



Tooele City Animal Shelter Policies and Procedures Manual

Statement and Purpose

The purpose of this manual is to provide guidelines to be followed by employees, volunteers and users of the Tooele City Animal Shelter. It is required for all employees, volunteers and approved users of the premises to read and understand these policies and procedure. This manual shall be supplemental to the Tooele City Police Department policy manual, the Tooele City personnel policies and procedures manual, as well as any applicable state, local, and federal laws. In cases where the shelter policy conflicts with a City, State, Federal or Police Department policy, those policies will supersede shelter policy.

Mission Statement

The Tooele City Animal Shelter's mission is to promote community health and safety by providing professional shelter services for stray, unwanted, or dangerous pets.

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1.0 GENERAL OPERATIONS

The animal shelter is owned and operated by the City of Tooele under the direction of the Tooele Police Department. The Animal Shelter is supervised by the Administration Lieutenant who reports directly to the Chief of Police.

The shelter provides animal shelter services only to animals received inside Tooele City limits. The shelter does not receive animals from outside city limits.

The Shelter is closed to the public who may only enter by appointment.

1.1 Animal Shelter Supervisor

The Animal Shelter Supervisor oversees the day to day operation of the shelter. The Supervisor is accountable for the performance of shelter employees. Duties and training requirements are assigned in the job description. The Shelter Supervisor has the authority and responsibility to oversee euthanization procedures and policy. Each employee is hereby delegated the authority necessary to effectively execute those responsibilities. Each employee will also be held accountable for the appropriate application of that delegated authority.

1.2 Shelter Employees

The shelter workers help maintain cleanliness, take care of animals, help adopt animals, and other tasks directed by the Shelter Supervisor. The shelter workers do not leave the shelter or drive a city vehicle.

2.0 FACILITY ACCESS

The Shelter Supervisor Employees, Code Enforcement, and Police Officers have authorized access to the Shelter, including animal care areas. Approved individuals are not permitted to allow any individual who does not have authorized access. Access to areas containing City files, monies and other areas of the Shelter may be limited according to the discretion of the Shelter Supervisor or the Chief of Police.

2.1 Electronic/Keys to Facility

Only Authorized individuals shall be permitted to have keys to the facility. No person shall distribute or make copies of the Shelter Keys without express permission from the Chief of Police. Access privileges may be suspended at the discretion of the Shelter Supervisor or Chief of Police

2.2 Visitors

All visitors to the Shelter must make an appointment and may only enter the front lobby or backyard area as directed. Visitors must also adhere to the following:

- Visitors may only enter the front lobby or backyard area as directed
- All Children must be accompanied by an adult 18 years of age or older
- No Children are permitted to leave their parent or guardian while on the shelter grounds

- No visitor is permitted to open animal cages or put fingers in the cages
- Dogs must remain leashed when out of their kennel
- The shelter staff or the City of Tooele is not responsible for any lost or stolen items
- Visitors must sign a Tooele City Animal Shelter Release of Claims form to interact with an animal

2.3 Visiting Animals Retained for Animal Hearing Proceedings

For safety and to prevent problems between the owners and staff, no visitation of animals subject to an aggressive animal hearing is allowed. The Administrative Lieutenant can make exceptions if the quarantine time is completed and the hearing has not been completed on a case by case basis.

3.0 INTAKE /CUSTODY OF ANIMALS

Only Tooele City Police Officers and Code Compliance Officers can bring animals to the Animal Shelter. The following information is required for all new animals placed in the Shelter.

- (a) Arrival date
- (b) Location acquired
- (c) Animal type and description
- (d) Kennel number
- (e) Owner information if known
- (f) Whether or not animal is to be held or released to owner
- (g) All other information known about the animal that will assist Shelter Staff in the Animal's care.

All shelter employees are required to read and understand chapter 7. Impounding, of the Tooele City Animal Control Codes.

All workers are required to place the animal in an open kennel, provide food and water and fill out the **Animal Intake Form** on each animal being impounded. The form is located in the main hallway at the check in station. Completed forms should be placed in the in-box at the front desk.

Kennel Locations

Cats---All cats should be placed in the Cat Isolation Room located at the back of the shelter. If all isolation cages are full then the Officer can place the cat in any open cage in the shelter.

Dogs---All dogs should be kenneled in the main dog room. Only dogs brought in together and show no signs of aggressive behavior can be kenneled together. If the main room is full then the dog can be placed in the outdoor kennel (if empty) located in the back of the shelter or an open quarantine room kennel.

Quarantine dogs---All dogs that have been noted on the **Animal Intake Form** to be held, should be placed in an open dog kennel in the quarantine room. Please make sure it is noted on the form why the animal is to be held at the Shelter. If owner information is known, please provide contact information. If the animal is from a bite case or is being impounded for aggressive behavior, please

place a laminated **Quarantine** sign, located at the Check in Station, on the clip board located outside the animal's kennel. This procedure is to notify shelter staff to use caution with the animal even if the animal is not to be quarantined. If the quarantine room is full, it is permitted to place the animal in the main dog room but not outside. If there are not open kennels, please contact the Shelter Supervisor for instruction.

3.1 Owner Surrender

The shelter does not allow owners to surrender their animals. Tooele City citizens may call for Ordinance Compliance Officers to respond if they have an animal issue. The Administrative Lieutenant will make the ultimate decision on animal intake.

3.2 Owner Requested Euthanasia

The Shelter does not euthanize animals for the public.

3.3 Animal Custody and Screening

Animals unclaimed after 5 business days become the property of the City of Tooele and are subject to screening to determine if they are adoptable. The animal will be screened for health, past/current behavior, and social interaction. The Shelter Supervisor may elect to place an animal in quarantine for biting, injury, illness or other issues as determined through screening. All information gathered about the animal is to be entered into the animal tracking system on the computer. This procedure is ongoing until the animal is released to the owner, adopted, released to rescue, foster, other approved organizations, or is disposed of according to established written procedures.

3.4 Attempt to Notify Owners

Code Enforcement will make every possible attempt to ascertain and locate owners of animals before taking them to the Shelter. Shelter staff will give attempt to give notice to the owner of an animal by telephone, in person, or when a message is left by phone or in writing at the last known address of the registered owner. The owner of an impounded animal has 3 days to redeem the animal after notification is given to avoid the animal being adopted or euthanized.

3.5 Request to Hold/House Animals

The shelter is not to be used to hold or house animals for the public or employees of Tooele City. The shelter can hold animals owned by the City. The shelter can also be used to house animals for victims of domestic violence while they are in the women's shelter. To accommodate this, the owner must have their animal vaccinated and sign a form saying they understand the following:

- The shelter is not responsible for any illness the animal may acquire.
- If the animal is not reclaimed after 30 days the animal is forfeited to the city.
- If the owner is no longer in the victim shelter, they must reclaim the animal within 5 days or they forfeit it to the city.

4.0 RELEASE OF ANIMALS

Shelter personnel can release any impounded animal to an individual who claims to be the lawful owner unless the Investigation Officer for the Police Department has ordered the animal to be held. If shelter personnel suspect that the individual claiming the animal is not the lawful owner, the animal is to be held pending notification to the Police Department.

If the animal is approved for release the following procedure is to be followed:

1. The owner and animal information is to be entered into the Shelter Tracking System to obtain shelter history.
2. The owner must show proof of identification in the form of a current driver's license or identification card.
3. The Impounded Animal Reclaim Form is filled out by the re-claimer.
4. Obtain current rabies vaccination information from owner.
5. License the animal if not previously licensed.
6. Collect impound fees as determined by the City Council resolution.
7. If the owner sends a representative to reclaim the animal on their behalf:
 - The owner must provide a written statement authorizing the animal to be released.
 - The re-claiming party must be 18 years of age or older.

Animals being reclaimed by their owners can only be released by appointment. The Impounded Animal Reclaim Form, Animal Impound History Form, a copy of the Kennel Tag and any statements are to be forwarded to the Police department for processing. All information about the animal and owner are to be entered into the computer in the animal tracking program and then a copy of all the forms needed to process the animal out is filed at the shelter (do not copy or retain statement forms).

4.1 Current Rabies Vaccination

Rabies vaccination shall be considered valid only when performed by a licensed veterinarian. The owner or person having charge, care, custody and control of a cat or dog shall have the animal vaccinated for rabies within 30 days after it reaches four months of age. Any animal reclaimed from the shelter where the owner cannot show proof of current rabies vaccination must pay a deposit fee of \$30. Any animal adopted from the Shelter that is not current on rabies vaccination and is over 4 months of age has 30 days to have the animal vaccinated and is to be noted on the adoption contract. The fee is forfeited if the owner does not show proof of the vaccination within 30 days of release. All animals not current on rabies vaccination involved in a bite incident will be quarantined at the shelter.

4.2 Licensing

All dogs and cats residing within Tooele City must be licensed each year. Animals reclaimed by their owner but not licensed with the City at time of impound will be required to purchase a license at time of

reclaim. If the owner cannot show proof of current rabies vaccination at the time of reclaim, the license will be held by Finance until proof has been provided.

If a Tooele City resident adopts an animal that is spayed or neutered, a Tooele City license must be purchased at time of adoption. Any animal adopted through the Shelter that will reside in the City must purchase a spay/neuter deposit. Once the animal reaches four months of age the owner has 30 days to obtain a license. If the animal is over four months of age, the owner has 10 days to purchase a license. No shelter employee is allowed to adopt or license an animal to a Tooele City resident who has a combination of dogs and cats that exceeds a total of four animals. All Shelter employees are required to read and understand Chapter 3. Licensing, of the Tooele City Animal Control Codes.

4.3 Animal Adoptions

Animals that have been surrendered to the Shelter by their owners or stray animals unclaimed after 5 business days are available for adoption or disposal through euthanasia, licensed 501c rescue organizations or approved foster homes.

The adoption procedure is as follows;

1. The prospective owner will fill out the adoption contract with all pertinent information.
2. The Shelter employee will fill out animal information, shelter number and all fees involved in the adoption.
3. Issue a license, if the prospective owner lives in the City of Tooele.
4. If the animal is unaltered then the Shelter employee will have the prospective owner purchase a spay/neuter deposit.
5. If the animal is unvaccinated the Shelter employee will have the prospective owner purchase the vaccination deposit.
6. The shelter employee will initial each term of the adoption as they read aloud the terms of the adoption agreement. The prospective owner will also initial that they understand.
7. After all fees have been collected and a copy of the adoption agreement given to the new owner, the animal can be released.
8. Employee will enter final disposition of the animal in the shelter log and the animal tracking system in the computer. The original adoption contract remains on file at the shelter.
9. All money transactions are completed at the Tooele City Finance Office.

Animals adopted prior to any services provided are subject to adoption fees present by City Council resolution. The Shelter Supervisor may attach fees to the adoption to recoup costs incurred for the care and treatment of the animal. No fees will be added based on breed, size or special nature of the animal.

4.4 Rescue Organizations

Only licensed 501 c3 rescue organizations can remove animals from the Shelter without paying adoption and treatment fees. All rescue organizations are required to show proof of 501 c3 status and provide

organizational contact information to the Shelter Supervisor. Any animal adopted through a certified rescue organization shall be placed according to that organizations policies and procedures. The transaction will be handled by that organizations representative and all adoption fees retained by them. No animal can be removed from the Shelter without permission from the Shelter Supervisor.

4.5 Fosters

Only individuals who are connected with an approved 501c3 organization can foster animals from the Shelter. That organization will be responsible to ensure that the animals are being altered before adoption and accept all fees and costs associated with the animals care the Shelter Supervisor can refuse animal placement with any foster.

4.6 Spay/Neuter Deposit Program

All animals adopted from the Shelter that have not been altered at time of adoption must include a written agreement to spay/neuter and a deposit in accordance with Utah Code 11-46-204. The new owner is required to spay/neuter within 30 days after signing the agreement and must provide proof within 3 months to reclaim their deposit fee. Any failure to comply with the agreement is ground for seizure and impoundment of the animal by the shelter.

4.7 Potentially Dangerous/Dangerous Animals

The shelter will not release potentially dangerous or dangerous animals to an owner from the shelter unless a potentially dangerous hearing allows the owner to take custody of the animal.

The shelter will not allow dangerous animals to be adopted or rescued from the shelter. If an owner surrenders an animal because of a complaint of aggressiveness, a hearing will still be held to determine if the animal is dangerous or potentially dangerous. The Administrative Lieutenant will review on a case by case basis if to allow the public to adopt or a rescue group to take a potentially dangerous dog that is released or revoked from its owner.

5.0 CARE OF IMPOUNDED ANIMALS

Care of animals at the Animal Shelter shall be the responsibility of Shelter Employees under the direction of the Shelter Supervisor. Care of the animals shall include providing food, water, cleaning kennels, equipment and coordinating medical treatment if viable.

5.1 Food and Water

All animals will receive food and fresh water once a day. Water will be added periodically through the day as needed. This amount may vary for nursing animals, puppies, kittens and any animal with special dietary needs. The owners of animals being held at the shelter may provide a controlled diet at owner's expense and has no effect on the boarding fees being assessed.

5.2 Kennels and Equipment

Animal kennels and shelter equipment will be cleaned and disinfected on a daily basis according to the procedures established by the Shelter Supervisor.

5.3 Respect of Animals

No animal in the care of the Tooele City Animal Shelter will be mistreated, teased, struck, (except in cases of self-defense) or food and water withheld. Any violation of this policy may result in immediate expulsion from the shelter.

5.4 Quarantined Animals

Animals that have been ordered to be held by the Police Department or are quarantined for rabies violations are to be kept in the quarantine room of the shelter if space permits. If a quarantine animal is placed in the main dog room it must be moved to the quarantine room as soon as room is available. If the animal is injured or shows signs of distress requiring medical treatment, the owner needs to provide signed consent and veterinarian contact information before the animal can be treated. All fees accrued will be at owner's expense. While the animal is at the shelter, the animal can only receive medication that has been authorized by a licensed veterinarian. No rabies vaccine can be administered during this time period.

Any quarantine animal not reclaimed by the owner once the hearing is completed or the quarantine time is up, becomes the property of the City of Tooele after 3 days and can be adopted or destroyed. The Shelter Supervisor or the Chief of Police will determine whether a quarantined animal is to be humanly euthanized or placed in a rescue.

Generally, no animal that has bitten a human unprovoked will be adopted if released or unclaimed by the owner. All animals that meet the criteria for a dangerous animal under section 6-5b-6 paragraph 3 of the Animal Control Code will be euthanized and not available for placement.

5.5 Shelter Space

Adoptable animals shall be kept at the Shelter as long as space is available. The Shelter Supervisor may implement the following exception when needed:

- (a) Budget constraints
- (b) Adequate staff to meet population needs
- (c) Animal health
- (d) Infectious disease contamination
- (e) Kennel stress
- (f) Food aggression
- (g) Aggressive animal display to staff, visitors or other animals
- (h) Timetables can be implemented at the discretion of the Shelter Supervisor or the Chief of Police as need arises, as long as they do not conflict with State of local regulation.

Euthanasia of animals due to space constraints may be performed at the discretion of the Shelter supervisor, under the guidelines of state and local regulations.

5.6 Diseased Animals

Any animal that shows signs of disease that can infect the other animals in the shelter must be isolated and removed from the shelter immediately.

Cats---If a cat arrives at the shelter showing signs of contagious disease the animal is to be euthanized immediately and not introduced to the rest of the shelter population. If a cat shows signs of contagious disease after being placed in the shelter, it is to be moved and isolated in the cat medical room and approved rescues contacted for removal from the shelter. If the animal appears to be suffering or the rescue does not remove the animal after 3 days, the animal is to be euthanized

Dogs---Any dog that develops kennel cough or any other treatable disease that can be treated with antibiotics can remain in the shelter for treatment as long as the dog's condition does not deteriorate to the point the animal is suffering. Any dog that is suspected of having canine distemper or parvo will be isolated for observation. If after observation the probability of the disease exists, the animal is to be euthanized immediately. No dog showing a sign of parvo or owner is surrendering a dog that has parvo can be permitted to enter the shelter. The dog is to be immediately euthanized or refused.

Any animal that show signs of being rabid will be isolated and observed for 10 days. If the animal dies prior to the 10 day holding period, the head of the animal is to be removed and forwarded onto the state lab for examination.

6.0 CONTROL DEVICES AND TECHNIQUES

Certain control devices are provided in order to control dangerous or potentially dangerous animals. Only approved devices can be used on the animals.

6.1 Approved Devices and Control Methods

When a decision has been made to restrain an aggressive animal, only approved methods or devices can be used. The following is an approved list of tools and control methods:

- (a) Catch Pole
- (b) Snappy Snare
- (c) Cat and Snake Tongs
- (d) Leash
- (e) Muzzle
- (f) Hose (water)
- (g) Gloves
- (h) Euthanasia Pole
- (i) Portable Kennels
- (j) Nets

7.0 EUTHANASIA

Humane euthanasia of animals can be performed by trained Shelter staff employees under the guidance and direction of the Shelter Supervisor. The only approved method of euthanasia by Shelter Staff is lethal injection. Shelter Staff will use only approved drugs and dosages. The Shelter Staff can only perform euthanasia on domesticated animals as defined as dogs and cats (Canine and Feline). Any exceptions will need to be approved by the Shelter Supervisor.

Euthanasia of livestock, exotic or wild animals will be deferred to a licensed veterinarian, Division of Wildlife Resources or administered by lethal gunshot performed by a Law Enforcement Officer.

7.1 Controlled Drug Accounting and Security

The purpose is to ensure consistent guidelines for accounting and security of controlled drugs.

Controlled drugs used for tranquilization include Ketamine and Xylazine. The euthanasia drug used is beuthanasia. Drugs are administered based on body weight. Any other drug must be approved by the Shelter Supervisor or the Chief of Police and sanctioned by a licensed veterinarian.

The before mentioned drugs, needles, and tools used in euthanasia will be kept in a locked cabinet or safe and only the supervisor has a key to the cabinet.

The shelter supervisor is the only person responsible for the ordering of any and all controlled substances. When the drugs are delivered they are added into the inventory folder. The inventory folder and controlled substances are kept in a locked cabinet in the euthanasia room.

The bottles of Beuthanasia are given a unique number, which is written on the bottle. This number is issued to log the amount of substance used in the log book when shelter staff or animal control remove some. The Ketamine and Xylazine is mixed at 10cc Ketamine/2cc Xylazine and given a unique number awaiting use. This mix is logged in its own log when used in the shelter or signed out by the animal control officers. The log books for this are located in the front desk in the lobby.

Animal Control Officers authorized to have access to controlled drugs need to gain approval from the Shelter Supervisor before removing any drugs off site. The Officer will be required to note all uses in the field in a drug log that is to be turned into the Shelter Supervisor before any additional drugs can be removed.

Each injection will be recorded in the drug usage log noting the amount used, the animal shelter number date administered and by whom.

A daily accounting will be conducted by the Shelter Supervisor or designee. This will consist of a comparison of the actual quantity of drug remaining and the reported drug "on hand" in the drug log. If a discrepancy should occur, an immediate report will be made to the Chief of Police for investigation. A DEA form will also be completed and sent to the DEA and DOPL.

7.2 Euthanasia Training

The only employees allowed to use the controlled substances for the purpose of euthanasia are the shelter supervisor, code compliance officers and shelter techs who have been certified to use the substances and the procedure of euthanizing.

The certification for euthanasia is completed when the shelter staff or compliance officer attend a euthanasia training.

7.3 Evaluating Animals for Euthanasia

All animals impounded in the shelter are to be held for 5 business days before being evaluated for euthanasia. The following exceptions apply.

- (1) Traumatic Injury
- (2) Suffering of the animal
- (3) Contagious disease
- (4) Aggressive animal behavior that is a threat to Shelter Staff or visitors
- (5) Owner authorized

8.0 PAYMENT PROCEDURES

All payments and transactions for the shelter will be done at the Tooele City Finance Office.

9.0 CLEANING PROCEDURES

The shelter must be cleaned and the animals given food and water every day. If for any reason the assigned employee cannot make it into the shelter, the employee must contact the Shelter Supervisor. If the Supervisor is unavailable then contact other shelter staff, the Police Department or dispatch (882-5600 if the employee cannot reach anyone else). If there is no shelter staff available to care for the animals, Animal Control or a Police Officer will be dispatched to the shelter to provide food and water.

The following basic cleaning procedures need to be followed each and every day. Additional procedures may be added or altered by the Shelter Supervisor as needed.

Protective clothing is available (rain coats, boots, goggles and disposable gloves). Ear protection must be worn when in the dog rooms for more than 30 seconds. Each day the hallways and lobby area need to swept and mopped with disinfectant or bleach (water solution of 1 to 30).

Dog Kennels

1. Every dog bowl (both food and water) is to be dumped out, cleaned and disinfected.
2. Each dog bed lifted and the fecal matter hosed to the back channel and then forced by water to the main drain.
3. Any bedding left in the kennels overnight needs to be removed.
4. Cleaning agent applied to all surfaces inside the kennel.
5. Remove cleaning agent with water.
6. Apply disinfectant to all surfaces in the kennel. Do not rinse off.

7. Provide clean bedding if warranted.
8. Provide food and water.
9. The outdoor dog kennels need to be cleaned of debris every 2 days and bedding in the dog houses changed once a week.
10. The chain link and channels are scrubbed as needed but must be scrubbed at least 30 days.

Cat Cages

1. Every cat bowl (both food and Water) is to be dumped out, cleaned and disinfected.
2. Each Litter box is to be dumped out or cleaned of debris and replaced if needed with 1 scoop of liter for each cat in the enclosure. The liter pan only needs to be washed and sanitized if new cats are placed in the cage or the liter pan is excessively soiled.
3. The cat blanket is to be replaced if soiled or can remain in the cage for up to 3 days if no new cats are introduced.
4. Cleaning agent is applied to all surfaces of the cage with a rag or brush.
5. Spray disinfectant on all cage surfaces.
6. Provide food and water.
7. The bank of cages need to be moved once a week, the floor swept and mopped and the walls cleaned and sanitized.

9.1 Closing Procedure

1. Check each cat cage and provide additional food and water if needed.
2. Check each dog kennel. Remove any fecal matter (without entering the cage) using the hose. Top off the water bowls and provide food to any dogs that came in after feeding time.
3. Check any dogs that might be in the outdoor kennels to ensure they have adequate food and water. If the weather conditions overnight could be hazardous for the animals, move the dogs indoors. If there is no room inside, contact the Shelter Supervisor for instruction.
4. Check to make sure the drug cabinet is locked and all items used from the cabinet are secured.
5. Check to make sure the animal check in station is stocked with intake forms.
6. Turn off the water valves to quick connect hose connections.
7. Make sure the doors to the building are locked.
8. Make sure the freezer door is unlocked.
9. Turn off the lights in all the rooms.

10. Record Requests

The Tooele City Animal Shelter is committed to providing public access to records in a manner that is consistent with the Utah Government Records Access and Management Act (GRAMA)

(Utah Code 63G-2-101 et seq.). To protect personal information, all record requests shall follow the procedures and rules outlined in the Tooele City Police Department policy 804 (Records Maintenance and Release).

Any shelter member who receives a request for records shall route the request to the Records Officer or the authorized designee at the Tooele City Police Department.