animals that are sick, dangerous, or unknown, certain areas are restricted to staff only. Volunteers who disobey restricted area signs may be suspended or removed from the volunteer program.

Teamwork:

Volunteers work alongside staff at the shelter. We want to get to know our volunteers, so please introduce yourself and invest in teaching our volunteers ways they can help you.

Confidentiality of Information, Photos, and Videos:

Sensitive information and images acquired during the course of volunteer work must be kept confidential.

Section 9 -Animal Handling and Safety

9.001 - Fear Free Shelter

Humane animal handling practices will be exercised at all times. Staff, volunteers and fosters will be trained in the practice of Fear Free handling techniques. For more information and full training in Fear Free Sheltering, visit www.fearfreeshelters.com.

9.002 - Animal Training Techniques

Aversive training or handling techniques are prohibited for staff, fosters or volunteers. These include the use of pinch, choke, chain, electric or prong type collars, physical reprimands including alpha rolls or spanking, yelling at animals or otherwise causing unnecessary fear or stress.

9.003 - Feline Environmental Enrichment

Stress is an inevitable component of a shelter animal's life that can contribute to an immunocompromised state. Every effort to minimize physical, emotional and environmental stresses should be made. Overcrowding is a frequent cause of stress. While kenneled in Cat Stray, cats and kittens have limited handling contact, although they also have some interaction with people as staff and patrons walk through the area-- usually responding to the animals by

talking to them. Many of these animals are high-energy and need outlets for mental and physical energy. Cats and kittens are usually more inclined than dogs and puppies to invent play with “found toys,” even without a playmate. You may want to refer to the Enrichment for Shelter Cats section at www.ASPCApro.org.

Benefits of Feline Enrichment:

Enrichment helps cats and kittens maintain their mental, physical, and emotional health so that they remain good adoption candidates and don't become behaviorally at risk.

Examples of Active Toys:

- Hard, round plastic shower curtain rings linked in pairs and attached to gate bars (high enough to encourage jumping and reaching)
- Small rolling balls (with or without bells inside) to move around the cage floor and to hide under a towel -- a single shower curtain ring can also serve this purpose
- Toys must be easily and thoroughly able to be disinfected, or be disposable after single use
- Disinfect toys before giving to another animal using the procedure used to disinfect dishes
- Rolling toys must be large enough to not fit between cage bars
- Any toys for kittens or cats must be safe, that is, of sturdy construction and appropriate materials so that cats cannot ingest toy parts or injure themselves with the toy or its components.

Overall enrichment should include:

- Social interaction (human and feline when possible), if the cat chooses to engage
- Opportunities for sensory stimulation (sound, odors, textures etc.)
- Provide, as needed, a hiding area specifically for cats or kittens who appear frightened. Consider hanging a towel over the front of the cage to allow the cat to relax.

9.004 - Canine Environmental Enrichment

Stress is an inevitable component of a shelter animal's life that can contribute to an immunocompromised state. Every effort to minimize physical, emotional and environmental stresses should be made. Overcrowding is a frequent cause of stress. While kenneled in Stray Hold, dogs and puppies have limited handling contact, although they also have some interaction with people as staff and patrons walk through the area-- usually responding to the animals by talking to them. Many of these animals are high-energy and need outlets for mental and physical energy. You may want to refer to the Enrichment for Shelter Dogs section at www.ASPCApro.org.

Benefits of Canine Enrichment:

Enrichment helps dogs and puppies maintain their mental, physical, and emotional health so that they remain good adoption candidates and don't become behaviorally at risk.

Examples of Active Toys:

- Hard sided toys such as Kongs and Nylabones.
- Tennis Balls and rope toys
- Toys must be easily and thoroughly able to be disinfected, or be disposable after single use
- Disinfect toys before giving to another animal using the procedure to disinfect dishes/laundry
- Rolling toys must be large enough to not fit between cage bars or roll into drains
- Any toys for dogs or puppies must be safe, that is, of sturdy construction and appropriate materials so that dogs cannot ingest toy parts or injure themselves with the toy or its components.

Prohibited Enrichment Items for dogs:

- Stuffed toys (may only be used for neonatal animals needing a snuggle-buddy)
- Any toys made of flimsy or brittle plastic (like dollar store frisbees)
- Lick mats or other silicone toys (unless the animal is under direct supervision while using)
- Rope toys with frayed edges that can be chewed off and swallowed
- Cardboard of any kind

Overall enrichment should include:

- Social interaction (human and canine when possible), if the dog chooses to engage
- Opportunities for sensory stimulation (sound, odors, textures, tastes etc.)

9.005 – Dog Walking

Staff and volunteers can walk dogs that have finished their hold time. Bite Quarantine dogs and dogs on any kind of medical or behavioral isolation are NEVER to be walked.

When removing a dog from the kennel, always use a slip lead or a martingale collar with a leash. Keep in mind that frightened animals may pull back when being walked, and they can easily slip out of a clip collar and run away. As you walk outside, keep the dog on a short leash and do not allow the dog to interact, sniff, touch noses, etc. with any other dog. Please keep poop bags with you and pick up feces. If a dog gets away, never chase the dog. Instead, alert all staff as soon as possible.

Volunteers will adhere to a color coded system identifying dogs that are safe and within their individual skill level to walk.

9.006 – Restraint of Animals

It is our goal to treat all animals humanely. We expect everyone to use the least amount of restraint necessary to both secure the animal and protect the staff and volunteers. The following policies for restraint, from least to most restraint, are the only ones that are appropriate to use:

- Staff should have a slip leash with them at all times
- Pick up and carry or place the animal in an appropriate sized carrier
- If necessary, use a leash muzzle wrap when picking up an animal
- Frightened dogs or cats that try to bite or are fearful may be safely and humanely moved by wrapping the animal in a heavy blanket or towel and carrying the animal to the run or cage
- When lifting animals, work in teams of two. Both people lift the animal: one supports the animal's weight and the other controls the animal's head
- Use catchpoles only when absolutely necessary and only by staff properly trained on their use. Do not use catchpoles on cats, unless there is absolutely no other safe way to move them
- Transport all cats in transfer cages covered by a towel to minimize stress

9.007 – Animal Handling Safety

This information is a general overview of safe animal handling practices. It is not intended to replace actual safe animal handling training. When handling animals, be sure to:

- Take your time
- Don't over stimulate the animal
- Remember that the animal may perceive a threat, even though you do not intend to threaten

- Do not under any circumstances yell at the animals. It will only get them more agitated & could possibly determine a bad outcome for them

If you do not feel comfortable handling an animal, DON'T!! Get someone to help you--don't risk getting dragged, scratched, or bitten!

Handling Cats:

- When removing a cat from a kennel, be sure to get the cat's attention before opening the gate
- Talk to the cat calmly and softly to avoid over-stimulating the cat
- When handling a cat, control the head and neck at all times. Hold the cat firmly— one hand controlling the head and neck, opposite hand supporting/gripping the hindquarters & controlling the front paws. Take a moment to readjust your grip if you need to. Keep the cat's face away from other cats
- Always use a carrier to transport the cat more than a few feet. When possible, encourage the cat to enter into a carrier or feral box on its own before opening the cage, especially when handling under-socialized or feral cats.
- Watch for signs of stress - fear, enlarged pupils, thrashing tail, growling, hissing, and attempting to hide or escape. If these signs appear, carefully try to remove the cat from the source of stress. Approach the cat at his or her level. Do not reach over the cat's head. Move slowly because rushing the cat only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.

Handling Dogs:

- When removing a dog from a kennel, distract the dog, and enter the kennel with your leash ready
- If the dog has a kennel mate, remove the kennel mate from the kennel if he or she is making it difficult to get the dog you need.
- Talk calmly to the dog to avoid over-stimulating him or her.
- When moving the dog, keep the dog away from other kennels, and break his or her line of vision. Use proper leash techniques, looping the handle of the leash over your thumb and across your palm (like a joystick). Keep the leash short and use both hands for better control.
- Only small dogs and puppies should be carried. If the dog won't move on the leash, coax the dog by moving in front and down low.
- Dragging a dog is never permitted.

Watch for signs of stress/fear:

- ears back,
- hackles raised, tail down,
- dilated pupils,
- lifted lip,
- submissive posture,
- growling, snarling, barking, or lunging.

If these signs appear, try to remove the dog from the source of the stress. If a dog is fearful, do not make direct eye contact. Approach the dog at his or her level. Do not reach over the dog's head. Move slowly because rushing the dog only adds more stress, leading to unpredictable behavior and increasing the likelihood of injury.

HANDLING ANY ANIMAL:

- Inform a supervisor immediately if an animal is displaying signs of aggression and/or may be a threat to other animals or people.
- Wear any protective gloves, long-sleeved shirts, and shoes with closed toes (no sandals) to reduce the degree of injury from bites and scratches.

If you have questions, ask a supervisor. If you feel uncomfortable handling an animal, **DON'T!**

APPROACHING FEARFUL KENNELED ANIMALS:

When approaching a fearful animal, you should make every effort to be as non-threatening as possible. Remember that a caged animal may not show you signs of fear until it feels cornered (i.e. when you close off the only visible exit path). Only approach as close as is absolutely necessary.

- Remember that the animal may PERCEIVE a threat, even though you do not intend to threaten.
- Move slowly and deliberately. Quick, sudden, or tentative movements may produce more fearful reactions. Be sure that the animal sees you.
- Approach at the animal's level. Even if you are not a very large person, you are taller than the animal and may seem to loom over it. Crouch down (bending at the knees) or kneel or sit on the floor; you should be stable in whatever position you choose. Reach out and touch under the chest or chin, or behind and under the ears, rather than over the head. Allow the animal to sniff your hand first if he wants to investigate you.

Rushing an animal increases stress for the animal and the situation. Increased stress means more unpredictable circumstances, which lead to dangerous situations.

9.008 - Hazardous Chemical Communication Program / SDS

- Report all hazards to a supervisor immediately.
- Only properly trained employees are to undertake any repair work involving electrical equipment.
- Do not overload outlets.
- Know the safety precautions for each chemical BEFORE you use it.

The City of San Marcos is committed to the prevention of exposures that result in injury and/or illness; and to comply with all applicable state health and safety rules. To make sure that all affected employees know about information concerning the dangers of all hazardous chemicals used by SMRAS the following hazard communication program has been established. This written program will be available on the COSM Intranet for review by any interested employee.

All work units of The City of San Marcos will participate in the hazard communication program.

Container Labeling:

The Leadership Team is responsible for container labeling procedures, reviewing, and updating. The labeling system used at SMRAS. The procedures for proper labeling of all containers, and reviewing and updating label warnings are as follows:

SDS labels will be placed on spray bottles and foamer bottles listing the chemical to be used in each bottle.

Staff will be responsible to correctly re-fill each labeled bottle with the appropriate chemical as determined by the labeling on the bottle.

The Leadership Team will review the labels and labeling process at least annually, unless the staff alerts a supervisor that there is a problem with the labeling of a bottle.

Safety Data Sheets (SDS):

The Leadership Team is responsible for establishing and monitoring SMRAS's SDS program. The Leadership Team will make sure procedures are developed to obtain the necessary SDSs and will review incoming SDSs for new or significant health and safety information. The Leadership Team will make certain that any new information is passed on to affected employees.

SDSs for all hazardous chemicals in use will be affixed to each container that is used for the purposes of hazardous chemicals or chemical storage. SDSs will be available to all employees during each work shift. If an SDS is not available or a new chemical in use does not have an SDS, immediately contact your direct supervisor.

Employee Information and Training for SDS:

The City of San Marcos will provide free, mandatory SDS and Hazardous Chemical Communication training on an annual basis for all employees.

The Leadership Team will ensure that each new employee at SMRAS will attend the city offered training that includes information on the following:

- An overview of the requirements contained in the Hazard Communication Standard.
- Hazardous chemicals present at his or her work places.
- Physical and health risks of the hazardous chemical.
- The symptoms of overexposure.
- How to determine the presence or release of hazardous chemicals in his or her work area.
- How to reduce or prevent exposure to hazardous chemicals through use of control procedures, work practices, and personal protective equipment.
- Procedures to follow if employees are overexposed to hazardous chemicals.
- How to read labels and review SDSs to obtain hazard information.
- Location of the SDS file and written hazard communication program.
- An overview of the requirements contained in the Hazard Communication Standard.

9.009 - Personal Safety

Following these common sense rules will help prevent many accidents:

- report all injuries, no matter how slight, to your Supervisor
- all personnel and administrative persons working with animals are required to purchase and wear skid- or slip- resistant shoes
- do not attempt to lift/push objects or animals that are too heavy--ask for help. Bend at the knees and hips and lift with your legs. Adjustable tables should be lowered to the floor for animals weighing over 75 lbs., or for any employee unable to lift an animal onto a table.

- identify and remember the location of fire extinguishers and emergency exits. NEVER block these areas with materials or equipment. Keep floors and aisles free of debris at all times.
- maintenance staff will wear customary safety equipment when performing applicable tasks
- horseplay is prohibited
- seat belts are to be worn at all times when driving on business, whether in agency vehicles or personal automobiles
- when restraining animals over 60 lbs. seek assistance if necessary
- Staff should not be scheduled at the shelter alone. A minimum of two people should be scheduled for each shift. This does not apply to on-call for Animal Protection Officers.

Any employee willfully violating safety procedures and/or endangering the safety of other employees will be subject to discipline, up to and including termination.

Other Resources for Employees:

Petpoint Step-by-Step Guides:

Log into Petpoint. Under “Support”, choose “Community” – search by keyword for topics that you need assistance with (i.e., “intake”, “return to owner”, “adoption”, “holds” etc). There are step-by-step guides available for all functions of Petpoint software.

City of San Marcos Employee Handbook:

Available online: <http://sanmarcostx.gov/72/Intranet>

Employee Benefits:

Available online: <http://sanmarcostx.gov/72/Intranet>

Employee training:

<https://learn.neogov.com/>

<https://www.aspcapro.org/>

<https://fearfreeshelters.com/>

<https://www.humaneeducatorsoftexas.com/>

Speak to your supervisor for more training materials that may be available for specific job functions

