



## **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 procedures. 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 Supervisor 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 open to the public by appointment only.

### **1.1 HOURS OF OPERATION**

The hours of operations are designed to ensure that all domestic animals receive proper and humane care and that the public has adequate opportunity to conduct business at the Tooele City Animal Shelter.

#### **Appointment Hours**

Open to the public by appointment only.

Monday – Friday: 10:00 a.m. to 2:00 p.m.

Closed to the public Saturdays, Sundays, and Holidays.

#### **Operating Hours**

Staff Cleaning/Feeding Hours.

Monday – Friday: 7:00 a.m. to 3:00 p.m. (hours will vary for personnel).

Saturday – Sunday: 7:00 a.m. to 12:00 p.m. (hours will vary for personnel).

#### **Emergency Service Hours**

Animal Control Officers and Tooele City Police Officers promptly respond to animal emergencies 24 hours a day, every day of the year. Any situation is considered an emergency when a domestic animal is in danger or is creating a danger to the community or a member of the Tooele City Police Department. In the event of an emergency during non-business hours, Tooele County Dispatch must be contacted to receive assistance.

### **1.2 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 euthanasia 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.

### **1.3 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, Animal Control, 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 Animal Control Officers can bring animals to the Animal Shelter. The following information is required for all new animals placed in the Shelter:

- Case Number
- Arrival date
- Location acquired
- Animal type and description
- Kennel number
- Owner information if known
- Whether or not animal is to be held or released to owner
- 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 in the appropriate housing location, provide food and water, and fill out the Animal Intake Form for each animal being impounded. Intake forms are located in the main hallway at the check-in station. Completed forms should then be placed in the intake box at the front desk.

### **Housing 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 Stray Dog Room. Only dogs brought in together that show no signs of aggressive behavior can be kenneled together. If the Stray Room is full, the dog can be placed in any open kennel in the Adoptable Dog Room, Outdoor kennel, or a Quarantine Room kennel if there are no dogs currently being quarantined. If a dog is being impounded for aggressive behavior, place a Red Quarantine Sign on the outside of the kennel.

Quarantine Dogs: All dogs noted on the Animal Intake Form to be held for quarantine shall be placed in any open kennel in the quarantine room. If the quarantine room is full, it is permitted to place the dog in the stray dog room but not outside. If a quarantine dog is kenneled in the stray room, place a Red Quarantine Sign on the outside of the kennel. If there are no open kennels, contact the Shelter Supervisor for further instruction.

### **3.1 SHELTER STAFF INTAKE PROCESS**

Animal shelter staff are responsible for adding any animals brought to the Shelter into the Shelter Manager System for tracking and disposition records. When a new animal is entered into the system, the staff member adding the animal shall include any information listed on the animal intake form in the animal's profile. Once a record is created for the animal, take a photo of the animal and scan for a microchip. If the animal is frightened or cannot be safely controlled, do not try to take a picture or scan at this time.

Print out the cage card and place the cage card along with any other paperwork for the animal in a plastic sleeve and attach the sleeve to the clipboard on the cage into which the animal is placed.

Note: If applicable, indicate that intake pictures and microchip scan were not completed and need to be done after the animal is calm.

When strays enter with collars, any ID, rabies tag, or license information on the collar or tags are entered into the animal's shelter profile. The shelter staff shall start tracing the information to attempt to locate the owner. Stray animal collars are removed and placed in a zip lock bag with the Animal ID and case number noted on the outside. Bagged collars are kept with the animal behind its paperwork in the sleeve. If the animal is moved to the adoption area, the collar is discarded.

### **3.2 PHOTOGRAPHS FOR ANIMAL RECORDS**

A good photograph of each animal is necessary for matching animals in the shelter with owners looking for their lost pets. To help ensure that the animal is readily identifiable in the photo, check to be sure that:

- Animal is sideways and the picture includes the feet and tail.
- The person holding the animal does not block the body of the animal.
- Picture is properly lit and the animal can easily be seen.
- Any scars or tattoos are documented.

If an animal comes in on a control pole, is muzzled, or is fractious at the time of intake, do not attempt to take the picture. You may be able to scan for a microchip if the animal allows.

### **3.3 MEDICAL PROTOCOL FOR INCOMING ANIMALS**

Enter all medical treatments, including injections, topical treatments, and oral treatments into the animal's computer record when they are administered.

Vaccination protocol is as follows: Puppies and kittens 6 weeks of age are dewormed and vaccinated upon intake (animals must be 12 weeks of age to receive Bordetella medication). If the animal is owned (micro-chipped) or possibly owned, no vaccines are to be given until a thorough search for an owner is completed (usually not longer than 3 days of searching).

If an animal has skin issues, bathe with the appropriate shampoo. If the skin does not clear up within 5 days, the animal may need to be seen by a veterinarian if viable.

#### **Healthy and Potentially Adoptable Dogs**

- Perform a visual and hands-on physical examination nose to tail and record directly into the computer system or the intake form.
- Check for spay scar or neuter. If observed, note in computer and intake form.
- Scan for microchip and check for tattoo or other ID.
- Administer vaccines based on protocols.

#### **Healthy and Potentially Adoptable Cats**

- Perform a visual and hands-on physical examination nose to tail and record directly into the computer system or the intake form. Note if ear is notched, which indicates the cat belongs to a feral cat colony.
- Note if declawed or polydactyl.
- Check for spay scar or neuter. If observed, note in computer or intake form.
- Scan for microchip and check for tattoo or other ID.
- Administer vaccines based on protocols.

#### **Fractious Animal Medical Protocol**

- The supervisor or their designee will perform a visual health scan, with a hands-on examination if possible.
- Scan for microchip, if possible.
- If possible, animals will be vaccinated and dewormed based on protocols.

### **3.4 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.

### **3.5 ATTEMPT TO NOTIFY OWNERS**

It is the goal of the Tooele City Animal Shelter to return all stray animals to their owners and to assist individuals who have lost or found pets. Animal Control and Shelter Staff will make every reasonable attempt to locate the owner of an impounded animal before and after intake.

Reasonable attempts to locate an owner include:

- Checking lost and found reports
- Scanning the animal for a microchip
- Listing the animal on the shelter website and/or Facebook page
- Contacting the known owner by phone, in person, or by written notice at their last known address

If an owner is identified, shelter staff shall make reasonable attempts to contact them by phone or electronic message. The owner of an impounded animal has five business days from the date of notification to redeem the animal. Failure to redeem the animal within this timeframe may result in the animal being made available for adoption, transfer, or humane euthanasia. All applicable fees must be paid before an animal will be released to its owner.

### **3.6 LOST PET REPORTS**

Individuals reporting a lost animal shall be directed to complete a lost pet report on the shelter website. The shelter does not accept lost pet reports by phone unless the individual is unable to complete the online report on their own.

Upon receiving a lost pet report, shelter staff shall:

- Verify whether the individual has previously filed a report within the last 90 days and confirm it is on file.
- Review the report to ensure all information is complete, clear, and contains accurate contact information.
- Advise the individual to follow up with the shelter every three to four days, as animal descriptions may not always match and regular contact is encouraged.
- Contact individuals with open reports when time permits to check whether their animal has been found, documenting the date of contact and outcome on the report.

Lost pet reports are kept on file for 90 days from the date filed. Reports for animals that have been found or reports that have expired shall be closed and filed at the shelter.

### **3.7 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 acknowledging 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 business days or they forfeit it to the city.

### **3.8 HOLDING ANIMALS FOR LAW ENFORCEMENT**

The Tooele City Animal Shelter may be requested by law enforcement to temporarily house animals when an owner has been arrested or transported to a medical facility.

The following information shall be provided to the shelter by the officer responsible for intaking the animal:

- Name and contact phone number of the responding officer or Animal Control Officer
- Name, address, and contact phone number of the animal's owner
- A completed Notice to Claim Animal form

In the event of an unattended death, the shelter will provide temporary housing for the animal until law enforcement has located and notified the next of kin.

Animals will be held for five business days from the date of intake. If the animal is not claimed by the owner or an authorized representative within that timeframe, the animal becomes the property of Tooele City and may be made available for adoption, transfer, or humane euthanasia.

### **3.9 OWNER SURRENDER**

The shelter accepts owner surrenders of dogs and cats from Tooele City residents on a case-by-case basis, subject to available shelter space and adequate staffing levels. Residents wishing to surrender a pet must contact Animal Control to initiate the process. Final intake decisions are made by the Administrative Lieutenant and Shelter Supervisor. Prior to surrendering an animal, owners must complete an Owner Surrender Form and pay the required surrender fee.

### **4.0 RELEASE OF ANIMALS**

Shelter personnel may release any impounded animal to an individual claiming to be the lawful owner, unless the investigating officer of 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 shall be held pending notification to the Police Department.

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

- The owner and animal information shall be entered into the Shelter Tracking System to obtain shelter history.
- The owner must present a current driver's license or government-issued identification card.
- The owner must provide proof of ownership, which may include veterinary records, adoption paperwork, registration documents, microchip records, or other documentation sufficient to establish ownership.

- The owner must complete the Impounded Animal Reclaim Form.
- Current rabies vaccination information must be obtained from the owner.
- The animal shall be licensed if not previously licensed.
- Impound fees, as determined by City Council resolution, shall be collected.
- If the owner sends a representative to reclaim the animal on their behalf:
  - The owner must provide a written or recorded statement authorizing the animal to be released.
  - The reclaiming party must be 18 years of age or older.
  - The representative must also present valid identification and a copy of the owner’s proof of ownership documentation.

Animals being reclaimed by their owners are released by appointment only. The Impounded Animal Reclaim Form, Animal Impound History Form, a copy of the Kennel Tag, and any related statements shall be forwarded to the Police Department for processing. All animal and owner information shall be entered into the animal tracking program, and copies of all required forms shall be filed at the shelter. Statement forms are not to be copied or retained at the shelter.

#### **4.1 CURRENT RABIES VACCINATION**

Rabies vaccinations are considered valid only when administered by a licensed veterinarian. The owner, or any person having charge, care, custody, or control of a dog or cat, shall have the animal vaccinated for rabies within 30 days of the animal reaching four months of age.

##### **Reclaimed Animals**

Any owner reclaiming an animal from the shelter who cannot provide proof of a current rabies vaccination shall pay a \$30 deposit at the time of reclaim. The deposit will be refunded upon presentation of proof of vaccination to the Tooele City Finance Department within 30 days of release. The deposit is forfeited if proof is not provided to the Finance Department within that timeframe.

##### **Adopted Animals**

Generally, adoptable animals are vaccinated for rabies prior to being listed for adoption, and the cost of vaccination is included in the animal’s adoption fee. In cases where an adopted animal is not current on its rabies vaccination and is over four months of age, the owner must have the animal vaccinated within 30 days of adoption. This requirement shall be documented on the adoption contract. The \$30 deposit will be forfeited if proof of vaccination is not provided within 30 days of adoption.

##### **Bite Incidents**

All animals not current on their rabies vaccination that are involved in a bite incident may be quarantined at the shelter pending verification of vaccination status and completion of an Aggressive Animal hearing.

#### **4.2 LICENSING**

All dogs and cats residing within Tooele City must be licensed annually with the Tooele City Finance Department. Proof of current rabies vaccination is required for an animal license to be issued. If proof of current rabies vaccination cannot be provided, the license will be held by the Finance Department until proof has been provided.

### **Reclaimed Animals**

Owners reclaiming an impounded animal that is not currently licensed with Tooele City must purchase a license at the time of reclaim. If the owner cannot provide proof of current rabies vaccination at the time of reclaim, the license will be held by the Finance Department until proof of vaccination has been provided.

### **Adopted Animals**

Tooele City residents adopting an animal from the shelter are required to obtain a Tooele City animal license. The cost of the license is included in the animal's adoption fee. For animals under four months of age at the time of adoption, the owner has 30 days from the date the animal reaches four months of age to obtain a license. A current rabies vaccination must be on file before a license will be issued.

### **Household Animal Limits**

No shelter employee may adopt or license an animal to a Tooele City resident if doing so would result in that resident having a combined total of more than four dogs and cats. All shelter employees are required to read and acknowledge understanding of Chapter 3, Licensing, of the Tooele City Animal Control Codes.

## **4.3 STERILIZATION**

*In accordance with Utah Code Annotated § 11-46-201 through 11-46-208, Animal Shelter Pet Sterilization Act*

### **General Requirements**

The Tooele City Animal Shelter shall not transfer any dog or cat that has not been sterilized, except as provided in the Unsterilized Animals section below. This requirement applies to all adoptions, transfers, and releases. Generally, adoptable animals are sterilized prior to being listed for adoption, and the cost of sterilization is included in the adoption fee. In cases where an animal is transferred prior to sterilization, the procedures outlined below shall apply.

### **Unsterilized Animals — Adoption Agreement and Sterilization Deposit**

The shelter may transfer an unsterilized animal for adoption only if the shelter:

- Establishes a written sterilization agreement, executed by the recipient, acknowledging the animal has not been sterilized and that the recipient agrees to ensure sterilization is completed within 30 days of signing the agreement if the animal is six months of age or older, or within 30 days after the animal reaches six months of age if the animal is younger than six months at the time of transfer.
- Collects a \$25 sterilization deposit from the recipient as outlined in the Sterilization Deposit section below.

### **Sterilization Deposit**

- A sterilization deposit of \$25 shall be collected from any recipient receiving an unsterilized animal.
- The sterilization deposit shall be refunded to the recipient upon presentation of proof of sterilization to the shelter within 30 days of the date the animal was sterilized, and no later than three months after sterilization.
- The deposit is forfeited to the shelter if proof of sterilization is not presented within the required timeframe.

- If a female animal and her litter are transferred to the same person, a sterilization deposit of \$25 is required only for the female animal.
- All forfeited or unclaimed sterilization deposits shall be retained by the shelter and used solely for sterilization programs, public education on animal overpopulation, follow-up compliance efforts, or administrative costs related to this policy.

**Proof of Sterilization**

Proof of sterilization must be a written document signed by a veterinarian licensed under Utah Code Title 58, Chapter 28 (Veterinary Practice Act), stating: the specified animal has been sterilized; the date on which the sterilization was performed; and the location where the sterilization was performed.

**Repeat Impounds — Owner Redemption**

Upon the second impound within a 12-month period, and upon any subsequent impound of an animal claimed by its owner, the shelter may release the animal only upon payment of all applicable impound fees and either proof that the animal has been sterilized, or payment of a \$25 sterilization deposit, which shall be refunded only if the owner provides proof of sterilization to the shelter within 30 days of the animal’s release.

**Failure to Comply**

- The failure is grounds for seizure and impoundment of the animal by the shelter.
- The recipient or owner forfeits the \$25 sterilization deposit.
- A civil penalty of not less than \$250 may be imposed for a first violation, with increased penalties for subsequent violations, in accordance with Utah Code § 11-46-207.

**Nonprofit Sponsor Exemption**

The shelter may waive the \$25 sterilization deposit and release an unsterilized animal to a qualifying nonprofit sponsor organization that is tax-exempt under Section 501(c)(3) of the Internal Revenue Code, provided the sponsor submits proof of sterilization to the shelter within 30 days of transfer.

**4.4 ANIMAL ADOPTIONS**

Animals surrendered by their owners or stray animals unclaimed after five business days are eligible for adoption, transfer to a licensed 501(c)(3) rescue organization, placement in an approved foster home, or humane euthanasia.

**Adoption Fees**

Animals adopted prior to the completion of any services are subject to adoption fees as established by City Council resolution. The Shelter Supervisor may attach additional fees to an adoption to recoup costs incurred for the care and treatment of the animal. No fees shall be added based on the breed, size, or special nature of the animal. All adoption fees are payable at the Tooele City Finance Office.

**Adoption Procedure**

The following steps shall be completed for all animal adoptions:

- The prospective adopter shall complete an animal adoption application and present a current driver’s license or government-issued identification card.
- The shelter employee shall review the application with the Shelter Supervisor to determine approval before proceeding.

- Once approved, the shelter employee shall calculate all applicable adoption fees, provide the adopter with an itemized fee breakdown and instructions for payment, and schedule an appointment for the adoption.
- The shelter employee shall enter the adopter's information into the shelter tracking system.
- If the prospective adopter resides within Tooele City, the shelter employee shall create an animal license record in the Incode system in accordance with Policy 4.2.
- The shelter employee shall send an email to the Tooele City Finance Department containing the following: adopter information, animal information, itemized fee breakdown with associated Tyler fee codes, and the Incode license number if applicable.
- The prospective adopter shall be directed to the Tooele City Finance Department to pay all adoption fees.
- If the animal has not been sterilized, a spay/neuter deposit shall be collected in accordance with Policy 4.3.
- If the animal is not current on its rabies vaccination, a vaccination deposit shall be collected in accordance with Policy 4.1.
- Once all fees have been paid, the shelter employee shall review the adoption contract with the adopter. The adopter shall initial each term to acknowledge understanding and sign the contract.
- The adopter shall be provided with a copy of the signed adoption contract and all documents associated with the animal. The animal shall then be released to the new owner.
- The shelter employee shall enter the final disposition of the animal in the animal tracking system. The original adoption contract shall remain on file at the shelter. A copy of the adoption contract, payment receipt, and the animal's kennel card shall be added to the reclaim folder for filing at the Police Department.

#### **4.5 RESCUE ORGANIZATIONS**

Only approved 501(c)(3) rescue organizations can remove animals from the Shelter without paying adoption and treatment fees. All rescue organizations are required to show proof of 501(c)(3) status and provide organizational contact information to the Shelter Supervisor. Any animal adopted through a certified rescue organization shall be placed according to that organization's policies and procedures. The transaction will be handled by the organization's representatives and all adoption fees retained by them. No animal can be removed from the Shelter without permission from the Shelter Supervisor.

#### **4.6 FOSTER PLACEMENT**

Animals may only be placed in foster care through an approved 501(c)(3) rescue organization. The sponsoring organization is responsible for ensuring that all foster animals are sterilized prior to adoption and for accepting all fees and costs associated with the animal's care. A Foster Agreement Form must be completed and signed by both the rescue organization representative and the individual foster prior to the animal being released from the shelter. The Shelter Supervisor retains the authority to refuse animal placement with any foster or rescue organization at their discretion.

#### **4.7 POTENTIALLY DANGEROUS/DANGEROUS ANIMALS**

Potentially dangerous or dangerous animals shall not be released from the shelter unless a hearing has been conducted and the outcome permits the owner to take custody of the animal.

If an owner surrenders an animal due to a complaint of aggression or a documented bite incident, a hearing shall still be conducted to determine whether the animal is potentially dangerous or dangerous.

The Administrative Lieutenant may review on a case-by-case basis whether a potentially dangerous animal that has been released or revoked from its owner may be adopted by the public or transferred to an approved rescue organization.

Dangerous animals shall not be made available for adoption or rescue.

## **5.0 CARE OF IMPOUNDED ANIMALS**

The care of all animals housed at the Tooele City Animal Shelter is the responsibility of shelter employees under the direction of the Shelter Supervisor. Animal care includes providing adequate food and water, maintaining clean kennels and equipment, and coordinating medical treatment as needed.

General guidelines for daily animal care:

- Check all animals for any immediate health or safety concerns and address accordingly.
- Clean inside kennels and food bowls for dogs, then provide morning feeding.
- Clean kennels and food bowls for cats, then provide morning feeding.
- Administer medications as prescribed once morning cleaning and feeding are complete.
- Provide exercise and enrichment opportunities for animals.
- Restock food and supplies as needed.
- Provide midday feeding and clean food bowls.
- Spot clean kennels and common areas throughout the remainder of the day.
- Administer any second round of medications no later than 2:00 PM.

### **5.1 FOOD AND WATER**

All animals will receive food and fresh water twice per day. Water will be added periodically throughout 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 the owner's expense; this has no effect on the boarding fees being assessed.

### **5.2 KENNELS AND EQUIPMENT**

Animal kennels and shelter equipment will be cleaned and disinfected daily 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 have food and water withheld. Any violation of this policy may result in immediate expulsion from the shelter.

### **5.4 HOUSING DECISIONS AFTER INTAKE**

The shelter maintains three designated housing areas for animals:

### **Intake and Stray Hold**

This area houses dogs and cats upon arrival at the shelter. Animals are held in runs or cages until a physical exam and any necessary treatments are completed. Treatment options at the shelter are limited; animals requiring veterinary care beyond shelter capacity will be transported to a veterinarian by the Shelter Supervisor or an Animal Control Officer. Animals in this area shall only be handled by shelter staff. Disease prevention protocols must be strictly followed, as animals in this area are on stray hold or in the sick ward.

### **Healthy Adoption**

This area houses animals that have been evaluated, deemed healthy, and approved for adoption.

### **Quarantine**

This area houses animals confiscated by law enforcement and animals exhibiting aggressive behavior. Only experienced staff may handle animals housed in this area.

### **Decision Process**

Following a physical exam and preventive healthcare, all animals are initially placed in the Intake and Stray Hold Area. The shelter technician who processes the animal is responsible for updating the animal's record at the time of intake.

The Shelter Supervisor or designee conducts daily walk-throughs to evaluate each animal, ensure records are current, document any necessary notes, and determine whether animals should be moved to a different housing area.

Animals are assigned one of the following status designations:

- Intake Hold: Animal has recently arrived and is awaiting evaluation or has a documented behavior concern.
- Stray Hold: Animal is being held pursuant to stray or sick hold requirements.
- Adoptable: Animal has been cleared and is available for adoption.

Any staff member who observes signs of illness in an animal must immediately notify the Shelter Supervisor or designee so the animal can be relocated to the appropriate area. Sick animals must not remain in the healthy adoption section, as this poses a disease risk to other animals.

## **5.5 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, the kennel must be marked with a Quarantine sign. The animal must be moved to the quarantine room as soon as space 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 the owner's expense. While the animal is at the shelter, the animal can only receive medication authorized by a licensed veterinarian. No rabies vaccine can be administered during this time.

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 5 business days and can be adopted or destroyed. The Shelter Supervisor or the Chief of Police will determine whether a quarantined animal is to be humanely euthanized or placed with 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.

## **5.6 SHELTER SPACE**

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

- Budget constraints
- Adequate staff to meet population needs
- Animal health
- Infectious disease contamination
- Kennel stress
- Food aggression
- Aggressive animal display to staff, visitors or other animals
- Timetables can be implemented at the discretion of the Shelter Supervisor or the Chief of Police as need arises, if they do not conflict with State or local regulations.

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.

## **5.7 DISEASED ANIMALS**

Any animal showing signs of a contagious disease must be immediately isolated to prevent the spread of illness to other animals in the shelter.

### **Cats**

A cat arriving at the shelter with visible signs of contagious disease shall be euthanized immediately and shall not be introduced to the general shelter population. If a cat develops signs of contagious disease after intake, it shall be moved to the cat medical room and isolated. Approved rescue organizations shall be contacted for removal of the animal. If the animal appears to be suffering or is not removed by an approved rescue within three days, the animal shall be euthanized.

### **Dogs**

A dog diagnosed with kennel cough or another treatable condition that responds to antibiotics may remain in the shelter for treatment, provided the animal's condition does not deteriorate to the point of suffering. Any dog suspected of having canine distemper or parvovirus shall be immediately isolated for observation. If the presence of either disease is confirmed or probable following observation, the animal shall be euthanized immediately. No dog showing signs of parvovirus, or any dog being surrendered by an owner due to a parvovirus diagnosis, shall be permitted to enter the shelter. Such animals shall be euthanized on site or refused entry.

### **Rabies**

Any animal suspected of being rabid shall be isolated and observed for a period of ten days. If the animal dies prior to the completion of the ten-day observation period, the head of the animal shall be removed and submitted to the state laboratory for examination.

## **7.0 RESTRAINT OF ANIMALS**

The Tooele City Animal Shelter is committed to the humane treatment of all animals in its care. Shelter employees shall use the least amount of restraint necessary to safely secure an animal while protecting the safety of staff and visitors. Restraint methods shall always be appropriate to the situation and applied with the welfare of the animal in mind. Only approved restraint devices and control methods shall be used when handling or securing animals at the shelter.

### **7.1 APPROVED DEVICES AND CONTROL METHODS**

All shelter employees shall follow these guidelines when handling and restraining animals:

- Always carry a slip leash while on duty.
- Transport animals in an appropriately sized carrier. Dragging animals is strictly prohibited.
- Use muzzles or leash muzzle wraps when necessary. Muzzles are located in the medical room.
- Wrap frightened or fearful animals in a heavy blanket or towel for safe handling.
- Always use two staff members when lifting large animals; one supports the body, the other controls the head.
- Control poles are a last resort and may only be used by properly trained staff.
- Cats shall always be transported in a towel-covered transfer cage. Cats shall never be carried by hand when dogs are present.

#### **Approved Restraint Tools**

- Catch Pole
- Snappy Snare
- Cat and Snake Tongs
- Leash
- Muzzle
- Water Hose
- Gloves
- Euthanasia Pole
- Portable Kennels
- Nets

## **6.0 TRAP-NEUTER-RETURN (TNR) PROGRAM**

The Tooele City Animal Shelter recognizes that feral and community cats present unique challenges that differ from those of owned or stray domestic cats. The Trap-Neuter-Return (TNR) program is a humane and effective strategy for managing feral cat populations within Tooele City. Through TNR, feral cats are humanely trapped, evaluated, sterilized, vaccinated, ear-tipped for identification, and returned to their outdoor colony location.

### **6.1 PURPOSE AND SCOPE**

The purpose of the TNR program is to humanely stabilize and reduce the feral cat population within Tooele City over time, reduce the number of feral cats entering the shelter, and minimize the costs associated with feral cat intake and euthanasia. This program applies to feral and unsocialized community cats living outdoors within Tooele City limits.

### **6.2 DEFINITIONS**

- Feral Cat: A cat that is unsocialized to humans and is not suitable for placement as a household pet. Feral cats typically live outdoors in colonies and avoid human contact.
- Community Cat: Any free-roaming cat living outdoors, including feral, stray, or semi-socialized cats.
- Colony: A group of community cats living together in a defined territory.
- Colony Caretaker: An individual who provides food, water, shelter, and manages TNR efforts for a feral cat colony.
- Ear Tip: The universal symbol of a sterilized and vaccinated feral cat, consisting of the surgical removal of approximately one quarter inch of the tip of the left ear, performed while the cat is under anesthesia.

### **6.3 PROGRAM ADMINISTRATION**

The TNR program shall be administered by the Tooele City Animal Shelter under the direction of the Shelter Supervisor, Administrative Lieutenant, and Chief of Police. The shelter may partner with approved 501(c)(3) rescue organizations, veterinary clinics, and community volunteers to support program operations. All TNR activities conducted within Tooele City must be coordinated through or approved by the shelter.

### **6.4 COLONY CARETAKER REGISTRATION**

Individuals wishing to participate in the TNR program as a colony caretaker must register with the Tooele City Animal Shelter. Registration requirements include:

- Completion of a Colony Caretaker Registration Form
- Identification of the colony location and estimated number of cats
- Agreement to comply with all TNR program requirements and shelter policies
- Agreement to manage the colony responsibly, including providing food, water, and shelter as needed
- Agreement to trap and submit all unsterilized colony cats for TNR processing

Registered caretakers are responsible for the ongoing management of their designated colony. Caretaker registration shall be renewed annually.

## **6.5 TRAPPING PROCEDURES**

All trapping activities shall be conducted in a humane manner and only after a surgery spot has been confirmed. Caretakers shall not trap without a scheduled surgery appointment. Trapping without a plan results in unnecessary holding time for the cat and places an unnecessary burden on shelter resources.

### **Scheduling and Coordination**

- TNR surgery spots are limited and are allocated on a first-come, first-served basis. Trap rentals will only be provided to caretakers who have an approved and scheduled surgery spot at the time of rental.
- Shelter staff and Animal Control Officers shall provide caretakers with instruction on when to trap based on their scheduled surgery date to minimize the amount of time a cat is held prior to surgery.
- Once a cat has been trapped, the caretaker must contact Tooele County Dispatch to request an Animal Control Officer for pickup. ACOs will collect the trapped cat from the colony location, confirm the colony is within Tooele City limits, and transport the cat to the shelter or designated veterinary facility for processing.
- Upon completion of recovery, an ACO will return and release the cat to its original colony location.

### **General Trapping Guidelines**

- Only humane box traps approved by the shelter shall be used for trapping feral cats.
- Traps shall be checked at a minimum of every 12 hours. Traps shall never be left unattended overnight.
- Trapped cats shall be kept in a safe, sheltered location protected from extreme weather, direct sunlight, and stress.
- Food and water shall be withheld from trapped cats for a minimum of 12 hours prior to surgery.
- Traps containing cats shall be covered with a towel or blanket to reduce stress during transport.
- Nursing females shall be released immediately if kittens are dependent on them and cannot be located for socialization and placement.
- Kittens under eight weeks of age that are young enough to be socialized shall be evaluated for foster placement rather than returned to the colony.

## **6.6 VETERINARY CARE AND PROCESSING**

All cats processed through the TNR program shall be transported to Best Friends Spay/Neuter Clinic in Orem, Utah for veterinary services. All cats shall receive the following services, performed by or under the supervision of a licensed veterinarian:

- Spay or neuter surgery
- Rabies vaccination
- FVRCP vaccination (feline distemper combination vaccine)
- Flea treatment as needed
- Ear tip of the left ear to permanently identify the cat as sterilized and vaccinated
- General health evaluation

Cats that are found to be severely ill, critically injured, or suffering during evaluation may be humanely euthanized at the discretion of the attending veterinarian or Shelter Supervisor rather than returned to the colony.

### **6.7 RETURN TO COLONY**

Following recovery from surgery, cats shall be returned to their original capture location unless circumstances prevent safe return. Cats shall be held for a minimum recovery period as directed by the attending veterinarian prior to release, typically 24 to 48 hours for males and 48 to 72 hours for females.

Cats shall not be returned to a location if:

- The location poses an immediate safety risk to the cat
- The property owner has formally objected to the presence of the colony and requested removal
- The cat is deemed too ill or injured to survive outdoors

In such cases, the Shelter Supervisor shall determine the appropriate disposition of the cat.

### **6.8 RECORD KEEPING**

The shelter shall maintain records for all cats processed through the TNR program. Records shall include:

- Date of trapping and processing
- Colony location
- Description and photo of the cat
- Services rendered, including vaccinations and sterilization
- Name and contact information of the colony caretaker
- Date and location of return

All TNR records shall be entered into the shelter tracking system and retained in accordance with city records retention policies. When entering a TNR cat into the shelter tracking system, the cat shall be named using the first three letters of the caretaker's or trapper's last name in capital letters followed by a sequential number identifying the cat's order within the colony. For example, a caretaker with the last name Anderson would have cats entered as AND1, AND2, AND3, and so on.

### **6.9 PROPERTY OWNER COMPLAINTS**

Animal control officers shall respond to complaints from property owners regarding feral cat colonies in a timely and professional manner. When a complaint is received, animal control officers shall:

- Document the complaint and notify the Administrative Lieutenant and Shelter Supervisor.
- Contact the registered colony caretaker, if applicable, to address the concern.
- Work with the property owner and caretaker to reach a reasonable resolution, which may include relocation of feeding stations, additional trapping efforts, or colony reduction strategies.
- Advise the property owner of the TNR program and its benefits as an alternative to trap-and-remove approaches.

Animal control shall not remove or relocate an established TNR colony without the approval of the Shelter Supervisor, Administrative Lieutenant, and Chief of Police.

## **6.10 PROGRAM LIMITATIONS**

The TNR program is subject to available resources, staffing, and shelter capacity. The Shelter Supervisor, Administrative Lieutenant, and Chief of Police retain the authority to modify, suspend, or discontinue TNR program activities as operational needs require. Participation in the TNR program does not exempt colony caretakers from compliance with applicable Tooele City ordinances or state laws governing animal care and nuisance animals.

## **6.11 TRAP RENTALS**

The Tooele City Animal Shelter offers humane box traps for rent to Tooele City residents participating in the TNR program or requiring a trap for other approved animal control purposes. Trap rentals are subject to availability and must be approved by the Shelter Supervisor or designee.

### **Rental Requirements**

Prior to renting a trap, the renter must:

- Complete a Trap Rental Agreement outlining the terms and conditions of the rental.
- Pay a \$70 rental deposit at the Tooele City Finance Department. The shelter shall send the required payment information to the Finance Department prior to the renter completing payment, in accordance with Policy 9.0.
- Present a valid government-issued identification card at the time of pickup.

### **Trap Inspection and Demonstration**

At the time of pickup, the shelter staff member assisting with the rental shall inspect the trap to confirm it is clean and in good working order and provide the renter with a brief demonstration of how to properly set and operate the trap. This step ensures the renter is familiar with the trap prior to use and confirms the condition of the trap at the time of release.

### **Trap Rental Agreement**

The Trap Rental Agreement shall outline the renter's responsibilities, including but not limited to:

- Checking traps at a minimum of every 12 hours.
- Keeping traps clean and returning them in the same condition in which they were received.
- Using traps only for humane and lawful purposes.
- Returning the trap to the shelter by the agreed upon return date.
- Notifying the shelter immediately if the trap is lost, stolen, or damaged.

### **Deposit and Refund**

The \$70 deposit shall be refunded upon return of the trap in satisfactory condition and in accordance with the terms of the Trap Rental Agreement. Failure to comply with the terms of the agreement shall result in:

- Forfeiture of the \$70 rental deposit.
- Denial of future trap rental privileges at the discretion of the Shelter Supervisor, Administrative Lieutenant, and Chief of Police.

## **8.0 EUTHANASIA**

### **Policy Statement**

It is the goal of the Tooele City Animal Shelter to place every animal in a caring and responsible home. However, due to limited placement opportunities, euthanasia is sometimes a necessary outcome. Each animal is evaluated individually based on health and temperament. Since euthanasia is the final act of kindness that can be shown to an animal, all animals shall be handled with respect and sensitivity and protected from stress, fear, discomfort, and pain throughout the process.

### **General**

Only trained and certified personnel shall perform or participate in euthanasia procedures. All procedures shall be conducted under the direction of the Shelter Supervisor and carried out as humanely as possible, minimizing pain, suffering, and the spread of disease.

When evaluating an animal for euthanasia, the following factors are considered in order of priority:

- Health
- Temperament
- Exhibited behavior
- Historical behavior

### **Authorization**

No animal shall be euthanized until all required time periods, procedures, and circumstances specified by Tooele City Animal Shelter policy and applicable federal, state, and local laws have been completed or met. All surrendered animals shall be held for a minimum of 24 hours prior to euthanasia, with the following exceptions:

- Animals surrendered with obvious medical conditions that would cause pain or suffering if held for 24 hours.
- Owner requested euthanasia with completed required paperwork and payment.

### **Euthanasia Procedure**

The following steps shall be completed for all euthanasia procedures:

1. The Shelter Supervisor shall select the animals to be euthanized. Two staff members shall independently review and scan each animal for a microchip prior to euthanasia. Both staff members shall sign the euthanasia checklist confirming their review. The completed checklist shall be submitted to the Shelter Supervisor.
2. Prior to beginning, ensure the euthanasia room is clean, all needed supplies are available, and the "Occupied" sign is displayed.
3. All animals shall be sedated prior to euthanasia using a ketamine/xylazine premix in accordance with the drug dosage chart, to minimize stress, anxiety, and suffering.
4. The only approved methods of euthanasia are intravenous injection by hypodermic needle, inter-peritoneal injection by hypodermic needle, or if an animal is unconscious, intracardial injection by hypodermic needle.
5. All necessary precautions shall be taken to ensure the safety of staff during the procedure.

6. Once the animal is fully sedated, administer the euthanasia solution in accordance with the drug dosage chart.
7. Use a stethoscope to confirm cardiac arrest. A heart stick may be used as an alternative.
8. Place the animal in a provided bag, tie securely, label and place in the freezer.
9. Complete all required paperwork, including the controlled substance logbook and the animal's kennel card, and update the animal's record in the tracking system.
10. Clean the room, including the table, clippers, and floor. Restock any supplies as needed, secure the lock box, turn off the lights, and return the "Occupied" sign to the blank side.

### **8.1 EMERGENCY EUTHANASIA**

With the approval of the Shelter Supervisor, euthanasia may be performed before the required holding period expires in cases of serious injury, illness, or other extreme circumstances where the purpose is to relieve the animal from undue suffering or to protect animals or people from injury, disease, or danger.

### **8.2 OWNER REQUESTED EUTHANASIA**

The shelter does not euthanize animals for the public. Exceptions may be made by the Administrative Lieutenant and Shelter Supervisor on a case-by-case basis for exigent circumstances involving sick or injured animals.

### **8.3 EUTHANASIA TRAINING AND CERTIFICATION**

Only employees who hold a current Utah Animal Control Officers Association (UACOA) Euthanasia Certification may perform euthanasia procedures. The UACOA certification course is taught by a licensed veterinarian, and certification must be renewed every two years.

### **8.4 CONTROLLED SUBSTANCES — STORAGE, USE, AND ACCOUNTABILITY**

The purpose of this policy is to ensure consistent guidelines for the accounting, security, and use of controlled substances at the Tooele City Animal Shelter. All controlled substances shall be purchased, stored, and accounted for in accordance with applicable federal and state laws, including Drug Enforcement Administration (DEA) regulations.

#### **Approved Controlled Substances**

The following controlled substances are approved for use at the shelter:

- Tranquilization: Ketamine and Xylazine, mixed at a ratio of 10cc Ketamine to 2cc Xylazine
- Euthanasia: Sodium Pentobarbital

All drugs are administered based on the animal's body weight. Any drug not listed above must be approved by the Shelter Supervisor or Chief of Police and sanctioned by a licensed veterinarian.

#### **Storage**

All controlled substances, needles, and tools used in euthanasia shall be stored in a permanently affixed cabinet or safe with a self-locking door using either a multiple-position combination or key lock mechanism. Only the Shelter Supervisor shall have access to the locked cabinet. The storage unit shall remain secured at all times when not in use. All inventory logbooks shall be kept in the locked cabinet in the medical room.

### **Purchase and Reconciliation**

The Shelter Supervisor is the sole authorized party responsible for purchasing, reconciling, and maintaining inventory of all controlled substances. When controlled substances are delivered, they shall be immediately entered into the main inventory logbook. Each bottle of Sodium Pentobarbital shall be assigned a unique identifying number, which is written on the bottle and used to log the amount of substance used in the logbook. Each Ketamine/Xylazine premix shall also be assigned a unique identifying number upon preparation and logged accordingly.

### **Record Keeping**

All controlled substances shall be tracked using a perpetual paper logbook. Each entry shall include:

- Name of the drug
- Unique identifying number assigned to the bottle
- Current inventory amount
- Animal the substance was dispensed to
- Name of the person dispensing the substance
- Amount dispensed

Controlled substances administered to an animal shall also be logged in the shelter software. All logbook entries shall be made in blue or black ink. No pages shall be removed from the logbook. Errors shall be corrected by drawing a thin line through the entry and initialing it. Entries shall never be erased or completely obliterated.

### **Field Usage and Transfers**

Any controlled substances transferred from the shelter's main inventory to an Animal Control Officer for field usage must be accompanied by a completed transfer form and recorded in both the main inventory logbook and the ACO's field usage logbook.

### **Discrepancies**

Any discrepancy in drug balance or logbook entries shall be reported to the Shelter Supervisor immediately.

## **8.5 THEFT AND LOSS**

In the event of theft or significant loss of any controlled substance, the Shelter Supervisor shall immediately notify the Administrative Lieutenant and Chief of Police for investigation and file the appropriate forms pursuant to UAC R156-37-602(2). Copies of all filed forms shall be submitted to the Department of Professional Licensing (DOPL), directed to the attention of the Investigation Bureau.

## **9.0 PAYMENT PROCEDURES**

All payments and transactions for the Tooele City Animal Shelter are processed through the Tooele City Finance Department. Shelter staff shall not collect payments directly.

Prior to directing any owner, adopter, or other party to the Finance Office for payment, shelter staff shall send an email to the Tooele City Finance Department containing the following information:

- Animal information
- Owner or adopter information
- Itemized fee breakdown with associated Tyler fee codes

- Total amount due
- City animal license information, if applicable

The party shall then be directed to the Tooele City Finance Department to complete payment.

## **10.0 SAFETY**

The safety of shelter staff and animals is a top priority at the Tooele City Animal Shelter. All employees are expected to follow safe work practices at all times and report any unsafe conditions or injuries to their supervisor immediately. Willful violation of safety procedures or endangering the safety of others is subject to disciplinary action, up to and including termination.

### **10.1 PERSONAL SAFETY**

- Report all injuries, no matter how minor, to a supervisor immediately.
- Slip-resistant footwear is required when working with animals.
- Animals over 50 lbs. shall be lifted or moved by two staff members. Always bend at the knees and lift with your legs.
- Know the location of all fire extinguishers and emergency exits. These areas shall never be blocked and floors and aisles shall remain clear at all times.
- Safety glasses and gloves are required when working with chemicals. Hearing protection is required when in dog rooms for longer than 30 seconds. Additional protective equipment shall be worn as applicable to the task.
- Horseplay is strictly prohibited.

### **10.2 HOUSEKEEPING AND CLEANING**

- All employees are responsible for maintaining cleanliness and orderliness in their work areas.
- Eating, drinking, applying cosmetics, or storing food in animal handling areas is prohibited.
- Hands shall be washed between handling animals and after handling chemicals.
- Spills shall be cleaned up promptly, and a wet floor caution sign is placed in the area until dry.

### **10.3 HAZARDS AND HAZARDOUS SUBSTANCES**

- All hazards shall be reported to the shelter supervisor immediately.
- Only properly trained employees may perform electrical repair work. Outlets shall not be overloaded.
- Material Safety Data Sheets (MSDS) for all chemicals are located in the yellow MSDS binder in the front office. Employees shall review the MSDS for any chemical before use.
- Refer to the Hazard Communication Program SOP for additional workplace hazard policies.

### **10.4 SHARPS SAFETY AND DISPOSAL**

The purpose of this policy is to establish safe handling and disposal procedures for sharps used at the Tooele City Animal Shelter to protect staff, animals, and the public from injury and the potential transmission of disease.

### **Definition**

Sharps include any device or object capable of puncturing, lacerating, or cutting skin, including but not limited to needles and syringes, scalpel blades, lancets, and any other sharp medical instrument used at the shelter.

### **Handling**

- Never recap, bend, or break a needle after use.
- Never pass sharps directly hand to hand. Place sharps on a flat surface for the other person to pick up.
- Immediately dispose of used sharps in an approved sharps container after use.
- Never overfill a sharps container. Containers shall be sealed and replaced when they reach the designated fill line.
- Inspect sharps containers regularly to ensure they are not overfilled or damaged.
- Only certified and authorized staff shall handle sharps used in euthanasia or sedation procedures.

### **Storage**

- Sharps containers shall be kept in a secure, designated location accessible only to authorized staff.
- Sharps containers shall be puncture-resistant, leak-proof, and clearly labeled.
- Unused needles and syringes shall be stored in the locked cabinet in the euthanasia room in accordance with Policy 8.4.

### **Disposal**

- All used sharps shall be disposed of in an approved sharps container. Sharps shall never be disposed of in regular trash receptacles.
- Full sharps containers shall be sealed and disposed of in accordance with applicable federal, state, and local regulations governing medical waste disposal.
- The Shelter Supervisor is responsible for ensuring that full sharps containers are properly sealed and submitted for disposal through an approved medical waste disposal provider.

### **Needle Stick or Sharp Injury**

In the event of a needle stick or sharp injury, the following steps shall be taken immediately:

- Wash the affected area thoroughly with soap and water.
- Report the injury to the Shelter Supervisor immediately.
- Seek medical attention as soon as possible.
- Complete an incident report documenting the circumstances of the injury.

The Shelter Supervisor shall notify the Administrative Lieutenant and follow all applicable workplace injury reporting requirements.

## **11.0 CLEANING PROCEDURES**

Maintaining a clean and sanitary shelter environment is essential to the health and well-being of all animals in the shelter's care and the safety of shelter staff. All employees are responsible for following established cleaning procedures and protocols to minimize the spread of disease and maintain a safe and healthy environment.

### **11.1 DOG KENNEL CLEANING**

All kennels shall be cleaned in the following order of priority based on age and susceptibility: Pediatric, Vaccinated healthy adult, Unvaccinated adult, Sick.

#### **Equipment Required**

- Trash can
- Pooper scooper
- Hose-end sprayer with cleaning solution
- Disinfectant
- Long-handled scrub brush
- Squeegee
- Towels

#### **Daily Cleaning Procedure**

- Move dogs from indoor kennels to outdoor kennels.
- Remove all fecal material, hair, and debris from each run. Remove soiled bedding and clear any debris near drains.
- Rinse kennels with water to remove remaining debris.
- Apply cleaning solution to all surfaces from top to bottom. Solution must sit for a minimum of 10 minutes. Apply to all kennels before proceeding to the next step.
- Scrub all surfaces with a stiff brush to remove any remaining organic material, then rinse thoroughly.
- Squeegee kennels and walkways.
- Apply disinfectant to kennels and walkways and allow to sit for a minimum of 10 minutes. Dry as needed.
- Refill water bowls, replace bedding, and provide toys as indicated on the animal's kennel card.
- Return dogs to their kennels and provide food.
- Clean and disinfect all scoopers and brushes.
- Clean outdoor kennels and yard area before the end of shift.

## **11.2 CAT KENNEL CLEANING**

All cat kennels shall be cleaned in the following order of priority based on age and susceptibility: Pediatric, Vaccinated healthy adult, Unvaccinated adult, Sick.

### **Daily Cleaning Procedure**

- At the start of each cleaning, check each animal and its environment for any immediate health or safety concerns.
- Wear a new set of disposable gloves for each cat. Use disposable items whenever possible.
- Minimize handling during cleaning. Where possible, provide cats with a hiding area such as a cat den, paper bag, or box to retreat to during cleaning. If double-sided cages are available, shift the cat to the opposite side while cleaning.
- Wipe kennel walls with paper towels and disinfectant to remove organic material.
- Dispose of soiled litter and replace with fresh litter.
- Shake out bedding to remove litter and food debris. Return bedding to the kennel if not soiled or replace with clean bedding as needed.
- Empty and refill water bowls with fresh water.
- Provide food.
- Clean surrounding areas including floors and garbage as needed.

## **11.3 EMPTY CAGE CLEANING**

Any cage vacated following a return to owner, adoption, euthanasia, or transfer shall be disinfected before a new animal is placed in it. The staff member removing the animal is responsible for hanging a red "Dirty Cage" sign on the cage to indicate it requires cleaning.

### **Procedure**

- Remove all items from the cage, including dishes, bedding, and toys, and take them to the appropriate washing area.
- Scoop out all organic material.
- Spray detergent solution on every surface of the cage or run.
- Scrub all surfaces thoroughly with a stiff brush to remove all organic material.
- Rinse the cage or run thoroughly.
- Apply disinfectant or bleach solution to all surfaces including the top, sides, and gate.
- Allow the solution to sit for a minimum of 10 minutes, then rinse and squeegee or wipe dry as needed.
- Remove the "Dirty Cage" sign and return it to its designated storage location.

## **11.4 WASHING AND DISINFECTING DISHES**

Water and disinfectant solution shall never be left sitting overnight. Fresh cleaning solution shall be prepared each morning as follows:

- Fill the first wash tub with water and disinfectant solution.
- Fill the second wash tub with plain water for rinsing. Rinsing may also be performed under running water.

## **Procedure**

- Wipe all food particles from dishes into the trash before washing.
- Scrub dishes thoroughly in the detergent solution.
- Place dishes in the disinfectant solution for a minimum of 10 minutes.
- Rinse dishes thoroughly in the rinse tub or under running water until all residue is removed.
- Stack dishes upside down on drying racks to drain.
- Return dried dishes to the appropriate area — the clean dish area for dogs and cats or the food preparation area — by the end of each day to ensure clean dishes are available for the following day.
- When finished, drain and disinfect both wash tubs and the sink.

### **11.5 CLOSING PROCEDURE**

The following tasks shall be completed by staff at the end of each shift before leaving the shelter:

- Conduct a final check of all dog and cat kennels, spot clean as needed, and check water levels.
- Ensure all water hoses are turned off, rolled up, and stored away from walkways.
- Empty all trash bins and replace with new liners.
- Clean the break room and washroom.
- Check the intake area to ensure it is clean, organized, and fully stocked. Restock forms as needed.
- Return all supplies to their designated storage locations.
- Sweep and mop all floors.
- Turn off all lights in the shelter.
- Lock all doors and the front gate upon exiting.

### **12.0 FEEDING AND CARE PROCEDURES**

Proper nutrition and daily care are essential to the health and well-being of all animals housed at the Tooele City Animal Shelter. All staff are responsible for following established feeding and care procedures to ensure that every animal receives consistent, appropriate care throughout their stay at the shelter. Any concerns regarding an animal's health, appetite, or behavior shall be reported to the Shelter Supervisor immediately.

#### **12.1 PRELIMINARY BEHAVIOR ASSESSMENT**

##### **Purpose**

Upon completion of an animal's stray hold, shelter staff shall conduct a preliminary behavior assessment to identify animals with behavioral issues requiring further evaluation. Aggressiveness is defined as any animal displaying signs of aggression, having a history of aggression, or having attacked a person or animal, including animals that cannot be safely handled.

The assessment is intended to identify aggressive or challenging behaviors such as growling, hysterical barking, or lunging, and to determine appropriate placement recommendations.

## **Procedure**

A minimum of two staff members shall be present for all assessments. Only approach behavior is evaluated during the initial assessment. Video of the approach should be captured when possible.

- Observe and document the dog's approach behavior within the first few seconds. Dogs shall not make direct contact during the first assessment.
- Assess the dog's reaction to other dogs without direct contact, and test responses to toys, food, and treats.
- When assessing dog-to-dog reactions, select a helper dog that has passed a behavior assessment, is the same gender, at least six months of age, and within 20 lbs. of the dog being assessed. Place the helper dog in the outdoor yard before bringing out the assessed dog.
- If handling problems are identified, return the dog to its kennel and reassess the following day with a different assessment team if possible.
- If concerns are identified, bring findings to the Shelter Supervisor to determine next steps.

## **Notes**

- If the situation becomes unsafe at any point, the assessment shall be stopped immediately.
- A dog approaching with its body held high and tail raised may indicate dog aggression and should be noted.
- This assessment is an initial screening tool only. All final assessments shall be conducted by the Shelter Supervisor, who will determine appropriate next steps.

## **12.2 SPAY/NEUTER SURGERY PROTOCOLS**

### **Pre-Surgery**

- Animals scheduled for surgery shall be listed on the board in the hallway next to the feeding station.
- Adult animals scheduled for surgery shall be fasted from the evening prior to surgery. Water shall not be withheld.
- Animals weighing 2 lbs. or more shall be given a small meal the evening before surgery.

### **Post-Surgery**

- The staff member returning the animal to its kennel shall circle the spay or neuter notation on the animal's kennel card.
- The animal's record in the shelter tracking system shall be updated to reflect the completed procedure and any post-surgery medications to be administered.

## **12.3 DAILY WALK-THROUGH PROCESS**

The Shelter Supervisor shall conduct a daily walk-through of the shelter to evaluate all animals and make decisions regarding housing, medical care, and disposition.

### **Kennel Inventory**

- The Shelter Supervisor shall assess each animal during the walk-through and determine if any animals need to be moved to a different area, such as from intake/stray hold to adoption or to the sick ward.
- Movement instructions shall be communicated to shelter staff via a note on the kennel indicating the appropriate action, such as “Move to Adoption” or “Move to Sick Ward.”
- The staff member moving the animal is responsible for thoroughly disinfecting the vacated kennel and updating the animal’s record in the shelter tracking system by the end of the day.

### **Sick or Injured Animals**

- If an animal is sick or showing signs of illness, it shall be moved to the appropriate area for that species. Notations regarding the type and severity of illness shall be made on the animal’s kennel card and in the shelter tracking system.
- If the illness is treatable, a veterinarian may assess the animal and discuss treatment options and associated costs with the Shelter Supervisor.
- If the illness is contagious, poses a risk to other animals or human health, or the animal is suffering, the Shelter Supervisor may recommend euthanasia.

## **12.4 DOG FEEDING PROCEDURE**

### **General Guidelines**

- The food preparation area shall be kept clean, neat, and fully stocked at all times.
- All food shall be stored in appropriately labeled bins. Open bags of food shall not be left out.
- The food preparation table shall be wiped down with disinfectant spray regularly.
- Canned food stock and treats shall be restocked from main inventory as needed.
- All dirty dishes and utensils shall be taken to the dishwashing station immediately after use.
- Spilled food shall be swept up after each feeding.
- Paper food trays are available at the feeding station for preparing each dog’s food. Each tray must be labeled with the animal’s name and replaced weekly.

### **Feeding Procedure**

- Prepare food for dogs in the current cleaning rotation: Adoptable, Stray, and Quarantine.
- Feed dogs after their indoor kennel has been cleaned and they have returned to their kennel.
- Do not feed any animal with a “Do Not Feed” sign on its kennel. Animals fed before surgery cannot be spayed or neutered.
- All animals are fed according to manufacturer guidelines and/or veterinarian instructions. General feeding guidelines are as follows:

| Size    | Weight           | Morning                        | Afternoon                               |
|---------|------------------|--------------------------------|---|
| X-Large | 90 lbs. and over | 3 cups                         | 3/4 cup if morning serving was finished |
| Large   | 60 – 90 lbs.     | 2 cups                         | 1/2 cup if morning serving was finished |
| Medium  | 31 – 50 lbs.     | 1 cup                          | 1 cup                                   |
| Small   | 16 – 30 lbs.     | 1/2 to 3/4 cup                 | 1/2 to 3/4 cup                          |
| X-Small | 5 – 15 lbs.      | 1/3 cup                        | 1/3 cup                                 |
| Puppies | —                | 1/2 cup dry and 1/2 cup canned | 1/2 cup dry and 1/2 cup canned          |

- Underweight, pregnant, and nursing animals shall be fed additional amounts as needed.
- Animals are weighed weekly to assess food needs. Any updates to feeding guidelines shall be noted on the animal’s kennel card.
- After feeding, all dishes and utensils shall be taken to the dishwashing station for cleaning and disinfection.

#### **Quarantine Animals — Owner Provided Food**

Owners of quarantined animals may provide food for their animal at their own expense. All food must be clearly labeled with the animal’s name and accompanied by feeding instructions or dietary restrictions. Shelter staff shall follow all owner-provided feeding instructions. Owner-provided food does not affect or reduce any fees incurred during the animal’s stay at the shelter.

### **12.5 CAT FEEDING PROCEDURE**

#### **General Guidelines**

- The food preparation area shall be kept clean and neat at all times. Cans and can tops shall be discarded in the trash immediately after use.
- Do not feed any animal with a “Do Not Feed” sign on its cage. Animals fed before surgery cannot be spayed or neutered.
- All food dishes shall be collected during clean up and taken to the dishwashing station for cleaning and disinfection.

#### **Feeding Procedure**

- Prepare and provide food for cats in the following order: Adoptable, Stray, Isolation/Sick.
- All cats are fed according to the following general guidelines:

| Category   | Morning            | Afternoon          |
|------------|--------------------|--------------------|
| Adult Cats | 1/2 cup            | 1/2 cup if needed  |
| Kittens    | 1/4 cup per kitten | 1/4 cup per kitten |

- Nursing and pregnant cats shall be provided additional food as needed.
- Staff shall note on the animal's cage card if the animal requires twice daily feedings.

## **12.6 DOG WALKING AND ENRICHMENT**

Adoptable dogs shall be walked daily during the week, subject to weather conditions and staffing levels. Regular exercise and enrichment are essential to the physical and mental well-being of all animals in the shelter's care.

### **Walking Procedure**

- Always use a thick slip lead when removing a dog from its kennel. Never use the clip end of a leash on a collar, as dogs may slip out if they pull back.
- Place an "I Am Being Walked" notice on the kennel before removing the dog.
- Keep dogs on a short leash at all times and do not allow interaction with other dogs or people while walking.
- Walk dogs in designated areas only.
- If a dog gets loose, do not chase it. Alert nearby staff and use a calm voice and treats to encourage the dog to return.

### **Enrichment**

Shelter staff shall provide enrichment opportunities for all animals to reduce stress and support behavioral health. Enrichment may include toys, social interaction, puzzle feeders, auditory enrichment, and outdoor exercise. All enrichment shall be appropriate to the animal's size, temperament, and behavioral history as noted on the kennel card. Any behavioral concerns observed during enrichment shall be reported to the Shelter Supervisor immediately.

## **12.7 CAT ENRICHMENT**

Shelter staff shall provide daily enrichment opportunities for cats to reduce stress and support physical and mental well-being, subject to staffing levels. Enrichment activities may include:

- Toys such as wand toys, crinkle balls, and small stuffed animals
- Hiding spaces such as cat dens, boxes, or paper bags
- Scratching posts or pads
- Puzzle feeders or food-based enrichment
- Social interaction and handling by trained staff and volunteers
- Auditory enrichment in cat housing areas

All enrichment shall be appropriate to the individual cat's temperament and behavioral history as noted on the cage card. Fearful or stressed cats shall be given space and low-stress enrichment options. Any behavioral concerns shall be reported to the Shelter Supervisor immediately.

## **13.0 PHONE CALLS, EMAILS, AND APPOINTMENTS**

Professional and timely communication is essential to the daily operations of the Tooele City Animal Shelter. All staff are expected to handle phone calls, emails, and appointment requests in a courteous and professional manner.

### **13.1 PHONE CALLS**

- All calls shall be answered promptly. Staff shall identify themselves and the shelter when answering.
- Voicemails shall be checked regularly and returned within one business day.
- Staff shall not provide legal, medical, or veterinary advice over the phone. Questions requiring professional expertise shall be directed to the Shelter Supervisor.
- Calls regarding lost or found animals, bite incidents, complaints, or enforcement matters shall be documented and forwarded to the appropriate staff member or supervisor.

### **13.2 EMAILS**

- Shelter emails shall be checked regularly and responded to within one business day.
- All emails shall be written professionally and represent the shelter appropriately.
- Emails involving complaints, media inquiries, legal matters, or sensitive information shall be forwarded to the Shelter Supervisor or Administrative Lieutenant immediately.
- All official communications shall be conducted through designated Tooele City email accounts.

### **13.3 APPOINTMENTS**

- All adoptions, owner surrenders, and animal reclaims shall be conducted by appointment only. Appointments shall be scheduled and documented in the shelter scheduling system.
- Staff shall confirm appointments at least one business day in advance when possible.
- Walk-in requests shall be accommodated based on staff availability and shelter capacity at the discretion of the Shelter Supervisor.
- All visitors shall be required to sign in upon arrival.
- Any individual wishing to interact with adoptable animals must complete a Release of Claims Form prior to doing so.

### **14.0 RECORDS REQUESTS AND MEDIA CONTACTS**

The Tooele City Animal Shelter is committed to transparency and professional communication with the public and media. All records requests and media inquiries shall be handled in accordance with applicable laws, city policies, and established procedures to ensure the protection of personal information and the integrity of shelter operations.

#### **14.1 RECORDS REQUESTS**

The Tooele City Animal Shelter is committed to providing public access to records in a manner consistent with the Utah Government Records Access and Management Act (GRAMA), Utah Code 63G-2-101 et seq. To protect personal information, all records requests shall follow the procedures and rules outlined in Tooele City Police Department Policy 804 (Records Maintenance and Release).

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

## **14.2 MEDIA CONTACTS**

All media inquiries directed to the Tooele City Animal Shelter shall be forwarded to the Shelter Supervisor or Administrative Lieutenant for handling. Shelter staff shall not provide statements, interviews, or information to media representatives without prior authorization from the Shelter Supervisor or Administrative Lieutenant. All media communications shall be conducted in a professional manner and in accordance with Tooele City policies.